

# CHRISTCHURCH CHAMBER CHAT

Issue 7 - Oct 2022

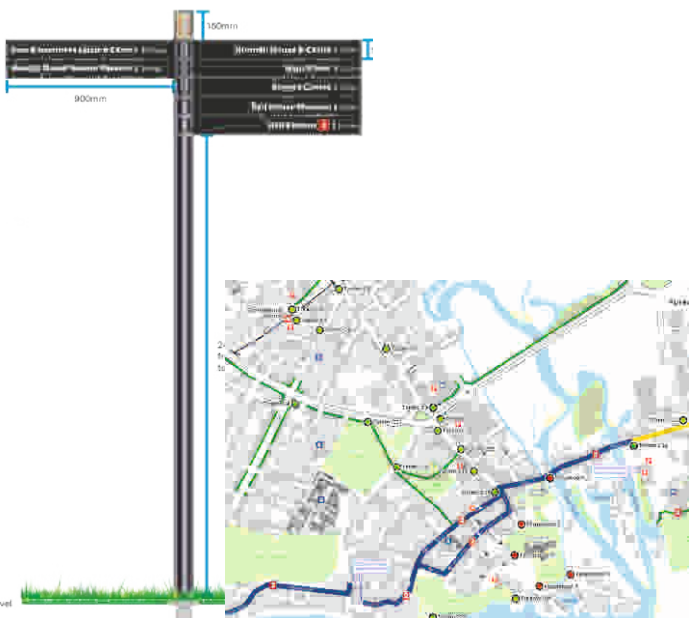
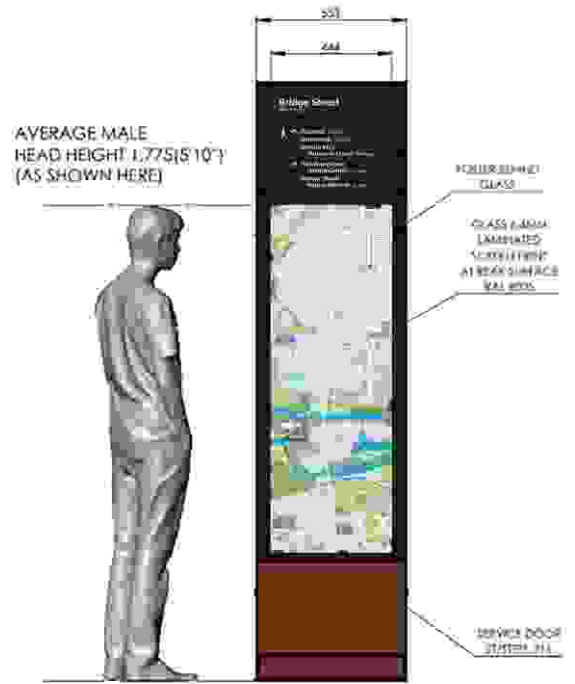


## State of the art Town Centre signage planned

20 Brand new state of the art "Totem" signs are being planned for Christchurch Town Centre, with an additional 5 "Finger Post" replacement signs bringing Christchurch's signage bang up to date.

The Totem boards, pictured right, will be spread from the station, through Bargates, the High Street and Town Centre as far as Purewell. They will display local maps, historic photographs of Christchurch gone by, as well as QR codes to follow town trails. They will be 2.24 metres high, and are designed to last for 15 years.

The Finger Post signs will be on display around the Prioory and Norman castle ruins, these will be replacements for the existing signage in those areas and be of a similar black and white style, pointing out walking distances to local facilities and attractions. At 2.4m high, again these are designed to last for 15 years, bringing a smart, stylish update to this element of the town's infrastructure.



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# President's Chat

I have been in office for four months now and it has been very busy.

The Executive Committee itself meets monthly apart from August which means that any issues raised can be dealt with in a timely manner. So, please, if there is anything that you may like some assistance with, do get in contact and we will be happy to help even if it is just pointing you in the right direction.

In April, the Chamber were invited to join the Neighbourhood Plan Working Group that the Town Council are running and meets every other week. Although it is not in a voting capacity it is very helpful to have an insight and indeed some input into the Plan. There are so many elements to it and there is a lot of hard work going into putting it together to take Christchurch forward in the best possible way for the future. There have been public consultations already and if any further ones are planned this information can be shared amongst our members so that no-one misses out on having their say.

The Chamber is also involved in the Christmas Working Group. This is a fantastic meeting where all different elements of the town get together and are working to make Christmas extra special this year. Everyone has joined forces and it is proving to be very exciting. Watch this space!!

On a slightly less positive note we have resurrected the 5 O'Clock Club but unfortunately attendance has been very low. We have had to take the difficult decision to cancel this for the time being.

To end on more of a high we were delighted to support the first Christchurch Business Awards held in June. It really was a lovely event recognising a number of our talented local businesses. Hopefully it will be back next year to recognise even more.

Suzanne Kadziola

President of Christchurch  
Chamber of Trade and Commerce



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## Tell us your news

Chamber Chat is all about Christchurch businesses both small and large.

If you are a Member of the Christchurch Chamber of Trade and Commerce and have business news you are happy to share, please do tell us.

If you are a new member and want to tell the rest of us about your business, then we look forward to hearing from you. Remember, Christchurch Chamber covers the whole of the old Borough and we welcome members from Hurn to Highcliffe and all places in between.

As well as being widely distributed electronically and on social media, around 750 copies of this Chamber Chat are being physically delivered free to businesses across Christchurch, Highcliffe, Somerford, Mundeford, Burton, Barrack Road, Fairmile and up to the airport. Its printing is paid for by its adverts—with any surplus funds going towards the Chambers future's activities. If you would like to advertise in future editions then contact Sue Harmon-Smith on [sueharmonsmith@gmail.com](mailto:sueharmonsmith@gmail.com). Not only will you be supporting the Chamber but your advert will reach a targeted local business audience.

If you have a contribution you would like to make to the next edition, then contact me on [andrew.barfield@gervis.co.uk](mailto:andrew.barfield@gervis.co.uk).

Andy Barfield. .Editor.

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# Hello from Christchurch BID!

October is a beautiful month in Christchurch and I can hardly wait for the beautiful autumnal days, and cosy nights. Tinged with sorrow with the passing of HM The Queen, our Arts by the Sea Festival PLAY CHRISTCHURCH was postponed to Saturday, 8th October in the High Street. Come and check out the performing artists, roaming theatre groups and wacky installations.

Part of the ease of navigating around the Festival and Christchurch has been the introduction of LoyalFree, a free app for Christchurch residents and visitors, which is used to find exclusive deals, digital loyalty schemes, exciting events and interactive trails straight from your smartphone. In addition, it also showcases other useful local information such as parking spots and can be enjoyed across the UK in over 65 different towns and cities!

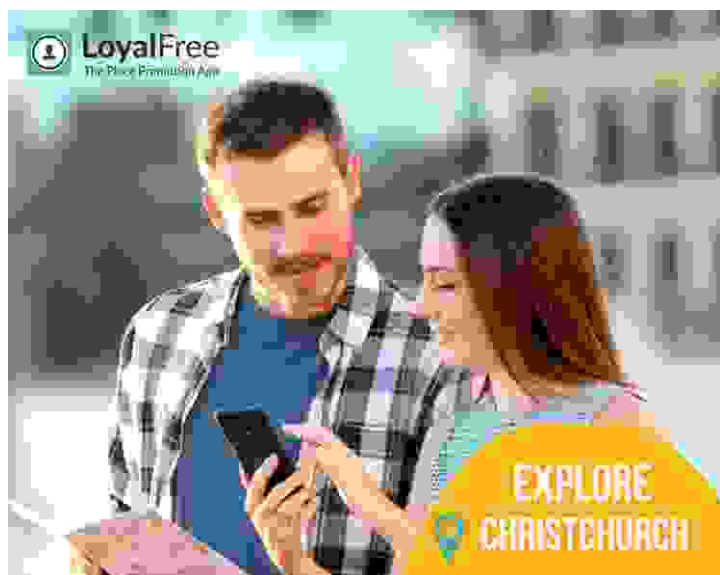
You have all your deals in one place - fancy a coffee deal from the Coffee Pot? House cocktails 2 for £12 at MAW? 3 for 2 on 30 minutes massages at Urban Fitness? You will find these and other great deals only available on LoyalFree. This is a great way to support your local business and cut out stamp cards and flyers from bulking up your wallet or purse.

We are adding deals, events, and trails every week - look out for our Murder Mystery Trail and an Augmented Halloween Trail just in time for Halloween!

And, be sure to check out the Christchurch Yuletide Festival Lights Switch On – Saturday, 26th November. Look out for more information across our social media channels.

You can easily download the LoyalFree app here by using this QR code. See you in the shops!

Christina Pengelly  
Christchurch BID Lead  
[www.christchurchbid.co.uk](http://www.christchurchbid.co.uk)



## Anyone for a mince pie?

People seem to fall into two camps when it comes to Christmas – some like to start organising in mid-summer, while others like to leave it until much closer to mid-winter.

At PP Printing, we generally start to think about it in June, and it's usually a client who prompts us to! We printed our first 2023 calendars in April this year, and once August Bank Holiday is over, things really start gathering pace for the festive season.

Pubs and restaurants will have their menus all planned and designed ready to go, and after the Covid-restricted Decembers of 2020 and 2021, everyone is looking forward to a much happier and successful 2022.

One of the effects of Covid we noticed was the increase in orders of bespoke Christmas Cards. As we thought about those we were unable to spend time with, the importance of a personalised card made a comeback. It's also a great and inexpensive way to keep in touch with your customers. So yes, menus, cards, calendars, wrapping paper, not to mention photo gifts like canvas prints, we reckon we can get it all wrapped up with plenty of time to spare!

[www.pp-printing.co.uk](http://www.pp-printing.co.uk)

# Students supported in finding employment opportunities.

CHI is the Classroom in the Heart of Industry, a three-year employment training course for students aged 16-19 with additional needs who wish to go into employment but require a more supported introduction to working life. The course was established in 2013 by Linwood School when it was recognised that the provision for young people in this demographic was not providing the good quality training opportunities they deserved.

At CHI, the students complete a foundation year to discover their different skills and what they like to do. We have two classrooms at Marsham Court Hotel and Tesco at Riverside where students undertake supported placements in various departments as well as furthering their academic work and doing complementary studies that will support their personal and working life as they progress towards employability which includes Health and Safety at Work.

In their second and third years, our students have the opportunity to do supported placements in other businesses in the community where they can gain further workplace experience as well as good quality CV content. These placements consolidate the skills learned in their first year and as students develop and grow in confidence the support is gradually reduced at a pace that is appropriate to each individual student. By building relationships with local business and providing 'on the job' coaching our students have the level of support they need to progress and can demonstrate to employers that with extra time and support young people with additional needs have the capability to become valued employees.

It is recognised that this progressive approach to employment for young people with SEN can make a real difference in a demographic that has traditionally been poorly represented in the workplace, and in Spring 2020 we were thrilled to receive Career Development Award from the CDI. In the last few years over 80% of our leavers have gone into paid employment, which in a demographic that has in the region of 5% in paid employment represents real progress.

It had always been part of the long term plan that one day we might have our own training shop, and in Autumn 2020 the need for social distancing required us to find a new site hence our new home at 36 Bargates. The added bonus of an auxiliary shop at the front of the building accelerated that plan and in December 2020 we opened Venture. We put a call out for regional makers and creatives who would like to have some of their goods in store and stock everything from handmade jewellery from local silversmiths, scented candles, wall art, greetings cards, bags and even books written by local authors. Venture has become a safe, supported space for our young people across the Linwood School community to experience entry level customer service and retail skills as well as to gain confidence and the self-belief that will help them move forward to other supported placements and into working life.

We have students in a variety of placements across BCP and beyond working in hotels, shops, cafes, golf clubs, libraries and other businesses. We are always looking to engage new businesses in our programme who may be able to offer a placement to a student who is keen to forge a career in their industry. We have students across our post 16 provisions who have a wide variety of skills and are keen to develop and learn through meaningful work experiences and placements. If you are interested in being part of this programme please visit our website at [chi4traing.co.uk](http://chi4traing.co.uk) or email the Director of CHI at [karentaylor@linwood.bournemouth.sch.uk](mailto:karentaylor@linwood.bournemouth.sch.uk).



# Hospitality Update

When our editor in chief, Peter Watson-Lee, asked me to revisit hospitality and give an update on the current situation, I thought that I should look further into the problems surrounding recruitment and address the issues of mental health that is so dominant within our industry.

Sadly, recruitment problems continue to affect hospitality in a big way and the industry has never recovered from the effects of the pandemic or Brexit.

To try and make the industry more attractive employers have had to review their work patterns and look at making salaries more attractive in what has traditionally been in a poorly paid industry. Anti-social hours are no longer the norm, and the industry is attracting more part time workers to try and bridge the gaps.

Salary levels are now at a respectful level but along with this and the rising costs of food prices and energy bills it has, inevitably, put a strain on businesses and sadly too many are going bankrupt. It will also mean that the price levels for consumers will rise to keep the remaining businesses viable.

Here in the BCP region, through the BH Area Hospitality Association (BAHA) we are working with the International Language Sector to encourage young people aged 18–30 to apply for the Youth Mobility Scheme (YMS). This gives two year working visas to students from Australia, South Korea, Taiwan, Hong Kong, and Japan. BAHA are encouraging these students to come to the BCP area, rather than stay in the bright lights of London and will help to get them jobs in the hospitality sector.

Here at the Captain's Club Hotel, we have been lucky enough to employ Yu Hui Huang (Nicole) from Taiwan as part of our full-time reception team and she is living with a host family in Christchurch. She has worked in hospitality previously so has an impressive cv. Her English language skills are amazing. Many other hotels in Bournemouth have taken advantage of the scheme including Miramar and Collingwood. A video has been produced highlighting the lifestyle associated with living in the BCP region and the benefits of working in hospitality. It clearly is working and was well worth the investment.

BAHA are also spearheading a campaign to encourage young people to enter the hospitality industry as a worthwhile career choice. Representatives are visiting schools and colleges to promote the industry and in November hotels across BCP are hosting a shadow day whereby students from schools will shadow management and heads of department at each of the participating venues. We, at Captain's Club are hosting twelve students from Twynham School.

The hospitality industry has a reputation for high mental health issues and there are diverse options of support for those struggling including "Me, Myself in Mind," a business providing mental health workshops and therapy for hospitality workers.

The company, founded by Marly Kammerling, a former London based chef and now a therapist who collaborates with firms and individuals in the hospitality industry.

"There's a lot of high anxiety, people are feeling traumatised" she said. "Hospitality closures during lockdown caused workers to rethink career choices. Having had time off with loved ones it is hard for them to go back to the demands of the hospitality sector. The industry is archaic, but is certainly moving forward towards being more aware, proactive and supporting of mental health" This must be very encouraging.

A greater work-life balance is increasingly sought after by UK workers across all business sectors according to NatWest Mentor Services who also suggest that nutrition, fitness, and lifestyle should be included in workplace benefits. This is ridiculously hard to achieve with the industry being so customer facing with high demands on workers to do extra hours to cover staff shortages which has a dire effect on mental health.

Here at the Captains' Club, it is very hard for our host who manages the arrival of diners into the hotel when many of these guests can be so unforgiving and rude, indeed two of our crew members have been "broken" by their experiences and you would have thought that people would be kinder and more tolerant since the lockdown but, sadly, this is not the case!

Another champion of mental health issues for the hospitality industry is the "Burnt Chef Project," they say that four out of five hospitality professionals report having experienced at least one mental health issue during their career. The Project is recognised, by the hospitality industry, as a not-for-profit social enterprise and is fully committed to making the hospitality profession healthier and more sustainable by focusing on people's wellbeing first. They run training awareness courses, produce podcasts, sell merchandise, and have a 24-hour text help line for any hospitality worker that is suffering from bullying in the workplace. Our head chef is incredibly supportive of the Burnt Chef Project and recently attended a Burnt Chef breakfast awareness event at the Vitality Stadium where they were introduced to new on-line courses and the Burnt Chef App. [www.theburntchefproject.com](http://www.theburntchefproject.com)

As we move forward, we are hopeful that this summer will have been a success in terms of visitor numbers to our beautiful coastline and trust that we, in hospitality, have been able to deliver the necessary customer service expected by our guests.

Article prepared by [Tim Lloyd](#) – MD Captain's Club Hotel and Tourism representative on the Chamber.

## The Captain's Club Hotel Presents: Diamond and Ice - The Party with a purpose

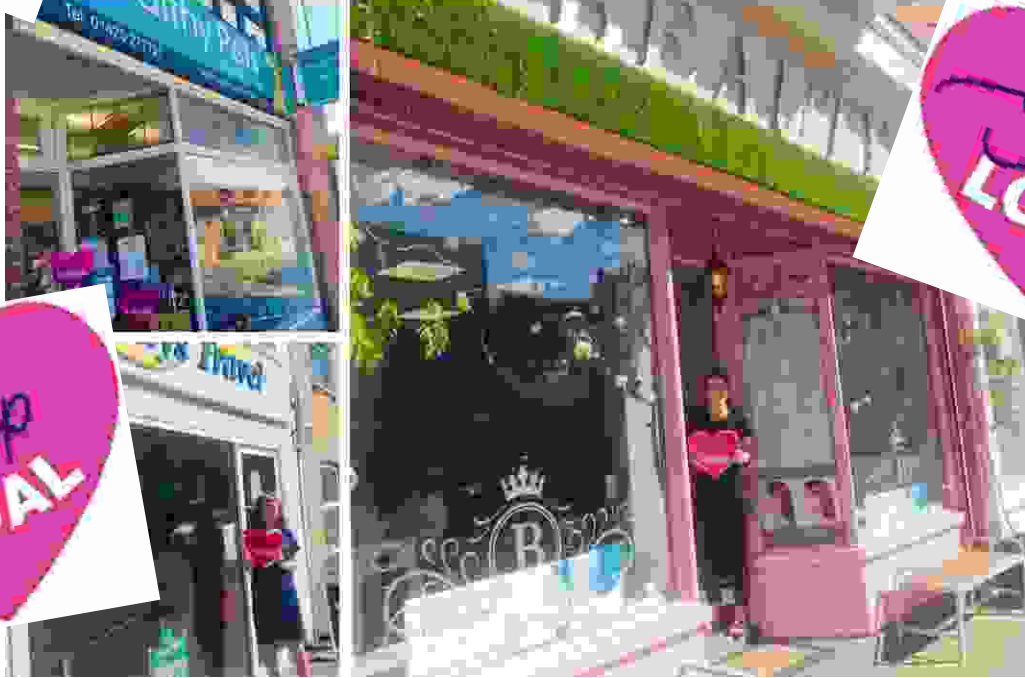
Join us on Saturday 22nd October for a night to remember, in aid of the Alzheimer's Society. £95 per ticket

7pm - 1am

Champagne Reception, Street food, Casino with Music from Gareth Gates and Friends

Dress code - Dress to impress





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# Yuletide in Christchurch

On Saturday, 26th November, come and celebrate Yuletide The Yuletide parade and Light Switch On with the internationally renowned, Christchurch-based Gobbledegook Theatre company who will bring the Holly King and Ivy Queen along with their entourage of 20+ performers to life, performing as they process from the Priory along the High Street where they will join with the Mayor of Christchurch to perform the spell which turns the lights on.

A Yuletide Market will line one side of the High Street along with a stage at the roundabout end where a folk style band will perform throughout the day.

Workshops for Yule headdress making and face painting will run throughout the day.

Saturday, 26th November. Timings & entertainment subject to change.

10:00 Market Stalls Open Along High Street

13.30 – 14.30 Seasonal music to be played outside the Saxon Bar/Bargates area

15.00 Carol service by new Christmas tree in Bargates. Location: TBC.

16.30 Procession in High Street from Christchurch Priory including the Yule Log

17.30 Lights Switch On Ceremony in front of Mayor's Parlour

17:45 Live Music on stage outside Mayor's Parlour

1930 Bars at the Festival Close

New this year, starting Friday 25th November in Saxon Square - open all the way through December until Christmas Eve.

10+ chalets will sell a range of art, craft, artisan food and drink gifts. These chalets are the same or very similar to the ones used at the Winchester Christmas market.

The Hop On Inn (Bar Bus) will open selling alcoholic hot chocolates, mulled wine, mulled cider along with other drinks while the Cheeky Fox Churros will be offering vegan churros.

A wrought iron effect marquee with a clear roof will fill the central area of Saxon Square to provide cover from the weather for people to eat and drink from the local businesses. It will be a great place to enjoy music, entertainment, and the Rotary Advent Calendar, throughout the season.

Yuletide in Christchurch is presented by Christchurch BID in association with Christchurch Town Council, Christchurch Chamber of Trade and Commerce, Rotary Christchurch, Stir! Events, and Norris & Binglewort.

For an update schedule of events, keep checking [www.christchurchbid.co.uk](http://www.christchurchbid.co.uk) and Christchurch BID | Facebook

Christchurch BID is a not for profit umbrella organisation representing the community of businesses in Christchurch. Locally focused and business-led, the BID strives for continuous improvement of the beautiful UK town of Christchurch.

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# Another fine mess!

One of the nicest things about commercial printing is that you learn a lot about people's enthusiasms. We see a lot of artists, poets and photographers, in particular, but a couple of years ago a gentleman called into our Bargates store with an unusual request – could we scan a huge pile of magazines dating back decades? The magazines in question were dedicated to those legends of comedy, Laurel and Hardy.

So, the magazines were dutifully scanned, other jobs came and we moved on. Then, earlier this year the gentleman who had made the request, local designer Russ Babidge, called in again to tell us he had actually taken over as publisher for the magazine which was to relaunch in the summer. How did we feel about printing it? Oh, and could we mail it out as well?

We produced some mock-ups, trying different paper weights and finishes and then set to work. We, but more importantly our client, were delighted with the results. The vintage photographs of the boys looked stunning, and we were pleased that our print managed to do Russ's design justice. After we had stuffed them all into envelopes and labelled them, we took 15 sacks down to the Royal Mail depot in Bournemouth, and soon all 650 Laurel and Hardy fans, including Sir David Jason and a certain Mark Hamill of Malibu, CA received their copies. We're delighted to say that the feedback was wholly positive, and not one of the recipients described the magazine as another fine mess!

To find out more or subscribe, go to [www.laurelandhardymag.com](http://www.laurelandhardymag.com)

Richard Oswald  
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