

# newhorizons

The official newsletter of the Newhaven Chamber of Commerce

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

VOLUME 3, ISSUE 1 - JANUARY 2011



## The changing face of Newhaven

Veolia and the incinerator

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8 secrets for a happy life



Working together in business & community

From the President

# A bright outlook

Chamber President Paul Boswell looks forward to a year that promises to see business and commerce coming out of recession.



As Christmas is now behind us, and we're into a New Year, I hope that the encouraging signs seen in and around Newhaven over the last few months continue this year. I'm talking of course about the several new business that have come to the town including Pets at Home, Discount Direct, The Original Factory Shop and Lidl.

The newspapers and TV are still full of doom and gloom, the recent bail out of the Irish economy and so on, but if we're to get through these difficult times, the one thing we must do is remain positive, keep on 'keeping on' and be constantly on the look out for ways to improve and expand our businesses.

Inside this issue there are several tips you can use to help your business - please read through the newsletter, continue to support your Chamber and encourage other businesses to join us.

As the year progresses, your Chamber will be involved with the important matters that affect us all, whether it's issues like the LEPs, or educational evenings at the Newhaven Enterprise Centre, summer social family events and so on. If you would like to help out or have any suggestions, please don't hesitate to contact me or one of the committee members.

Visit [www.newhavenchamber.co.uk](http://www.newhavenchamber.co.uk) for more information.

Wishing you all a prosperous and successful 2011.

A handwritten signature in white ink on a blue background, appearing to read 'Paul Boswell'.

**Paul Boswell, President**  
Newhaven Chamber of Commerce



*New Horizons, the Newhaven Chamber of Commerce newsletter, is published quarterly with the next issue due at the beginning of April 2011.*

We would like to invite all Chamber members to submit articles and news for inclusion in the newsletters. We are particularly keen to hear about your achievements, experiences and expert advice for other Chamber members as well as news on any local community groups, activities and events. There are also opportunities to include marketing leaflets from chamber members in each issue.

If you would like to find out more please contact Richard Excell on 01273 516401 or email: [richard@excelldesign.co.uk](mailto:richard@excelldesign.co.uk)

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**Front cover:** The Newhaven Incinerator seen from Woodys/Peacehaven Golf Course.

# Seahaven Business Awards launches

This year sees the launch of the Seahaven Business Awards in recognition of businesses who have shown tremendous commitment, innovation and success over the past year.

These awards are designed to recognise and reward the businesses which always put customer service first; the businesses which show a real commitment to their staff; the businesses which take pride in being a part of the community and the businesses which strive to succeed in the economic climate.

There are seven awards for companies and individuals and businesses in the BN9, BN25 or BN10 areas are encouraged to enter. They can either nominate themselves for one or more of the categories, or nominate any other business. Closing date for nominations is 31st March 2011 and the judges' decisions will be announced at the Chamber AGM on Tuesday 10th May 2011, where the winners

## Seahaven Business Awards 2011

will receive their unique Seahaven Business Award trophy.

To be in with a chance of this prestigious prize, or to nominate another business, simply download the application form from the Chamber website [www.newhavenchamber.co.uk](http://www.newhavenchamber.co.uk) and return it to the Chamber office by the closing date. Alternatively nomination forms can be requested from the Chamber office, please contact Kathy Ward on 01273 517544 or email us at [office@newhavenchamber.co.uk](mailto:office@newhavenchamber.co.uk)

Return the completed forms to:

Newhaven Chamber of Commerce  
Room 6a, The Hillcrest Centre, Hillcrest Road, Newhaven, East Sussex BN9 8EA

Or email your completed forms to:  
[office@newhavenchamber.co.uk](mailto:office@newhavenchamber.co.uk)

Entry to the Seahaven Business Awards is open to both Chamber

## Hands across the Channel

Newhaven is set to twin with a small town in the Loire Valley in France - La Chapelle Saint Mesmin. The French town chose Newhaven after searching on the web because they could see lots of similarities between their town and ours - we have similar size populations, a similarly strong base of local groups and organisations and put a similar emphasis on supporting our young people.

A twinning association is being set up to take the twinning further. It is hoped that lasting friendships, formal and informal links between individuals, families, groups and businesses will be formed.

**If you would like to get involved please contact Jacky Cole at Newhaven Town Council, tel: 01273 516100 or email: [jacky.cole@newhaventowncouncil.gov.uk](mailto:jacky.cole@newhaventowncouncil.gov.uk)**

members and non-members and there is nothing to prevent companies from entering more than one category. Entry is free. The judging panel includes Paul Boswell (President Newhaven Chamber of Commerce), Graham Amy the Mayor of Newhaven and other judges from the Seahaven area.

The winners of each category will be announced and presented with their award trophy at the annual Chamber AGM on Tuesday 10th May 2011.

We look forward to receiving your nominations and seeing you in May!

### CATEGORIES

- ★ Business of the Year
- ★ Business Personality of the Year
- ★ Best Retailer of the Year
- ★ Best Customer Service
- ★ Environmental Business

## Newhaven High Street in festive glow

Newhaven high street was thriving on Saturday 11th December as they held their first annual Christmas Extravaganza. Newhaven Chamber of Commerce and Newhaven Community Development Association jointly organised the day with Veolia Environmental Services as the main sponsor along with Newhaven Town Council and Alworths.

Many people filled the high street supporting the local shops and market. A wonderful atmosphere filled the town with the sound of festive music and carol singing from the Newhaven Community Choir and the Maestro players.

Santa (Jon Whitehead from Cleankill Environmental Services) also dropped in and made a note of the children's wishes while giving out Christmas goodies while Max the magician entertained the children with his wonderful tricks. To add to the atmosphere there were many Christmas stalls selling Christmas gifts and decorations.



# Hiking for heroes

Battling all the elements from sun to snow, rock to rain, Alison Rainer Jones conquers Kilimanjaro in the cause of improving the lives of our ex service personnel.

Chamber member and dedicated fundraiser Alison Rainer Jones is never shy of facing a challenge for a good cause. When the opportunity came to climb Kilimanjaro to raise funds and awareness for BLESMA (British Limbless Ex Servicemen's Association) she didn't hesitate.

"I did it for BLESMA because I know a young man who has lost both his legs, has an arm pinned together and has lost his lower back - and has lost a future that he had pictured before him as a Marine; protecting, fighting for and believing in his country. It was tough, very tough but being out in Afghanistan, coming home injured, without your arms or legs or sight is even tougher."

Here's an extract from her account of the expedition.

## Preparation

Monday, as we gathered in the hotel courtyard a feeling of excitement and anticipation filled the warm air. I was introduced to my porter, Robert; the young man who was going to carry my life on his shoulders for the next 7 days (18 kilos in

weight). We boarded two old trucks, laden down with provisions and all the stuff we thought we would 'need', and set off for Marangu Gate. The driver blew his horn and along the way friends and family waved and cheered as we passed by. They knew that on our return these men would have earnings - earnings that would have to last six, eight, maybe even ten weeks before they came up on the expedition rota again.

At Marangu Gate we registered for the Rongai (easy?) route and our adventure began.

I could give you the facts, figures and in depth details of my walk but unless you were there, walking it, feeling the heat and then the cold, watching the porters go on ahead with their load to set up camp and have tents and food prepared for you, as you 'struggled' with your day back pack, it would be

difficult to understand.

Fun, we had lots of and laughter too. We joked with the porters who kept us walking at a pace so slow I didn't believe was possible. Howard, the head porter, 63 years old, a true veteran of the mountain, 'she was his', kept us all in order and communicated not with words, other than 'Polé, Polé' (slow, slow), but his look: we were not allowed to pass him.

## The first day

The first day's terrain was forest green, leafy and pleasant. If this is what the walk was going to be like it would be a doddle. That night I remember the crisp clean air and the stars... they were breath taking. Smiling up at the night sky I felt like a little girl in awe of something much bigger than the mountain and me.



Over the next three days the terrain changed to slightly rocky; open bare terrain to rock; to scrambling over boulders and scree. The weather changed too; from lovely sunshine to rain, torrential rain and high winds, to on the night of our ascent a frost and a light dusting of snow.

Having already walked for seven hours on Thursday; being sent to bed, woken for dinner, then off to bed again, we were finally called at 10.30pm to prepare for the final ascent. We made a line behind Howard and with selected porters walking in between us, it was time to go. Midnight, with head lights on we made our way up, gradually at first but then it got steeper. The path

turned to scree, slipping underfoot, the body temperature going up the air temperature going down. Having to stop to take a drink; there was no

reached Gilman's Point as the sun rose above the clouds. Absolutely beautiful. We share a group hug but we're not finished yet. Another two hours of walking to reach the summit at Uhuru. This was the most difficult part. I reached a point where I could no longer walk, hardly breathe, could see the summit and stopped. I cried. An arm linked into mine. "Let's take ten steps, stop and breathe, and do it again."

I reached the top - incredible.



energy to both walk and drink. You had to keep warm but wanted to loosen your jacket, take off your hat - but not for long. Polé, Polé'.

#### **The final ascent**

After six hours of walking we

[www.justgiving.com/kilimanjaro-4-BLESMA](http://www.justgiving.com/kilimanjaro-4-BLESMA)  
[www.blesma.org](http://www.blesma.org)

**Alison Rainer Jones / Freelance PA**  
**T: 01323 439900**  
**E: [enquiries@arjfreelancepa.com](mailto:enquiries@arjfreelancepa.com)**

## Enterprise Centre - the perfect base for business

Now in its third year the Newhaven Enterprise Centre continues to provide a home to over 30 businesses within its offices, studios and workshops. Its popularity and success is quite possibly the result of the flexible 'easy in, easy out' licence agreements, fully equipped meeting and training rooms, hassle-free parking, 24/7 access and a professional working environment.

Meeting and training rooms are available to hire for both residents and non-residents. Fully equipped facilities include high speed internet access, projector and whiteboard use, full air conditioning and use of a breakout area.

Virtual offices allow use of the Centre address and facilities without having a physical space providing a low cost

stepping stone between home and full time business premises.

With its close links to the local community, business groups and the local chamber of commerce the Centre itself has become a business community in itself.

The Centre is run by Basepoint whose parent company is the charity the ACT Foundation who provide grants to individuals and other charities, mainly in the UK, aiming to enhance the quality of life for people in need (specifically the mentally and physically disabled).

With such a full range of business services it's no surprise that the Centre has won many awards for its services and it continues to keep busy.



**01273 615250** [www.basepoint.co.uk/newhaven](http://www.basepoint.co.uk/newhaven)



# Fuel for the future

Veolia's MD, Keith McGurk dispels the myths surrounding the Newhaven incinerator and signals a brighter, greener future for East Sussex's waste reduction.

"Waste in East Sussex is reducing" were some of the closing words of Keith McGurk, MD of Veolia Environmental Services South Downs.

On Tuesday 23rd November 2010 a group of chamber members and guests met to see presentations from Keith on Veolia's role in general with an overview of the company with regard to waste in East Sussex and the new Energy Recovery Plant in Newhaven.

Keith explained that the Newhaven facility will be using the latest technology and will always be required to meet any changes in regulatory requirements.

Any emissions will be closely monitored by both Veolia and the Environment Agency. The plant will clean the gases and the resulting air pollution control residue will be treated and disposed of.

The company reaches and maintains British Standards for Quality, Health & Safety and Environment at all their sites and all are monitored both internally and externally.

The old chestnut of the importation of foreign waste was firmly laid to rest. Keith explained that the site's



planning permission made it clear that it was to be used for East Sussex, and Brighton & Hove waste. If there should be spare capacity it would be taken up by local commercial waste. At some time in the future should there be a need to apply to get the conditions changed it would extend to nearby counties not abroad.

Landscaping will be taking place as the building process comes to an end but of course it will take a while for it to mature, for trees to grow etc. Keith pointed out that the facility has been sunk 15 meters below ground as part of the planning permission to help reduce its visual impact.

In answer to questions from the audience Keith explained:

- Surplus electricity produced will go to the national grid which will be circa 16.5MWe enough to power 25,000 homes.

- £900k has been paid to East Sussex County Council under section 106 and we should soon be able to find out how that will be spent.
- The facility has the ability to generate steam for district heating. This would not be possible at first as no suitable buildings are nearby but as things change it might be borne in mind for the future.
- About 35 people will be employed at the facility and recruitment and training will soon be starting. It is hoped to recruit as many local people as possible.
- The new household waste site in Newhaven should be up and running by the end of 2011 and should help us all to re-use and recycle.

Keith was keen to get across the message that Veolia in Newhaven want to be good neighbours and that to achieve their vision to make our environment safe, clean and green Veolia believe in preventing waste by education, advice lobbying then if it cannot be prevented in re-using or recycling then recovery and last choice is disposal.

# From the experts...

Ian Kerr complementary practitioner gives the 8 secrets for a happy life...

**01 Move more** - Keep your body active. Your body is amazing, it adapts to help you do the movements and postures that you do the most. So if you are a computer slave who sits hunched over your desk all day, then that is the shape your body tries to reproduce all the time. This is great until you want to do something different. Then it hurts. The thing with bodies is this; the less you do the less you can do. However the good news is that; **The more you do the more you can do.** So start now with a 15 minute brisk walk. Swing your arms gently to encourage a twist in your spine and walk tall to let loads of fresh air into your lungs. Do this again tomorrow and the next day and the next (you get the idea?).

***WARNING:** If you have not moved much in the recent past start gently and increase your range and frequency of movement rather than starting with what you used to be able to do 10 years ago and hurting so much you give up.*

**02 Eat well** - Eat the freshest food you can get your hands on. Include loads of fruit and veg. And do your best to avoid processed foods. Whatever you eat, eat it slowly. Focus not on the TV or a book, but, focus on the taste and texture of the food. Chew it well and put your knife and fork down between mouthfuls. This way, not only does your stomach have time to send out the "Full Up" signal to your brain, but it also has time to analyse the food and produce the appropriate digestive enzymes to make the most of what you are eating.

**03 Drink More...** water. Our bodies are made up of 70% water (as much as a cucumber). Caffeine and alcohol have diuretic properties (they make us pee) and so it is very easy to become dehydrated even when drinking loads of these drinks. Sports science research has indicated that a 2% increase in dehydration results in a 10% reduction in performance. The recommendation in complementary health circles is to drink between 1.5 and 2.5 litres of plain water per day. That's approx 3 to 5 pints.

***WARNING:** Rather than downing this much at one time, which is guaranteed to have you running for the loo, sip water throughout the day.*

**04 Think Happy** - Smile lots and laugh lots. (Children laugh an average of 300 times a day - Adults 8 times) Look for the good things in your life and celebrate them. Take a few minutes a day to do something you really love, whether it is watching the sea, kissing your loved ones, listening to a special song, watching a comedy, or anything. Whatever it is make time for yourself every day. As business people it is easy to get bogged down in the day to day business of work and to forget why we started in business in the first place. Most of us are here because of passion. Passion for what we do, passion for how it helps others, or passion for the rewards. Which ever it was for you take a moment or two each day to find that passion again. Then the day to day work makes more sense as part of your bigger picture.

**05 Stretch yourself** - Keep your brain active. Learn new things (even if it is the names of Santa's reindeer). Visit new places and dare yourself to try new experiences. Challenge yourself to achieve something out of the ordinary and celebrate when you do it. It doesn't have to be climbing a mountain (but it could be) or any physical activity, it could be to learn to play chess or something similar. Whatever you choose to do put a due by date on the process so that you keep the challenge in mind. Even better find a challenge buddy who wants to achieve the same as you. They will help you to remain motivated.

**06 Tell me what you want, what you really really want** - in fact better still tell yourself what you really really want. Focus on what you want from a project whether that is a year, your life, or a new idea. Then take a little step every day towards that goal. Many people spend more time planning their two week holiday than they do on their life. Many people go through life reacting to situations and hoping that it will be all right. That would be like taking two weeks off work and turning up at Gatwick with suitcase in hand jumping on the first available flight and hoping that it will be the best holiday ever. Not the best plan for a great holiday. Decide what you want from this year and then take a little step towards it every day.

**07 Give something back** - Contributing your time or money to help others is considered in the field of psychology to be one of the higher order needs of the human race. To get involved with adding your energy to something bigger than just you moves you away from the worries of self. To participate, to make a stand, to join in allows you to move towards your full potential. It can be a joyful experience that shows you that you are useful, and needed, and lets you see you are not alone but part of a bigger thing, part of humanity.

**08 Nip it in the bud** - Got a few aches and pains? Have to watch what you eat because of what certain foods do to your insides? Coping with regular headaches because that is just how you are? Just a bit tired and weary all the time? But that is just your age, isn't it? Probably not!

Given optimum circumstance your body is a self repairing mechanism with a possible age of 120 years. The trouble is that we don't give our body optimum circumstance and sometimes we need some help. Don't let those little niggles wear you down. Get some help to sort them out. Visit your GP in the first instance but then seek complementary help as well. Expect to feel great and work towards that goal. It makes life so much more enjoyable.

***Note;** If you have a clinically diagnosed issue which may be affected by any of the advice above, please be sure to consult with your GP before following any of the above.*

**Ian Kerr Complementary Practitioner** has over 17 years experience in treating clients using complementary techniques. If you want some more information on any of the above or if you want to feel better give him a call on **07941 348312** or email [ian@iankerrcp.co.uk](mailto:ian@iankerrcp.co.uk) Ian gives free 15 minute consultations on how complementary and alternative health techniques can help you. [www.iankerrcp.co.uk](http://www.iankerrcp.co.uk)

# Christmas Celebration

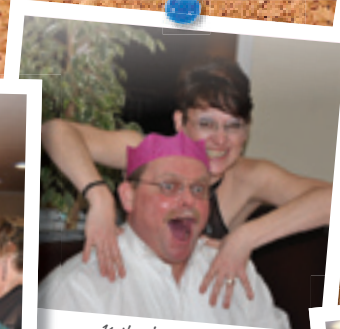
Newhaven Chamber of Commerce held their annual Christmas Celebration back on the 3rd December 2010, Here's a few of the revellers in action.



Liz & Jon Whitehead  
(Cleankill Environmental Services)



Andy Melville (Motorline) and Mike & Denise Shorer (Mike Shorer Jewellery)



Kathy & Barry Ward  
(EW Ironworks)



Chamber President Paul Boswell  
(Meeching Estate Agents)  
& Debbie Quadrelli



Theresa & Chris O'Connor  
(Newhaven Plumbing Services)



Jon Whitehead, Mike & Denise Shorer  
and David Poynter (DK Poynter & Co)



Andy Melville (Motorline) & Debbie Melville



James & Cathie Batchelor  
(Computer-eyez)

## Fraud prevention

Chamber member Dick Bollard, from The Fraud Advisor, highlights the dangers of business fraud and how to combat it.

After 10 years in the Sussex Police Major Fraud Unit I ought to have some expertise that I could impart to my colleagues in the Chamber to help combat business fraud, so here goes.

**COUNTERFEIT NOTES** are a nuisance if you discover them in the till. Counterfeiting costs money and to optimise profits counterfeiters are likely to make £20 or £10 notes as they will get better returns than £5s, and £50s are often checked more thoroughly so are more risky for the villain. Checking for the metal strip is one way of telling if a note is counterfeit or not. The easiest method is based on the fact that the ink on a real note never dries, but it does on counterfeits; so look for the dark coloured area with 'E II R' on the note, put your finger behind it and

rub it hard across plain white paper - it should leave a coloured stain if it is real because the ink is rubbing off. Do not be afraid to check the note before accepting it - you will lose out if you wait.

**CARD CLONING** involves copying (skimming) magnetic data from your card onto another. Never let anyone get your PIN either by watching you at a cash point or supermarket, or using a hidden camera above a cash point PIN pad. Even if the villains have a device on the cash point to skim your magnetic details from your card, they are of no use without the PIN. The CHIP & PIN combination works in the UK but abroad you need the magnetic strip plus your PIN. Either way your PIN is the common element and is almost always

obtained by 'shoulder surfing' or cameras, so cover up your PIN hand to avoid any problems. Cloned cards are only any use with your PIN.

**CARD FRAUD** involving online shopping or telephone shopping is an entirely different affair requiring the visible details from the front AND back of your card and probably other personal details too, such as your address - this has nothing to do with the CHIP or the magnetic strip or your PIN, and is a type of identity theft.

If you suspect that your card may have been compromised contact your bank immediately and they will advise you what to do.

Dick Bollard is The Fraud Advisor, an independent fraud investigator who provides expert advice on fraud in all its forms and how to protect against it happening to your business.

**Tel: 01273 589098**  
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