



# Tunbridge Wells Business Welcome Pack





Chapel Place @ David Hodgkinson

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Tunbridge Wells Station

# Welcome to Tunbridge Wells

This booklet is a guide designed to help you to access the Council's services and wider business support. Whether you have moved to the borough recently, started a new business here, or are firmly established, this guide contains information and links to help your business find the assistance it needs.

The Council works closely with partner organisations across Kent, and we have included signposting to their services including information on financing, mentoring and additional offers open to businesses.

The online version of this pack will be updated regularly.



Biddenden Vineyard

# Why Tunbridge Wells?



With great connections to London, Gatwick and Europe, Tunbridge Wells is a great place to live, work and do business. Whether you're just starting out or looking to grow a well-established business, the unique work-life balance, outstanding local landscape and business support offer makes Tunbridge Wells a standout location.

There are strong links between local businesses, support providers and regional universities, including the University of Kent and Canterbury Christ Church, who have a presence in Royal Tunbridge Wells. These networks are crucial to the local economy, providing businesses with the connections and opportunities they need to add value and access expertise.

Tunbridge Wells is also a popular visitor destination, with heritage sites and beautiful countryside across the borough. Local attractions bring millions of visitors each year, benefitting local businesses and communities.

-  3.58bn of gross value added to the UK economy by local businesses
-  Growing creative cluster
-  Close proximity to London (45 minutes by rail)
-  Tunbridge Wells is in the High Weald AONB
-  Most resilient economy in Kent (91.9% of businesses survive their first year of trading)
-  Gatwick (45 minutes by car) and Heathrow (1 hour)

-  Highest skilled workforce in Kent (63.1% of 16-64-year-olds qualified to degree level or above)
-  Culture & heritage destination
-  High performing schools
-  Strong communities
-  Second most competitive local economy in Kent
-  Coworking hubs across the borough
-  Growing visitor economy



## Economic Development Officers

**Hilary Smith**  
Economic Development  
Manager

**James Read**  
Senior Economic  
Development Officer

**Sarah-Louise Koessler**  
Marketing &  
Communications Officer

**Andrea Rubio**  
Graduate Economic  
Development Officer

# Meet the Team

## What we do

The Economic Development Team works on projects and initiatives that seek to support the sustainable growth of the local economy in Tunbridge Wells borough.

- We are the first point of contact for business enquiries to the Council (see the Contact Us page on the Council's website).
- We manage the TWBC Business Portal pages, compile the monthly online TWbiz newsletter and manage the business social media accounts.
- We promote the borough as a destination for businesses and visitors and we manage the Visit Tunbridge Wells website, social media and work with partners such as Visit Kent
- We work with Kent County Highways and public transport operators (bus and rail) to improve the local transport network.
- We undertake research and commission reports relating to economic development.
- We bid for government funding when opportunities arise.
- We work together with Sevenoaks District Council and Tonbridge and Malling Borough Council as part of Invest West Kent (IWK).
- We work together with a range of partners including Invest West Kent (IWK), Royal Tunbridge Wells Together BID (RTWT) and Town/Parish Councils on a range of projects to support businesses, communities and the environment.

## Keep up to date with the latest local business updates

The Economic Development Team publishes a monthly business newsletter (TWBiz), that covers the latest business grants, support and events happening across the borough.

To subscribe, scan the QR code below or sign up through the Business Portal.

[tunbridgewells.gov.uk/  
business-portal](https://tunbridgewells.gov.uk/business-portal)



We also manage a number of social media accounts that provide information to local businesses

Please follow us:

For business news, information, funding opportunities and events, follow us on TWBC\_Business



Our Instagram Love Local Tunbridge Wells celebrates local talent and businesses through social media campaigns.



Contact us: [business@tunbridgewells.gov.uk](mailto:business@tunbridgewells.gov.uk)  
01892 335538



The Amelia Scott @ TWBC

# Accessing Council Services

All of the Council's business-facing services can be accessed through the Business Portal, located on the homepage of the Council's website: [tunbridgewells.gov.uk](http://tunbridgewells.gov.uk)



The Business Portal contains quick pathways to both Council services and links to wider business support.

Contact details for the Economic Development Team and the Small Business Champion are provided. Please call the ED Team if you are having any difficulty in finding the right contact in any other TWBC Team.

## Business Portal

Please call 01892 335538 to contact the Economic Development team or 01892 335526 for the Small Business Champion if you require any support.

West Kent Business Hub	Setting up your business in Tunbridge Wells	Business support and grants	Business news, networking and events
Business rates and licensing	Planning for businesses	Environmental health for businesses	Doing business with the Council

➔ Economic Development Team

➔ Kent County Council business support

*\*The Small Business Champion is an elected borough councillor*



Cranbrook @ TWBC

# Business Rates

The Non-Domestic Rates for Tunbridge Wells businesses are collected by the Mid Kent Rates Team. Information and support on Business Rates can be accessed via the Business Portal.



## Register

If you are a new business, or have recently moved to the area, you will need to register with the Rates Team. You will need to provide (1) your full name, (2) your company name, (3) your full business address, (4) the date you moved in, (5) the date your lease started, and (6) details of any other premises occupied by your business.

## Rate Relief

Businesses based solely at a premises with a Rateable Value of under £15,000 can obtain relief on their rates bills and those with a Rateable Value of under £12,000 will pay nothing at all. Additional reliefs relate to charitable use, land use, empty properties, rural locations, and sector specific support.

## How are Business Rates calculated?

The business rates for a property are set by the Valuation Office Agency (VOA), based on the rateable value of the premises. The rateable value is an estimate of what it would cost to rent a property for one year, on a set valuation date. To find out the rateable value of a premises, please visit [gov.uk/find-business-rates](http://gov.uk/find-business-rates)

## Rural Rate Relief

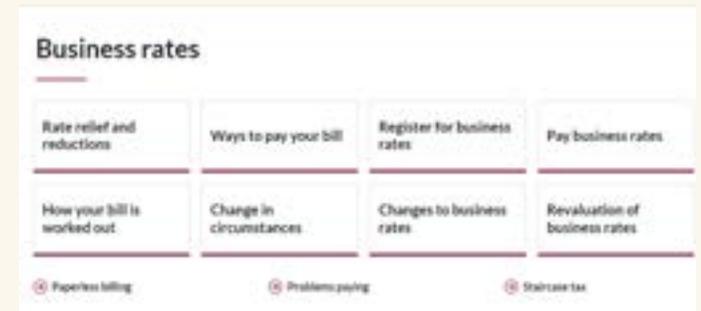
You could get rural rate relief if your business is in an eligible rural area with a population below 3,000. To find and more and see if your business is eligible, please visit: [www.gov.uk/apply-for-business-rate-relief/rural-rate-relief](http://www.gov.uk/apply-for-business-rate-relief/rural-rate-relief)

## Ways to Pay

You can pay via direct debit, online, telephone, internet banking or standing order.

## Help

If you require help, unsure about anything in your bill, are struggling to pay or have any other queries please email [businessrates@midkent.gov.uk](mailto:businessrates@midkent.gov.uk) or call 01892 554603



# Planning

Planning support for businesses can be accessed via the Business Portal.



## When do you need planning permission?

Not all building work requires planning permission. You can check the Planning Portal to see which works require permission and which do not: [planningportal.co.uk/permission](http://planningportal.co.uk/permission).

However, please note, if your project involves a listed building, you will definitely require planning permission. Similarly, if your building is within a conservation area, permission may also be needed.

## Moving into a new premises

When moving to a new premises you should check whether you need consent for a change of use, updating the frontage, signage and logos (advertising) and internal works (if your building is listed).

Please be aware, when moving to a new premises, it is up to you (the business) to check you have permission for the right use. If you are not sure, please check with the estate agent or our Planning department.

## Pre-application advice

The Council encourages you to seek advice before submitting a formal planning application. The pre-application advice service is known to improve the quality of planning submissions and will speed up the process from submission to planning decision. This will also reduce the likelihood of you incurring costs for the submission of an unacceptable proposal.

The Planning Team's pre-application service provides you with the following benefits:

- Consistency in dealing with your pre-application submission and any subsequent applications for planning permission.
- Information on key planning policies and previous planning decisions.
- Advice in relation to all relevant planning matters and the planning merits of the proposal.
- Informal comments and guidance, which are without prejudice, on the content, construction and presentation of an application likely to satisfy the council's planning policies.
- Advice on the documents to be submitted with your planning application.

To find out more or apply please visit: [tunbridgewells.gov.uk/planning/pre-application-advice](http://tunbridgewells.gov.uk/planning/pre-application-advice) or call 01892 526121.

## Building Control

The Council's Building Control Team can help you find out if building regulations apply to your project.

### Building control is often required when:

- Replacing doors, windows and roof lights
- Constructing a new building or extending an existing one
- Structurally altering an existing building
- Creating an agricultural premises where the floor area exceeds 50m<sup>2</sup>
- Installing and replacing electrical wiring

To check whether you need approval, contact our Building Control Administration Team in the first instance on 01892 554124. Free pre-application meetings can be arranged.





The Ragged Trousers @ Sarah Mott

# Licensing and Permits

Licensing for businesses can be accessed via the Business Portal.



If you are a business operating in the borough, you may need a license to operate. Licenses are needed for alcohol and entertainment venues, business and street trading, gambling, taxis and private hire operators. Licenses are also required in relation to keeping animals and ensuring their welfare.

Full details on licenses and permits can be found on our Licensing and Permits page: [tunbridgewells.gov.uk/licensing](https://tunbridgewells.gov.uk/licensing)

## Contact

Email [licensing@tunbridgewells.gov.uk](mailto:licensing@tunbridgewells.gov.uk) or call 01892 526121 if you have any queries.



High Weald AONB @ Darryl Curcher



Spa Hotel





# Environmental Health

If you need to register a food business, find out about food hygiene inspections, obtain an export certificate, or find out about health regulations, we can help you on our website.

Environmental support for businesses can be accessed via the Business Portal. 

## Contact us

If you have any queries, you can contact Environmental Health [epteam@midkent.gov.uk](mailto:epteam@midkent.gov.uk). Alternatively, you can call the Council's switchboard on 01892 526121 and ask to speak to a member of staff.





The Amelia Scott @TWBC

# Property

## Council Property

Looking for a place for your business? Contact our Property and Estates Team.

The Estates Team manages the Council's property portfolio. The Council owns a variety of units suitable for various business uses, many of which are advertised through local letting agents.

For further information, email [estates@tunbridgewells.gov.uk](mailto:estates@tunbridgewells.gov.uk) or call 01892526121

## Locate in Kent

Visit the Locate in Kent website to find out more about how to move your business to Tunbridge Wells and what properties are available. [locateinkent.com](http://locateinkent.com)



## Local Agents

There are a number of local commercial property agents based in Tunbridge Wells, including Bracketts, Durlings, Savills, Cradick and Broadlands.



The Lantern Parade @ Create



Local & Live

# Hold an event in Tunbridge Wells

Tunbridge Wells hosts a large number of different events organised by local businesses, including food, beer and music festivals, product demos, networking events, awards ceremonies and many more.

If you would like to hold an event in any of our parks, public roads, or spaces, you will need to apply to do it online, using the step-by-step Event Planning Toolkit.

Before you apply you may wish to read our 'Organising Events - Can Do Guide! Send a request to [events@tunbridgewells.gov.uk](mailto:events@tunbridgewells.gov.uk) and they will email you a copy.

Please remember to apply at least 12-weeks in advance of your event, as you could be requested to attend the Tunbridge Wells Safety Advisory Group to talk about the safety provisions, or you may need to apply for a temporary road closure or other licences and permissions.

There are charges to hold events in the Tunbridge Wells Parks; details can also be obtained by emailing [events@tunbridgewells.gov.uk](mailto:events@tunbridgewells.gov.uk).



The Assembly Hall Theatre @ Sarah Mott

# Hold an event in Tunbridge Wells

It is compulsory for you to comply with all the necessary health, safety and licensing requirements. For guidance on event planning, management and key health, safety and licensing requirements, please visit the UK Health and Safety website.

The Health and Safety Executive has published revised guidance for the operators of inflatable equipment. The revised inflatables guidance can be found on the HSE website: [hse.gov.uk](https://www.hse.gov.uk)

If you have any questions regarding organising an event in Tunbridge Wells please email [events@tunbridgewells.gov.uk](mailto:events@tunbridgewells.gov.uk).

Please use the following link to access the events toolkit app:

[app.apply4.com/eventapp/uk/tunbridgewells](https://app.apply4.com/eventapp/uk/tunbridgewells)

## Hire a conference venue

There are many suitable conference venues across the borough. Find a venue for you and your business using the virtual map on our website: Halls for hire [tunbridgewells.gov.uk/community-and-leisure/community-centres/halls-for-hire](https://www.tunbridgewells.gov.uk/community-and-leisure/community-centres/halls-for-hire) or through the Venue Finder website: [venuefinder.com/meeting-rooms-in-tunbridge-wells/](https://www.venuefinder.com/meeting-rooms-in-tunbridge-wells/)

## Looking for a venue?

Please visit the Amelia website and the Assembly Hall theatre website for information on how to book spaces at these Council owned venues.

[theamelia.co.uk](https://theamelia.co.uk)

[assemblyhalltheatre.co.uk](https://assemblyhalltheatre.co.uk)

Email: [info@theamelia.co.uk](mailto:info@theamelia.co.uk)





Town Hall, Royal Tunbridge Wells

# Doing Business with the Council

The 'Doing Business with the Council' page on the Business Portal provides information on how you can bid for tenders and contracts to support Council services and facilities.



If you have any questions, email [procurement@tunbridgewells.gov.uk](mailto:procurement@tunbridgewells.gov.uk) to get in touch.

## Helping you to sell to us

Opportunities for businesses to work with the Council will appear on the Kent Business Portal which covers local authorities throughout Kent.

[kentbusinessportal.org.uk](http://kentbusinessportal.org.uk)

## Corporate procurement

Corporate procurement describes the contracts and orders the Council places with businesses and suppliers. Orders and contracts can range in value from a few hundred pounds to millions. Details of the council's spending with suppliers can be found on our transparency pages.

In order to get the best value for money, a significant part of our procurement is carried out under direct contract. Some procurement is undertaken under joint or consortium arrangements. Many contracts, particularly for services, cover periods of more than one year.

Our searchable contracts register provides information about the contracts the council (and other local authorities) have in place.





Tunbridge Wells Borough Council declared a Climate and Biodiversity emergency in July 2019.

We have set a commitment to become a carbon neutral council by 2030.

# Decarbonise your business

The Council is supporting businesses and residents to achieve net zero through the Tunbridge Wells Climate Action website, local events and our work with Low Carbon Kent.



The TWBC Climate Action website was launched in March 2022 as a platform dedicated to climate change, sustainability, and community action across the borough. It has been designed to share climate-related news, events, and resources to businesses and members of the community. Its purpose is to expand the network of those interested in climate action and to increase community engagement with the climate crisis.

Visit the Tunbridge Wells Climate Action website: [twbccclimateaction.co.uk](http://twbccclimateaction.co.uk)

Low Carbon Kent is a network of businesses tackling and adapting to climate change, organised by Kent County Council. Low Carbon Kent's aim is to reduce costs by cutting emissions and promote the opportunities of the low carbon market.

Visit Low Carbon Kent's website: [lowcarbonkent.com](http://lowcarbonkent.com)



## Amplifi

Join other local businesses on the newly launched Amplifi website. Amplifi has been set-up with the aim of reducing the noise and confusion around 'sustainability' and sharing collective knowledge to make an impactful difference in the local community. No matter your size, if you are a business local to Tunbridge Wells and want to increase the impact of your business and that of others, Amplifi is open to you.

Visit the Amplifi Tunbridge Wells website: [amplifi.tw](http://amplifi.tw)



Scotney Castle @ National Trust

# Visit Tunbridge Wells

If your business is focused on attracting visitors from near and far, be sure to check out our bespoke support offer.

## What is Visit Tunbridge Wells?

Visit Tunbridge Wells (VTW) is the official tourist information and acting destination management organisation for the Tunbridge Wells Borough, working in collaboration with Visit Kent, Visit Britain and other key partners. Through our marketing strategy we promote the borough locally, nationally and internationally. We run a tourist information website which receives over 325,000 views a year, social media channels, and digital and print campaigns.

We also organise regular networking events and take part in business support programmes and opportunities to help local tourism & hospitality businesses secure support.



## Promotional campaigns

Research undertaken by the Visit Tunbridge Wells Team and our partners has identified four key visitor groups that we should focus on attracting to locations across the borough:

- Green Spacers (those looking to explore our parks and the High Weald AONB)
- Heritage Enthusiasts (those looking to visit our many heritage sites)
- Social Contemporary Buzz Seekers (those looking to explore Tunbridge Wells' unique entertainment offer)
- Hyper Local (residents looking to find unexplored local gems)

The Visit Tunbridge Wells Team organises regular promotional campaigns, aimed at these key audiences and their interests. These campaigns vary from social media, print or digital editorials to promotional films and photography.





Spa Hotel



Caracol Camping



Bowl Water

# Visit Tunbridge Wells

## Events

The Visit Tunbridge Wells Team works with partners to organise networking events as well as attending travel trade shows/fairs to promote Tunbridge Wells at a national and international level to Tour Operators and other travel trade industry representatives.

## Support

Visit Tunbridge Wells works with Visit Kent and Visit England/Britain to deliver sector specific support to hospitality, leisure and tourism businesses. To find out about local support available sign up to our business newsletter via the business news section of the business portal.

For further information and the latest visitor economy data visit the Visit Kent Business website and the Visit England/Britain business support website. On the Visit Kent Business website you will find the latest Cambridge Model research for the county and Tunbridge Wells.

[visitkentbusiness.co.uk](http://visitkentbusiness.co.uk)

[visitbritain.org/business-advice](http://visitbritain.org/business-advice)

Visit England/Britain also publish a Pink Book of Legislation for attractions and tourist accommodation which has guidance on regulatory requirements and guidance for accommodation providers and attractions in England.

## Contact the Visit Tunbridge Wells Team

If you'd like to get involved to feature on the VTW website & social media, need support or would like to know more about the work we do for the Visitor Economy please contact us by email: [vtwcontent@tunbridgewells.gov.uk](mailto:vtwcontent@tunbridgewells.gov.uk) or call: 01892 554446

Follow us on social media

Facebook: Visit Tunbridge Wells

Instagram: [instagram.com/visit\\_tunbridgewells](https://www.instagram.com/visit_tunbridgewells)

Twitter: [twitter.com/twellstourism](https://twitter.com/twellstourism)

Visit our website: [visittunbridgewells.com](http://visittunbridgewells.com)



Hawkhurst @ David Hodgkinson

# West Kent Business Support Programme

The West Kent Business Support Programme is completely FREE and is open to all West Kent based businesses and entrepreneurs. Invest West Kent (a partnership of Sevenoaks District Council, Tonbridge and Malling Borough Council, and Tunbridge Wells Borough Council) is working with Smarter Society to deliver free events, mentoring, webinars and business support.

Find out more at: [westkentbusiness.com](https://westkentbusiness.com)

Get in touch: [hello@westkentbusiness.com](mailto:hello@westkentbusiness.com)

## Mentoring and grants

Businesses and entrepreneurs are invited to sign up to mentoring sessions with industry experts covering everything from business strategy, CMI, retail, marketing, web design and ownership.

Once a business has signed up to the West Kent Business Support Programme, they become eligible for £500 grants to support business development activities.

## Networking

Smarter Society has organised a calendar of free networking events and workshops at locations across West Kent. Register to attend these events in person or virtually through the West Kent Business website.



## West Kent Expo

As part of the West Kent Business Support Programme, Invest West Kent and Smarter Society are organising annual business expos to showcase the best that West Kent has to offer. If you would be interested in attending the next expo in March 2024, please email [hello@westkentbusiness.com](mailto:hello@westkentbusiness.com)

This project is funded by the UK government through the UK Shared Prosperity Fund. For further information, please visit the Business Portal on the Council's website.



Funded by  
UK Government





Chapel Place ©TWBC

# Support in Royal Tunbridge Wells Town Centre

There are a number of organisations in Royal Tunbridge Wells that can support you and your business.

## Royal Tunbridge Wells Together BID (Business Improvement District)

If you are a business in Royal Tunbridge Wells Town Centre, you might be able to access additional support from the Business Improvement District Royal Tunbridge Wells Together.



The BID was formed in 2018 following a ballot and is funded by levy paying businesses to increase footfall and offer support to town centre businesses. RTWT has a voluntary Board of Directors from across the town that represents the various sectors located in Royal Tunbridge Wells. The BID's office is currently located in a former retail unit on the High Street.

### Recent BID initiatives have included:

- Promotion and marketing programmes (at London termini and on bus backs) in collaboration with Visit Tunbridge Wells
- Installation of footfall counters across the town

- Improvements to the streetscene
- Provision of Christmas lighting
- Creation of new events to increase footfall including Art Week and Coronation
- Grants for town centre events and cultural venues
- Free training (e.g. first aid and social media) portal for levy-paying businesses
- Engagement with/lobbying the Council on town centre issues of concern to businesses

Visit their website [rtwtogether.com](http://rtwtogether.com) and email [biddirector@rtwtogether.com](mailto:biddirector@rtwtogether.com) if you have any queries.

## Tunbridge Wells Safe Town Partnership

Run by local businesses for local businesses, the Tunbridge Wells Safe Town Partnership is a group with the stated aims of combating crime, anti-social behaviour and nuisance connected to member businesses. If you would like more information about the Partnership, please read their Policy Pack or visit their website: [twstp.co.uk](http://twstp.co.uk).

If you have any queries, please email [office@twstp.co.uk](mailto:office@twstp.co.uk).





Cranbrook @Explore Kent



Goudhurst

# Rural Business Support

Rural businesses in Tunbridge Wells can access funding and support from the Council, wider support organisations and the Department for Environment, Food and Rural Affairs (DEFRA).

## West Kent Rural Grants Scheme

In Autumn 2023 rural businesses in Tunbridge Wells will be able to make a pre-application for grants as part of the West Kent Rural Grants Scheme. Grants of £2,000 to £25,000 will be available to support jobs, communities, economic growth and visitor and heritage destinations. The funding is for capital projects and match funding is required.

Eligible local organisations must be within a rural area as defined by DEFRA. You can check this using the interactive Magic Map or our REPF map showing eligible areas.

You can register an expression of interest for these grants by emailing the Programme Manager at [ruralgrants@tunbridgewells.gov.uk](mailto:ruralgrants@tunbridgewells.gov.uk).

## The Royal Countryside Fund

Founded by HM King Charles III, The Royal Countryside Fund is a UK-wide charity that provides funding and support for family farms and rural communities to ensure their future.

Details of the Fund's support offer can be found on their website: [royalcountrysidefund.org.uk](http://royalcountrysidefund.org.uk)

For further information, please visit the Business Portal on the Council's website.

This programme is part funded through the Rural England Prosperity Fund (REPF).



## Additional Support

Additional support for rural businesses is available through other organisations, including:

- DEFRA ([gov.uk/guidance/funding-for-farmers](http://gov.uk/guidance/funding-for-farmers))
- National Farmers Union - NFU ([nfuonline.com](http://nfuonline.com))
- Produced in Kent – PIK ([producedinkent.co.uk](http://producedinkent.co.uk))
- Southern Farmers Ltd ([southernfarmers.co.uk](http://southernfarmers.co.uk))

# Wider Business Support

## Business Support Agencies

A number of business support organisations operate in the borough, including:

The Kent & Medway Growth Hub:

[kentandmedwaygrowthhub.org.uk](http://kentandmedwaygrowthhub.org.uk)

Kent Invicta Chamber of Commerce:

[kentinvictachamber.co.uk](http://kentinvictachamber.co.uk)

Federation of Small Businesses (FSB): [fsb.org.uk/fsb-regions-and-nations/fsb-south-east.html](http://fsb.org.uk/fsb-regions-and-nations/fsb-south-east.html)

## Combating Fraud

NatWest offer free webinars and courses to help you protect your business against fraud. Visit: [natwest.com/business/security.html?intcam=NW-BUS-BB-DEF-FRAU#training](http://natwest.com/business/security.html?intcam=NW-BUS-BB-DEF-FRAU#training)

## Co-working

Tunbridge Wells is full of new coworking hubs, hosting exciting new start-ups and freelancers.

Visit our Business Portal to see a directory of local coworking spaces.



## Networking and Support

There are a number of networking and support groups in the borough, details of these can be found on the Business Portal, including:



Kent Invicta Chamber of Commerce

The Federation of Small Businesses

The TN Card

Sevenoaks District Chamber of Commerce

Third Thursday's

Business Network International Royal Spa Chapter

Business Network International Tunbridge Wells Chapter

Business Over Breakfast (BOB) Club  
enTWine

Hive Hub, Cranbrook

Kent Foundation Mastermind Group

Network B2B

Paddock Wood Business Association

The House

The Net aka Simple Networking

Wealden Business Group

Women in Business Kent

## Recruitment

The Council works with Jobcentre Plus and other local organisations to support local recruitment and skills events. Sign-up to our Business Newsletter 'TWBiz' to be notified of upcoming events.

Call 0800 169 0190 to contact Jobcentre Tonbridge (which covers Tunbridge Wells)

## Research and Development

Canterbury Christ Church University and University of Kent offer Knowledge Transfer Partnerships (KTPs), supporting micro and small businesses to undertake R&D projects. For further information please visit their websites at: [canterbury.ac.uk/business/unlock-funding](http://canterbury.ac.uk/business/unlock-funding) and [kent.ac.uk/business-and-partnerships/knowledge-transfer-partnerships](http://kent.ac.uk/business-and-partnerships/knowledge-transfer-partnerships)



## Kent and Medway Growth Hub

The Kent and Medway Growth Hub (KMGH) provides information on the latest finance and support available to businesses in the Kent. Call 03333 602300 to speak to an advisor or visit their website: [kentandmedwaygrowthhub.org.uk](http://kentandmedwaygrowthhub.org.uk)



# Full Contacts Directory

**Economic Development Team:**

[business@tunbridgewells.gov.uk](mailto:business@tunbridgewells.gov.uk)  
(01892 335538)

**Visit Tunbridge Wells Team:**

[info@tunbridgewells.gov.uk](mailto:info@tunbridgewells.gov.uk)  
(01892 526121)

For content:

[vtwcontent@tunbridgewells.gov.uk](mailto:vtwcontent@tunbridgewells.gov.uk)  
(01892 554446)

**Business Rates:**

[businessrates@midkent.gov.uk](mailto:businessrates@midkent.gov.uk)  
(01892 554603)

**Planning:**

[planning@tunbridgewells.gov.uk](mailto:planning@tunbridgewells.gov.uk)  
(01892 526121)

**Building Control:**

[buildingcontrolregistration@tunbridgewells.gov.uk](mailto:buildingcontrolregistration@tunbridgewells.gov.uk)  
(01892 554124)

**Licensing:**

[licensing@tunbridgewells.gov.uk](mailto:licensing@tunbridgewells.gov.uk)  
(01892 526121)

**Environmental Health:**

[epteam@midkent.gov.uk](mailto:epteam@midkent.gov.uk)  
(01892 526121)

**Estates:**

[estates@tunbridgewells.gov.uk](mailto:estates@tunbridgewells.gov.uk)  
(01892 526121)

**Locate in Kent:**

[enquiries@locateinkent.com](mailto:enquiries@locateinkent.com)  
(01732 520700)

**Events:**

[events@tunbridgewells.gov.uk](mailto:events@tunbridgewells.gov.uk)

**The Amelia:**

[info@theamelia.co.uk](mailto:info@theamelia.co.uk)

**The Assembly Hall Theatre:**

[ticketsales@tunbridgewells.gov.uk](mailto:ticketsales@tunbridgewells.gov.uk)

**Tunbridge Wells Climate Action:**

[twbcclimateaction.co.uk/about-us/contact-us/](http://twbcclimateaction.co.uk/about-us/contact-us/) (contact through their website)

**Low Carbon Kent:**

[lowcarbon@kent.gov.uk](mailto:lowcarbon@kent.gov.uk)  
(03000 415111)

**Amplifi:**

[info@amplifi.tw](mailto:info@amplifi.tw)

**Visit Kent Business:**

[enquiries@visitkent.co.uk](mailto:enquiries@visitkent.co.uk)

**West Kent Business:**

[hello@westkentbusiness.com](mailto:hello@westkentbusiness.com)

**Royal Tunbridge Wells Together BID:**

[biddirector@rtwtogether.com](mailto:biddirector@rtwtogether.com)

**Tunbridge Wells Safe****Town Partnership:**

[office@twtsps.co.uk](mailto:office@twtsps.co.uk)

**West Kent Rural Grants Scheme:**

[ruralgrants@tunbridgewells.gov.uk](mailto:ruralgrants@tunbridgewells.gov.uk)

**DEFRA:**

[defra.helpline@defra.gov.uk](mailto:defra.helpline@defra.gov.uk)  
(03459 335577)

**Royal Countryside Fund:**

[info@countrysidefund.org.uk](mailto:info@countrysidefund.org.uk)

**National Farmers Union:**

[nfuonline.com/nfu-professional-services/nfu-callfirst/](http://nfuonline.com/nfu-professional-services/nfu-callfirst/)  
(email through site)  
(03708 458458)

**Produced in Kent:**

[info@producedinkent.co.uk](mailto:info@producedinkent.co.uk)  
(01732 853170)

# Full Contacts Directory

**Southern Farmers Ltd:**  
enquiries@southernfarmers.co.uk  
(01580 241401)

**Kent and Medway Growth Hub:**  
business@kentandmedwaygrowthhub.org.uk  
(03333 602300)

**Kent Invicta Chamber of Commerce:**  
(email through website: [kentinvictachamber.co.uk/contact-us/](http://kentinvictachamber.co.uk/contact-us/))  
(01233 503838)

**Federation of Small Business:**  
Leila.Jones@fsb.org.uk

**The TN Card:**  
jess@thetncard.com  
(07548 825714)

**Sevenoaks District Chamber of Commerce:**  
info@sevenoakschamber.com  
(01732 455188)

**Business Network International Royal Spa Chapter:**  
royalspabni@gmail.com

**Business Network International Tunbridge Wells Chapter:**  
(01227 830500)

**Business over Breakfast Club:**  
(07815 186898)

**enTWine:**  
(message through LinkedIn and social media)

**Hive Hubs, Cranbrook:**  
connect@hivehubs.buzz  
(0800 0219111)

**Kent Foundation Mastermind Group:**  
hello@kentfoundation.org  
(0300 042 1163)

**B2B Network, Tunbridge Wells:**  
admin@networkb2b.co.uk  
(0191 3009050)

**Paddock Wood Business Association:**  
secretary@pwba.org.uk

**The House:**  
(email through website: [thehousetunbridgewells.co.uk/](http://thehousetunbridgewells.co.uk/))  
(01892322711)

**The Net AKA Simple Networking:**  
info@simple-networking.co.uk  
(07990 854429)

**Wealden Business Group:**  
wealdenbusinessgroup@gmail.com

**Women in Business Kent:**  
info@bestbusinessevents.co.uk  
(01732 758530)

**Jobcentre (Tonbridge):**  
(0800 1690190)

**Canterbury Christ Church University:**  
b2b@canterbury.ac.uk

**University of Kent:**  
(email through website: [kent.ac.uk/research-innovation-services/research-and-innovation-services-contacts/connect-business-partnerships](http://kent.ac.uk/research-innovation-services/research-and-innovation-services-contacts/connect-business-partnerships))



Royal Tunbridge Wells @ Martin Bryant