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Newsletter

Distributed to 1200 Runnymede organisations and also available on our website www.runnymedebusinesspartnership.org.uk

@Runnymedebp



The Queen's Awards for Enterprise

Join us to hear how your
business could win one!

This year over 170 UK businesses were recognised for enterprise excellence.

The Queen's Awards for Enterprise are one of the most prestigious business awards in the country, with winning businesses able to use the esteemed Queen's Awards emblem for 5 years on marketing materials, website and stationery plus fly The Queen's Award flag at their main office. Winners are invited to a Royal reception at Buckingham Palace, hosted by Her Majesty The Queen, presented with the award at their company by one of The Queen's representatives, a Lord-Lieutenant, given a Grant of Appointment and a commemorative crystal bowl.

The four categories, for outstanding achievement by UK businesses, are:
Innovation, International Trade, Sustainable development and Promoting opportunity.

The new Promoting Opportunity category recognises the important work of social mobility initiatives and programmes that specifically reach out and support people from disadvantaged backgrounds.

Previous winners lead the way in a broad range of industries - from green energy solutions and medical healthcare, to laser technology and digital marketing.

Find out if your business is eligible visit: www.gov.uk/queens-awards-for-enterprise/eligibility

Come to our **Afternoon Tea on 10 October**, kindly hosted by the Bridge Hotel, Chertsey, to hear more. We are delighted that **Mr Michael More-Molyneux, Her Majesty's Lord-Lieutenant of Surrey**, will talk about the scheme and introduce an award winning Surrey business to share their experience. See the back page for booking details.

www.gov.uk/queens-awards-for-enterprise www.galleonhotels.com

The Runnymede Business Partnership website features a **Business Bulletin** - keep checking this for information on business events, grants, seminars, sources of expert advice and vouchers:

www.runnymedebusinesspartnership.org.uk

We are grateful to Dixcart International Ltd for sponsoring this Newsletter

October 2017

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Navigating the Social Media Minefield

Afternoon Tea Meeting 26 April 2017

Whilst the delegates enjoyed a delicious afternoon tea, Megan McIntyre*, the Foxhills Collection's Group Marketing Director, gave a concise overview on using social media to grow your business and how to deal with any negative publicity which might arise. She suggested that, as social media provides instant communication, it is important to prepare a strategy for handling negative reviews or comments. A senior employee should write a response, having investigated the complaint and gained a clear understanding of the situation. She said that it is sometimes better to take some conversations offline to best resolve them. Reviews on websites such as TripAdvisor should be viewed in perspective, as sometimes there is one poor review amongst many very positive reviews.



Our thanks to Foxhills Club and Resort, who sponsored, hosted and presented this event in their charming Manor House Orangery, in Ottershaw.

* Since this event Megan has moved to pastures new, we wish her every success

Q & A Session

Featuring: Dorinda Brittle
Group Events Co-ordinator,
Galleon Hotels.



What aspects of your job do you particularly enjoy?

The variety, from weddings to christening parties. Each day is different, and brings its own challenges and rewards

Where have you worked previously?

Many different places including, hotels, golf clubs and activity camps. For the last 22 years, I've worked in the hospitality industry in one way or another.

When did you join Galleon Hotels?

I joined in May 2016

Why did you decide to work in the area of events co-ordination/sales?

It's a great role, something I enjoy doing as everything we do is based on making people happy.

How do you like to spend your free time?

I am a member of the Weybridge WI and find my organising skills useful for their events. It's a great way to meet new people and get involved in the community by judging baking competitions with celebrities and joining others in creative activities.

weybridgewi.com

Featuring: Julia Wigram,
FCA, Director,
Dixcart International Limited



What aspects of your job do you particularly enjoy?

Developing relationships with my clients so that they know they can come to me as their trusted advisor. The variety of clients, often with an international element, makes every day interesting.

Where have you worked previously?

I started work at Menzies Chartered Accountants, an excellent training ground. Also, the experience that I gained from doing a couple of round-the-world trips gave me valuable skills to take on to Dixcart and develop my role to become partner/director.

When did you join Dixcart?

I joined Dixcart roughly 21 years ago in 1996. That's what Dixcart does to you – a forward looking company with innovative ideas and many interesting clients over the years.

Why did you decide to work in the area of accountancy?

I was always good at maths so thought accountancy would be a good career option for me. Little did I know that it is less about the maths and more about the relationships.

How do you like to spend your free time?

My passion is horse-riding, especially with my daughters: managing a lively Spanish horse leaves no time to think of anything else. A great stress-buster!



Quick Business Survey

Tell us which issues affect your business the most.
Such as:

- > Traffic congestion
- > Litter
- > Anti-social behaviour,
- > Environmental issues,
- > Parking,
- > Flooding
- > Skills shortage.

Email Joanna.swatridge@runnymede.gov.uk

News Bites

Have you been reading our Monthly bulletin? Have you any contributions? If so, contact us by using katy.mcgrath@runnymede.gov.uk

Charity Collections

Consultation on the new draft Runnymede Borough Council Policy

You are invited to complete the survey, **until 2 October**, using the links below.

www.surveymonkey.co.uk/r/L7KF8BZ

www.runnymede.gov.uk/article/5656/Charity-collections

To comment by email or letter, contact Clare Pinnock:

clare.pinnock@runnymede.gov.uk

Runnymede Borough Council, Civic Centre, Station Road, Addlestone, KT15 2AH

The Future Looks Promising

Breakfast Forum Meeting 2nd February 2017

Runnymede Borough Council presented their proposed budget for 2017-18, and informed local businesses about their plans for the next financial year regarding council tax, business rates and service provision.

With news of regeneration in Egham and the completion of Phase one of AddlestOne this summer, the future is starting to look promising.

The new Business Rates system has been split into three chargeable schemes

- Supporting Small Businesses
- New Discretionary Relief Scheme
- New Business Rate Relief Scheme for Pubs

The meeting was held in the Council Chamber at The Civic Offices, in Addlestone.

The speakers were Paul Turrell, Chief Executive and Peter McKenzie, Corporate Head of Resources.



Paul Turrell, CEO RBC with Nick Reeves, Burnham Resources.

Welcome to Waitrose and The Premier Inn

The first phase of AddlestOne finally opened its doors on August 3rd with the official opening of the new **Waitrose** by The Mayor of Runnymede, Iftikhar Chaudhri and Karen Sugarman, Director of Fundraising from Shooting Star Chase, Childrens Hospice Services, who joined keen shoppers at the new store in Market Street, off Station Road, Addlestone.

The new **Premier Inn** followed suit by opening its doors for comfortable weekend and business breaks on the 18th August and is already doing brisk business!

On behalf of the Runnymede Business Partnership we welcome you both to Addlestone.



Easy Business Promotion!

If you have a full entry on iRunnymede, our app?

Let us know if it requires a review or some additional information or amendments.

Email katy.mcgrath@runnymede.gov.uk with the details.

If you don't have a full entry, email joanna.swatridge@runnymede.gov.uk for details. **FREE** notifications can be sent out to promote your events or offers!

Chambers of Commerce

ADDLESTONE AND DISTRICT CHAMBER OF COMMERCE

For details of Chamber activities contact

Peggy Broadhead

Tel: 01932 844465

[e-mail:thebroadheads@dsl.pipex.com](mailto:thebroadheads@dsl.pipex.com)

Address: c/o 2 Coombe Drive, Addlestone, KT15 1DB

EGHAM CHAMBER OF COMMERCE

For details of Chamber activities please contact the Chairman,

Mark Adams, on

Tel: 07756 199286,

Address: c/o Strode's College, Egham TW20 9DR.

e-mail admin@eghamchamber.org.uk

www.eghamchamber.org.uk

CHERTSEY CHAMBER OF COMMERCE

For details on the Chamber activities contact:

Chairman, Steve Dennett,

Address: 58 Guildford Street, Chertsey, Surrey, KT16 9BE,

Tel: 078867 36654

e-mail admin@chertseychamber.com

www.chertseychamber.com



Tuesday 10th October 2017

Venue: Bridge Hotel, Chertsey

Time: 3 pm

Welcome from

Dorinda Brittle

Galleon Hotels

Presentation by

Mr Michael More-Molyneux,
Her Majesty's Lord-Lieutenant of Surrey

To Book a Place
and join the mailing list
for future events contact

joanna.swatridge@runnymede.gov.uk

WELCOME TO DIXCART HOUSE

Designed with modern business needs in mind, the professional services available at Dixcart House are as unique as the way our teams work with you; offering easy access to an extensive range of tailor-made support and advice to help you navigate today's complex commercial landscape.

Established for over 25 years in Surrey and now located in Bourne Business Park between Addlestone and Weybridge, we can assist you with:

- Accounting and audit
- Bookkeeping and payroll
- Company formation and management
- Company secretarial
- Tax advice
- Commercial Law
- Commercial Property Law
- Employment Law
- IT: technical support and web development
- Serviced offices

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