

# CONNECT



**Bigger, Better**  
*stronger together*

**100+**

**exhibitor stands**

Explore local opportunities

*Expert  
Workshops*

**Google**  
Digital Garage

*Workshops*

*Build your  
Connections*

**BREAKFAST  
POWER  
HOUR**

**FREE  
BUSINESS  
SUPPORT**

**SPEED  
NETWORKING**

## **BETTER BUSINESS SHOW**

Calling all business people!  
Don't miss out on the biggest  
ever Better Business Show -  
find out more on page 4

## **CELEBRATE YOUR SUCCESS!**

Enter your business now  
to be in for a chance of  
winning an Adur & Worthing  
Business Award

## **IMPROVING YOUR SUSTAINABILITY**

How do you improve  
sustainability within a  
business? Find out on page 22

## **OVERCOMING FEAR**

Find out top tips to help  
you dismiss those feelings of  
fear and harness them in a  
positive way



*Celebrating 10 years*

**Thursday 21st September**

**10:00am - 3:00pm**

**Worthing Leisure Centre**

**FREE TO ATTEND**

# Thank you to our Premier Partners who support Chamber Connect



**CARPENTER  
BOX**

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



**SURE**  
Chartered Insurance Brokers

[www.nsure.co.uk](http://www.nsure.co.uk)

**FRP**

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

**bennett  
griffin** +

[www.bennett-griffin.co.uk](http://www.bennett-griffin.co.uk)



**ADUR & WORTHING  
COUNCILS**

[www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)

**0845 6003999**  
Local•National•International





Call now 0845 600 3 999  
[www.bbacouriers.co.uk](http://www.bbacouriers.co.uk)

Call now 0845 600 3 999  
[www.bbacouriers.co.uk](http://www.bbacouriers.co.uk)

Call now 0845 600 3 999  
[www.bbacouriers.co.uk](http://www.bbacouriers.co.uk)

Call now 0845 600 3 999  
[www.bbacouriers.co.uk](http://www.bbacouriers.co.uk)

[info@bbacouriers.co.uk](mailto:info@bbacouriers.co.uk) [www.bbacouriers.co.uk](http://www.bbacouriers.co.uk) 01903 700999

WORTHING & ADUR CHAMBER

# CONNECT

## Welcome to Issue 28: Celebrating a Decade of Excellence at the Better Business Show!

Step into this vibrant issue as we celebrate the triumph of positivity and achievements of businesses locally. At the heart of the Chamber's mission lies unwavering support for our local business community.

We're celebrating a whopping 10 years of the Better Business Show, and what a journey it's been! Can you believe it? It all started back in 2013 when we kicked things off with a small group of forward-thinking businesses on the Town Hall's balcony. And now, fast forward to today – we're gearing up for a 10 year celebration at Worthing Leisure Centre with over 80 stands that are all about fresh ideas and endless possibilities.

But ..... you, yes YOU, are the ones who help make this event such a success. Your support has taken our showcase from a spark to a full-blown inspirational B2B! We're all in this together, making the Better Business Show the one event no one wants to miss! Let's pack the place to the brim, making dreams turn into reality right before our eyes. Find out more about the Show inside!

It's your time to shine... Entries for the Adur & Worthing Business Awards are open, but the deadline is looming! Don't forget to get your entries in by Friday 15th September to be in for a chance of being recognised at these highly anticipated awards. You can also nominate your favourite businesses in our area, who will then be invited to submit a full application.

**The Show-Stopping Chamber Team!**

### PUBLISHERS:

**Worthing and Adur Chamber of Commerce**

Tel: 01903 203484

Info@worthingandadurchamber.co.uk

www.worthingandadurchamber.co.uk

### CONNECT EDITORIAL TEAM:

Lauren Martin-Grieverson,

Tracie Davey, Kelly O'Haire

**Contact:** info@worthingandadurchamber.co.uk

### Chamber Event Photography:

www.tonygrahamphotography.co.uk

### ADVERTISING AND SPONSORSHIP

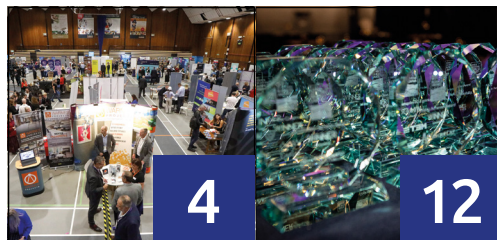
Lauren Martin-Grieverson

lauren@worthingandadurchamber.co.uk

Tel: 01903 203484

**Designed and printed by Gemini Print**

All rights reserved. The views expressed in this publication are not necessarily those of the publisher. The publisher cannot accept responsibility for any errors or omissions relating to advertising or editorial. The publisher reserves the right to change or amend any competitions or prizes offered. No part of this publication may be reproduced without prior written consent from the publisher. No responsibility is taken for unsolicited materials or the return of these materials whilst in transit.



## AT A GLANCE

- 4** Better Business Show
- 11** President's column
- 12** Adur & Worthing Business Awards
- 14** Building Safety Act update
- 17** Did you know?
- 20** My Business, My Story - Sussex Transport
- 22** Improving your sustainability
- 25** Overcoming fear
- 30** Worthing Food & Drink Festival
- 35** Spotlight on Worthing Football Club
- 42** New & Renewing
- 48** Upcoming events
- 50** Chamber Training



# Here's why you shouldn't miss out on the Better Business Show!

**better  
BUSINESS  
SHOW 2022**

Celebrating 10 years

"Would 100% recommend to any business looking to boost brand awareness"

"Inspirational and fun"

"A very well run and enjoyable meeting, people are always happy to help you if they can. Highly recommend!"

"A great way of networking with other local businesses"

"The Better Business Show is a highlight of the business community calendar here in Worthing. It's really well organised and simply a must-attend if you want to make new connections, raise your brand visibility and also generate the sparks of new ideas"

"I made some new connections and learnt from the experiences of the key note speakers. I'll definitely be back in 2023."

"The Better Business Show is a great opportunity to meet and support local businesses"

"A great mix of local suppliers"

"The Better Business Show is an event that I look forward to each and every year, full of fantastic exhibitors, people and a great opportunity to get involved with networking and discovering new and upcoming companies"

© Photos from Tony Graham Photography



# The Better Business Show

Bigger, Better, stronger together



**C**alling all local business people! Don't miss the opportunity to network, connect, and develop at this year's Better Business Show, come along for free! Join

hundreds of like-minded individuals from a wide range of industries for a packed day of growing your connections, expanding your knowledge and representing your business.

**Date:** Thursday 21<sup>st</sup> September | **Time:** 10am – 3pm

**Venue:** Worthing Leisure Centre, Shaftesbury Ave, Goring-by-Sea, Worthing

**FREE to attend!**

## Here's what you can expect:

### Be CONNECTED

The Better Business Show is the largest annual showcase of brilliant local businesses in our area. This is your chance to meet and network with fellow business owners, entrepreneurs, and professionals. With over 100 exhibitors and 500 attendees last year, a great opportunity to represent yourself and your business and expand your connections within the local business community. Don't miss out on this unique chance to build valuable relationships!

### Be DEVELOPED

**Google Digital Garage** is coming to Worthing! Google will be delivering free digital workshops throughout the day and offering one-to-one sessions at their stand all day - a great addition to the Better Business Show and an amazing way to celebrate our 10th year!

Take advantage of the free digital workshops offered by Google, where you can learn valuable skills and strategies to grow your business. The Digital Coaches will be delivering a variety of free workshops during the day.

**Speed Networking Session:** Make the most of the day by participating in our fantastic speed networking session. This is the perfect opportunity to expand your business network even further and connect with the local business community. No need to book in advance – simply show up and engage in meaningful conversations with fellow attendees.

### Be SUPPORTED

There are plenty of opportunities to access free business support from business experts in various fields and industries. Plus, why not take advantage of our networking area whilst having some great conversations!

### Be INFORMED

Discover what's on your doorstep and learn more about the amazing businesses in your local community. The Better Business Show is your chance to explore and connect with hundreds of local businesses, opening up even more opportunities to shop locally and support your community. Plus, don't miss the chance to meet the buyers from larger local companies as well as representatives from Adur & Worthing Council.

### Be PROMOTED

Boost your profile and get to know your local business community. Start off by meeting with exhibitors, join in on the speed networking session and network with both exhibitors and attendees.

To book your FREE place visit [www.worthingandadurcouncil.co.uk](http://www.worthingandadurcouncil.co.uk)

# Google Digital Garage workshops

Google Digital Garage is coming to Worthing!



## Google Digital Garage

**T**ake advantage of the free digital workshops offered by Google, where you can learn valuable skills and strategies to grow your business. The Digital Coaches will be delivering a variety of free workshops during the day.

### Get your Business Visible on Google

10:45AM

#### What can you expect from this Google Digital Garage session?

A presence on Google Search and Maps can help customers find you more easily. Join us to learn about search and how to create an online listing for your business on Google Maps.

In this session you will learn:

- What is search and how does it work
- How to build your online presence and where it appears in search results
- Ways to optimise your online profile with Google Maps

Google Digital Garage  
will be running group  
sessions on their stand  
all day - pop by  
to find out what's  
on offer.

### Track Traffic with Google Analytics

12:00PM

#### What can you expect from this Google Digital Garage session?

Website traffic can help businesses understand who their audience is.

Join this 30 minute power session with Q&A's to discover the Google Analytics tool, how it can help you understand your users, and track your traffic.

In this session you will learn:

- Tips on using Google Analytics
- Where your users are coming from

### Digital Marketing Strategy

01:45PM

#### What can you expect from this Google Digital Garage session?

A digital marketing strategy is an integral component to growing your business online.

Learn how to build a digital marketing strategy for your business by learning about the different digital marketing channels available and how they can be applied to your business objectives.

In this session you will learn:

- The role digital marketing plays in a business
- Different digital marketing channels to find and engage with customers
- A template for building a digital marketing strategy

# Schedule for the day

## 10:00am – Better Business Show opens

Join hundreds of like-minded individuals from a wide range of industries for a packed day of growing your connections, expanding your knowledge and representing your business.

## 10:45am – Google Digital Garage Get Your Business Visible on Google

Google  
Digital Garage

Explore Google Search and how to create an impactful online listing for your business on Google Maps, helping you to understand how customers to find you online, and optimise your visibility on Google.

## 12:00pm – Google Digital Garage Track Traffic with Google Analytics

Google  
Digital Garage

Learn how to track your users using Google Analytics and better understand where your audience is coming from.

## 12:45pm – Speed Networking

This is the perfect opportunity for you to strengthen and develop your network with your local business community as well as boosting your connections.



## 1:45pm – Google Digital Garage Digital Marketing Strategy

Google  
Digital Garage

Explore the different digital marketing channels available and how they can be applied to your business objectives.



## 3:00pm – Better Business Show closes





# Better Business Show Sponsors & Partners

We would like to say a huge thank you to all of the show sponsors and partners for their support - without them this event would not be possible.

## Headline Sponsor – Bennett Griffin

Bennett Griffin is a truly modern, forward-thinking law practice based in Worthing, West Sussex. We'll work with you, side by side, providing expert and friendly legal guidance and protection that's right for you, your family and your business.

Whether you are buying or selling your home, seeking lifetime planning advice, or wishing to discuss a family matter, we'll be with you every step of the way, guiding and supporting you throughout the process.

When it comes to your business, we can offer more than just good legal advice. Our commercial teams also the market knowledge and sector expertise to provide valuable guidance when you need it most.

[www.bennett-griffin.co.uk](http://www.bennett-griffin.co.uk)



---

## Show Sponsor – Yeomans Peugeot

Yeomans Peugeot are an multi award winning family owned retailer. Established in 1997 we are enjoying our 25th year and are committed to working as a team to exceed your expectations of our products and services. We do this by maintaining consistently high standards above and beyond those of our competitors.

[www.yeomans.co.uk](http://www.yeomans.co.uk)





# Better Business Show

## Sponsors & Partners

### Show Partner – **AWBP**

Adur & Worthing Business Partnership (AWBP) brings together businesses and organisations that have a shared interest in supporting and growing the local economy. By working together, the partnership improve the support, infrastructure and skills base needed to help businesses of all size succeed and prosper. Working at strategic level, the Board and its Directors identify local priorities to support start-up and small businesses and work collectively to raise aspiration and provide a supportive business environment.



The partnership plays an important role in representing the interests of local business, acting as a 'voice for Adur & Worthing businesses' at regional and national level. Of particular note is the role played by the Partnership on the Greater Brighton Economic Board and its endorsement of funding bids to support regeneration.

[www.awbp.co.uk](http://www.awbp.co.uk)

---

### Show Sponsor – **Barclays Eagle Labs at Freedom Works**

Barclays Eagle Labs is a national network of incubator spaces designed to help entrepreneurs and ambitious businesses to innovate and scale. With a number of Eagle Labs across the country, our focus is to help accelerate UK scale-ups, promote collaborative innovation and enable access to new and emerging technologies.



We're delighted to be in partnership with Freedom Works and supporting entrepreneurs and founders from all over Sussex, providing access to technical expertise, business growth programmes, mentoring and connections.

[www.labs.uk.barclays/locations/worthing/](http://www.labs.uk.barclays/locations/worthing/)

# Better Business Show Partners

We'd like to say a **huge** thank you to all of the  
Better Business Show Partners



Book your FREE ticket to attend the Better Business Show now at  
[www.worthingandadurhamchamber.co.uk](http://www.worthingandadurhamchamber.co.uk)

Worthing Leisure Centre Thurs 21st Sept • 10am - 3pm



*Celebrating 10 years*

**Bigger, Better  
stronger together**

**100+**  
exhibitor stands

Explore local opportunities

*Expert Workshops*

*Build your Connections*

Google  
Digital Garage  
Workshops

**Expand your  
knowledge**

**Breakfast  
Power  
Hour**

**Free  
business  
support**

**Speed  
Networking**

📍 📱 #betterbiz2023

Find out more at [www.worthingandadurhamchamber.co.uk](http://www.worthingandadurhamchamber.co.uk)

SHOW ORGANISER

SHOW PARTNER

HEADLINE SPONSOR

**FREE ENTRY**

Branding & Design: yoo hoo creative.com



# The President's Column

Tony Hedger, Director at A&T Business Associates and President of Worthing and Adur Chamber.

I cannot believe that I have been the President of the Chamber for over a year now and after our successful AGM and BetterBizFest it is time for the Better Business Show.

The Better Business Show is the Chamber's annual highlight event, which is going to be bigger and better than last years, even with the economic climate that we are in.

The Chamber is really keen to ensure that all local businesses have the ability to grow and be the best business that they can be which is why we have our key headings:

**Be Represented** – We are here to help your voice be heard, be it at a local or national level, every business will experience barriers to growth and we are here to advocate on your behalf.

**Be Connected** – In order to be the best, you will need help along the way in a number of different areas as you cannot be an expert in all. The Chamber is here to assist by connecting you with local businesses that will help you on your journey, many of them I am sure will be at the show.

**Be Informed** – How can you be the best if you don't know what is happening in the area or have access to useful tips and advice on issues that will impact your business growth and success.

**Be Promoted** – You may have a massive business presence in London but who knows about you locally? Being a Chamber Member helps you become known in the local community, and I know of businesses that are some of the best in their industry who now have business on their own doorstep thanks to joining and being involved in the Chamber.

**Be Supported** – Growing or even maintaining your business can be hard work and to be the best you will need support; the Chamber can do this. We can showcase your member-to-member offers. Being the



best is also about supporting your team and it is not just the business owner but all their staff who can access the member benefits such as the corporate rate on your FIT4 membership as motivated and happy staff will make your business work better.

**Be Trained** – To be the best you need to learn about areas that might be new to you such as social media or marketing or even the boring accounting stuff!! You will also need to build a strong team and know how to manage them which our training can help with.

**Be Developed** – In order to be one of the best businesses locally, why not use the help and support that other business owners can give you with our Peer Mentoring Programme.

I am sure that the Better Business Show will be a great success and that both the exhibitors and attendees will benefit from the day and will come away with several ways to improve and become stronger and better businesses.

**Tony Hedger**  
**Chamber President**  
[www.worthingandadurchamber.co.uk](http://www.worthingandadurchamber.co.uk)



## Step into the spotlight: enter or nominate now for the 2023 Adur & Worthing Business Awards!

The 2023 Adur & Worthing Business Awards have officially launched, and we're calling on all local firms and individuals in the area to step forward and make their mark. No matter the size of your business or industry, we have categories tailored just for you. These prestigious Business Awards are an annual celebration, shining a spotlight on the remarkable achievements and successes of businesses in our region.



**N**ow in their 15th year, these awards are a testament to the outstanding work happening in our community. The organising committee is thrilled to invite businesses to enter and vie for recognition across nineteen diverse categories. These categories have been carefully crafted to acknowledge and reward excellence across various industries. Winning an award not only brings attention to your business and its accomplishments but also provides an opportunity to forge new connections and strengthen our sense of community.

James Stoner, Business Development Director at JSPC Computer Services and an esteemed AWBA judge, expressed his admiration for the Adur and Worthing business landscape, saying, "There's so much to be proud of when it comes to our local business community. From impressive start-ups to thriving manufacturers, exciting independents, and professional services—there's no shortage of talent and innovation. These awards serve as the perfect platform to honour the very best of these remarkable organisations and individuals."

Don't miss out on this fantastic opportunity! The deadline for entries and nominations is Friday 15th September 2023. To learn more about the available categories and how to enter, visit the Adur & Worthing Business Awards website at [www.awbawards.com](http://www.awbawards.com). Mark your calendars for the highly anticipated black ties awards ceremony which will take place on Friday 10th November at the Pavilion, Worthing. Tickets for this event will be on sale following the official shortlist

announcement on Friday 6th October. Secure your tickets early to avoid disappointment, as the event has sold out quickly in previous years.

Remember, you can enter your own organisation or consider recommending a client or one of your favourite businesses. Explore the various categories below and get involved today!

## Award Categories:

- Start-Up
- Small Business
- Medium Business
- Large Business
- Business Personality
- Manufacturing and Engineering
- Young Achiever
- Customer Service
- Hospitality, Tourism, and Leisure
- Innovation
- Sustainable Business
- Retailer
- Best Food
- Best Drink
- Training and Development
- Building and Construction
- Business in the Community
- Outstanding Contribution to Business
- Overall Business

To find out more or to enter visit:  
[www.awbawards.com](http://www.awbawards.com)





# Building safety act update in 2023: what building owners and property buyers need to know

The Building Safety Act 2022 was introduced as a response to the tragic Grenfell Tower fire in 2017. This legislation aims to improve the safety and accountability of buildings in the UK, focusing primarily on high-rise residential buildings.

In 2023, several updates have been made to the act, bringing significant changes that impact building owners and those involved in buying or selling property.

## Understanding the Building Safety Act 2022

The Building Safety Act 2022 was enacted to enhance building safety measures and mitigate risks associated with high-rise residential buildings.

It establishes a more rigorous regulatory framework to ensure that buildings are constructed, managed, and maintained to the highest safety standards.

### Key provisions of the act include:

- a) The establishment of a new Building Safety Regulator, an independent public body responsible for overseeing the safety and performance of buildings.
- b) A mandatory system of registration for high-rise residential buildings, ensuring that all such buildings are accounted for and subject to regular inspections.
- c) Introduction of the concept of the "Accountable Person," who will be responsible for the safety of the building throughout its life cycle.
- d) Improved accountability and traceability of building materials and products used in construction.
- e) A stronger focus on resident engagement and empowerment, ensuring their voices are heard throughout the process.

## Building Safety Act updates in 2023

In 2023, further updates to the Building Safety Act have been introduced to address the ongoing challenges and refine the legislation.

### These updates include:

- a) Extension of regulations to cover lower-rise residential buildings: The scope of the act has been expanded to include buildings below 18 meters in height. This change aims to ensure that a wider range of residential buildings are subject to rigorous safety standards.
- b) Higher-Risk Buildings (HRBs) regulations: The introduction of the HRBs regulations brings additional requirements for buildings with specific characteristics that pose higher safety risks. These regulations outline stringent safety measures, enhanced fire safety provisions, and a comprehensive system for risk assessment and management.
- c) Enhanced leaseholder protections: To provide reassurance to leaseholders, the government has issued guidance for leaseholders on building safety. This guidance clarifies their rights and responsibilities and offers support in navigating the complexities of building safety issues.



### **Impacts for building owners and property buyers:**

These 2023 updates to the Building Safety Act impose greater responsibilities on building owners.

They are required to register their buildings with the Building Safety Regulator, undertake regular safety inspections, and demonstrate compliance with the prescribed safety measures.

Failure to meet these obligations can result in penalties, including fines or even criminal charges.

And prospective buyers must conduct thorough due diligence on any property they are considering purchasing.

This includes obtaining comprehensive information about the building's safety measures, compliance with regulations, and any ongoing remediation works that may be necessary.

### **Summary**

The Building Safety Act 2022 has undergone important updates in 2023 to strengthen building safety measures in the UK.

These updates expand the scope of regulations, introduce higher safety standards for higher-

risk buildings, and provide clearer guidance for leaseholders.

Building owners and property buyers must familiarise themselves with these changes and ensure compliance to mitigate risks, enhance safety, and protect the interests of residents and stakeholders.

It is important to note that mortgage lenders are continually updating their requirements in relation to buildings affected by the Building Safety Act 2022 so these need to be considered carefully.

If you are buying or selling a property that may be affected by the Building Safety Act 2022 and you require guidance, please do not hesitate to contact us.

**You can call 01903 229999 or email [info@bennett-griffin.co.uk](mailto:info@bennett-griffin.co.uk)**

bennett  
griffin +

# Flexible office spaces available to let at the Sphere Business Centre

Power up at the Sphere!



- Professional environment
- Access to networking events and business support from Worthing & Adur Chamber
- Subsidised membership to the Chamber for the first year
- Subsidised refectory and Starbucks
- Free tea and coffee.

**T**he Sphere is a business centre and flexible working space set up by Worthing & Adur Chamber, GB Met College and Adur & Worthing Council for start-ups and small businesses looking to take their first steps of growth. As businesses expand and move to larger premises, space within the Sphere becomes available to small and growing businesses.

The Sphere is different to other co-working spaces in that it offers a collaborative working environment that encourages growth. Businesses located in the Sphere have the unique opportunity to access the support offered by the Chamber who are located on site.

The Sphere offers users the following:

- Free high-speed broadband and superfast Wi-Fi
- Free parking
- Private meeting room – free to book
- Secure and maintained facilities
- Breakout areas
- Discounted full colour photocopier (A4 and A3)

No other workspace in Worthing offers such a comprehensive package of business benefits. The Sphere is conveniently located in Broadwater - about a mile north of Worthing town centre - making it easily accessible from the A24, A27 and A259. A 15-minute walk from Worthing train station and located near major bus routes

Please contact the Chamber office to arrange a visit on **01903 203484** or email **lauren@worthingandadurchamber.co.uk**  
**www.spherebusinesscentre.co.uk**





## Being Better Across our Area

For this Did You Know page, Kelly O'Haire looks at how being better has always been a thing for Adur and Worthing!



### Better Business

Worthing and Adur Chamber recently celebrated its centenary and this year the Better Business Show is celebrating 10 years of showcasing the very best that our area has to offer. Did You Know the show started upstairs in the Town Hall, with stands spilling out onto the landing! Over the last 10 years, the show has welcomed hundreds of businesses as exhibitors and thousands of visitors through the show doors to see them. It is now firmly established as one of the Best Business Shows in the county.

### Better Fun

Have you seen how much fun you can have on the water in our area? Obviously it's always advisable to take the right safety precautions before doing anything in the sea, but there has been a huge increase in people enjoying the water, whether it's sailing, swimming, kitesurfing, SUP boarding or even (joining our very own Chamber Chief Exec, Tracie Davey) open water rowing! With many organised clubs to be found through a quick online search, there's something for everyone, so go one, get on or in the water and have fun!



### Better Dressed

Any visitor to Worthing Museum will know that it's packed with interesting artefacts about the way we used to live in Sussex going back to the earliest known times. However, did you know that the Museum has one of the most impressive costume collections in the country? Over 30,000 pieces are looked after by the curators, now that's some wardrobe! The Museum was started in 1900 and was originally housed in the same building as the library. These staff from 1910 all look pretty smart don't they. I wonder if the Museum has one of their uniforms in its collection?

# Real expertise. Real results.

We provide solutions to create, preserve and recover value across a range of complex situations.

## We're honest, clear and considered.

### What we do

Our strategic business advisers help clients create, preserve and recover value. No matter how complex the situation, we'll be with you every step of the way.

We get under the skin of businesses in complex and difficult situations. With over 580 people including 88 partners, we have a deep understanding of why crises happen and how to find a way out.

Specialising in forensics, corporate finance, debt, restructuring and pensions, we deliver strategic solutions across a broad range of situations. Our five pillar services complement each other. We draw on experts within each of our service areas to put the best people in place for each circumstance.

Working across the board, from multinational organisations to small enterprises, we develop effective strategies for all kinds of businesses. Every situation is tackled with FRP's honest, clear and considered approach.



For us quality and focus are important and doing the right thing will always be our priority.

Phil Harris

Restructuring Advisory

→ Corporate Finance

→ Debt Advisory

→ Financial Advisory

→ Forensic Services

→ Restructuring Advisory

**FRP**

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

When businesses face challenges, we unravel the complexities, solve problems and aim to protect value.

### Giving you the clarity to understand all possible outcomes

Business is personal. When businesses face difficult times, the impacts can be life changing. We're here to find solutions and explain the implications, so you have all the information you need.

Our Partner-led team gives clear and honest advice. It's what we're known for. Our highly skilled experts have hands-on experience handling the difficulties you face. So, whatever the situation, we can address issues efficiently and sensitively.

Wherever you are in the restructuring process, our team-approach draws on our breadth of services to manage risk, preserve and recover value. With a range of expertise at hand, we have the right people for every step and see matters through from start to finish.

Our advisers will explain the short and long-term implications of all your options, so you have straightforward advice you can rely on when you need it most.

# 88

Partners  
nationwide

# 580

Team  
members

# 26

UK  
locations

### Getting in touch



**Phil Harris**

Partner  
Restructuring Advisory

+44 (0)1273 916 694  
+44 (0)7712 653 402  
phil.harris@frpadvisory.com

**FRP**

frpadvisory.com

# My business, My story

In this issue we talk to **Damian Pulford**,  
Managing Director of Sussex Transport



## When did you start your business and how has it changed?

Conceived from Dad's home delivery company, Sussex Transport's journey started around 25 years ago with a delivery to Lloyds Bank Registrars on Lancing Business Park. Amazed by the number of companies on the park, this inspired me to set up LBP Storage & Transport.

The business has transformed since, developing from a small van operator to a complete Logistics Provider, Warehousing, E-Commerce Fulfilment, Worldwide Freight, General Haulage, Lifting, Training and Container Hire. Sussex Transport has over 50 staff, a fleet of 30 HGVs, 100,000+ sq ft warehousing across the Southeast.

## How did you grow your business?

Moving onto Lancing Business Park was paramount to our success, along with being super friendly and reliable whilst working hands-on loading and driving.

I'm showing my age, as we sent a fax questionnaire to all businesses on the park researching our model and received numerous positive responses.

I guess we were relatively innovative in our industry by developing an early website and quickly utilising the world of search. Also learning the power of a brand and the value of reputation.

Over the years we've embraced market changes, industry best practice, tech advancements and health and safety legislation. We continually look for diversification, providing complimentary services taking advantage of all trends and opportunities.

## What challenges have you faced?

We kind of embrace industry challenges, seeing them as opportunities to demonstrate we have the desire, energy and skill to overcome and remain at the forefront of the industry.

Our industry challenges have predominantly been resource based. The national driver shortage is well documented following years of industry neglect and the implementation of significant additional training (CPC). The cost and lead times of commercial vehicles have significantly increased too and both situations exacerbated by Brexit and Covid (who knew micro semiconductors were so important to our world).

Implementing in-house training modules, schemes and incentives have proven very successful. As has reviewing and improving our fleet replacement policy to encompass carbon reduction measures.





## Is there a particular project of which you are most proud?

I am very proud of the reputation ST and its staff have worked hard to build, also our haulage and container divisions for stepping in to help the NHS during the pandemic. Winning an international Pernod Ricard/Chivas contract is up there too.

I'm enjoying adding wellbeing into our business and the community. ST has recently supported Bees & Seas, Martlets, Adur Special Needs Project, along with many exciting sporting projects such as Worthing FC and Sussex County Football Association's Senior Challenge Cup. Moving Top Gear's 50ft Stig around the world was good fun too.

## What's one piece of business advice you would tell your younger self?

Treat others how you would like to be treated and don't look back with regrets, as the world is always

moving forward. It helps if you like what you're doing, as that's the best recipe for success.

Believe in yourself but know your limits, so surrounding yourself with trustworthy and skilled people is key. Be open to listening before taking that next step, as learning from others will fast track your success.

And it goes without saying that sleeping on that very frank email before sending, is always sound advice too.

Hey, I'm getting old, there was always going to be more than one piece of advice.

Email address: [Damian@sussextransport.com](mailto:Damian@sussextransport.com)

Phone number: **01903 751100**

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

# Improving your sustainability

Duncan Anderson from South Downs Leisure shares his top tips on improving your sustainability.

**B**eing sustainable not only helps protect the environment but also enhances brand reputation and saves costs in the long run.

**1 Values:** To encourage your team to come up with 3-4 values that your business would like to follow in your sustainability journey such as reducing carbon, improving bio diversity, reduce waste, look after people. We have used **People, Planet, Profit** as a triple bottom line.

**2 Conduct a sustainability audit:** This is not as complicated as it sounds. Start by assessing your current practices, identifying areas of improvement, and setting sustainability goals aligned with your values above.

**3 Reduce energy consumption:** Implement energy-efficient practices such as switching to LED lighting, using programmable thermostats, and powering off equipment when not in use. Encourage employees to conserve energy by promoting awareness and providing guidelines.

**4 Embrace recycling and waste reduction:** Set up recycling bins throughout the workplace and educate employees about proper recycling practices. Reduce paper usage by encouraging digital documentation, and explore opportunities for composting or food waste recycling.

**5 Source sustainable suppliers:** Evaluate your supply chain and choose suppliers that align with your sustainability values. Encourage your suppliers to adopt eco-friendly materials, fair labour practices, and ethical sourcing. They may also need time to adopt these practices.

**6 Encourage flexible work options:** Embrace remote work and flexible schedules when feasible. This reduces commuting-related emissions, lowers

energy consumption in the office, and promotes work-life balance.



**7 Optimise transportation practices:** Encourage carpooling, biking, or public transportation for commuting. If applicable, consider offering incentives for employees to use sustainable transportation options.



**8 Invest in energy-efficient equipment:** Upgrade old equipment to energy-efficient models. Energy-efficient appliances not only save electricity but often provide long-term cost savings as well.

**9 Promote a circular economy:** Adopt practices that reduce waste and encourage recycling or repurposing materials. Consider repairing or refurbishing equipment instead of replacing it, and explore opportunities for product or packaging redesign to minimize environmental impact.

**10 Measure and track progress:** Set up KPI's to measure your sustainability efforts, such as energy consumption, waste generation, and carbon emissions. Share progress with staff and partners.

Remember, sustainability is an ongoing process, and small steps can make a big difference over time. By integrating these tips into your business operations, you can contribute to a more sustainable future while also benefiting your bottom line.

[www.southdownsleisure.co.uk](http://www.southdownsleisure.co.uk)

# Marketing for your new business

Sheryl Tipton from Tipton Marketing shares her advice for new businesses starting their marketing journey.



**M**arketing for a new business can be very daunting and it is sometimes difficult to know where to start with so many options available. The most important thing to consider is your budget, so that you don't overspend precious resources, and, in most cases, it is key to consider what marketing you can also undertake without spending much at all!

After that, the first step is planning, and this is often overlooked with the urgency to try to promote your business and make profit, however writing a marketing plan will save both time and money in the long run.

Start by identifying the key strengths of your new business; what products or services do you offer and how do you differ from your competitors? A competitor analysis here is good if you can, but most importantly you need to pinpoint what could make you stand out from the crowd.

Next, think about your ideal target audience, who are they and which marketing channels might be most appropriate to engage with them? Again, it is hard to market to everyone at once so funnel this down so that it becomes manageable.

Visibility is critical – you need to ensure that your new business can be found online. Most consumers will start their search for a product online so ensuring that your

ideal customers can find you is vital. A well thought and easy to navigate website is imperative and search engine optimisation techniques will help your website to be found online. There are plenty of online resources to help you here and Google Digital Garage is a great place to start! Setting up a Google Business Profile will also pay dividends, as this will help with both search optimisation and is a place where customers can leave reviews to pique the interest of others.

When considering social media, be very strict with yourself and only plan to post on the channels that your target audience prefers. You may like Instagram but potentially your audience might be on LinkedIn so consider your options carefully and choose one or two channels to start with. There are loads of free tools on the marketplace to help you write content, design imagery and schedule your posts.

Writing blog posts and articles, creating email campaigns, speaking at local events, networking, and attending exhibitions are all ways you could also investigate to build your brand awareness. Consistency is key and seeing results may take a little time so don't give up!

Overall ensure that you track your performance and use this key information to help you plan future campaigns; again there are so many great free tools available online to do this.

Marketing doesn't have to be scary – it can be great fun and is a powerful way to move your business forwards.

[www.tiptonmarketing.co.uk](http://www.tiptonmarketing.co.uk)



**Tipton Marketing**  
Bespoke Marketing & Training Consultancy

# Chamber Members collaborating!

Mocha Furniture and Warnes Projects have collaborated on numerous workplace fitout projects since 2017 when Mark Owen and Steve Hobbs (respective MD's) met through Worthing & Adur Chamber Peer Mentoring Programme.



**T**aylor Hawkes, specialist accountancy and finance recruitment agency, approached Mocha for a full furniture solution in their new premises. The project quickly evolved to a full refurbishment, Warnes were introduced to lead design and build stages collaborating with Mocha.

*"For a company that employs 35 staff and in a building that is part of an unassuming industrial estate. It isn't the usual big company, prestigious building, up in lights case study. What it demonstrates beautifully though is what can be done for smaller companies without huge budgets and in very standard premises."* – Mark Owen, Mocha Furniture.

We are extremely proud of the work our team produces and it's fantastic when our client's share the same feeling;

*"From the very first site meeting, we felt heard and reassured that we were in safe hands. The project was daunting but working with Warnes and Mocha removed all the stress and left us with a sense of enjoyment. Warnes and Mocha demonstrated a deep understanding of delivering something that we could live with, not just something that looked pretty. After sharing mood boards of our preferred styles, we quickly received visuals that surpassed our wildest dreams."*

*Throughout the project, communication was seamless, and there were no bumps in the road. The project was delivered on time and under budget. Our new neighbours complimented the team on their politeness, cleanliness,*

*and friendliness while on site, which helped us move in on good terms.*

*The grand reveal was nothing short of breathtaking. It was a thing of beauty, with attention to detail and quality of finish that were simply stunning. We couldn't be happier with the outcome."* – Pauline Hicks, Taylor Hawkes.

**Mocha Furniture** carries out furniture projects throughout the UK. Catering for projects of all sizes with the same level of attention and exacting standards.  
[www.mocha-furniture.co.uk](http://www.mocha-furniture.co.uk)

**Warnes Projects** are workplace fit out and refurbishment specialists, offering design and build services for end users, developers, and landlords.  
[www.warnesprojects.co.uk](http://www.warnesprojects.co.uk)



MOCHA FURNITURE



BEFORE & AFTER VIDEO  
©WARNES PROJECTS





# Fear - friend or foe?

Fear evolved in humans as it was adaptive to survival. Our brain and nervous system are hardwired to scan our environment 24/7 for perceived threats or danger. The response of fight, flight or freeze is physiologically the same whether the perceived risk is of a physical, social or psychological nature. The body doesn't differentiate.



**H**owever, how you experience fear does differ because of the narrative the brain applies. Uncertainty is hard for your brain to predict and process. Fear is the emotion created to keep you "safe" from potential harm. It might stop you from being hit by a bus. It may stop you going for that promotion.

## What can be done?

**Change your perspective:** Predictability is your brain's "happy place". A period of transition, learning, or uncertainty as you explore new possibilities will activate fear. Fear is a form of resistance telling you to step back from the edge. Sometimes of a cliff, sometimes the brink of a phase of growth.

**Choose your narrative:** Nerves or excitement are the same physiologically. The difference is how the brain labels it unless you choose your experience. Is it a risk or an opportunity?

**Know yourself:** Understand and accept your individual experiences of fear. Fear of failure, of rejection, of not being good enough, of the unknown – the list is endless! The question is, where does your fear come from and is it holding you back?

**Harness fears' positive possibilities:** Fear creates focus. Readies you for action. Stops you in your tracks. Makes you feel like running away. You can choose what is most appropriate depending on your goals. Exercising your power of agency prevents your brain defaulting to its "safety setting".

Choosing to work with fear in these ways sounds simple. Simple is not to imply easy. This is a lifetime's work. A continual process that enables progress.

If you changed your relationship with fear and it became your "challenging friend" rather than foe what difference would that make to you?

**Bernadette Doyle - Coach & Master NLP Practitioner at Connected Ape**

Mobile: **07561 069 051**

Email: **bernadette@connectedape.com**



# The Lancing Business Improvement District

Lancing Business Improvement District (BID) has successfully secured a fourth BID term to help give an economic boost to businesses on Lancing Business Park. Adur District Council are delighted to be supporting the BID.

**T**he aim of the not-for-profit BID is to facilitate a safe, accessible, clean and connected business community.

It also aims to maintain the positive working partnership between Lancing Business Park, the businesses that they serve and the Council ensuring all parties continue to work together to support future economic growth.

The BID generates more than £400,000 in funding from a levy from all eligible businesses on the business park over a period of four years and seven months, starting from September 1st, 2023.

CLlr Angus Dunn, Adur's Cabinet Member for Finance and Resources, said:

*"We are committed to working with businesses in Lancing to help them thrive and boost the local economy, which benefits everyone."*

*"The BID has a proven track record over the years of promoting local businesses and attracting investment, as well as benefiting the environment thanks to innovative shared schemes."*

*"The BID helps safeguard businesses, as well as providing future competitiveness and prosperity by helping to decide where the spending priorities lie and helping provide improved services where needed."*

The BID will continue to work with businesses and partners to improve services including recycling,

fly-tipping and litter, as well as promoting Net Zero information and providing training and funding opportunities.

According to feedback from businesses, the areas for priority for the fourth term are to improve the road surfaces, further improvements to potential flooding in Commerce Way, initiatives to stop vehicles travelling the wrong way around the one-way system, odour issues, parking enforcement, broadband connectivity and parking provision across the park.

Lancing Business Park is the second-largest business area in West Sussex, with more than 250 businesses and 3,000 employees based at the park. The six roads included in the BID industrial area are Blenheim Road,





Chartwell Road, Commerce Way, Marlborough Road, Peter Road and Spencer Road.

Some of the BID's projects in previous terms have included a three-year partnership with West Sussex Highways to implement a Community Highway Scheme addressing business issues on the park, forming a Partner Flooding Forum to address flooding in Commerce Way, launching a coordinated approach to installing full-fibre broadband to minimise disruption, upgrading the LBP CCTV network to 30 high-quality cameras and raising occupancy rate at the park to 99.6 percent.

The BID, which was first proposed and put to the ballot in 2008, gives all BID Levy payers, large or small, equal weight over decisions that affect themselves, their employees and their customers.

For the BID to continue, more than 50% of businesses that vote must vote in favour of it, and those in favour must also represent more than 50% of the total rateable value of the businesses that vote.

If that happens, all eligible businesses would have to pay the levy, whether they voted in favour of it or not. Council members have agreed to vote in favour of the BID.

Damian Pulford, BID Chairman and MD of Sussex Transport said:

*"Thanks to Adur District Council for their continued support of Lancing BID. We are a Business Improvement District; a local business community supporting our members to navigate business issues and encourage growth."*

*"A successful BID works collaboratively with good communication and shared understanding. Communities thrive through working together and we appreciate all our members', stakeholders' and partners' support and input. Together we will continue to boost the local economy and help unlock the real potential of Lancing."*

[www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)



ADUR DISTRICT  
COUNCIL



# Tree Planting in Worthing

The charity Trees for Streets is offering an exciting opportunity for businesses within Worthing.



**T**he scheme allows for individuals, groups as well as businesses to sponsor one or multiple trees within Worthing. Businesses can use the scheme to help improve their area and trading environment for example by planting nearby or within a park (subject to surveyor approval of the location).

This is an exciting opportunity for businesses as it allows them to make tangible improvements to their local area. Studies show that people will spend up to 12% more on goods or services in areas with large, well-cared for trees. Furthermore, a recent global study revealed consumers are 4 to 6 times more likely to purchase from, protect and champion purpose driven companies, such as those with a strong focus on environmentalism.

The trees planted will help to tackle the effects of climate change. This would be through supporting wildlife, creating cooler areas during heatwaves, producing oxygen for the community, removing carbon dioxide and other harmful pollutants from the air and also soaking up excess water during periods of

heavy rain. Because of these reasons the scheme will improve the lives of the people and wildlife on both the streets of Worthing and the local parks.

Sponsoring a tree typically costs between £300-£600. The trees will be planted between November and April as they need cooler, wetter weather to help them establish. As the trees planted would be five to seven years old, they will provide an 'instant impact' in their location. A business is able to sponsor any number of trees and if they were not able to water the tree themselves, the tree could be donated to a community who cannot afford the scheme or plant a 'celebration tree' in a local park.

Trees for Streets also provide marketing assets such as placing labels with the company logo on the sponsored trees in order to communicate how the business is greening the area.

Worthing Borough Council has a strong focus on environmental protection and because of this has previously declared a climate emergency. This scheme would be important to making Worthing a more environmentally friendly town. Further information can be found on the Adur & Worthing Councils [Trees for Street webpage](#).

Article by Max Tanner, Graduate Work Experience, Adur & Worthing Councils

[www.adur-worthing.gov.uk](http://www.adur-worthing.gov.uk)



WORTHING BOROUGH  
COUNCIL





# Kreston Reeves Journey to Achieving B Corp

In March this year, we achieved B Corp status, sending a strong message to our colleagues, and clients of the firm's commitment to being a sustainable and socially conscious adviser.



There is a growing desire for a better business model – one that benefits all stakeholders. Where people, planet, the environment – and yes, profit – work in harmony. Business, we believe, must be conducted in a way where people and place matter.

Businesses that choose the B Corp route look to balance profit and purpose, and there are sound commercial reasons for doing so.

The competition for talent is tough. It is called a 'war for talent' with good reason, with individuals able to choose where they work. And increasingly, individuals want to work for organisations that reflect their own values. B Corp status is a pillar of a strong employer brand, supporting recruitment and retention.

Customers and clients too look to buy and work with organisations that share common values and who can meet and demonstrate a strong commitment to environmental, social and governance (ESG) standards. The independent certification required by B Corp is a clear statement of those values.

B Corps are a fast-growing community of businesses, with over 6,000 worldwide and 1,300 in the UK. We are one of the largest accountancy firms to achieve B Corp status, joining businesses that include the Jamie Oliver Group, Innocent, The Guardian and Charity Bank.

We started our B Corp journey in 2020 when defining its purpose – 'to guide our clients, colleagues and



communities to a brighter future'. It is a journey and a principle that is shared by our 500 colleagues and is more than a badge or accolade. It is a movement that we are proud to be a part.

It helps us stand out in a crowded market, attract new members of our team and to engage with our existing colleagues in new ways. Importantly, it helps us build new relationships and tap into new opportunities.

But fundamentally, it provides the firm with a benchmark for continuous improvement where people, place and profit all sit comfortably alongside each other, and it underpins our purpose of guiding our clients, colleagues and communities to a brighter future'.

**For more information about our B Corp™ certification, contact Jennifer Williamson:**

Email: [enquiries@krestonreeves.com](mailto:enquiries@krestonreeves.com)

Call: 0330 124 1399

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



# Worthing Food and Drink Festival

September 9-10th | Free event | Steyne Gardens, Worthing

The upcoming Worthing Food and Drink Festival, organised by Worthing Business Improvement District, is set to not only tantalise taste buds but also champion the spirit of community and support for local businesses. As the festival gears up for another memorable edition, the BID has placed a strong emphasis on showcasing the diverse flavours and culinary talents that lie at the heart of the Worthing area. With a spotlight on local businesses, this year's event promises to be a celebration of culinary excellence and a platform for the town's artisans and restaurateurs to shine.

The Worthing Food and Drink Festival 2023 is more than just a gathering of food enthusiasts; it is a stepping stone for budding foodie entrepreneurs. Local restaurateurs and street food vendors will be given a great opportunity to showcase their creativity. The festival's diverse audience provides an ideal testing ground for these entrepreneurs to experiment with innovative dishes and receive direct feedback from visitors, helping them refine their offerings and build a loyal customer base.

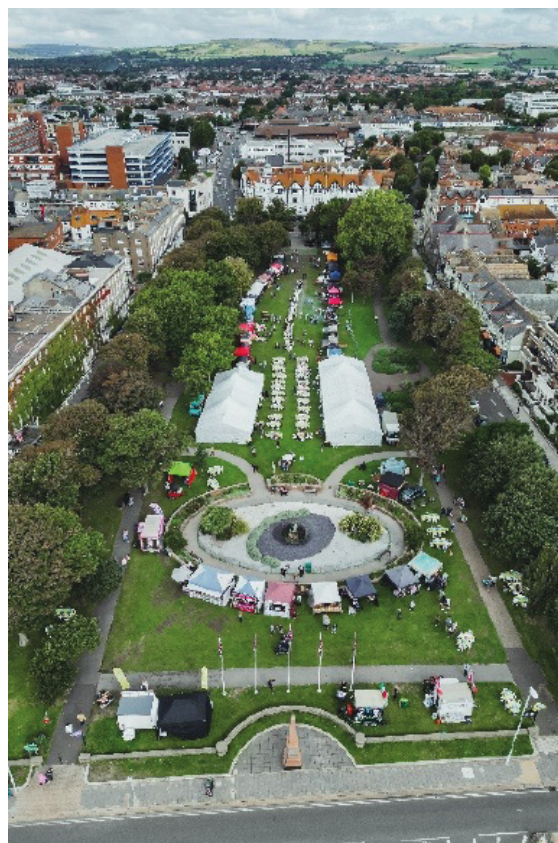
## Elevating local chefs, spirit makers and food establishments:

In addition to providing a platform for up-and-coming talents, the festival aims to elevate established local chefs and food establishments. Food businesses in the Worthing area will have the chance to present their signature dishes, drawing attention to their commitment to quality ingredients and culinary expertise. This exposure not only increases footfall to their businesses but also strengthens their position as culinary ambassadors of the town. From craft

breweries to artisan wineries and distilleries, local alcohol production showcases the creativity and passion of the community's makers and enthusiasts.

## Sustainability and ethical practices:

One of the festival's key goals is to promote sustainability and ethical practices and the festival supports environmentally conscious initiatives like encouraging plastic free practices. This year, local





businesses are encouraged to adopt sustainable practices, including waste reduction, composting, and eco-friendly packaging. We are working in collaboration with Worthing Borough Council to promote food waste collection and will have dedicated spaces at the site to enable this. This collective effort highlights Worthing's commitment to preserving its natural beauty and fostering a more sustainable future.

## Fostering community connection:

The Worthing Food and Drink Festival 2023 fosters a sense of community connection, with local businesses coming together to collaborate and celebrate their shared passion for food and drink. This spirit of camaraderie extends beyond the festival, as partnerships formed during the event often lead to ongoing collaborations and support among businesses throughout the year. The festival, therefore, acts as a catalyst for building lasting relationships and a thriving local food ecosystem.

**As the countdown to the Worthing Food and Drink Festival 2023 begins, excitement builds not only for the food and drink offerings but also for the celebration of local businesses and their contributions to the town's food and drink landscape. By providing a platform for local artisans, restaurateurs, and chefs to shine, the festival not only stimulates economic growth but also fosters a sense of community pride. As visitors indulge in the culinary wonders of Worthing, they play an essential role in supporting and sustaining the town's thriving local food scene.**

[www.worthingtowncentre.co.uk](http://www.worthingtowncentre.co.uk)





## So many strikes but so little cover

Phil Bristow from Nsure Insurance discusses the recent strikes and how they affect insurance.



**W**ith so many strikes over the last few months I wonder if I have become somewhat immune to the news that yet another group of workers are set to take action. That may be because I am struggling to

remember a strike where I have been personally affected or inconvenienced. However, one headline did grab my attention recently, 'Writers' strike could cost \$8 billion – but insurers won't face bill'. That was in the insurance press, although the strike subsequently hit the mainstream media when some A-List Hollywood stars joined the picket lines.

It is estimated the strike could cost the entertainment industry up to \$8 billion, on a par with some natural disasters, but unlike hurricanes and earthquakes few, if any, companies will have any direct insurance for strike action. I have learnt over the years that it is unwise to say something is totally uninsurable as occasionally 'niche' covers are available either for specific industries or to the very larger corporates. However, according to the insurance source quoted in the article, a broker that specialises in the entertainment industry in America, cover is not available in an industry that have had their fair share of strikes over the years. There were three Hollywood writers strikes in the 1980s, then a bit of a lull until 2007/08 when a 100 day strike was estimated to have cost \$2 billion.

The current dispute is primarily about pay but also a number of other issues relating to the industry's rapid shift away from traditional broadcast media to streaming services and now includes the use of AI (artificial intelligence) technology to write scripts etc.

In the UK, small and medium size businesses are also very unlikely to have any business interruption cover resulting from strikes. Prior to COVID there was the chance of a 'non-damage' Business Interruption extension being worded widely enough to provide cover for eventualities such as a picket line from a neighbouring premises preventing access to yours. However, virtually all insurers have reworded their policy wordings as a result of some insurers being forced to pay COVID business interruption claims by the Supreme Court after the pandemic. Insurers have tightened their wordings to ensure they are only providing the cover they intended, such as localised disease, and strikes are generally excluded. Also, public utility extensions that pay out if power or water are cut off tend to only operate if they result from damage and exclude industrial action.

In the large corporate world, policies are available to protect against disruption of supply chains to include strikes and workers disputes but policies are expensive and likely to have large deductibles, generally making





them uneconomic for smaller companies.

Otherwise, travel is the main class of insurance that generally includes cover with most policies including cover for delays or cancellation arising from strike action providing that the policy was not taken out or the trip booked after a strike had either started or there had been advance warning of the dispute.

Some insurances may give the impression of cover, for example war and strikes clauses/policies in marine insurance, but these provide cover for physical loss or damage caused by strikers rather than a loss caused by a delay related to a strike. I am also probably showing my age by still thinking of power supply and strikes in the same breath following the 'winter of discontent' in the late 1970s. Although I cannot recall major problems since, but would mention that

whilst the wording of Deterioration of Stock policies can vary, they generally restrict cover to breakdown of equipment or accidental failure, rather than deliberate acts of the supply companies.

Despite what I have written above, it is often the way that the insurance industry does incur significant costs of events via indirect means, frequently by way of legal expenses insurances which could be related to employment disputes either before, during or after strike action or any knock-on contractual disputes with suppliers or customers. Also, with Directors and Officers cover as the decisions of directors come under scrutiny, particularly where a company loses value, with possible actions from aggrieved parties such as shareholders.

[www.nsureinsurance.co.uk](http://www.nsureinsurance.co.uk)



# West Sussex Councils pool funding to support small business growth

Businesses in West Sussex are invited to benefit from new in-person digital growth support that will be touring the county from September. Workshops and mentoring will be provided free to businesses, with the aim of helping small and medium-sized enterprises (SMEs) to increase their efficiency, reduce costs and win new customers.



**G**row Digital West Sussex is a collection of carefully curated workshop days, facilitated networking and one-to-one mentoring that will be

delivered across West Sussex between September 2023 to April 2024. The programme will provide businesses with expert guidance on improving digital capabilities, give people an opportunity to connect with other business owners and enable them to opt in to one-to-one mentoring.

The workshop days will cover a variety of digital topics for businesses, including social media and digital marketing, online selling and smarter working, so participants can pick the workshops or days that are most relevant for them.

The Grow Digital West Sussex programme is jointly funded by West Sussex County Council and the district and borough councils in the county. It is being delivered by experienced local companies; Freedom Works, Wired Sussex, Creative Bloom and Shake It Up Creative. The content of this programme has been carefully designed, based on insights from the councils' previous business support programmes.

West Sussex Councils have previously invested in a pilot programme of digital adoption support for small businesses, Recover and Rise, to test approaches to delivery. The programme was well received, with more than 300 businesses taking part.

West Sussex County Council Leader, Cllr Paul Marshall, said: "This initiative is a great example of us working in partnership with our district and borough council colleagues for the good of the county's economy. We look forward to seeing businesses across West Sussex learning from experts in their field and benefiting from bespoke one-to-one advice.

"The County Council is committed to the growth of our local economy, and helping our businesses make better use of digital tools is vital to increasing productivity and growth: a sustainable and prosperous economy is one of the priorities in Our Council Plan."

Businesses based in West Sussex can register their interest now to get a place on the first set of local workshops starting in September at [www.eventbrite.co.uk/e/663295834697](https://www.eventbrite.co.uk/e/663295834697)

For more information, email [growdigitalwestsussex@gmail.com](mailto:growdigitalwestsussex@gmail.com)

## Spotlight on: Worthing Football Club



**W**orthing Football Club formed in 1886 and has been at Woodside Road for over 100 years. When George Dowell bought the Club in 2015, he took it in a new direction: not only to have successful teams reaching their potential in their leagues, but also to use "Football" (both playing and supporting) as a way to create a community hub.

### What's your 'elevator pitch'?

WFC has a number of teams, including men's, women's, youth, inclusive, senior and walking football. In the football season supporters can enjoy the full match day experience and there's more to the Club, too: we offer great venue and meeting spaces from business meetings, to pitch hire, to celebration events and community activities in our fully licensed bar.

### What's the best part about your job?

Match days are always exciting: for our men's team Saturday games we have crowds of 1,500 and support for our women's team (on Sunday afternoons) is steadily growing. It's inspiring to work with our fan base of loyal supporters and commercial sponsors, including a great group of volunteers and Supporters' Association. People get involved with the Club because they have a passion: for playing, supporting, volunteering, fundraising. It makes us part of our local community.

### Who is your dream client?

Everyone who feels that they would like to join our Club in making a positive difference to our community is welcome. We have many challenges ahead in supporting our teams and developing our Club so that it is a successful 'all year round' venue.

### How are you developing your business this year?

Our 'on-pitch' teams had an amazing season last year and our aim to sustain and improve their progress in their respective leagues. Our 'off-pitch' team therefore have their work cut out! We are taking on new staff and intend to develop the Club as a multi-purpose venue. This will mean networking with our business colleagues and community organisations across Worthing and Sussex and we are keen reach out and work together.

### Where do you see Worthing Football Club in five years' time?

Our plan is to have a Club that is a thriving Community Hub. We will have a diverse group of playing teams that will be reaching their full potential through the excellent coaching, training and support provided by WFC. Our venue spaces will be buzzing: a top choice for business meetings and networking, exciting, interesting and fun events all supported by our local businesses, organisations and people.

**Keith Mitchell, General Manager of  
Worthing Football Club**

**t: 01903 233444**

**e: [info@worthingfc.com](mailto:info@worthingfc.com)**

**<https://worthingfc.com/>**



# Introducing Let's Go! Net Zero and West Sussex's Green Business Champions

West Sussex has a new team of Green Business Champions to help businesses learn about the benefits of going green and getting started on sustainability.



**P**art of the County's Let's Go! Net Zero programme, the Champions - themselves local business leaders - will take part in a year-long publicity campaign that will include talks, events, and online resources.

They'll take insights from their own business journeys to help others understand what works, what doesn't, and the easiest ways to get started. They'll also share how sustainability can take a business to the next level, helping cut costs, win contracts, attract customers, and recruit new talent.

The Green Business Champions each bring hard-won industry knowledge and a wealth of experience, making sustainability work for the planet and the bottom line.

They are:

- Krisi Smith, Founder & Director, Bird & Blend Tea Co
- James Lizars, Founder and CEO, Thrive Accountants
- Adam Huttly, Founder & Managing Director, Red Inc
- Simon Green, Managing Director, Stubcroft Farm Campsite
- Emma Cox, Managing Director, Paua Trading Limited

- Andy Hepworth, Chairman, Hepworth & Company Brewers
- Ruth Anslow, Cofounder and Executive Director, HISBE Food
- Steve Sawyer, Executive Director, Manor Royal Business District
- Josie Cadwallader-Hughes, Sustainability Director, Thakeham Group

Look out for them at business events across the county from this summer.

Alongside the Champions, Let's Go! Net Zero also includes a countywide programme of demonstrator events and a bank of online resources, handpicked for their relevance to small businesses.

The next demonstrator event will take place at Woodfire Camping near Petworth on 27 September and will focus on how tourism and hospitality businesses can embrace sustainability and make it work for their bottom line.

## About Let's Go! Net Zero

Let's Go! Net Zero is jointly funded by the West Sussex County Council and District & Borough Councils. The Let's Go! Net Zero campaign is underpinned by the Councils' collective aim to support business to make decisions which reduce carbon impact, and to support a sustainable and prosperous economy.

Visit the Let's Go! Net Zero website to find out more: [www.letsgonetzero.net](http://www.letsgonetzero.net)



# Achieving PR Success



HOLLANDS ASSOCIATES  
PR & MARKETING

**E**ver see your competitors in the media and wish it was you? It could be! Here are some top tips for achieving PR success for your business:

## 1. PR does not equal 'advert'

Where businesses often go wrong is that they think a PR article means a thinly-veiled advert. PR is about showing yourself continuously in a positive light but subtlety is the order of the day. If you have the chance to write a PR article, think what information you have that can help others. Get across your expertise, but leave the big sell for a paid-for piece.

## 2. Position yourself as the expert

PR is a powerful way to show yourself as an expert in your field. This can include top tips pieces (like this one), offering expert comment, being a guest on a podcast or a media-friendly interviewee for journalists. Don't expect to be paid for offering this expertise – think of it instead as an invaluable opportunity to showcase your skills.

## 3. Be realistic about the time it takes to build your profile

Doing one day of PR once in a blue moon is not going to change your fortune. Effective PR takes time to build up. It's a mid to long-term investment which reaps fantastic rewards but only when you're truly committed to it.

## 4. Images are everything

Media outlets love a good image. This means good quality, high resolution, accurately captioned and

available instantly for journalists to download (huge email attachments are a sure way to put a journalist off working with you again). Always think about the accompanying images before sending a press release or article.

## 5. Know your story

Having a compelling story to tell – whether it's a personal one or one about your business – is the key to achieving PR success. Know your narrative inside out before you engage with journalists. Human interest stories are always best, as it's what people relate to most.

Hollands Associates is a PR & communications consultancy led by Gina Hollands which raises the profile of individuals and organisations through effective media relations, award nominations and high-quality copywriting.

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



# Key financial planning tips for business success

Creating a solid financial plan is vital for the success of your business. We've put together some tips to help you navigate the realm of financial planning and set your business on a path to success.



*Joshua Bowen, Head of Outsourced Finance Function, Carpenter Box*

## 1. Create a budget

First you need to lay a strong foundation by creating a detailed budget. A budget for a business requires careful planning and an understanding of your financial goals. Start by outlining revenue sources and expenses, including fixed and variable costs. Analyse past financial data to inform projections and adjust accordingly. Monitor your budget regularly to ensure you stay on track and make adjustments as necessary.

## 2. Monitor cash flow

Keep a close eye on cash flow, particularly during periods of growth or change. Cash flow is crucial to ensure the financial health of your business. It enables better decision-making, and helps ensure the company has enough resources to operate smoothly.

Proactively projecting your company's cash flow allows you to identify and address potential shortfalls in advance.

## 3. Plan for taxes

Having a sound understanding of your tax obligations means you can develop strategies to minimise your liabilities whilst remaining compliant with regulations. Strategic tax planning can help to achieve significant benefits for any business, fuelling consistent business growth and saving your company money. It's essential to stay informed of any changes in tax laws and regulations and to seek professional assistance in creating a tax plan.

## 4. Utilise financial software

Technological developments in recent years have had a profound impact on businesses and investing the right software can help to streamline your financial management. With the right tools, you can efficiently track expenses, generate invoices, and monitor payments. Cloud accounting has established itself as a fundamental pillar in the everyday running of a business. It allows you to see your finances in real time, collaborate with colleagues and accountants within one space and stores your vital information in a central location. As cloud accounting continues to grow there are more sector specific add-ons becoming available that are tailored specifically to the needs of certain businesses.



## 5. Build an emergency fund

Safeguard your business by setting aside funds for unexpected expenses or revenue fluctuations. Having an emergency fund will prevent depletion of reserves or reliance on debt. An emergency fund in a business requires careful planning and consistent contributions. Start by setting realistic savings goals and contributing small amounts regularly. Consider depositing a percentage of your revenue and keeping the funds in a separate account. Monitor and adjust the fund as needed to ensure financial stability.

## 6. Focus on growth

Embrace innovation and explore avenues for sustainable growth. Growth opportunities can vary greatly depending on the industry and market. These may include expanding into new markets, introducing new products or services, enhancing marketing and branding efforts, improving operational efficiency, acquiring other companies, or partnering with other businesses to create synergies and expand your customer base.

## 7. Regularly review your financial plan

Reviewing your financial plan is critical to ensure it remains relevant and aligns with changing circumstances. This may involve analysing the business's financial position, reviewing goals, assessing progress, and making adjustments as necessary. It's essential to regularly monitor financial performance, evaluate risks, and incorporate new information or changes that can impact your business.

**Ready to master your financial planning and ensure long-term business success? Our expert advisors can provide guidance tailored to your business' unique needs. Contact our team today to discuss how our financial planning services can empower your business and help you achieve your goals. Call 01903 234094 or visit [www.carpenterbox.com](http://www.carpenterbox.com)**



# CARPENTER BOX

# Why join Worthing & Adur Chamber?

We're all about positively promoting, supporting and connecting local businesses.



**W**e are here to promote, support and connect our members, who are a diverse mix of large and small businesses all with the same aim – to succeed.

There are so many benefits to being a member, whether you want to raise your profile, accelerate your business growth, connect with your business community or simply just be part of it. The Chamber's purpose is to support businesses, big or small to ensure and encourage success.

## Be CONNECTED

- Great choice of quality business networking and social events
- Member to member introductions
- Annual headline events including the Better Business Show, AGM & Chamber Summit
- Exclusive member only events
- Promotion of members events
- Topical forums - have your say
- Discounted rate at Sussex Chamber Events

## Be SUPPORTED

- Promotion of member offers
- Save money with member to member offers
- Chamber member logo to download and display
- Corporate rate for FIT4 membership to all chamber members details here
- Leadership opportunities as an Ambassador, Executive Committee member or on a working group
- Affiliated to Sussex Chamber with access to Westfield health plan, AA Roadside Assistance, AXA health at Hand, Moneycorp Foreign Exchange

## Be PROMOTED

- Digital marketing opportunities via Chamber website, social media and e-news
- Sponsorship opportunities for events, website and business enews
- Promotional opportunities in Chamber Connect Magazine
- Member listing on the Chamber website and member links
- Access to LinkedIn group
- Annual social media shoutouts

## Be INFORMED

- Business advice and information including funding
- Quarterly Chamber Connect magazine
- Access to Sussex Chamber International trade events

## Be REPRESENTED

- Be part of the local business community
- Access to local authorities and Government



### Be **TRAINED**

- Access to preferential rates on Chamber Academy training workshops
- Opportunity to deliver training session in your specialist area
- Share your expertise with a growing group of local professionals
- Discounted rate on Sussex Chamber training courses

### Be **DEVELOPED**

- Exclusive Peer Mentoring programme to develop your business
- Set business aims with a FREE 3 hour annual business workshop

## Together business is stronger

“It was a no brainer to become a Chamber member when I started my business!”

“Worthing & Adur Chamber have been nothing short of fantastic. The communications, training, events and opportunities that are on offer have been supercharged in both quantity and quality.”

“The Chamber offers an excellent opportunity to keep up to date with current and local issues, find out about the local and national grants and changes that affect businesses.”

To find out more visit [www.worthingandadurchamber.co.uk](http://www.worthingandadurchamber.co.uk)

## Ready to join the Chamber?

We can't wait to welcome you on board!  
Visit [www.worthingandadurchamber.co.uk/membership-benefits](http://www.worthingandadurchamber.co.uk/membership-benefits)  
to find out more about Chamber Membership and to join!

**Together business is stronger**



## We'd like to welcome our new chamber members and thank the renewing members for their continued support!

### NEW

#### ANJA POEHLMANN PHOTO & FILM

Award-winning photographer and filmmaker for small businesses and families. My main goal with all my work is to instil confidence in my clients: in families by showing up as their real selves in photos that will help children grow up knowing where they belong and in small businesses to show up authentically to their audience to build real connections with those they want to serve.

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

#### BOTTING & CO

We're a long established, modern ACCA firm of Chartered Certified Accountants, supplying quality business, financial and accounting services. Our overriding philosophy is to develop a long term relationship with our clients. By providing the full range of business support services, but also to move beyond the normal compliance role and help with business development and evaluation issues such as profit improvement, cash flow optimisation, business/asset protection and strategic planning.

[www.bottingandco.co.uk](http://www.bottingandco.co.uk)

#### EDGCUMBES TEA & COFFEE

We take our time to get things just right. EDGE coffee is freshly roasted and our tea is blended on-site to order. That's because we know that Fresh is Best for taste – and our customer reviews tell us too. Tea and coffee this good deserves its own moment.

[www.edgcumbes.co.uk](http://www.edgcumbes.co.uk)

### FEAST

A local business in the heart of Worthing. Kirsti, Emma, Esther, Tasha, Debbie & Ruby Mae are the team behind the homemade and delicious food that we freshly prepare just for you! We cater for a wide range of tastes and preferences. Offering a selection of gluten free, vegetarian and vegan options.

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

### GALLOWAYS ACCOUNTING

At Galloways Accounting we are able to provide all the typical service that you would expect from an accountancy practice however with our multiple offices across Sussex we pride ourselves on being part of each local community. We set up our Worthing office in 2022 and are keen to help businesses and individuals in the area manage their financial and compliance matters, as well as trying to help them make or save money.

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

### HARTSWOOD HEATING

We are a professional heating company, based in Sussex, and working throughout Sussex, Surrey and surrounding areas. We work with all types of heating systems- gas, oil, LPG, electric and renewable heat pumps, both air and ground source. We take a lot of pride in our work, and are proud to be Which? Trusted Traders. This means you can be confident that we will give you good, honest advice on the best heating and hot water solutions for your home or business.

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

### HOLLANDS ASSOCIATES

Hollands Associates is a PR and communications agency run by Gina Hollands. After holding senior positions in agencies, Gina became an independent consultant, providing clients with a high quality, personal service. Services include PR, copywriting, crisis management, internal comms, and team/121 training on topics such as better communications, difficult conversations and confidence.

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

### JOHN WHYTE EQUITY RELEASE SUSSEX

I am a fully qualified and highly experienced financial consultant specialising in equity release for homeowners in Sussex and beyond. As a member of the Equity Release Council, I provide professional and impartial advice to help you tap into the cash value of your home, ensuring you get the right financial solution for your needs.

[www.equityreleasesussex.co.uk](http://www.equityreleasesussex.co.uk)

### PEWSEY CONSULTING

With 20 years experience in the recruitment sector I have a deep understanding of both businesses and candidates, I approach recruitment with a holistic touch, making your hiring process joyful and stress-free. I understand that managing the hiring process can be overwhelming and time-consuming. That's why I offer a personalised service that takes care of everything from advertising to candidate assessment.

[www.pewsey-consulting.com](http://www.pewsey-consulting.com)

### REAL PATISSERIE

French Patisserie & Artisan Bakery. Specialising in artisan bread, savoury items and authentic patisserie. Visit our website to learn more about our fantastic party food selection, pre orders or if you are interested in becoming a wholesale customer.

[www.realpatisserie.co.uk](http://www.realpatisserie.co.uk)

### THE GOOD THERAPY GROUP

The Good Therapy Group is an award winning company. We provide home-based physiotherapy, massage and rehabilitation services to older people within the Worthing area. We help people to make significant health improvements, provide rehabilitation and offer ongoing support to those with long term health issues.

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

### TORO PLUMBING & HEATING

Worthing based plumbing and heating company, covering West Sussex and Brighton. Gas Safe and qualified in air source heat pump design and installation. All aspects of plumbing and heating covered, from dripping taps, to new build properties.

[www.facebook.com/ToroPlumbing/](https://www.facebook.com/ToroPlumbing/)

### WORTHING FOOTBALL CLUB

"We set out to create a club the town of Worthing can be proud of, a club which serves the community and the football club equally" said George of his vision for Worthing FC, adding "We want to excite the people of the town, and to create memories for everyone, especially for the youngsters of the area whether they play football or not."

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

### WORTHING THEATRES & MUSEUM

Worthing Theatres & Museum (WTM) is an arts and heritage charity with a large portfolio of distinct venues. We drive social, cultural and economic transformation across our communities. Our ambitious cultural offer includes a programme of performances, film, exhibitions and workshops. We also manage a museum collection of national significance and present a free annual outdoor summer festival.

[www.wtm.uk](http://www.wtm.uk)

## RENEWING

### 2TELA

2tela provide affordable and effective cyber security – ranging from specialised consultancy to market-leading managed services – designed to protect small and medium UK businesses from all threats.

[www.2tela.co.uk](http://www.2tela.co.uk)

### BENNETT GRIFFIN

Bennett Griffin was established in Worthing, West Sussex, in 1990 following the merger of two existing local solicitor practices and are extremely proud of their reputation for providing business and private clients with expert, effective and timely advice.

[www.bennettgriffin.co.uk](http://www.bennettgriffin.co.uk)

## RENEWING

### BLUE BILLBOARD

We are a startup in West Sussex delivering Digital Out Of Home (dooh) screens into independent businesses as well as the sale of advertising space on our screens.

[www.bluebillboard.co.uk](http://www.bluebillboard.co.uk)

### BRIAN ELSTONE SURVEYING SERVICES

Brian has extensive experience in building design and architectural services, for both commercial and domestic clients. We are able to provide a full range of design services, including feasibility studies, initial design and full working drawings, from conception to completion of a project. This includes planning applications, building regulations applications, all using the latest AutoCAD drawing systems.

[www.elstone.biz](http://www.elstone.biz)

### CARA COUNSELLING TRAINING

Cara Counselling Training provide CPCAB accredited courses. If you are thinking about training to be a therapeutic counsellor, require Continuing Professional Development or want to enhance your skills in a caring, helping or customer relations role, Cara can help you develop the skills you need.

[www.caracounsellingtraining.co.uk](http://www.caracounsellingtraining.co.uk)

### CONNECT MEDIA

Connect Media is a team with years of industry knowledge and experience bringing together the very latest technology with traditional methods to produce creative printed marketing solutions. Signs for offices, shops, schools, sport venues, restaurants, vehicles and more.

[www.connectmedia.uk](http://www.connectmedia.uk)

### FERMIONX

Contract electronics design and manufacturer. We can manufacture electrical components to your specification or design and build your product from scratch. We manufacture our own products (Airbox Air Sampling Products and Seward Lab blenders) which puts us in a unique position to understand and support our customers along the manufacturing process.

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

### FINE CUT GROUP

Providing knowledge, expertise and the most diverse range of industrial printing and marking capabilities. Over 40 years experience of delivering innovation and a dependable service of the highest quality.

[www.finecut.co.uk](http://www.finecut.co.uk)

### FRP ADVISORY

Specialising in forensics, corporate finance, debt, restructuring and financial advisory, we deliver strategic solutions across a broad range of situations. Our five pillar services complement each other. We draw on experts within each of our service areas to put the best people in place for each circumstance.

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

### GARDNER & SCARDIFIELD

Gardner and Scardifield was established over 100 years ago in Lancing, West Sussex and we have now grown into a group of builders merchants, electrical wholesalers and DIY suppliers throughout Sussex. Supplying materials to both trade and retail, we build long term customer relationships which benefit both them and their customers while keeping a strong community focus.

[www.gardnerandscardifield.co.uk](http://www.gardnerandscardifield.co.uk)

### GEMINI PRINT

Every level of design and printing from business cards to books, from magazines to personalised mailings, from leaflets to large format and signage projects. Award winning customer service excellence, planet positive policy, ISO Accredited and a track record of over 50 years.

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



### HEATON HOUSE

Heaton House Care Home has been established in Worthing for over 40 years. Specialist care for residents with a diagnosis of Dementia, Alzheimer or a similar mental health need – over the age of 65 years – whose behaviours do not impact on the lives of others living at Heaton House

[www.heaton-house.net](http://www.heaton-house.net)

### INVESTMENT SOLUTIONS

Investment Solutions has been providing Independent and unbiased Financial Advice to clients across the country including London, Brighton, Worthing and the South Coast since 1988. The majority of our advisers are Chartered which is widely accepted as the 'Gold Standard' qualification for professional financial planners.

[www.investment-solutions.co.uk](http://www.investment-solutions.co.uk)

### L R COLLECTIONS

In today's economic climate many businesses can find themselves facing problems with late payment of invoices and bad debt resulting in detrimental effects to a company's cash flow. Our credit control services will enhance this fundamental part of your business.

[www.lrcollections.co.uk](http://www.lrcollections.co.uk)

### MOMENTUM BUSINESS SUPPORT

Established in 2013, we pride ourselves on being 'the original remote workers', expertly curating the perfect teams and individuals to support you and your business. Whether you need your admin organised and taken off your hands, a virtual PA to keep you and your business on track or more substantial support with your social media, HR, accounts, or projects, we are here to make sure you can make it happen.

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

### MPS BUSINESS SUPPLIES

MPS Business Supplies offers the widest range of business supplies and services to companies of all sizes in the UK. From bespoke printed material, office supplies, workwear/PPE, telecoms/broadband and much more.

[www.mpsbusiness.co.uk](http://www.mpsbusiness.co.uk)

### OMNI DAVIS INSURANCE BROKERS

Providing insurance services based on extensive experience, market expertise and a personal approach. We have a genuine pride in delivering high quality work. We live by our reputation in professional services and it is this focus on quality which underpins our offering to clients.

[www.omnidavis.co.uk](http://www.omnidavis.co.uk)

### OUR EATING HOUSE

Our Eating House is owned and managed by a close group of friends and family, brothers Matt and Tim Taylor along with lifelong friend Darren Gearing. The three friends have all developed their careers in hospitality across the years culminating with the purchase first of The Beach House on Worthing seafront, The Corner House and more recently, The Tap House in Shoreham.

[www.oureatinghouse.co.uk](http://www.oureatinghouse.co.uk)

### PIGLET'S PANTRY

Piglet's Pantry provides a handcrafted bakery delivery service that caters to homes across the country, creating moments that matter and turning gatherings into memorable occasions. Here at Piglet's Pantry, we're a dedicated bunch of food-lovers who design, knead, mix and decorate each treat that makes up our selection of award-winning afternoon teas, savoury pastries, and of course, cakes!

[www.pigletspantry.co.uk](http://www.pigletspantry.co.uk)

### SERIOUSLY SORTED

Helping small and micro business owners sleep soundly at night and smile by day. We do this by helping you secure the very best future for your business. Working with you so your exit, succession and strategic planning delivers big when it matters most.

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

### SHOREHAM PORT

A thriving commercial Port on the South Coast of England. Shoreham Port is one of the largest cargo handling trust ports. With excellent stevedoring and storage facilities we help to supply South East England with imported materials.

[www.shoreham-port.co.uk](http://www.shoreham-port.co.uk)

## SUSSEX TRANSPORT

Sussex Transport are one of the South East's leading road haulage, contract warehousing, and logistics services. Providing quality services for you and your clients with the goal of removing your transport and logistics headaches.

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

## THE SAND PROJECT

We provide accessible work based training for young people with life and learning challenges. Our goal is to support our trainees to be able to confidently go out into the world of work either in employment or self employment.

[www.thesandproject.co.uk](http://www.thesandproject.co.uk)

## WORTHING COMMUNITY CHEST

Worthing Community Chest is a registered, local, independent charity. We support projects and activities in Worthing which enable social and economic well being. We do this by awarding small grants to groups, clubs, events and other good causes in Worthing.

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

## WORTHING HOMES

Worthing Homes owns and manages 3,984 properties housing over 10,000 people in the Sussex coastal area. We provide social and affordable rented homes, key worker accommodation, low-cost shared ownership, sheltered housing and new homes for local people. We're committed to providing great places to live and improving communities.

[www.worthing-homes.org.uk](http://www.worthing-homes.org.uk)



Call us for a free  
review of your  
insurance cover.  
**0345 040 7732**

**Unity** 

Unity Insurance Services is a trading name of Scout Insurance Services Limited, a wholly owned subsidiary of The Scout Association, a registered Charity no. 306101 (England and Wales) and SC038437 (Scotland). Registered office: Gilwell Park, Chingford, E4 7QW. Registered in England and Wales (Company No: 5038294).

Authorised and regulated by the Financial Conduct Authority, FRN 312976.

[unityins.co.uk/worthing-chamber](http://unityins.co.uk/worthing-chamber)



# Advertisement rates

Many of our readers choose to place an advert within our publication, it's a good way to showcase your services and contact details. It can range from a quarter page to a double page spread.

Our price list is shown below:

B5 Size	Series of 4	Series of 2	Single edition
Full page	£225.00	£250.00	£295.00
Half page	£125.00	£145.00	£190.00
Quarter page	£60.00	£75.00	£90.00
Inside Front	£neg	£neg	£450.00
Inside Back	£neg	£neg	£450.00
Back Cover	£neg	£neg	£580.00
Double Page Spread	£425.00	£470.00	£580.00

Please supply your advert as 300dpi PDF format preferably with 3mm bleed for a full page or double page spread advert. Any questions please email [lauren@worthingandadurham.co.uk](mailto:lauren@worthingandadurham.co.uk)

Advertise here for as little as

# £125

For more information please email us directly on:

[lauren@worthingandadurham.co.uk](mailto:lauren@worthingandadurham.co.uk)

Please supply half page advert as 300dpi PDF format  
measuring 150mm x 105mm

# Upcoming Chamber Events

Come and join us at our vibrant events and let us take the hard work out of networking. Build your connections, collaborate and drive your business forwards.



## Chamber Hub

Thursday 14th September | 12:30pm – 2:00pm

**Venue:** Lancing Manor Leisure Centre

**Free to attend**

Join fellow members for our popular Chamber Hub networking session.

This is a relaxed and informal networking session where you can meet like-minded businesses and build on your connections.



Kindly sponsored by Blue Billboard



## Better Business Show

Thursday 21st September | 10am – 3pm

**Venue:** Worthing Leisure Centre

**Free to attend**

Calling all local business people! Don't miss the opportunity to network, connect, and develop at this year's Better Business Show, come along for free! Join hundreds of like-minded individuals from a wide range of industries for a packed day of growing your connections, expanding your knowledge and representing your business.



Headline Sponsor Bennett Griffin



## First Friday

Friday 6th October | 12:30pm – 2:00pm

**Venue:** The Burlington Hotel, Worthing

**Free to attend**

First Friday is a networking event which is held on the First Friday of each month. These networking events have been going since 2009 with around 10 to 20 businesses attending each month.

These events are organised by Tony Hedger from A&T Business Associates. and co-promoted by Worthing & Adur Chamber.



## Chamber Hub

Thursday 12th October | 12:30pm – 2:00pm

**Venue:** Lancing Manor Leisure Centre

**Free to attend**

Join fellow members for our popular Chamber Hub networking session.

This is a relaxed and informal networking session where you can meet like-minded businesses and build on your connections.



Kindly sponsored by Blue Billboard





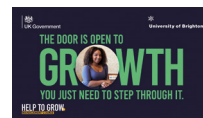
## Maximising the opportunities for businesses with ChatGPT - Networking Lunch

Thursday 19th October | 12:00pm – 2:30pm

**Venue:** Sussex Yacht Club, Shoreham By Sea

**Price:** Members: **£22 + VAT** | Non-Members: **£29 + VAT**

The release of ChatGPT, a flexible and accessible form of artificial intelligence, raises a multitude of questions for those of us interested in using it for business. Asher Rospigliosi is the Principal Lecturer in the School of Business and Law for the University of Brighton and is excited by the impact of technology on society, education and business. Asher will be sharing his knowledge and expertise on artificial intelligence and its purpose in business. Be prepared for an engaging and interactive session!



Kindly Sponsored by  
University of Brighton  
Help To Grow programme



## First Friday

Friday 3rd November | 12:30pm - 2:00pm

**Venue:** The Burlington Hotel, Worthing

**Free to attend**

First Friday is a networking event which is held on the First Friday of each month. These networking events have been going since 2009 with around 10 to 20 businesses attending each month.

These events are organised by Tony Hedger from A&T Business Associates and co-promoted by Worthing & Adur Chamber.



## Creating an effective & innovative wellbeing strategy for your business – Networking Breakfast

Friday 17th November | 7:30am – 9:00am

**Venue:** Hillbarn Golf Club, Worthing

**Price:** Members: **£15 + VAT** | Non-Members: **£20 + VAT**

Since the Pandemic, wellbeing is firmly on the radar for businesses. An effective wellbeing strategy will help organisations to boost productivity, motivation and staff retention. How do you know what you need to get the team working most effectively?

Claire Elmes, Founder of Inspire You has been an expert in the wellbeing industry for 14 years and is on a mission to help improve individual's mental fitness, because when people are more resilient they change the way they think, behave and perform better. Claire will share her top tips for developing an effective and innovate wellbeing strategy that you can easily implement with in your business.

To find out more about upcoming events please visit [www.worthingandadurchamber.co.uk/chamber-events](http://www.worthingandadurchamber.co.uk/chamber-events)

# Learn from the experts and improve your knowledge with the Chamber's Commercial Training Programme

## Helping you to develop and manage your working day more efficiently

**Date:** Tuesday 31<sup>st</sup> October | **Time:** 9:30am – 12:30pm  
**Venue:** Sphere Business Centre, Northbrook College  
**Cost:** £45 + VAT

Understand how to work more efficiently and focus on important tasks to reach desired outcomes.

Where has the day gone?! Does time seem to melt away? Would you like some ideas on being clear about what's important and deciding where best to focus your efforts?

### By attending this module, you will:

- Be able to explain the importance of time management
- Have identified the right tools for you from comparing a range of time management tools and techniques
- Know how to prioritise activities and the benefits of doing this
- Develop a toolkit to support efficient working practices.

## Developing your presenting skills

**Date:** Tuesday 9<sup>th</sup> January | **Time:** 9:30am – 12:30pm  
**Venue:** Sphere Business Centre, Northbrook College  
**Cost:** £45 + VAT

Transform your presenting. Become confident and impressive. Making sure your message is heard.

### By attending this module, you will:

- Understand how to structure/write a great presentation
- Understand barriers to communication and how to overcome these
- Know the different types of presentation aids and how to use them effectively
- Be able to control and utilise your nervousness and stay in control
- Understand the importance of body language and physical presence
- Be able to demonstrate the skills learnt through delivery of a presentation.

## Developing your confidence and assertiveness around others

**Date:** Tuesday 21<sup>st</sup> November | **Time:** 9:30am – 12:30pm  
**Venue:** Sphere Business Centre, Northbrook College  
**Cost:** £45 + VAT

Let us help you to understand the difference between being confident, passive, assertive and aggressive.

Do you have trouble saying "no"? Do you wish you had the confidence to deal with difficult situations at work effectively and assertively and without causing conflict? Would you like to be able to present your ideas and opinions in ways that enable you to feel heard and respected?

### By attending this module, you will:

- Understand what assertiveness is and the pros/cons
- Have knowledge of assertiveness techniques
- Understand different assertive behaviours
- Develop strong assertive communication skills
- Action plan how you will apply this learning in the workplace.

## Developing excellent customer service

**Date:** Tuesday 30<sup>th</sup> January | **Time:** 9:30am – 12:30pm  
**Venue:** Sphere Business Centre, Northbrook College,  
**Cost:** £45 + VAT

Committed to the delivery of excellent customer service. Come and find out more about how you can consistently deliver an exceptional standard of service to internal and external customers. One day module.

### By attending this module, you will:

- Explore how to put the customer at the heart of all you do
- Develop your communication skills to be able to identify customers' needs and wants
- Understand how to use questioning, listening and acknowledging techniques to demonstrate understanding of the customer, leading to an improved relationship
- Learn how to negotiate and influence customers to achieve win/win situations using appropriate strategy, tactics and behaviours.

For more information or to book visit [www.worthingandadurhamchamber.co.uk/chamber-training-academy](http://www.worthingandadurhamchamber.co.uk/chamber-training-academy)

# ADUR & WORTHING BUSINESS AWARDS

## 2023

celebrating success



DO YOU KNOW A GREAT ADUR & WORTHING  
BASED BUSINESS WORTHY OF AN AWARD?

# NOMINATE TODAY!

- ★ HIGHLIGHT A LOCAL ORGANISATION ★
- ★ RAISE A BUSINESS PROFILE ★
- ★ CELEBRATE SUCCESS ★



## AWARD CATEGORIES



Overall Business of the Year  
Start-Up Business  
Small Business (up to 9 employees)  
Medium Business (10-49 employees)  
Large Business (50+ employees)  
Business Personality

Outstanding Contribution to Business  
Manufacturing & Engineering  
Young Achiever  
Customer Service  
Hospitality, Tourism & Leisure  
Innovation

Training & Development  
Sustainable Business  
Retailer  
Best Food  
Building & Construction  
Business in the Community  
Best Drink

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

Deadline for  
nominations and entries  
**15<sup>th</sup> September 2023**  
Visit our website today!

Media Partner

**MOMENTUM**  
Business Support Ltd  
make it happen.

Charity Partner



Print Partner



SPECIAL THANKS TO OUR SPONSORS, PARTNERS & SUPPORTERS:





Celebrating **10** years

**Bigger, Better**  
*stronger together*

**Worthing Leisure Centre**  
**Thurs 21st Sept • 10am - 3pm**

**100+**

**exhibitor stands**

Explore local opportunities

*Expert  
Workshops*

*Build your  
Connections*

**Google**  
Digital Garage  
*Workshops*

**Expand your  
knowledge**

**Breakfast  
Power  
Hour**

**Free  
business  
support**

**Speed  
Networking**

  **#betterbiz2023**

**FREE  
ENTRY**

**Find out more at [www.worthingandadurhamchamber.co.uk](http://www.worthingandadurhamchamber.co.uk)**

SHOW ORGANISER



**worthing & adur**  
CHAMBER OF COMMERCE

SHOW PARTNER

**awbp**  
ADUR & WORTHING BUSINESS PARTNERSHIP

HEADLINE SPONSOR

**bennett  
griffin+**