



**BRITISH
CHAMBERS
OF COMMERCE
BUSINESS AWARDS**

Chamber of the Year

Connect

Grow

Skills

Influence

International

Enhancing **East Midlands** businesses and communities
Annual Report 2018/19

President and Chief Executive welcome



In my first speech as President I outlined three goals for my Presidential year.

The first was to ensure the Chamber continues to offer the help, guidance and support to steer members through the changes that lie ahead.

Secondly, I wanted to focus on the opportunities presenting themselves to businesses in the UK, from Brexit, from the Government's Industrial Strategy and from the Local Industrial Strategies that are being developed by Local Enterprise Partnerships.

Thirdly, I wanted to develop improved links between business and education and focus attention on the skills agenda as a whole.

I feel these targets have been met and then some and I am delighted with the progress made on all three fronts by the Chamber, our partners and our members, who have embraced this crucial area of activity.

However I offer a caveat. In no way can we, as a Chamber or business community, rest on our laurels. Make no mistake, the hard work starts now and there is much to be done; but we have made a great start.

Shortly after receiving the chains of office the Chamber was crowned British Chambers of Commerce's Chamber of the Year, an accolade the Chamber has lived up to in 2019.

It is a Chamber befitting of a region with so much to offer and with so much potential. I am excited by what the future holds for the East Midlands and the fantastic array of businesses on our patch will be instrumental in our future prosperity.

And prosperity for our members, and the communities we serve, will underpin everything the Chamber does over the next 12 months and beyond.

I would like to thank my fellow board members, Scott and the leadership team at the Chamber as well as the Chamber's dedicated staff who continue to work passionately on your behalf.

It has been a pleasure speaking with so many members over the past 12 months and these conversations have further reinforced my belief that our region is the beating heart of the UK economy.

I now pass the reins to my successor, Dawn Edwards, who I know will take on this mantle with skill, enthusiasm and more than a sprinkling of drive and determination.

If she enjoys the role half as much as I have, she is in for a great year.

All the best.

A handwritten signature in black ink, appearing to read 'Kevin Harris'.

Kevin Harris
President

Connect

Grow

Skills



As the uncertainty surrounding the UK's departure from the EU rumbled on unabated, the Chamber's 2018/19 activity and support evolved accordingly.

While the core premise of our support remained – supporting growth; connecting businesses; developing skills; enabling international trade and helping our members influence – our products and services adapted in line with the areas members told us were pertinent to them.

During 2018/19 the Chamber furthered its long-standing commitment to becoming a truly civic organisation – a pledge it has since etched into its vision, 'Enhancing East Midlands businesses and communities'.

This activity has taken many forms, notably through our Skills initiatives, as we continue our drive to strengthen the relationship between business and academia. While a lot of work has gone into this area of activity, a significant amount of work remains to be done.

Similarly, the Better Working Futures programme, of which the Chamber is a local partner, continues to break down barriers to employment and help unemployed individuals into work.

The Chamber remains a key delivery provider for, among others, the D2N2 Local Enterprise Partnership Growth Hub and the Leicester and Leicestershire Local Enterprise Partnership Business Gateway Growth Hub, while it concluded its successful, partner-based Collaborate for Growth and Digital Growth Programme initiatives.

2018/19 also saw the Chamber work with key influencers on a local, regional, national and international scale while it grew its cohort of strategic partners and patrons – ensuring an even stronger network of complimentary business organisations in which to help shape the current and future business agenda. Our comprehensive level of support throughout 2018/19 led to the Chamber being named Chamber of the Year at the British Chambers of Commerce's

Business Awards last November – a welcome acknowledgment of the key role we play as the region's leading business support organisation.

2019/20 is a year of further transition as the Chamber continues to support members through change in all its guises – from Brexit to the evolving way we work and do business. It also continues to push influencers and decision makers on a domestic agenda that is so crucial to businesses across our region, one which has been frustratingly placed on the backburner in the wake of the seemingly all-consuming Brexit process.

Above all, the Chamber remains focused on offering accessible, current and all-encompassing support to enable East Midlands businesses to grow, prosper and support the communities they serve.

Scott Knowles
Chief Executive

International

Influence

The year in **facts** and **figures**



£1,307,759

grant funding secured for 104 businesses



1,935

SMEs intensively supported through Growth Hub services



5,055

enquiries handled by the Information team



£3.9m

equivalent value of print and broadcast coverage secured by the Chamber



384

jobs created through initiatives such as Better Working Futures



260,016

hours of business support given to 1,500+ SMEs



4,800+

delegates attended 88
policy-specific events



1

British Chambers of Commerce
Chamber of the Year award



250+

Business Awards applications



22,600

international documents
processed for customers



2,432

businesses received digital
upskilling support



3,937

delegates at major
Chamber events



2,000+

member stories published through
Chamber's marketing channels



1,514

delegates on commercial
training courses



Case Study **Jake & Nayns'**

Chamber funding and support has helped Indian street food manufacturer to expand its operations, reach more customers and enhance its digital skills.

Location: **Leicester** Supporting Growth Sector: **Food and Drink**

Member Profile

Jake & Nayns' is the Chamber's reigning Business of the Year for Leicestershire. It won the award in September 2019 on the back of a solid year of growth and success. It is part of Food Attraction, a manufacturer which makes frozen and chilled food for national restaurant chains and supplies a range of finger foods to national wholesalers. Jake & Nayns' – which is run by brothers Jake and Naynesh Karia – has developed a range of handheld snacks called Naanster, which are sold through retailers including Sainsbury's, Aldi, Co-Op, Spar and Londis.

The Support

Jake & Nayns' needed a website to create an avenue to talk to its consumers directly, as well as engaging with retail partners and wholesalers looking to work with the brand and stock its products. It accessed grant funding and bespoke digital advice through the Chamber-backed Digital Growth Programme. Chamber business advisers provided the company with advice and support, and also signposted the company to the Collaborate project, where it accessed a £19,000 grant to purchase a new packing machine.

The Impact

The new website has given the company and its products an official home online, which not only helps it to better engage with customers, but also builds credibility when dealing with retailers and wholesalers. It has given the company several new routes to market and the opportunity to engage with potential new customers including sports stadiums and independent retailers. Winning two Chamber business awards in 2019, meanwhile, has enabled the firm to raise its profile within the local business community.



The support we received from the Chamber has been great. When you couple this with the funding for the investments we have made, it puts us in a really strong position to take our growth to the next level.

Naynesh Karia Director, Jake & Nayns'



Case Study **Unheard Voice Consulting**

Diversity and inclusion consultancy received start up support to help it grow along with opportunities to network, make new connections, share its expertise and raise its profile.



Location: **Derby** Connecting You Sector: **Training and development**

Member Profile

Unheard Voice Consultancy is a market-leading provider of diversity and inclusion training for the workplace. The Derby-based business is one of just a handful in the UK – and only 300 around the world – of independently accredited and certified practitioners of Cultural Intelligence.

It provides a different approach to diversity training which is academically robust, peer-reviewed and proven to effectively enable business leaders to work with people who are different from them and help organisations to give the unheard voices in society a place to speak.

The Support

Unheard Voice founder Marsha Ramroop attended the Chamber-backed D2 Business Starter Programme, a dynamic project aimed at helping people in communities throughout Derby and Derbyshire to start their own business through a combination of business growth workshops and one-to-one mentoring. The support she received enabled her to get her business up and running, but also introduced her to the Chamber, where she was offered the opportunity to deliver a series of diversity and inclusion workshops for staff after becoming a member.

The Impact

The training Marsha delivered has enabled her to get feedback about the service she offers, as well as helping Chamber staff to start their own personal cultural intelligence journeys. Alongside this, Marsha has also contributed a series of articles on diversity and inclusion to the Chamber's *Business Network* magazine. This has not only helped to raise the profile of her business to fellow Chamber members, but has also enabled her to share her expertise with businesses across the East Midlands and start them thinking about their own approaches to diversity and inclusion.



The support I received on the D2 Starter Programme was amazing and allowed me to consider all the things I needed to know about starting and running my own business. Diversity and inclusion is high up on the Chamber's agenda, so it was great to be able to share my expertise with Chamber staff and also showcase what I do in the magazine.

Marsha Ramroop Founder, Unheard Voice Consultancy





Case Study **Tek Troniks**

Temperature monitoring solutions specialist accessed the Chamber's commercial training programme to help upskill its staff in customs and exports and enhance its digital reach.

Location: **Nottingham** Developing Skills Sector: **Manufacturing**

Member Profile

Tek Troniks is a supplier of real-time, wireless temperature monitoring systems with alarm management, for the storage of temperature-sensitive goods in the food service, retail, production, medical and warehousing sectors. It provides standalone solutions which connect directly to clients' existing IT network without any need for dedicated PCs, servers or specialist software. Data can be viewed directly on the base station or via a standard web browser. It also manufactures a vast array of sensor types that can monitor just about any environmental factor, which make its systems easily scalable and highly adaptable.

The Support

Tek Troniks has upskilled its staff through engaging with the D2N2 Growth Hub and has also taken advantage of the Chamber's commercial training programme, attending its Customs Declaration Training course. It also accessed 18 hours of support from the Rushcliffe Business Partnership, through attendance at several fully-funded digital skills workshops, covering subject areas including managing data, developing web content, effective SEO, and email marketing. It has also benefited from attending major events such as the 2019

D2N2 Digital Growth Conference, and the Rushcliffe Business Showcase event.

The Impact

The key workshop it attended covered creating video content for the web, and this was key to enabling Tek Troniks' marketing team to develop a series of 'how-to' video product guides to explain some of the key features of its most popular products. The workshops gave Tek Troniks a better understanding of the software that could be used to make the videos. It has nine videos up at the moment, with more coming, and the workshops enabled the firm to better explain its products to customers in a way that's simple and easy-to-understand.



The training we have accessed through the Chamber has been great. The digital sessions in particular have helped our team members to ensure our new website has the best chance of being picked up by the search engines.

John Dyer, Operations Manager, Tek Troniks



Case Study **Integrated Transport Planning**

Sustainable transport consultancy gets its voice and influence heard in the corridors of power on its way to becoming the Chamber's reigning Nottinghamshire Business of the Year.



Location: **Nottingham** Helping You Influence Sector: **Transport consultancy**

Member Profile

Integrated Transport Planning (ITP) is an independent sustainable transport planning and research consultancy. Formed in 1998, it employs a team of skilled professionals who share a passion for well-designed sustainable mobility that meets people's needs and matches local contexts. With offices in Nottingham, London, Birmingham and Milton Keynes, ITP's multi-disciplinary team researches, designs, implements, monitors and evaluates sustainable transport initiatives for public and private sector clients worldwide. It prides itself on being able to work on projects that make a real difference and, literally, improve the way the world moves.

The Support

ITP has engaged with the Chamber on various policy initiatives over the past few years, particularly ones related to sustainable transport and international trade issues. It has played a key role on the Chamber's Strategy and Influence Group for Nottinghamshire and regularly attends policy-themed events and MP breakfast briefings, among other information sessions. These events have helped ITP to engage directly with regional MPs in Whitehall, as well as a Government minister with responsibility to public sector procurement.

The Impact

Aside from giving ITP the opportunity to engage directly with policymakers, ITP has had a successful involvement in the Chamber's Business Awards. In 2018, it won the Nottinghamshire Small Business of the Year Award and followed this up in 2019 by winning the Excellence in International Trade category and being named the overall Nottinghamshire Business of the Year. On the back of this, it won the British Chambers of Commerce's regional Export Business of the Year Award, and will represent the East Midlands at the national BCC Awards in November.



As well as having our eyes opened to the wider support, training and HR services available, along with getting key information about grants, funding and upcoming infrastructure projects, membership of the Chamber has really enabled us, as a small business, to influence in a way in which we probably wouldn't have been able to do on our own.

Jon Parker Managing Director,
Integrated Transport Planning





Case Study **Bloc Digital**

Award-winning digital media studio makes high-level connections with global tech giant on trade delegation to China.

Location: **Derby** Enabling International Trade Sector: **Information Technology**

Member Profile

Bloc Digital specialises in the creation and re-use of digital information. Established in 2000, the Derby-based firm is split into four complementary disciplines of modelling, animation, development and web. As a leader in the use of digital technology in industry, it produces immersive Augmented Reality and Virtual Reality solutions for web and mobile, while constantly evaluating new hardware and software, enabling it to pioneer future solutions development techniques. It works across multiple sectors, with a diverse client base which includes GSK, Rolls-Royce, Jaguar Land Rover, Siemens, Shell and the NHS.

The Support

Bloc Digital took a strategic decision, in 2018, to join the Chamber to engage with the wider business community. Its Director, Keith Cox, took part in a recent visit to China, which was facilitated and part-funded by the Chamber, Derby City Council and Marketing Derby. He obtained an ATA Carnet from the Chamber to enable him to take Bloc Digital's demo technology in and out of China. The firm also won the Business Improvement through Technology Award at the 2019 Chamber Business Awards.

The Impact

During the China visit, Mr Cox had a meeting with a potential business partner as soon as he landed at the airport, which resulted in an immediate contract win and an ongoing working relationship. He also took part in several meetings with relevant companies, including one with high-level contacts at one of the world's leading tech platforms, which resulted in an invite to a follow-up meeting in the UK. And on the back of winning the Business Improvement through Technology Award, it was also named the Chamber's Derbyshire Business of the Year.



Winning the Business of the Year award was a real shock, but was amazing recognition for what our team is doing. Alongside this, being a member of the Chamber has given us a seat at the table and the opportunity to engage with potential clients at a higher level than we would have been able to achieve on our own, which is why we joined.

Keith Cox Director, Bloc Digital



Case Study **R.E.A.L Education**

Multi award-winning alternative education provider has helped to shape the regional skills agenda and access funding for a business management system that's fundamental to its operations.



Location: **Mansfield Community** Sector: **Education provider**

Member Profile

R.E.A.L Education is a specialist provider of education solutions for children and young people who are 'lost to learning' or 'hard to place' within mainstream schooling. Since forming in 2008, it has forged an excellent reputation for re-engaging children and young people in learning. By taking a precise and holistic approach to each individual learner's needs, it builds a bespoke programme around each child in its care, working collaboratively with a range of stakeholders to affect change and enable them to reach their full potential.

The Support

R.E.A.L has actively engaged with the Chamber's training and skills programme and has helped to shape its agenda for equipping young people with the skills they need to succeed in the workplace. It has attended numerous events relating to skills and education, such as the annual skills conference and the schools forum. It has also achieved success at the Chamber's annual Business Awards programme, having won several awards and representing the East Midlands at the British Chambers of Commerce's national Business Awards.

The Impact

The Chamber's Digital Growth Programme also provided R.E.A.L with £40,000 of grant funding towards an investment in a new Cloud-based business management system. Staff can log into the system via an online portal, to access and share day-to-day information and report issues in real-time. The system is fundamental to the way R.E.A.L Education does business and has enabled it to achieve operational efficiencies and increase its capacity for growth. In the past 12 months, it has helped the business to create 40 new jobs and has engaged with 250 additional children and young adults.



It's our mission to create opportunities for young people across the East Midlands and help them reach their full potential. Engaging with the Chamber and helping to shape the skills and education agenda is key to helping us achieve this.

Richard Smith Joint Managing Director, R.E.A.L Education



Annual accounts 2018-2019

East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) Company Limited By Guarantee

CONSOLIDATED PROFIT AND LOSS ACCOUNT YEAR ENDED 31 MARCH 2019			
	Note	2019 £	2018 £
Turnover		10,430,379	9,306,638
Other operating income		193,663	104,723
Operating costs		(10,623,113)	(9,376,671)
Operating profit		929	34,690
Share of associated undertaking's operating surplus		249,738	230,280
Total operating (loss)/profit		250,667	264,970
Income from fixed assets investments		25,192	23,141
Interest receivable and similar income		7,978	1,970
Interest payable and expenses		(35,292)	(23,974)
Profit/(loss) before tax		248,545	266,107
Tax on (loss)/profit		(76,079)	(43,219)
Profit/(loss) for the year		172,466	222,888

There was no other comprehensive income for 2019 (2018: £NIL).

East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) Company Limited By Guarantee

CONSOLIDATED BALANCE SHEET 31 MARCH 2019

	Note	2019 £	2018 £
Fixed assets			
Intangible fixed assets		323,280	225,179
Tangible assets		2,474,580	2,533,384
Fixed asset investments		3,376,316	3,389,570
Investment property		2,058,329	2,058,329
		<u>8,232,505</u>	<u>8,206,462</u>
Current assets			
Fixed assets held for sale		-	775,964
Debtors	3,486,280	3,227,399	
Cash at bank and in hand	1,692,775	1,251,770	
	5,179,055	<u>5,255,133</u>	
Creditors: amounts falling due within one year	(2,435,500)	(2,482,592)	
Net current assets		2,743,555	2,772,541
Total assets less current liabilities		10,976,060	10,979,003
Creditors: amounts falling due after more than one year		(1,025,620)	(1,201,029)
Net assets		<u>9,950,440</u>	<u>9,777,974</u>
Capital and reserves			
Profit and loss account		9,950,440	9,777,974
		<u>9,950,440</u>	<u>9,777,974</u>

Signed on behalf of the board

R I Morgan

R I Morgan
Chair of the Board of Directors

Chamber of the Year



Throughout the past year the Chamber has had the honour of being the British Chambers of Commerce national Chamber of the Year. Here's why the Chamber won the accolade, and what it means to some of those concerned.

“ To win Chamber of the Year is a fantastic achievement and a great endorsement of the extensive activity we deliver to our members across the region.

“This acknowledgment is testament to the dedication and hard work shown by all the staff at the Chamber, who made this award possible by continuing to work tirelessly and passionately on behalf of our members to fulfil our overall objective – to enhance East Midlands businesses.

Scott Knowles Chief Executive at the Chamber



“ We've worked really hard over a number of years to evolve and develop the Chamber, our offering and our staff. Staff have embraced these changes and pushed hard to support the Chamber's ongoing aims... how fantastic to see this recognised.

Chamber staff member



“ Congratulations to East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire), deserved winners of this prestigious award.

“It is a great example of how a Chamber can make a significant contribution to the national network while also taking a leading and influential role in its own business community. It has developed a first-class service to members, which is witnessed by its continued growth. Well done to all the team.

Steve Charles Head of Business Partnerships at award sponsor Quest



“ East Midlands Chamber (Derbyshire, Nottinghamshire, Leicestershire) has shown impressive growth and retention in recent years. The strategic work and engagement of the Chamber with local stakeholders embodies the mission of Chambers of Commerce everywhere.

Its efforts to engage with other Chambers and improve member offerings is a testament to its dedication. Congratulations to the entire East Midlands team, truly worthy recipients of this award.

Francis Martin President of the British Chambers of Commerce



Glossop

4 & 5 The Old Co-op Building,
Norfolk Square, Glossop. SK13 8BP

Chesterfield

Commerce House, Millennium Way,
Dunston Road, Chesterfield. S41 8ND

Derby

Commerce House, 2 Victoria Way,
Pride Park, Derby. DE24 8AN

The Brian Clough Business Centre

John Smith Enterprise Centre,
200-222 Cotton Lane, Derby. DE24 8GJ

Swadlincote

George Holmes Business Centre,
George Holmes Way, Swadlincote,
Derbyshire. DE11 9DF

Mansfield

Clerkson House, St.Peters Way, Mansfield.
NG18 1BQ

Nottingham

8 Experian Way, ng2 Business Park,
Nottingham. NG2 1EP

Leicester

Friars Mill, Bath Lane, Leicester. LE3 5BJ

Leicester Food Park

High View Close,
off Lewisher Road, Leicester. LE4 9LJ

Your Chamber **The go to place for answers in business**

Who we are



Scott Knowles
Chief Executive



Diane Beresford
Deputy Chief Executive



Chris Hobson
Director of Policy and External Affairs



David Pearson
Director of Membership Services



Lucy Robinson
Director of Resources



Lesley Young
Executive Support Manager and Company Secretary



Kathryn Edwards
Head of Finance



Pieter Eksteen
Education and Business Partnership Manager



Alison Gray
Corporate Marketing Manager



Laura Howard
Head of International Trade



Paul Needham
Employment Services Manager



Yvonne Pennington
Head of Membership



Paul Stuart
Head of Enterprise

Board of Directors (as of 7 November 2019)



Ian Morgan
Chair
Wellglade



Dawn Edwards
President
Challenge Training & Consultancy



Eileen Richards MBE
Vice-President
Eileen Richards Recruitment



Kevin Harris
Immediate Past-President
RSM UK Audit LLP



Darren Clark
Medilink East Midlands



Stuart Dawkins



Mark Deakin
Turner & Townsend



James Fry
Mills & Reeve LLP



Jaffer Kapasi OBE
J A Kapasi & Co



Rob Mayo



Steve Midgley
Fairgrove Homes



Martin Rigley MBE
Lindhurst Engineering



John Robinson
The Institute of Export & International Trade



Lindsey Williams
Futures Housing Group

Strategic Partners



Patrons



East Midlands Chamber **Derbyshire** **Nottinghamshire** **Leicestershire**
 0333 320 0333 info@emc-dnl.co.uk www.emc-dnl.co.uk

Grow

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Join

The go to place for answers in business