

# Folkestone & Hythe

● ● ● BUSINESS GUIDE





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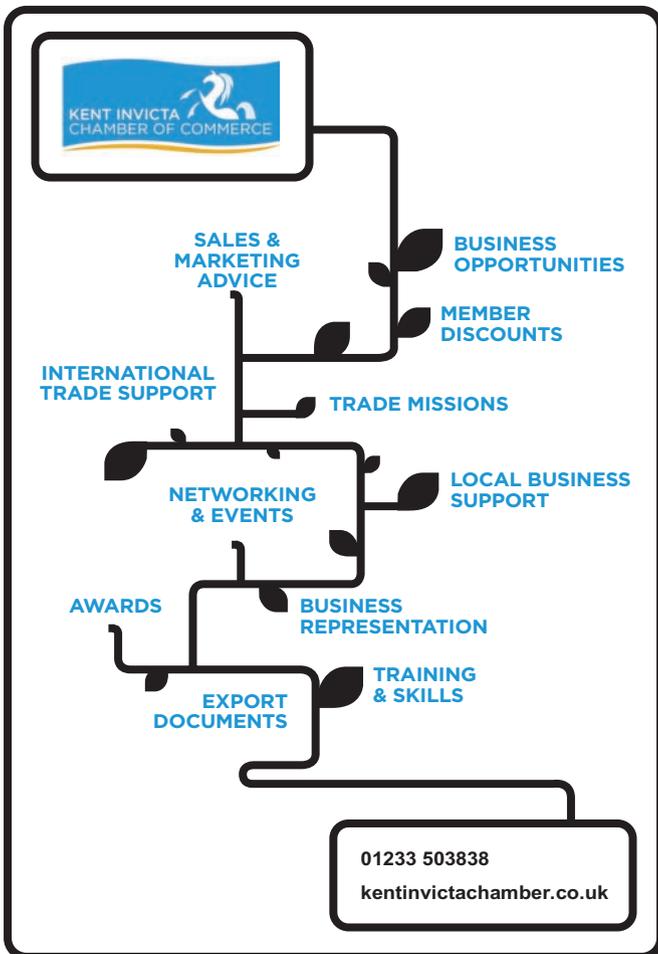
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Creative Quarter, Folkestone

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# Energy saving

Switching off non-essential equipment in an office overnight saves enough energy to run a small car for 100 miles.

Saving energy saves you money, protects your reputation and helps combat climate change.

Your organisation could save up to 10% through housekeeping actions which cost little or nothing.



# Foreword

The district of Folkestone & Hythe is located on Kent's south coast and has a population of approximately 110,000.

The vibrant coastal hub of Folkestone is the area's commercial centre. The district also includes the historic Cinque Port towns of Hythe, New Romney and Lydd, as well as beautiful North Downs countryside and areas of outstanding beauty.

This is a great location to live and set up business - we have an unsurpassed combination of excellent travel links. The M20 motorway offers easy access to London 75 miles away; connections from the M25 to other parts of the country; a High-Speed Rail Service (HS1) with a journey time to London of under an hour; and the Channel Tunnel in Folkestone takes you to continental Europe in only 35 minutes.

This guide has been put together by Folkestone & Hythe District Council in conjunction with Burrows Communications Limited.

If you are thinking about starting up or relocating your business or seeking investment opportunities, read on to find out why Folkestone, Hythe, Romney Marsh or North Downs will work for you.

We have excellent connectivity, a supportive business environment, a high quality of life and a cost effective business location.

**www.folkestone.works** provides you with all the information you need about our area - why your business will succeed here, the funding and support available, the property we have on offer and why Folkestone will work for you, as highlighted in our business success stories.

Cllr John Collier, Folkestone & Hythe District Council Lead Member for the District Economy, says: "Our district is a great place to live, work and visit. The district's commercial hub is the bustling seaside destination of Folkestone, home to world class companies such as Saga and Church & Dwight, and there are the charming historic towns of Hythe, New Romney and Lydd. The district has many areas of outstanding natural beauty and attractive countryside in and around the North Downs and the Romney Marsh.

"We offer excellent transport links to the rest of the UK and Continental Europe."

Folkestone & Hythe District Council has a great track record of supporting local businesses and offers a wide range of support for local businesses and those looking to relocate into the district. See our website **folkestone.works** for the full range of services and resources available and to find out why our district is a great place to grow your business.



Cllr John Collier

**We offer a great place to live, work and visit. The district's commercial hub is the bustling seaside destination of Folkestone, home to world class companies...**

# Excellent Connectivity



Eurotunnel, M20

## From High Speed 1 to High Speed Broadband

The High Speed 1 (HS1) rail service connects Folkestone and London via two railway stations and has opened up the district to a whole new audience – for business relocations, the visitor economy and commuters seeking an affordable home and quality lifestyle.

Folkestone works for quick and easy access to London and the continent. High Speed 1 (HS1) means a journey time of just 53 minutes to London St Pancras, with two stations to choose from - Folkestone Central and Folkestone West. This is perfect if you want to work and live by the coast and visit London.

On the roads the M20 and M2 provide links to London as well as to the rest of the UK. Continental Europe is just 35 minutes away via the Channel Tunnel either by car or as a passenger on Eurostar which can be accessed from nearby Ashford International. There are also regular ferry services from the Port of Dover which is just 15 minutes' drive

away. You can use the Channel Tunnel and be in France in time to enjoy an evening meal and still be back to watch the News at 10!

If you need to travel by air, London Gatwick, London City and London Heathrow Airports are all within easy reach, and the growing London Ashford Airport is available for private jet travel. To learn more about this visit [folkestone.works/success-stories/london-ashford-airport](http://folkestone.works/success-stories/london-ashford-airport)

Superfast broadband is available in most areas through the upgrading and extension of the BT Openreach and Virgin Media infrastructure, as well as provision of new fibre networks by other providers in rural areas. In Folkestone, ultrafast broadband is available in many areas including workspace for digital businesses and artist studios in the Creative Quarter. Tenants of business space at the Civic Centre in Folkestone can also enjoy broadband speeds of up to 1Gbps.

All of this makes our district a great place for business.



**18 MINS** Journey time (mins) to St Pancras International from January 2017\*

- High Speed 1 (HS1)
- Domestic services
- Motorways



Folkestone works for quick and easy access to London and the continent. High Speed 1 (HS1) means a journey time of just 53 minutes to London St Pancras





The Workshop, Folkestone

## Skilled Workforce

Competitive pay and good education provide a talented workforce for your business. Nearby universities offer a pool of highly qualified knowledge-based graduates.

**We have two of the best achieving grammar schools in Kent, and further education provision rated 'Outstanding' by Ofsted.**

Excellent Further Education provision means employers have access to a skilled workforce through apprenticeships and bespoke training. And with our excellent schools, businesses looking to grow have a bright future here.

### Education Driving Business

We have three universities nearby – the University of Kent and Canterbury Christ Church University at Canterbury and the University of Greenwich at Medway, and all are attracting a growing student population. This is creating a strong knowledge-driven graduate base which offers employers excellent recruitment potential, as well as opportunities for partnership to explore how research and innovation can support business growth.

For workforce skills and training, we have considerable Further Education provision at Folkestone College – part of the East Kent College Group, and nearby Hadlow College in Ashford. Both also provide Higher Education courses. East Kent College has revamped its Folkestone College campus, with contributions from the District Council, and has recently received five 'Outstanding' gradings in an Ofsted inspection. It offers a first class education to suit all needs and has an extensive apprenticeship programme.

It is keen to engage with employers to make sure young people in the district have the skills employers need and offers bespoke workforce training for individual employers.

We have two of the best achieving grammar schools in Kent; the Harvey Grammar School and the Folkestone School for Girls, plus we have academies and a performing arts and technology college.

### Graduate and Research Opportunities for Business

There are many opportunities for businesses to tap into the graduate pool at local universities. You can bring graduates into your business through placements for up to a year or by simply providing work experience and internships. Many of the undergraduate programmes which involve working with employers are accredited, offering students additional qualifications and skills.

There are also Knowledge Transfer Partnerships which enable businesses to link with universities to utilise their research capabilities. This may be to develop a new product or explore a new means of delivering a service.



# Business Locations

## Find Property Space

No matter what stage you are at in your business journey, we have property for you. The Folkestone, Hythe, Romney Marsh and North Downs area has readily available commercial property from start-up incubator units through to large office and manufacturing facilities. Commercial property prices are up to 60% lower than in London.

## High Quality Premises at Competitive Prices

We have many sites offering high quality business accommodation, including modern offices in the centre and on the edge of Folkestone, rural workshops, and industrial units and warehouses close to the M20.

We have many locations for business across our area with premises for many different business sector types.

## The Workshop

The Workshop is a commercial business centre established in September 2013. It aims to provide a unique business proposition for small businesses, freelancers and start-ups and its core objective is to be more than just a place of work in Folkestone.

With Folkestone now becoming a hub for entrepreneurship and creatives, demand for modern office space has increased for more flexible working. With the latest high street broadband connections and other added-value services facilities, The Workshop was created to cater for exactly that need. It is based over five floors and provides 15,000 sq ft of business space.

The Workshop was developed further in 2014 with 13 more offices created; by the end of 2016 it had 24 offices, all catering for the growing demand in the wider Folkestone area for 'small to medium' size offices.

Desk spaces are provided for sole traders, freelancers and start-ups. Meeting rooms and serviced facilities are all provided, such as printing and superfast broadband. The energetic atmosphere enables individuals to meet other like-minded people and businesses, with regular meetings and events available on a take it or



The Workshop, Folkestone

leave it basis. What is more, The Workshop can have a space ready for a customer within 48 hours of the initial enquiry.

Further business support is available at no extra cost for start-ups – from business planning and marketing to finance guidance, access to funding and incentives. Having this support has led to many jobs being created which has injected new vitality to the area.

To find out more, call 01303 764 270 or email [info@theworkshopfolkestone.co.uk](mailto:info@theworkshopfolkestone.co.uk)

## Folkestone Business Hub

The Folkestone Business Hub helps those with the vision, drive and enthusiasm to start or grow their own business. It offers affordable and

flexible office spaces, mentoring, support and training in Folkestone town centre.

The focus at the Folkestone Business Hub is to assist and support start-up businesses and individuals moving into self-employment by providing work spaces and mentoring that can make the difference between success and failure in the difficult early stages of development.

By creating a community ethos within the hub, experienced business people can share their expertise and those at similar stages of business can pool ideas.

At the Folkestone Business Hub the emphasis is on cooperation and supporting one another. Entrepreneurs

---

**With London less than an hour away and commercial property costing up to 60% less than in the capital, the area is hugely attractive to business.**



Quarterhouse at night © [centralphotography.com](http://centralphotography.com)

work side by side, exchanging great wealth of knowledge, resources and contacts.

Through business to business support and help on-site, the Folkestone Business Hub can help you overcome the common problems facing start-up businesses and support for as long as you need. Flexibility, affordability and on-going support are central to the Folkestone Business Hub.

Wi-Fi access is available in communal areas, and there are kitchen facilities, meeting rooms, informal break out areas as well as access to additional business services.

If you are interested in renting space or would just like to find out more, visit [folkestone.works/why-here/good-property](http://folkestone.works/why-here/good-property) or call 01303 760360.

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**Through business to business support and help on-site, the Folkestone Business Hub can help you overcome the common problems facing start-up businesses and support for as long as you need.**

### Basepoint

Set around a landscaped courtyard car park, this managed office accommodation on the edge of Folkestone ranges from small units for one to two people, through to larger units for more established businesses. There are spacious fully functioning workshops along with a range of units in between. Managed office facilities available at the site include free parking, high speed internet access, an on-site café/restaurant and serviced meeting rooms.

Built in 2002, the centre adjoins J13 of the M20 with easy access to Folkestone town centre, as well as to Dover, Ashford and the Channel Tunnel.

For further information please call 01303 298298 or email [folkestone@basepoint.co.uk](mailto:folkestone@basepoint.co.uk)

### Romney Resource Centre

Romney Resource Centre (RRC) is a leading charitable community organisation based in the heart of the Romney Marsh. It has a reputation for delivering high quality training with a wealth of supporting individuals and the wider community.

Having served the community for over 20 years, the centre prides itself on being run by local people who understand the needs of the community. The vision is to provide support and activities that encompass all age groups, abilities, interests and meets the needs of local people.

The aim is to improve the lives of local residents on the Romney Marsh and in the surrounding areas, by providing education and tackling unemployment to help people close skill gaps.

RRC offers courses to suit beginners through to advanced users looking to gain a nationally recognised qualification.

Romney Marsh Business Centre offers low cost managed space options including hot desk, incubator space and office space with administrative support.

Call 01797 367455 or visit [romney-resource.co.uk](http://romney-resource.co.uk)

# Funding and Business Support

## Find Funding and Support

We offer a wide range of funding options and support services for businesses in our area.

Every business could do with a boost to grow and if you are an expanding business or an ambitious start-up, we can help you access the finance you need through experts that are able to help you secure these funds.



## Business Support

### Support and Advice Available for Local Businesses

Folkestone & Hythe District Council offers a wide range of high quality support services for local businesses. It has links to many business support providers, to ensure all local businesses can access the support they need.

#### Let's Do Business

Existing businesses, start-ups and pre-starts can benefit from support from Let's Do Business.

- One-to-one advice sessions
- One day workshops

Tailored business support from experienced business advisers covers:

- Marketing
- Business planning
- Funding
- Apprenticeship funding

Contact: [letsdobusinessgroup.co.uk](http://letsdobusinessgroup.co.uk)  
[kaye.crittell@ldbgroup.co.uk](mailto:kaye.crittell@ldbgroup.co.uk)

#### Kent and Medway Growth Hub

Find out more about south east business support from Kent and Medway Growth Hub. This fully funded service is designed to help new and existing businesses find the most suitable type of business support available in their area.

Chat LIVE to business advisors for FREE Mondays to Fridays between 9am and 7pm (excluding public bank holidays).

The Live Chat service is part of the Kent and Medway Growth Hub "Ask Phil" marketing campaign.

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

#### Kent Invicta Chamber of Commerce

The Kent Invicta Chamber of Commerce is a membership organisation that provides a full range of business support services, ranging from networking, international trade, business support to representation.

Cost: Membership fee  
Eligibility: Any business / entrepreneur  
Contact: [kentinvictachamber.co.uk](http://kentinvictachamber.co.uk)

#### Locate in Kent

Locate in Kent offers confidential and free business investment and relocation services to international, UK and Kent-based companies looking to expand in the area.

Cost: Free  
Eligibility: Any business / entrepreneur / investor  
Contact: [locateinkent.com](http://locateinkent.com)

#### New Romney Business Incubator Centre

The New Romney Business Incubator Centre is a hub for helping business start-ups on the Romney Marsh, providing low cost office space, guidance and support to small businesses in the area.

Cost: Free advice / cost competitive accommodation

Eligibility: Any business / entrepreneur  
Contact: [romney-resource.co.uk](http://romney-resource.co.uk)

#### Pro-actions Group

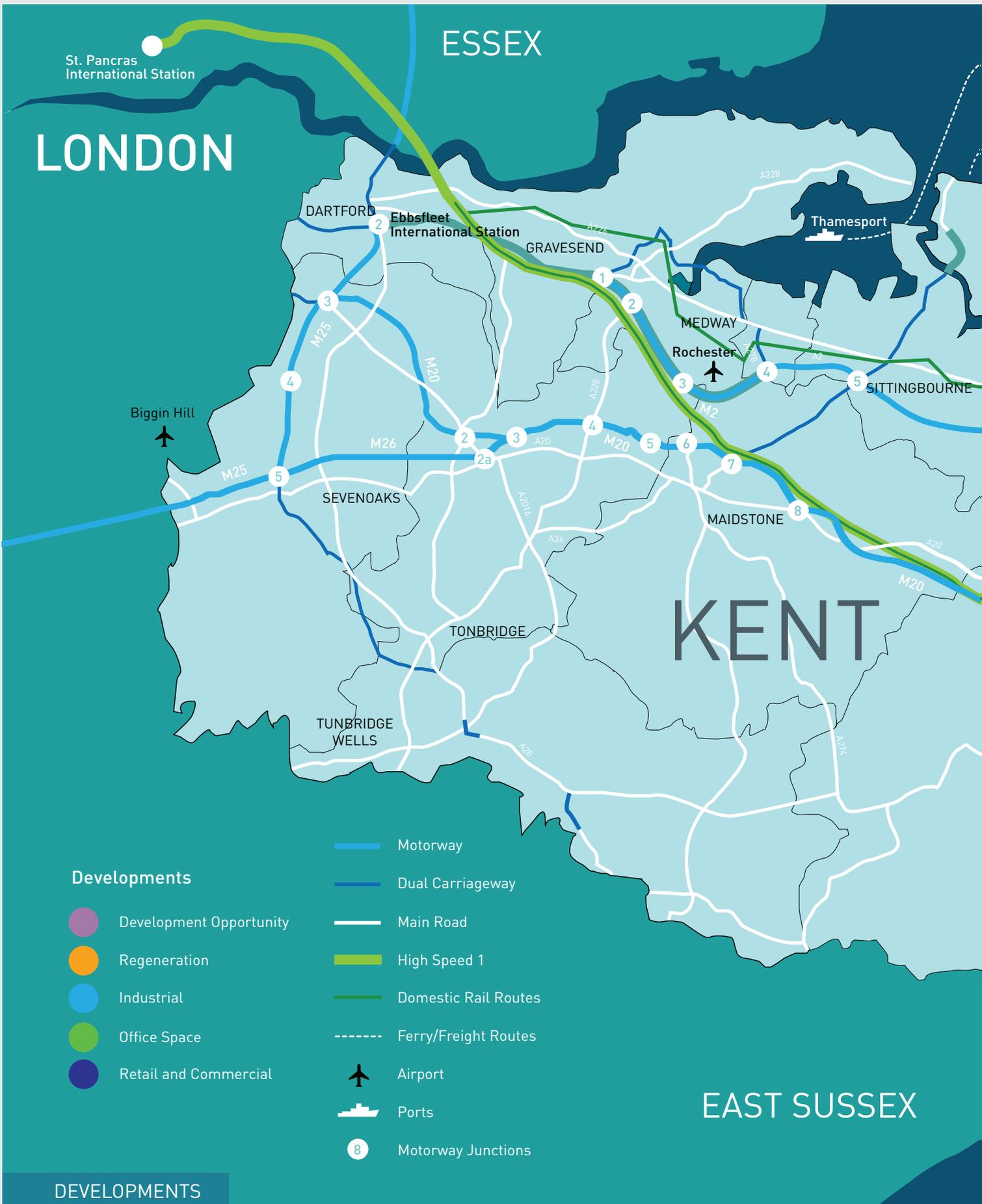
The Pro-actions Group is a business improvement specialist company that works in partnership with the District Council to help local businesses address challenging issues to improve sales and achieve growth.

Cost: Free  
Eligibility: Any business / entrepreneur  
Contact: [pro-actions.com](http://pro-actions.com)

#### The Kent Foundation

The Kent Foundation is a charity dedicated to providing free business support and advice to Kent's young people who wish to start or grow a business. Their Business Mentors hold a wide range of skills and knowledge just waiting to be used to help support your business. It offers undivided attention and someone to talk to.

Cost: Free  
Eligibility: Young people who wish to start or grow a business  
Contact: [kentfoundation.org](http://kentfoundation.org)



## DEVELOPMENTS

- |                                                                 |                                                                     |
|-----------------------------------------------------------------|---------------------------------------------------------------------|
| 1 Civic Centre, Folkestone Town Centre                          | 5 Romney Marsh Business Centre, New Romney                          |
| 2 The Folkestone Business Hub, Folkestone Town Centre           | 6 Terlingham Village and Business Park, Hawkinge West               |
| 3 The Workshop, Folkestone Town Centre                          | 7 Caesar's Way and Biggins Wood, Shearway Business Park, Folkestone |
| 4 Basepoint Business Centre, Shearway Business Park, Folkestone | 8 Cheriton Parc, Folkestone                                         |



- |                                |                                                  |
|--------------------------------|--------------------------------------------------|
| 9 Link Park, Lympne            | 14 Lympne Industrial Estate, Lympne              |
| 10 Park Farm, Folkestone       | 15 Mountfield Road Industrial Estate, New Romney |
| 11 Shorncliffe, Folkestone     | 16 Folkestone Seafront, Folkestone               |
| 12 Pennypot and Kengate, Hythe | 17 M20 Junction 11, Otterpool Park               |
| 13 Range Road, Hythe           |                                                  |

# Join an Active Business Community

We have a vibrant and thriving business community and a popular business forum – the Folkestone & Hythe Business Advisory Board chaired by locally-based regional businessman Geoff Miles of Maidstone Studios, who is also Chairman of the Kent and Medway Economic Partnership (KMEP). This offers businesses mutual support and networking opportunities, as well as a voice to policy makers on local and national matters affecting business.

## Folkestone & Hythe Business Advisory Board

The Folkestone & Hythe Business Advisory Board (FHBAB) is a business-led forum established in 2013 to provide the business community with a voice and act as a 'sounding board' for local and national policies that aim to encourage economic growth in the district.

At each meeting there are regular updates from Board members in the key business sectors who share their experiences about current trading conditions. There are also discussions on initiatives that support economic growth and affect the business community. Meetings are held bi-monthly, with opportunities to network over a light breakfast beforehand.

Cost: Free

Eligibility: Any business / entrepreneur

Contact [economy@folkestone-hythe.gov.uk](mailto:economy@folkestone-hythe.gov.uk)

Luke Quilter of Sleeping Giant Media said: "The board is a fantastic opportunity for local business to get more information about local events, initiatives and schemes that may benefit them. It is also a good opportunity to feed back to the local council about areas that could be improved. They in turn can effect change to help resolve any issues and help develop local businesses."



Creative Quarter, Folkestone

Peter Bettley of Strand House, Sir Roger De Haan's company, said: "The Folkestone & Hythe Business Advisory Board is an excellent forum through which those with an interest in the business community can share and communicate news about their own activities and issues that are likely to have a bearing on business in the district. It has also become a powerful medium whereby the local business community can express its views and lobby for positive change."

Daniel Sangiuseppe of the Folkestone, Hythe & District Hotel & Catering Association and The Burlington Hotel said: "I have enjoyed my time so far on the FHBAB as I feel I have been able to inform key people in the local authority and other local business, about issues affecting my industry, whilst at the same time hearing first-hand what is happening locally that may concern me and my colleagues. Another main benefit of our board is it feeds into the Kent and Medway Economic Partnership (KMEP), which is the local federated board of the South East Local Enterprise Partnership (SELEP)."

# Folkestone Community Works

Folkestone & Hythe District Council has secured almost £2.5 million of European Funding for the Folkestone Community Works programme which will operate in the central, east and harbour areas of Folkestone up to 2022. Grants to cover 50% of the costs will be available to organisations and local businesses to help:

- Support local businesses and start-ups to grow
- Create new job opportunities
- Help residents to access jobs

The programme will support projects delivered by organisations, such as charities and social enterprises, to provide activities like business support programmes and projects which help residents into work. The programme also includes an SME Business Grant Scheme which will provide grants directly to local businesses to cover 50% of the costs to invest in things such as: small scale building

refurbishment; plant, machinery and other equipment; marketing and publicity and for other types of services required by the business.

Folkestone & Hythe District Council is running the programme and will work closely with a Local Action Group comprising residents and representatives of the many organisations that work with the local community.

The programme was launched on 22nd February 2018 and the first applications for projects are underway.

For further information on the Folkestone Community Works programme and the grants available see [www.folkestonecommunity.works](http://www.folkestonecommunity.works)

**The programme will support projects delivered by organisations, such as charities and social enterprises, to provide activities like business support programmes and projects which help residents into work.**



Members of the Local Action Group (LAG) which oversees the Folkestone Community Works programme

# Growing Economy



We are home to around 4,000 businesses that range from big brands such as Saga, Holiday Extras and Church & Dwight to smaller start-ups like Shane Record Paintings and PROGRESS, which are two of many thriving creative businesses clustered in The Creative Quarter.

There is a vibrant, dynamic business landscape that champions several key sectors, making the most of home-grown skills. Plus, there is ready access to national apprenticeship schemes that nurture young talent. With London less than an hour away yet commercial property costing up to 60% less than in the capital, the area has an attractive offer with a rich source of new business clusters for anyone looking to locate here.

## Creative and Digital

Our area is a growing hub for businesses in one of the UK's fastest-growing sectors – creative and digital media. In the last 10 years or so, Folkestone has benefited from significant regeneration, with investment by the Roger De Haan Trust into the Creative Quarter which is attracting many new businesses in this sector.

Folkestone's status as an emerging digital and arts-based cluster has been boosted with the development of The Workshop which is providing high quality accommodation for the sector, along with its Factory Floor for start-ups.

## Creative and Digital Success Story - PROGRESS

PROGRESS is a creative agency located in the Old Post Office, a big green building with a unique Nathan Coley artwork adorning the roof.

### Our Business

"We are PROGRESS, a creative agency based in the heart of Folkestone's Creative Quarter. Our creative remit is broad – we create and build brands, working closely with businesses to define who they are, what they look like and how they present themselves. This is cross-media, from design and identity, photograph and filming, print and production to promotion on and offline.

We work with businesses large and small – from local independents to the international Blue Chip corporates. Our clients span a number of sectors, including charity, travel, construction, finance, hospitality and retail and are located as far afield as Arizona and Abu Dhabi.

In seven short years from a standing start of one person, a laptop and a phone, we have grown a strong team with a good balance of both youth and experience. Currently there are eight people employed at PROGRESS and we intend to recruit additional staff as the business expands.

We are also passionate believers in initiatives such as the National Apprenticeship Scheme from which we have already recruited one full-time staff member and currently have another person going through the process.

### Location – Folkestone

"Where we are located – The Creative Quarter – is a fantastic location. The regeneration of the area is really reaping dividends and it is fast becoming a thriving and energetic community. It is a stone's throw from the harbour, the rents are very economic, the quality of life is great and the recent and planned developments mean that the town is firmly being put on the map.

For business there are some diverse properties and varied creative environments – why would you want to be anywhere else? We have access to a great workforce and furthermore, the connections are second to none – we're in London in under an hour.

As well as our international work, we are equally as proud to have created the branding for a number of local success stories such as Rocksalt, the Folkestone Harbour Arm and Three Hills Sports Park to name a few. We love being part of the local creative community



and seeing the process of regeneration taking place in the town.

### Advice for Start-Ups

Folkestone is enjoying a real resurgence and is welcoming new visitors and residents all the time. If you are a business with ambitions, then you should seriously consider taking advantage of everything this fantastic town has to offer."

Visit [progress.agency](http://progress.agency)

## Creative and Digital Success Story - Guy Hollaway Architects

Guy Hollaway Architects is an award-winning architectural and interior design practice based in Hythe and London. The practice has a strong reputation for high quality design and competes on both a national and international level.

Guy Hollaway Architects consists of 45 staff over three studios, two based in Kent and one in London. Guy is an 'Ambassador of Kent'. In this role he shows his commitment to the county and promotes Kent positively and widely.

### Our Business

"We are a RIBA chartered, award-winning architectural and interior design practice, working within the Business Services sector. We have a strong reputation for high quality design. Located in London and on the South East coast, the practice offers both architecture and interior design expertise.

We employ youth and experience in balance and the team is passionately involved in all projects from inception through to completion, ensuring delivery of quality and reinforcement of the design concept. In our design processes, we sketch, build physical models and create computer visualisations in order to experiment and innovate, and deliver architecture that balances sensitive contextual response with elegant functionality.

We are committed to delivering high-quality projects that present innovative design solutions and excellent value through careful control of costs and programming to ensure client satisfaction.



Pobble House, Dungeness, Guy Hollaway Architects

A large number of projects are situated within the local area, including the Rocksalt restaurant in Folkestone Harbour. The restaurant forms a crucial milestone in the regeneration of the 'Old Town' and harbour, serving to reconnect visitors and the population of the coastal town with the harbour and seafront.

We are currently working on a new Urban Sports Park in Folkestone, this will be the world's first multi-sports facility of its kind, and will add to the ever expanding skate and BMX scene.

### Advantages of Hythe

Hythe offers good motorway connections, allowing clients and staff to easily reach us, whilst the high speed train service from Folkestone to St Pancras enables easy access to our London office. Hythe is a great place to both live and work by the sea; because of its high speed connections we are not

constrained by being by the coast and we can enjoy the best of both worlds.

### Funding and Support

We have benefitted from business networks in Kent, which have allowed us to forge local links. Guy is also a member of the design panel for Design South-East and sits on the board of Kent Design and Development (KDDA) and on the Ashford Design Panel.

### Advice for Start-Ups

We would advise a business looking to start-up in Hythe to choose a location which is close to the station, with good transport links, allowing flexibility for both staff and clients. Parking is limited in Hythe, therefore sufficient on-site parking would be advisable."

Visit [guyhollaway.co.uk](http://guyhollaway.co.uk) or call 01303 268 214

**We are committed to delivering high-quality projects that present innovative design solutions and excellent value through careful control of costs and programming to ensure client satisfaction.**

## Finance and Insurance

The Folkestone area has the highest level of finance and insurance services in South East England. Sitting conveniently between London, Paris and Brussels with fast rail and road links, it is no surprise that it remains a favourable destination for the finance and insurance sector. Local universities offer a ready supply of talent, with many business and finance graduates. Plus there is a good broadband service to provide added support.

### Finance and Insurance Success Story - Independent Insurance Services and Insure Green

Independent Insurance Services and Insure Green are personal and commercial insurance brokers based in Folkestone, who have been trading for 25 years and can provide any type of insurance.

#### Our Business

"We are an award-winning insurance broker and have access to the whole marketplace. We handle the placement of insurance programmes for both commercial and corporate clients, as well as personal insurance. We have many clients within Folkestone, the wider district and further afield in the UK and we handle risks on a worldwide basis."

#### Location – Folkestone

We originated in Dover in 1991 and have now celebrated 25 years in business. We required larger premises and decided to move to West Terrace in Folkestone back in 1993 as this was more of a commercial centre with a greater business base. We soon outgrew this location and moved to nearby West Cliff Gardens. Our journey continued to our current location in 2007 at Church House, Sandgate Road which is located just off The Leas, where we have enjoyed further growth.

#### Advantages of Folkestone

Being situated in Folkestone means we are in the heart of the community and hence we have a better understanding of our clients within the area. It is also convenient for clients to visit us. We continue to serve more clients in London, enabled by using the High Speed 1 (HS1) rail service and hence we enjoy the benefits of doing business in the capital without the costs associated with being based there. We employ staff from within the local area.



#### Funding

During our long-term trading we have enjoyed various benefits including free training facilities, funding of an environmental programme that helped us establish ISO 14001:2014 and consultancy support for our quality system and sector requirements. We have also enjoyed apprenticeship grants and support which has enabled us to encourage new staff and school-leavers into the sector. We were also involved in a successful work experience programme for both students and adults.

#### Support / Networking

We have been very pro-active within the business community, promoting best practice and assisting others. We are involved with the Kent Invicta Chamber of Commerce, are members

of Business Network International and the Folkestone Town Team as well as organising a successful annual insurance sector conference. In addition, we assist with various charities and organise two successful running events each year.

#### Advice for Start-Ups

Most certainly hook up with local networking groups. There are plenty around and the people are very friendly. Do take up any training support provided by various organisations including Folkestone & Hythe District Council and the Chamber of Commerce. Structure a business plan and work closely with your bank."

Visit [independentinsuranceservices.co.uk](http://independentinsuranceservices.co.uk) and [insuregreen.co.uk](http://insuregreen.co.uk)

**The Folkestone area has the highest level of finance and insurance services in South East England**

## Finance and Insurance Success Story - Saga



Saga Head Office, Sandgate

Saga is the UK's leading provider of products and services for life after 50. The Saga brand has been carefully developed over the past 65 years to become one of the most recognised and trusted brands in the UK.

### Our Business

Saga is synonymous in the UK with the over 50s market and is recognised for its high quality products and services. These include cruises and holidays, home and motor insurance, savings, financial advice and share dealing. The award winning Saga Magazine is the UK's favourite subscription magazine. Saga listed on the London Stock Exchange in 2014 and is a member of the FTSE 250.

### Location – Folkestone

Saga's roots are in the town; we have

grown from a hotel in Folkestone and have always remained committed to the town. Our principal sites are in Folkestone town centre, Sandgate and Cheriton Parc. We also established contact centres in Thanet and Hastings. Today Saga employs some 5,000 people across ten sites around the UK.

### Advantages of Folkestone

Folkestone offers a competitive cost base, talented local people and good transport links to London and Europe.

### Advice for Start-Ups

Do your research and talk to as many people as possible.

Visit [saga.co.uk](http://saga.co.uk)

**Saga is synonymous in the UK with the over 50s market and is recognised for its high quality products and services.**



# Sector Strengths

## Leisure and Tourism

Leisure and tourism are at the heart of our potential for economic growth. We have a vast array of attractions – the Leas Cliff Hall and The Quarterhouse entertainment venues in Folkestone, Port Lympne Wildlife Reserve near Hythe, and Folkestone's attractive Coastal Park on the Lower Leas – which all make the place a tourism hot spot.

There are also major plans for the redevelopment of Folkestone seafront

and the recently opened Harbour Arm has been an enormous success.

Three Hills Sports Park is one of the largest multi-sports centres in the area and this, together with a new indoor urban Skate Park in Folkestone's Tontine Street, will provide some of the best sporting facilities of their type in the country. It is a centre of excellence for cricket, hockey and netball and also promotes other sports such as athletics. Both projects have been funded by donations from the Roger De Haan Charitable

Trust and the land for the Sports Park was provided by Folkestone & Hythe District Council on a 125 year lease.

Our area has great shopping opportunities, from contemporary high street shops to more unique independent shops. The district also hosts a number of farmers' markets offering quality produce.

Overseas visitors spend an estimated £18.5 million a year in the area and day visitors spend up to £122 million. 12% of all employment is generated by the tourism industry.

## Tourism and Retail Success Story - Romney, Hythe & Dymchurch Railway

Romney, Hythe & Dymchurch Railway (RH&DR) runs for 13.5 miles from the Cinque Port of Hythe, visiting the seaside village of Dymchurch, calling in at the railway headquarters at New Romney, and on to the National Nature Reserve of Dungeness.

The RH&DR opened to the public in 1927. The brainchild of millionaire racing drivers Captain J.E.P. Howey and Count Louis Zborowski, the 15" gauge railway was often referred to as the 'Smallest Public Railway in the World'. Originally running between Hythe and New Romney, the line was later extended down to Dungeness. The Railway has survived many historic events including World War Two, in which the Railway was requisitioned by the War Department and was used extensively to support the Allied Invasion Force.

The Railway has also attracted many noteworthy fans including the Royal Family and the comedians Laurel and Hardy, as well as thousands of domestic and overseas visitors each year to ride behind one of the 11 world-famous steam locomotives.

2017 marked the 90th anniversary of the railway and plenty of special events occurred throughout the year including the 90th Anniversary Birthday Party.

### Our Business

Romney, Hythe & Dymchurch Railway

(RH&DR) attracts both local users and national and international tourists. The railway's main attraction is, of course, the world famous steam locomotives. However the business has expanded into several catering outlets, souvenir shops and a Toy & Model Exhibition. These extras both help to support the railway financially and meet the increasing demands of visitors.

### Location – Romney Marsh

The railway was opened to the public in 1927 by two entrepreneurs especially looking to build a 'big boys' toy'. The Romney Marsh was the flattest area available at the time of planning and building so the ideal place for a railway. The Dungeness section of the line was added later.

### Advantages of Romney Marsh

The Romney Marsh location gives tourists a landscape to be explored. The railway begins at Hythe, where it benefits from the views of the Royal Military Canal and the Listening Ears, and travels towards the seaside village of Dymchurch.

New Romney itself has many other heritage features to interest tourists including St Nicholas Church, Romney Marsh Visitor Centre and the IMOS Foundation art displays. Dungeness is increasingly popular with visitors due to its National Nature Reserve (NNR) setting and attracts bird watchers and photographers.

### Business Support

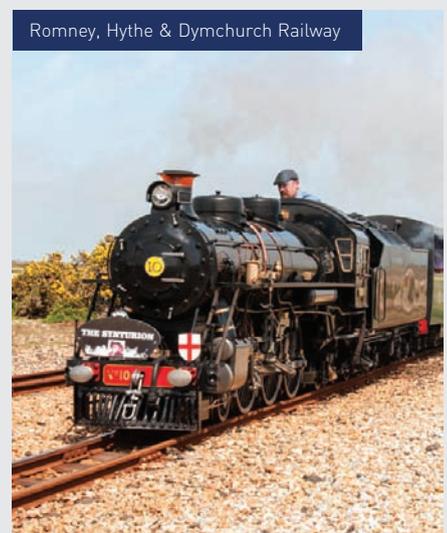
The RH&DR has close connections with the Romney Resource Centre and the railway provides work experience to learners there.

### Advice for Start-Ups

The Romney Marsh has some stunning scenery and other attractions which encourage tourists to stay in the area for longer breaks.

The area benefits from High Speed Rail links into Ashford International and a regular train service to Folkestone. Stagecoach buses are also regular from Folkestone to Hythe.

Visit [rhdr.org.uk](http://rhdr.org.uk) or call 01797 362 353.



## Tourism and Retail Success Story - Rocksalt



Rocksalt, Folkestone

Rocksalt is an informal, smart dining beach restaurant and bar with stunning views over Folkestone Harbour and a menu that features freshly caught seafood from local day boats.

### Our Business

"Bucket and Spade Ltd encompasses Rocksalt, The Smokehouse and Rocksalt Rooms. Our expertise is focused on the travel, tourism and hospitality sector. Rocksalt is a high quality fish restaurant and bar serving locally sourced produce and a seasonal sister fish and chip operation plus four boutique bolt holes for overnight stays. *The Daily Telegraph* described Rocksalt thus: 'Mark Sargeant achieves culinary magic at Rocksalt. His dedication to local ingredients introduces diners to new treasures'.

### Location – Folkestone

Rocksalt sits directly on Folkestone Harbour, with The Smokehouse and Rooms set one alley back from the waterfront. There is currently a huge regeneration project going on in the

town and besides the town needing a high quality restaurant, we are also just 53 minutes on the High Speed 1 (HS1) rail service from London St Pancras to Folkestone Central, making it a great day out to the coast for Londoners too! Close by is Folkestone's long pebble beach running alongside the Folkestone's Coastal Park.

### Advantages of Folkestone

Folkestone benefits from the advantages of lower property rental costs than in a city; 53 minutes from London on the High Speed 1 (HS1) rail service; the Folkestone Triennial, a public art show; beautiful sandy beaches; and the large scale regeneration going on in this beautiful seaside town.

### Business Support

We have had some support from the local Hotel and Catering Association and a few others in the surrounding area.

### Advice for Start-Ups

We would highly recommend it as a place where cost savings can be made. There is huge regeneration going on in the town with the seafront just about to be redeveloped. This will bring more mixed uses to the harbour front along with housing which ultimately means more customers for businesses."

Visit [rocksaltfolkestone.co.uk](http://rocksaltfolkestone.co.uk) or call 01303 212 070.

**Overseas visitors spend is £18.5 million a year in the district and day visitors spend is up to £122 million**

## Business Services and Construction

Our area offers professional and cost-effective local expertise for the business sector. With a journey time to London of just 53 minutes, the area has attracted a respectable community of professionals such as lawyers, accountants and architects, many of whom operate in the capital too.

### Business Services and Construction Success Story - Jenner (Contractors) Ltd

Jenner is a privately owned regional chartered building company that undertakes construction projects throughout Kent and East Sussex.

#### Our Business

“Our main business activities are spread across a number of sectors within the construction industry including commercial, private housing, affordable housing, education, healthcare, community projects and conservation work.

We deliver projects across Kent and into East Sussex with values of up to £16 million. In 2016 we turned over £37.5 million and have a projected turnover of £42 million for 2017.

We have delivered over 60 projects in the Folkestone & Hythe area in recent years, from large scale housing projects and educational buildings to private single housing properties and historic works. Examples include the new maths building at Harvey Grammar School, Cheriton Road in Folkestone; Siskin Close in Hawkinge and several projects in the Old High Street, Folkestone.

We are currently developing the old Shepway Resource Centre on Military Road in Folkestone, to provide 35 one, two and three-bedroom flats and

houses which will be sold to Folkestone & Hythe District Council. These homes will be offered to local people and are part of the council’s commitment to providing affordable housing.

#### Location – Folkestone

The origins of Jenner (Contractors) Ltd dates back to 1875 when Charles Jenner formed C Jenner & Son, operating from his home in Broadmead Road, Folkestone. The company evolved and in the 1960s had offices in Bouverie Road in the heart of town.

In the late 1960s the district council earmarked the area for regeneration and completed a Compulsory Purchase Order on the offices, meaning that Jenner (Contractors) Ltd had to move and find a new home. The owner at the time, Mr Pentecost, was encouraged by the council to consider Park Farm, as it was being marked as a new industrial estate for local manufacturing businesses. Mr Pentecost visited the area and purchased the land that Jenner sits on today.

Since then the company has grown organically and has had requirements for more space. Instead of moving away from the Park Farm estate and Folkestone, the offices have been extended and evolved to fit the company. The Board of Directors have

recently committed to staying in the Century House office on Park Farm Road until 2030, a testament to its excellent location.

#### Advantages of Folkestone

For us, Folkestone is fantastically located, close to major infrastructure including the M20, the High Speed 1 (HS1) rail service to London and the local ports. We are able to reach our clients and consultants, many based in Kent, East Sussex and London, within an hour on most occasions.

Folkestone is able to provide a skilled workforce of people for our business, with many of our staff residing within ten miles of the office. Our staff enjoy living and working in Folkestone and its good lifestyle.

Those who do not live in the locality can reach us easily using the excellent infrastructure – we have employees who commute from Orpington, Rochester and Sittingbourne.

#### Funding and Support

Locally we are members of many groups, including the Kent Invicta Chamber of Commerce and the Kent Construction Focus Group. We enjoy the local feel of these groups and benefit from sharing best practice, ideas and innovations.

#### Advice for Start-Ups

Take advantage of the up and coming area that Folkestone is. It is a location that can offer benefits to many types of business and its friendly residents can provide a business with a solid workforce.

Accessibility to Europe is a prime benefit and the proximity of the Channel Tunnel aids in this greatly. We have benefited from this, having the ability to visit suppliers based in mainland Europe.”

Visit [jenner-group.co.uk](http://jenner-group.co.uk) or follow us on twitter @jennergrou



Jenner (Contractors) Ltd

## Business Services Success Story - Martello

"Martello is a local multidisciplinary building consultancy, offering architectural services, surveying and cost consultancy. We strive to deliver a tailor-made service with the utmost professionalism and integrity.

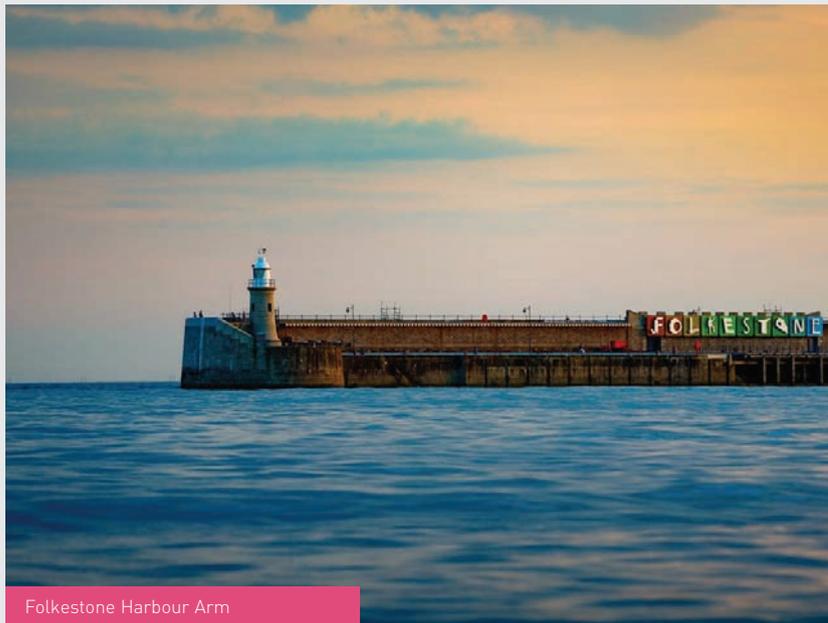
### Our Business

Martello is an award winning local building consultancy, providing architectural, surveying, project co ordination, cost consultancy and CDM principal designer services. We pride ourselves on delivering sustainable and practical designs in a cost effective way and our aim is to make any building project as hassle and stress free as possible for our clients. We strive to take the utmost care in providing a personal touch to every project we undertake.

### Location – Folkestone

We have strategically based ourselves in the heart of Folkestone's Creative Quarter, in order to be part of the successful regeneration programme. Many of our projects have been community based, such as the Harbour Arm development, The Lighthouse, Payers Park and the 2014 Triennial. We also project managed Radnor Park Tea Rooms, where we enthusiastically encouraged and supported East Kent College with student workplace-involvement.

All these projects reflect Martello's ethos and values which recognise that Folkestone businesses can have a significant impact on the successful economic and community growth and prosperity of the area. We strive to use or involve local businesses in every local project. We have the clients



Folkestone Harbour Arm

here to create the demand and local contacts to make it work.

### Advantages of the local area

Folkestone and Hythe are experiencing a significant increase in development and progression into two vibrant and popular coastal towns. They both have scenic beauty, a relaxed atmosphere to rejuvenate, and more affordable housing compared to most areas in Kent and are within proximity of London. Equally, there are fantastic fast connections to London and Europe. These great attributes make this an ideal location for investment in property and business.

### Business Support

Martello is a member of the Kent Invicta Chamber of Commerce; 'The Chamber provides membership services, business advice, international trade services,

representation and much more.'

In 2016, Andrew Cruttenden (Director) received the award for 'Entrepreneur of the Year'. The Awards are in their 11th year and have been described as 'A great catalyst to promote excellence in business that is in abundance within Kent'.

### Advice for Start-Ups

Take time to form a robust business plan, which includes undertaking detailed market research into the type of services or products you are planning to provide. If your business is creative, try to take advantage of the lower rents on commercial properties offered by the Creative Foundation, in order to keep your overheads low."

Visit [martellobc.co.uk](http://martellobc.co.uk) or call 01303 856 469

**We pride ourselves on delivering sustainable and practical designs in a cost effective way and our aim is to make the building project as hassle and stress free as possible for our clients.**

## Logistics and Distribution

Home to Eurotunnel, it is self-evident why we have a sector strength in logistics and distribution. The Port of Dover, Europe's busiest ferry port, is just 15 minutes' drive away from Folkestone. There are discussions underway to provide a lorry holding area along the M20 close the junction 11, which could link to the BREXIT arrangements and also provide a long term solution to Operation Stack. This will increase the attractiveness of our area for this sector.

### Logistics and Distribution Success Story - Eurotunnel

The Getlink Group holds the concession to manage and operate the Eurotunnel Channel Tunnel fixed link between the United Kingdom at Folkestone and France. The integrated transportation system, Le Shuttle carries trucks and passenger vehicles between Folkestone and Coquelles and also gives passage to international high speed passenger trains and rail freight trains.

#### Location – Folkestone

Folkestone provides the perfect combination of land availability, proximity to the M20 and the shortest distance between the UK and France.

#### Advantages of Folkestone

"As a transport operator it is essential that we are directly connected to the main transport infrastructure in the UK for both road and rail customers.

The M20 motorway and High Speed 1 railway links are critical to our success.

#### Advice for Start-Ups

Folkestone is ideally placed for businesses wanting access to both UK and European markets. It has very good communication links to France, the South East, London and beyond by both road and rail."

Visit [eurotunnel.com](http://eurotunnel.com)

## Manufacturing and Engineering

Manufacturing and engineering operations benefit from a readily available skilled workforce within the area. Commercial property sites are easily accessible with good motorway links plus access to the Port of Dover and Eurotunnel. Businesses can benefit from setting up their European supply chain here and run lines 24 hours a day, 7 days a week. These can be increased within sites which have space for expansion.

### Manufacturing Success Story - Gopak

Gopak, Hythe



"We have been designing and manufacturing folding furniture for education and community use in Hythe since 1973. Established in 1954, we started out producing high end folding furniture for retail including Liberty's of London and Heal's Furniture, moving on to manufacturing folding tables in the 1960s. It was from this simple idea that we developed our extremely successful and iconic range of aluminium folding tables in the early 1970s which we continue to make to this day.

#### Our Business

All products that we produce are either folding or flat packed. This means that we can utilise the services of a National Carrier and offer a next day delivery service. Using aluminium

as the core material, our products are innovative, lightweight, durable and guaranteed to last a lifetime.

We have developed an excellent reputation in the educational procurement sector, with Gopak products regularly being specified for school dining halls. In addition, we supply churches, village halls and any other community organisation or business who recognise the advantages that a Gopak product can offer. We have a developing export market, supplying our range of ultralight staging to France, Belgium, Holland, Germany and the UAE.

### Location – Hythe

We relocated from Canterbury to Hythe in 1973, finding that the business rates were attractive and there was also an available plot on a new industrial estate being developed on Range Road in Hythe.

Over the years we have increased our property space significantly to meet the demands of our growing business and have been fortunate enough to acquire neighbouring properties to enable us to remain in Range Road.

### Advantages of Hythe

Hythe provides an exceptional location with both stunning countryside and the sea literally on our doorstep. Lunch breaks are often spent walking on the Promenade or just taking in the fresh sea air and views across the English Channel.

We all appreciate the hassle free commute, with most of us enjoying a short journey to work. Some even cycle and take advantage of the Bike to Work Scheme that we offer. Being in close proximity to the M20 and ferry ports provides good access, and enables us to easily despatch

our goods to both UK and European customers.

### Business Support

We are members of the Kent Invicta Chamber of Commerce and work with UKTI who continue to provide useful support and advice for our exporting efforts."

Visit [gopak.co.uk](http://gopak.co.uk) or call 0800 195 4255

## Manufacturing Success Story - Church & Dwight

Church & Dwight is a major manufacturer of household products including Batiste dry shampoo, Arm & Hammer toothpaste, Pearl Drops whitening toothpaste and Nair hair removal products. Although Church & Dwight is a US manufacturer, the company operates its European headquarters from Folkestone.

### Our Business

"We manufacture a lot of well known brands in Folkestone and people have probably heard of our brands more than they have Church & Dwight. In Folkestone, we have the factory on the Wear Bay Road site, alongside our commercial office and two warehouses.

Many of the Church & Dwight brands are produced locally in Folkestone and as a result we are a major employer in the local area. Church & Dwight has recently invested in new production lines to meet the demand of increasing sales in the UK, mainland Europe and the rest of the world.

### Advantages of Folkestone

In Folkestone we have easy access to Europe and good motorway links so we can soon be in London and the head



Church & Dwight, Folkestone

offices of the companies that we deal with. We can easily get products from the continent as well. Locally, we use local employment agencies to help us recruit for the factory and engineering roles, so we have a good network based in Folkestone.

In Folkestone, we have about 280 employees and half of these are people working in production who actually manufacture the products. We also have labs and R&D which focus on the

innovation and the quality and regulatory side of the business.

Folkestone has a lot to offer. We have the Creative Quarter and the Leas and there is a nice feel about Folkestone, with lots of places to eat. The catchment area for our employees is mainly Folkestone, Canterbury, Ashford, Maidstone and Dover."

Visit [churchdwright.co.uk](http://churchdwright.co.uk) for more information or career opportunities.

# Folkestone

Our area really does offer a great work life balance. We have a diverse, high quality environment that combines sophisticated urban living in Folkestone and Hythe, along an attractive coast, with glorious countryside in the Romney Marsh and North Downs.

**With fine buildings, attractive parks and gardens including the award-winning Coastal Park on the Lower Leas, the Leas promenade itself and beaches. Folkestone has a lot to offer.**

## Folkestone

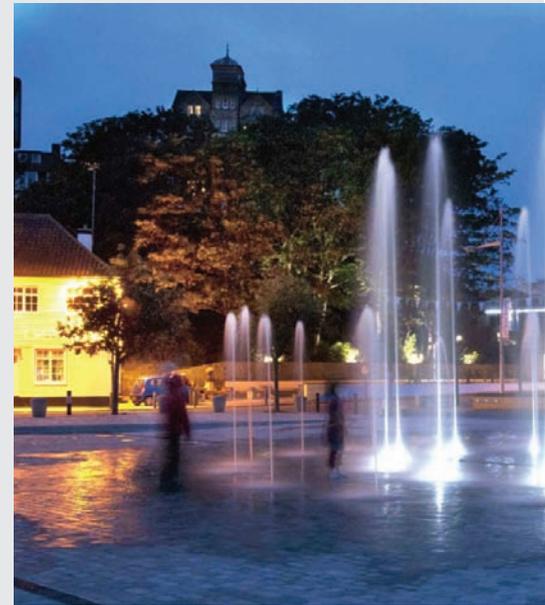
Folkestone offers a well-established opportunity for businesses to start-up and grow. With a supply of graduates from the county's universities and expanding further education and apprenticeship training provision, businesses can find talent at all levels.

## High Quality Urban Lifestyle

This growing town offers a high quality urban lifestyle. Did you know that Folkestone averages almost 2,000 hours of sunshine a year making it one of the sunniest places in the UK. It has excellent connectivity to London and the continent thanks to two High Speed 1 (HS1) railway stations, good access to the M20 via three motorway junctions and the Channel Tunnel terminal. It is also just 15 minutes' drive away from the UK's largest and busiest seaport at Dover.

## Growth Hub for Business

Folkestone is a growth hub for business, particularly for one of the UK's fastest growing business sectors – creative and digital media. There is a cluster of successful creative arts and digital high tech businesses around the Old Town and the Creative Quarter in high quality business space, such as at The Workshop on Tontine Street and at the nearby

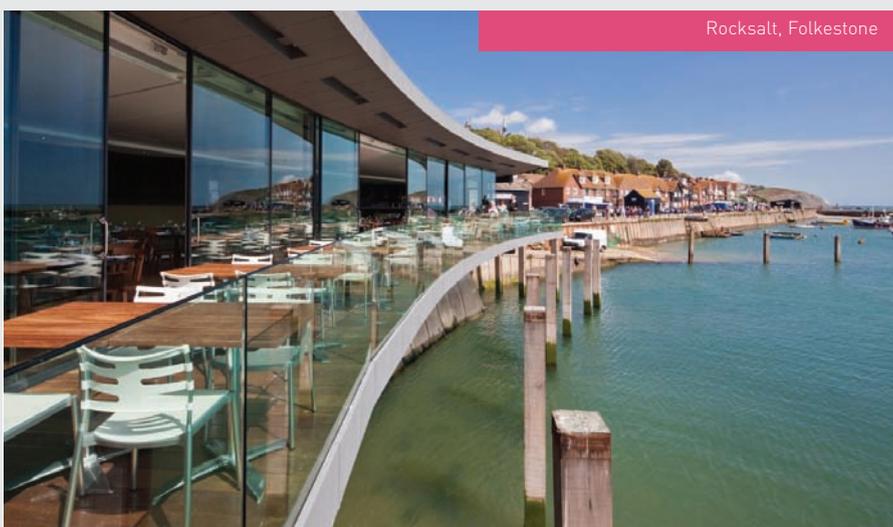


Folkestone Business Hub in West Street. Shearway Business Park and Park Farm are business locations on the fringe of Folkestone that provide high quality office and workshop accommodation.

Folkestone & Hythe District Council has underpinned its ambitions to build more homes and create more jobs by buying land at Biggins Wood, adjacent to Shearway Business Park. This has been earmarked for development for many years and already has planning permission for 77 new homes, including 23 affordable homes, and high quality, modern work space.

## Town Centre and Old Town

Folkestone town centre has major retail stores including Debenhams, and in the adjacent Old Town there are many independent shops, cafés and galleries in and around the thriving Creative Quarter which has benefitted from investment from the Roger De Haan Charitable Trust and the Heritage Lottery Fund. Close to the town centre is Folkestone Harbour and Sunny Sands Beach with its fishing boats, traditional pubs and great seafood. You can also explore Folkestone's



## Folkestone Success Story - Buckleys



Established in 1926, Buckleys (UVRAL) Ltd has built a reputation for manufacturing innovative and high-quality test equipment for use in the construction, offshore, marine, subsea, medical and fabrication industries.

### Our Business

Buckleys products have a wide range of applications from testing for defects in protective coatings on metal and plastic fabrications (such as pipelines and storage tanks) to the integrity of insulation on cables. It also produces corrosion test equipment for subsea structures and a range of equipment for locating leaks in flat roofs.

### Location - Folkestone

In 2010 Buckleys relocated to Folkestone, which was identified as an ideal location to support its growing worldwide network of distributors. It offers the convenience of the Dover Port and Eurotunnel, as well as close proximity to London and various international airports.

### Advantages of Folkestone

"One of the many contributing factors to the company's success is its location which enables local and international clientele to travel easily for ongoing training.

Many of our customers are based in northern Europe which makes Kent the ideal location for our operations. Folkestone enables us to meet clients face-to-face throughout Europe with minimal travel concerns whilst also allowing

us to offer superb customer focus to our UK clients. Having the international railway station at Ashford and major international airports such as Gatwick and Heathrow within easy reach is the icing on the cake. This enables us to visit clients and vice-versa around the world conveniently.

Kent also boasts an extensive skills base. We have built strong relationships with our suppliers over the years and their support and expertise is fundamental to our success and helps us manufacture our products to the very highest standard.

Such good transport links also make it viable for us to offer training and face-to-face product support to our UK-based customers; either at our Folkestone Head Office or at their base elsewhere in the UK.

### Advice for Start-Ups

Stay informed and keep networking. We are members of the Kent Invicta Chamber of Commerce and various other local associations which ensures we are always kept up to date on new legislation, industry fluctuations and best practice. This, combined with our continuous focus on innovation and training, has set us apart as experts in our field.

Structured product development, continuous improvement in product and process, and total quality management have been the key to the business' success."

Visit [buckleysinternational.com](http://buckleysinternational.com) or call us on 01303 278888.

Visit our YouTube channel.



Creative Quarter, Folkestone

award-winning Coastal Park on the Lower Leas and the dramatic Folkestone Warren nearby.

### Rich Town Heritage

The town's rich heritage includes the site of a Roman Villa, medieval St Mary and St Eanswythe's Church in the Bayle and Napoleonic Martello towers along the coast. Folkestone also has an impressively large Conservation Area with particularly grand Victorian and Edwardian architecture. The town played an important role in the First World War as a ferry port serving the battlefields of northern France and Belgium. During the Second World War nearby Hawkinge Airfield was a Battle of Britain front-line fighter station.

The Leas itself is a mile-long cliff-top promenade that overlooks the English Channel. It offers breathtaking views, colourful flowers, a bandstand and pathways that zigzag down to the Coastal Park on the Lower Leas. This was an inspiration to H.G. Wells who lived in Spade House, overlooking Sandgate, at the turn of the 20th century.

**Many of our suppliers are Kent-based companies whose skills, abilities and service are outstanding in their specialist fields.**

Simon Dobson, Buckleys Managing Director



Folkestone Seafront Development

## Folkestone Seafront

The most high-profile regeneration scheme in the district is the exciting Folkestone Seafront development, which is set to transform one of the town's most iconic sites and to redefine the relationship between the town and the sea.

Folkestone Harbour Company's imaginative plans to develop Folkestone's seafront include plans for up to 1,000 homes, with a mix of beach houses, apartments and townhouses. The 35-acre development will also incorporate recreational areas and public spaces as well as commercial space of up to 10,000 sqm. The scheme has been prepared for development through significant investment from the landowner, Sir Roger De Haan. In due course, the site is expected to generate 500 direct full-time jobs.

Initial steps in this regeneration have already taken place with the opening of Rocksalt, a signature restaurant overlooking the inner harbour, run by the well-known chef Mark Sargeant. Considerable improvements have also been made to the public realm, including the creation of interactive fountains in a new public

square and the opening of the half-mile-long Harbour Arm for recreation, food and drink, entertainment and walking and fishing.

Folkestone Seafront presents a unique opportunity to create an environment that will stand the test of time, improve the attractiveness of the town for residents and visitors and provide better access to seaside amenities for generations to come.

Through developing the seafront, Folkestone can capitalise on its natural assets and other opportunities that either exist now or will arise in the future. The challenges in arriving at a successful formula for this development have been achieved through the planning process.

Some of the extraordinary costs of preparing infrastructure, including sea and flood defences, ground investigation, provision of essential services and public realm enhancements in readiness for the development, have been supported through a £5 million grant from the government's Local Growth Fund, through the South East Local Enterprise Partnership.



Changes to the site's access have been made, including the reintroduction of two-way operation of Tram Road and Tontine Street, enabling bus services to be run along there for the first time in many decades. The scheme also requires substantial reinforcement of flood defences and beach nourishment.

Visit [folkestoneseafront.com](http://folkestoneseafront.com)

**The Folkestone Seafront development includes plans for up to 1,000 homes, with a mix of beach houses, apartments and townhouses.**

The Urban Sports Park will provide locals and visitors alike with the opportunity to engage in a unique range of sports, including skateboarding, BMX, boxing, climbing and bouldering.



### Folkestone Harbour Arm

The regeneration of the half-mile-long Harbour Arm is bringing new life to Folkestone Harbour and has drawn thousands of visitors to this centre for food, drink and entertainment, with over 80,000 people visiting in just 12 weekends during 2015 and hundreds of thousands of visitors in 2016.

Following a £3.5 million renovation, the Harbour Arm was opened as a public promenade with independent bars, restaurants and cafés.

Originally the railway terminal for the Folkestone-Boulogne Ferry and departure point for soldiers on their way to the Western Front, the Arm still embraces the town's working fishing harbour, and has become a pivotal point in the town's future and its historic past. Small, independent businesses along this pier give it a unique flavour, and its reputation is growing. Restoration is continuing along the railway platform and across the railway bridge and beyond, with the addition of an onsite bakery and brewery, a regular farmers' market and other seasonal events.

The Harbour Arm is an important step towards realising the rejuvenation of the wider harbour and seafront area and will be followed by the restoration of the station and viaduct.

Visit [folkestoneharbourarm.co.uk](http://folkestoneharbourarm.co.uk)

### Folkestone's Urban Sports Park

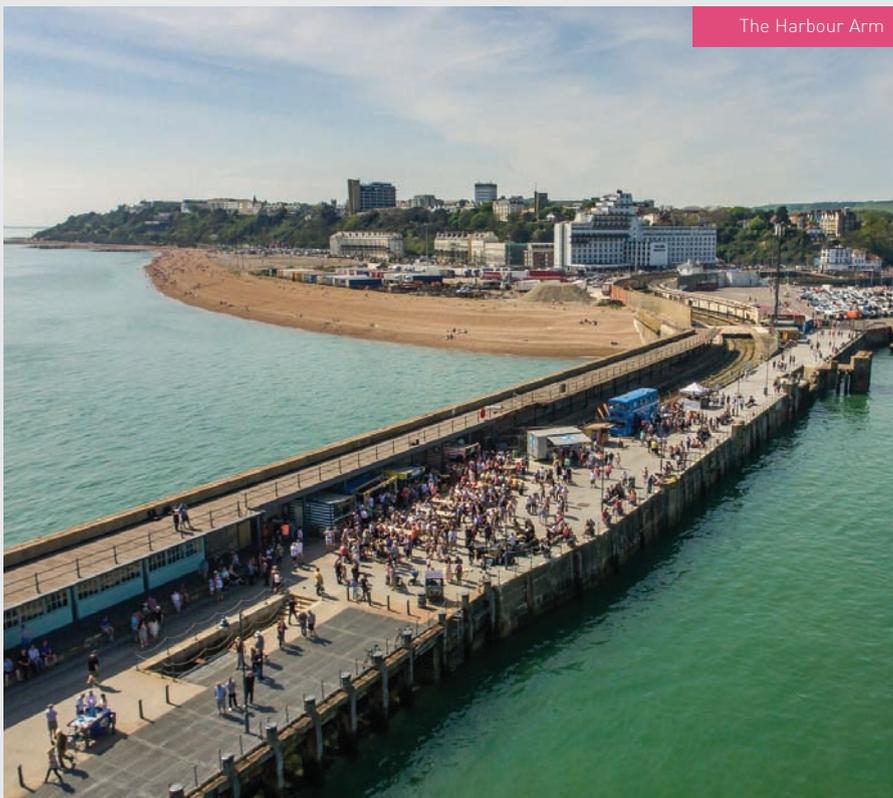
The Roger De Haan Charitable Trust and Shepway Sports Trust have commissioned Guy Hollaway Architects to design an Urban Sports Park in Folkestone; the project is due to be completed in 2019.

The multi-storey sports park is seen as an investment for young people and will be located in the town centre, at the junction of Dover Road and Tontine Street. There is already much talk about this groundbreaking initiative which is understood to be the first of its kind in the world.

The park will provide locals and visitors alike with the opportunity to engage in a unique range of sports, including skateboarding, BMX, boxing, climbing and bouldering. Expert input has been provided by Maverick Industries, who are specialists in skate park design. Each floor will offer a different experience and have distinctive features suited to different skills and abilities.

Shepway Sports Trust will manage the site, which will also provide a new home for Folkestone Amateur Boxing Club. Shepway Sports Trust is a not-for-profit sports charity, funded principally by The Roger De Haan Charitable Trust.

Visit [Facebook.com/UrbanSportsFolkestone](https://www.facebook.com/UrbanSportsFolkestone)



# Hythe

Hythe has recently been named number one new housing hot spot in the UK. Its good schools, attractive Kentish townscape, beaches and fast transport links to London have helped it to achieve this accolade.

Hythe has an active business community that supports existing commerce and new start-ups. Its close proximity to Folkestone West station means that businesses can be in London within an hour. There is accommodation for small businesses and opportunities in a wide range of premises, including converted farm buildings, which provide space for expanding businesses.

Award-winning Guy Hollaway Architects is based in Hythe, designing creative high-quality buildings locally, nationally and internationally.

## Historic High Street

Hythe's historic high street offers an eclectic mix of specialist shops including antique and vintage traders, cafés, pubs and restaurants. Whether you prefer the Napoleonic Royal Military Canal, which is perfect for walking or cycling alongside, or the nearby beach where you can sail, kite-surf, fish or swim, Hythe offers a great quality of life.



## Significant Investment

The town is seeing significant investment, including in its hotels. The historic 19th century four-star Hythe Imperial Hotel & Spa on the seafront at Princes Parade has recently had a facelift, with a £1 million investment that has created superb business function rooms, luxury suites and a new champagne bar. At nearby Port Lympne Wild Animal Park, the Grade II listed Port Lympne Mansion Hotel now offers en-suite boutique bedrooms/suites in period style following a £2 million investment by the Aspinall Foundation. There are also now luxury tree houses and camping facilities.

## New Developments

According to Right Move, house prices of all types are up to 59% lower in Hythe than in London. The area has some new high quality housing developments that will meet a wide range of needs.

The new Imperial Green development offers a mixture of townhouses and apartments close to the coast, with 75 new homes adjacent to a nine-hole golf course and the promenade overlooking the sea. The Fisherman's Beach development has contemporary beachfront apartments, houses and villas in a waterside setting. There is also Martello Lakes to the west of Hythe, with the first phase of 190 new homes focused around a lake underway.



**House prices of all types are up to 59% lower in Hythe than in London**

Hythe is one of the original Cinque Ports situated on a broad bay of the

Beaufort Apartments, Sandgate

English Channel, four miles from the Channel Tunnel and Folkestone.

A stroll along Stade Street brings you to the Green Flag Award winning Royal Military Canal. The Canal was dug during the Napoleonic era as a defensive measure against possible French invasion and runs east of Hythe to the Sussex border. Today it offers delightful walking, cycling and boating and every two years hosts the famous Hythe Venetian Fete.



The beautiful St Leonard's Church

## Hythe Success Story - Holiday Extras

Holiday Extras is the market leader for travel extras in the UK. Based in Hythe, their core offering consists of airport parking, airport hotels, airport lounges, holiday insurance and car hire.

### Our Business

"My name's Matthew Pack and I am the Chief Executive of the Holiday Extras group of companies. My father, who is from Kent, founded this business in 1983. We have around 600 employees working around Hythe and another 100 in Germany. The whole company employs around 800-900 people.

Holiday Extras is a great place to work. We are independently surveyed by *The Times* Top 100 Companies to Work For every year and I am pleased to say that we have featured ten times on this list and reached number 20 in 2016.

We have offered a lot of work experience for students over the years, along with apprenticeships and

industrial placements. Students work for a couple of months over the summer and then they often come back here to work full time.

### Location - Hythe

The main thing for us is that it is very easy to get to London and Europe. We have plans to expand and have the option to develop an additional building on our campus. The District Council was very accommodating in the past when we wanted to relocate from our previous building to our existing site and helped us to de-list the old motel that was here.

### Advantages of Hythe

The obvious benefits of being in Hythe,

or out of London, are that the office space is cheaper and the way of life is better. I believe that employees that come to work here have a better way of life than those that live and work in London. There's no big morning commute and everyone is pretty happy here. We offer flexible working - Anytime, Anywhere; a lot our team regularly work from home. We encourage people to enjoy a good work / life balance and it's great if people can take the time to get down to the beach and take advantage of this wonderful place where we are based."

Visit [holidayextras.co.uk](http://holidayextras.co.uk)

**Holiday Extras is a great place to work. We are independently surveyed by *The Times* Top 100 Companies to Work For every year and I am pleased to say that we have featured ten times on this list and reached number 20 in 2016.**

# Romney Marsh



**New Romney, Lydd, St Mary's Bay and Dymchurch offer a unique blend of market town living, tradition and stunning shoreline.**

Romney Marsh is a distinct and fantastic place to live and start-up a new venture, with its beautiful open landscape, huge skies and miles of coast that makes this area so appealing. New Romney, Lydd, Dymchurch, and villages like Brookland and Newchurch, offer a unique blend of country town living, tradition and stunning shoreline.

Both agriculture and tourism play an important role in the local economy, alongside the nuclear sector at Dungeness and London Ashford Airport at Lydd, both of which offer future economic growth opportunities.

Employment centres on the Marsh's main towns of New Romney and Lydd. Mountfield Road Industrial Estate at New Romney provides high quality accommodation for SMEs. The Romney Resource Centre and Business Incubation Centre are also located there, providing space and support for new business start-ups and training to develop the local workforce. There are plans to expand Mountfield Road to provide more space for growing businesses and those wanting to start up or relocate to the area.

The Marsh has its own economic development group, the Romney Marsh Partnership, which brings together key players from the private and public sectors in Kent and East Sussex to pool expertise and resources for the area.

## **Sport and Leisure**

With miles of sandy beaches, the Marsh has a developing reputation for water-sports including kite surfing, and the Varne Boat Club and Action Water Sports are specialist providers of activities at sea and on inland waters.

Back on dry land, Littlestone Golf Club's Championship Links course is amongst the top 100 courses in England, while New Romney's Sport Centre offers an extensive range of facilities including fitness rooms, sports hall, outdoor courts and a relaxation suite.

Inland, the Marsh offers 100 square miles of countryside, where you can walk and cycle down quiet country lanes and paths, visit village pubs and medieval churches, and investigate a fascinating history of invasion and smuggling. Why not plan your journey at Kent Wildlife Trust's Romney Marsh Visitor Centre? [www.kentwildlifetrust.org.uk](http://www.kentwildlifetrust.org.uk)



Greatstone, Romney Marsh © Visit Kent

## Romney Marsh Success Story - Romney Marsh Brewery

Romney Marsh Brewery is an award-winning, family-run brewery producing distinctive and accessible ales for beer lovers and beer newcomers everywhere.

### Our Business

"Romney Marsh Brewery supplies the pub trade, restaurants, farm shops and supermarkets throughout Kent and East Sussex. It also sells direct to the public from its own brewery shop – open Fridays.

### Location – Romney Marsh

The family had been holidaying on the Marsh for generations. A love of the landscape, nature, history and quality of life the Marsh offers led us to set up our home and business here. The Marsh is at the heart of our brewery and the beers we make: Romney ales.

### Advantages of Romney Marsh

Locating the brewery in a region where there is a healthy level of tourism has been a real bonus. The modern traveller wants to try local produce and will hopefully return home, spreading the good word about Romney Marsh Brewery beers.

### Advice for Start-Ups

Test your potential market first. Produce samples, get feedback and a sense of whether there is an appetite (or thirst!) for what you want to do. Embrace social media to generate interest, so you are locally supported from the get go."

Visit [romneymarshbrewery.com](http://romneymarshbrewery.com) or call 01797 362 333

For a fun day out, the narrow gauge Romney, Hythe & Dymchurch Railway carries visitors across the Marsh from Hythe to Dungeness and celebrated its 90th anniversary in 2017.

Dungeness attracts visitors from all over the world for its wild beauty. Due to its unique climate and geography it is the UK's only 'desert' and is home to both the RSPB's oldest reserve with extensive wetlands, and to EDF's nuclear power station and Visitor Centre.

### A place to call home

London commuters love the array of shoreline sheds and bungalows at Dungeness, which has an artistic appeal and there are many renowned properties such as the architectural award-winning Pobble House and Derek Jarman's Prospect Cottage.

Modern housing along the coast overlooks beaches while the Marsh's historic towns and villages have cosy cottages and rambling period detached properties.



Romney Marsh Brewery

**Locating the brewery in a region where there is a healthy level of tourism has been a real bonus.**

Matt Calais, Director

# North Downs



**...this designated Area of Natural Beauty (AONB) is an enchanting place with secluded wooded valleys and delicate chalk grassland that is rich in wildlife.**

Part of the Kent Downs Area of Outstanding Natural Beauty, this part of the district lies between Folkestone and Canterbury and offers easy access to the M20, M2 and the Channel Tunnel. It is renowned for its many attractive villages such as Elham, Etchinghill, Lyminge, Lympe, Sellindge, Stelling Minnis and Stowting. Hawkinge is the largest and has significant high quality housing planned alongside commercial development. Even the names give you a sense of the rural idyll that awaits you when you visit the area.

The North Downs have been shaped by centuries of farming and rural enterprise and this designated Area of Natural Beauty (AONB) is an enchanting place with secluded wooded valleys and delicate chalk grassland that is rich in wildlife.

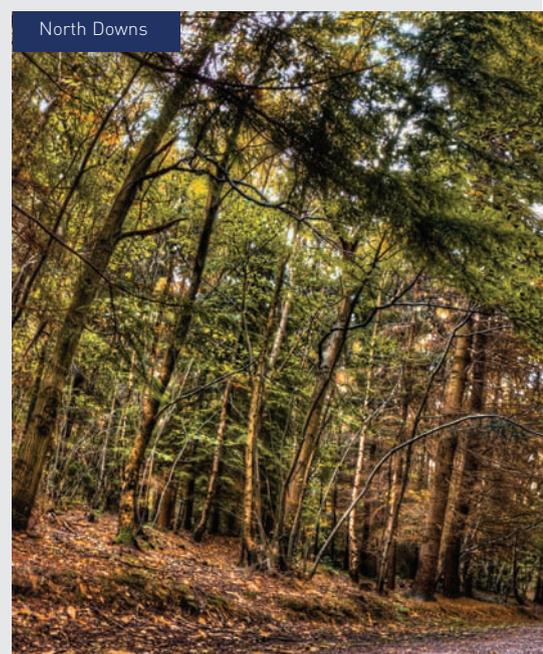
## **Affordable Accommodation**

Housing is very affordable in the North Downs, despite the beautiful setting and good transport links. Property prices are nearly 60% cheaper than in London and, with excellent schools, it offers a perfect location for families seeking a rural lifestyle.

Terlingham Forum is a new neighbourhood centre in Hawkinge West where a new residential countryside development has been built by Pentland

Homes. This offers a wide range of high quality modern spacious apartments in a first class location which is within easy reach of Folkestone, Canterbury and Ashford.

Affordable business accommodation is peppered around the North Downs and there are a number of planned developments coming forward that will also increase supply in the future.



## Boutique Vineyard

The North Downs has worked for businesses like Terlingham Vineyard & Winery which is England's smallest commercial vineyard and is based near Hawkinge. This boutique vineyard takes full advantage of its location and natural landscape to grow a range of grape varieties on 5,500 vines.

## Specialist Transport

Boat Shift is another success story. This is a specialist transport company that benefits from close proximity to the M20 and Dover, ideally located for transporting boats to and from France and Spain by road. Their location on the North Downs, together with high quality equipment and highly acclaimed customer service, has meant success for them.



Pentland Homes



## North Downs Success Story - Pentland Homes

Pentland Homes builds contemporary, high quality homes in some of Kent's most desirable locations. With roots stretching back to the 1970s, we have spent decades building our reputation as one of the county's premier house builders.

### Our Business

"In the last few years, we've grown from building approximately 30 homes per year to over 100 in 2016, and we're proud to say that quality remains at the heart of our business.

The number of staff we employ has also increased significantly. We now have almost 40 direct employees at our Head Office, sites and sales offices, in addition to the hundreds of subcontractors working on our developments. We are averaging around 100 subcontractors working across all of our sites every day.

As a family-run business we are able to provide a level of service and attention to detail that distinguishes us from national house builders. Our space and quality standards are foremost when we develop new sites and house types.

### Location – North Downs

When our Head Office team was smaller, our office was based in one of our newly built homes in Hawkinge, but as our staff expanded we relocated to our current Head Office at Etchinghill Golf Club, owned by our sister company Pentland Golf and Leisure.

We currently have sites we are developing in Folkestone, Hawkinge, Sissinghurst and New Romney, and have recently completed very successful developments in Dover, Ashford and Canterbury.



Pentland Homes

In 2017, we will be launching new developments in Hollow Lane, Canterbury and Lydden near Dover and a new phase in Hawkinge of 47 family homes.

Folkestone has gone from strength to strength in recent years, and we have many purchasers moving from London, Surrey, the West Country and further afield. This is down to excellent transport links, including HS1, access to the M20 and M2, and, of course, the Eurotunnel and Port of Dover.

Recent investment in the town has made it a very desirable place to live, with the Creative Quarter and the newly opened Harbour Arm offering an excellent quality of life.

### Advice for Start-Ups

Within our commercial units in Hawkinge we have seen a wide variety of start-ups and extensions of existing local businesses. The connection to the continent together with easy access to London makes this area ideally placed for many different industries."

Visit [pentlandhomes.co.uk](http://pentlandhomes.co.uk)

**The District Council continues to be very supportive of Pentland Homes and what it brings to the district, not just in employment but also in terms of the quality homes we provide.**

# Lifestyle

We combine 23 miles of fantastic beaches with glorious countryside in the Romney Marsh and North Downs and sophisticated urban living in Folkestone and Hythe to offer a great lifestyle.

## Achieving a Good Work Life Balance

Our area really does offer a great work-life balance. You will love the perfect mix of coast and country, culture and recreation and fine food and drink in our award-winning restaurants, cafés and pubs.

We combine 23 miles of fantastic beaches with glorious countryside in the Romney Marsh and North Downs and sophisticated urban living in Folkestone and Hythe to offer a great lifestyle. Folkestone is one of the sunniest places in the UK and Hythe has recently been named number one new housing hot spot in the UK.

For further information, you can visit [visitfolkestone.co.uk](http://visitfolkestone.co.uk) and [visitromneymarsh.com](http://visitromneymarsh.com)

## Perfect for Family Life

With many new housing developments across the area there are plenty of excellent places to live. At Shorncliffe Heights on the edge of Folkestone, Taylor Wimpey are developing over 950 homes, a new primary school, improved sports facilities and extensive

public open space. If you prefer to be closer to Hythe then the new Martello Lakes development of 1,050 homes with a community centre and commercial space or the contemporary homes at Fisherman's Beach may be more for you.

The high achieving grammar schools, academies and East Kent College's Folkestone College makes this the perfect place to bring up a family.

## Attractions and Festivals

### Port Lympne Reserve

Set in 600 acres and home to more than 70 rare and endangered species, Port Lympne is one of the largest wild animal parks in the UK and is a world leader in breeding rare and endangered species.

The park's African Experience has 100 acres where over 200 wild animals, including gorilla, black rhino, ostrich and zebra can be seen roaming freely as if on the plains of Africa.

The park affords idyllic views of Romney Marsh and incorporates the historic mansion and landscaped gardens designed by Sir Herbert Baker for Sir Philip Sassoon during the First World War.

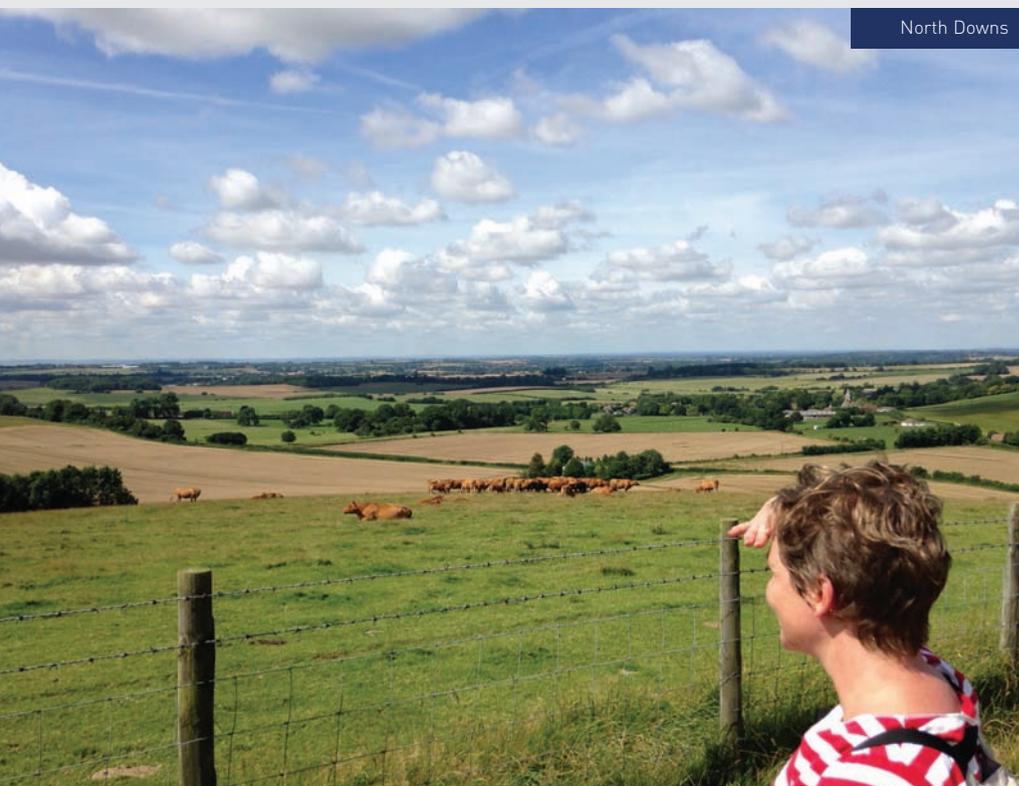
### RSPB Dungeness Nature Reserve

The RSPB's oldest nature reserve occupies approximately 1,000 hectares of the Dungeness National Nature Reserve and is internationally important for its wildlife.

Hundreds of water birds can be seen on the lakes throughout the year with spectacular migrations during the spring and autumn. Plenty of other wildlife can be seen here during spring and summer from dragonflies and butterflies to frogs and wildflowers.

### Folkestone's Coastal Park

Folkestone's multi award-winning Coastal Park (including the prestigious Green Flag and Certification of Excellence from TripAdvisor) is on the Lower Leas and is widely regarded as one of the most attractive parks of the district. The park is laid out in three broad areas: The Wild Zone, The Fun Zone and The Formal Zone.





Port Lympne Reserve

The Wild Zone looks out to sea and provides a perfect place to relax. Picnic beaches and specially designed BBQ areas make it a great place to spend a peaceful moment.

The Fun Zone has the south-east's largest free children's play area, and there is the ever popular outdoor amphitheatre which hosts free events, including music, magic, comedy and drama, during the summer months.

The Formal Zone hints at the park's Victorian and Edwardian heritage with floral planting, pine walks and meadows to create a colourful and inspiring environment in which to take a leisurely stroll.

### The Royal Military Canal, Hythe

The unique Royal Military Canal was built from 1804 to 1809 between Hythe and Rye to protect England from invasion by Napoleon. Today it is an excellent attraction for people looking for a relaxing day out. Winner of the prestigious Green Flag award, the Canal provides great walking, cycling and boating.

The Canal is stocked with Carp, Pike, Perch, Bream, Rudd, Eels and other freshwater fish perfect for all types of fishing.

### Romney Marsh Visitor Centre

The award-winning Romney Marsh Visitor Centre and Community Garden are located in an 11-hectare local

nature reserve just outside New Romney - the Romney Warren Country Park. The Park's unspoilt dune grassland, willow scrub and wildlife rich ponds is a Site of Special Scientific Interest (SSSI) and nationally important for Great Crested Newts.

The Visitor Centre, which has straw bale walls and a living roof, has informative exhibitions about the Marsh's heritage and provides information about things to see and do in the area today.

### Folkestone Triennial

The Folkestone Triennial is one of the most ambitious public art projects presented in the UK. Artists are invited to use the town as their 'canvas', utilising public spaces to create striking new pieces. It takes place every three years and is one of the key projects of the Creative Foundation, an independent visionary arts charity dedicated to enabling the regeneration of Folkestone through creative activity.

Folkestone Triennial returns for its fifth edition in 2020.

Curated for the second time by Lewis Biggs, the Triennial 2017 adopted the title "double edge".



Folkestone Triennial

The concept of “double edge” further developed the inquiry into ‘sense of place’ that guided the Folkestone Triennial 2014 “Lookout” Exhibition. “double edge” refers to the two main axes around which Folkestone’s development as a town has taken place historically and geographically: the seashore and the Pent Stream, an ancient watercourse flowing from the Northern Downs into the sea, the present edge between East and West Folkestone.

The title draws on the extensive academic study of ‘edge’ concepts in recent years: borders, thresholds, margins, the periphery and the liminal. “double edge” resonates with major contemporary cultural, economic and political realities experienced as part of everyday lives in Folkestone and across the globe: migration, border control, wealth inequality, sustainability, a challenging urban environment and climate change, to name a few.

Internationally recognised artists were commissioned to make new contemporary artworks exhibited in public spaces around the town. Artists were invited to engage with Folkestone’s various narratives and material memories drawn from the town’s social, cultural, political and economic history.

For further information visit [folkestonetriennial.org.uk](http://folkestonetriennial.org.uk) – follow Folkestone Triennial on Instagram and Twitter @FstoneTriennial #doubleedge

### Folkestone Book Festival

A Book, Literary or Literature Festival has taken place annually in Folkestone since 1980. Over the years each festival has included a wide variety of events in addition to talks by authors, debates and discussions, history weekends, maritime and science days, creative writing workshops, walks around the town and visits to local houses of literary significance. Contributors have included new, established and local authors, scientists, historians, philosophers, poets, politicians, comedians and actors.

Visit [folkestonebookfest.com](http://folkestonebookfest.com)

### Hythe Venetian Fete

The Hythe Venetian Fete is a tableaux of decorated floats in various themes held on the Royal Military Canal every two years. It attracts an audience of thousands to see the two processions of up to 40 floats, first in daylight, and then again after dark when illuminated. Between the two parades at dusk there is a grand firework display.

Although aquatic events were held on the canal during the middle of the 19th century it was not until 1890 that Edward Palmer (founder of the Hythe Reporter) suggested a parade of illuminated boats on the canal and on Wednesday 27th August of that year the first parade took place. Palmer coined the name ‘Venetian Fete’ when he

reported the event in his newspaper and the name stuck and has been used ever since.

Visit [hythe-venetianfete.com](http://hythe-venetianfete.com)

### Charivari Day

Charivari has been a big part of Folkestone’s celebrations each summer for the past 20 years. An outdoor carnival event set up and run by Strange Cargo, the annual procession features live bands, colourful costumes and displays. The displays and costumes are designed and built by local artists and hundreds of local school children who also take part in the procession.

Visit [strangecargo.org.uk](http://strangecargo.org.uk)



Charivari Day © Strange Cargo



© Strange Cargo



© Strange Cargo

**Our area really does offer a great work-life balance. You will love the perfect mix of coast and country, culture and recreation and fine food and drink in our award-winning restaurants, cafés and pubs.**

## Otterpool Park: A Garden Town of the Future

Folkestone & Hythe District Council has received government support for Otterpool Park Garden Town, in response to the Government's prospectus for Locally Led Garden Cities, Towns and Villages.

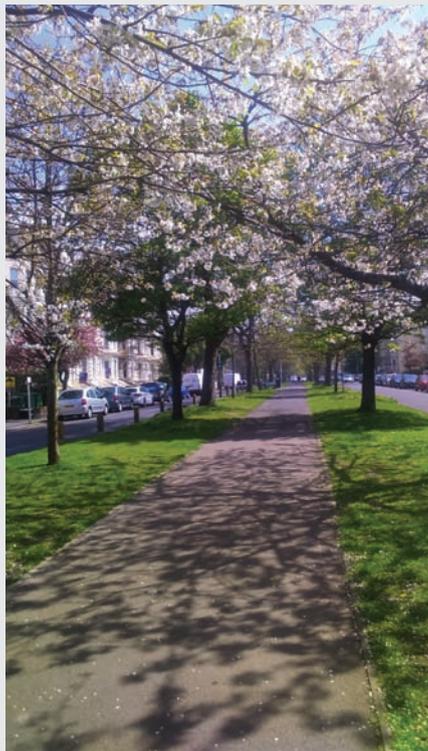
The council, with its landowner partner Cozumel Estates, is preparing a proposal for up to 12,000 new homes and employment space close to Junction 11 of the M20. This is to help meet the long term future housing and job needs in the district. The development of affordable high quality housing and a sustainable local economy will help the council to deliver its corporate plan objectives.

The new community will focus on sustainability, cutting edge technology, quality design, accessible green space and high quality public realm to match the principles of the garden city movement. The proximity of the M20 and Westenhanger Station means the area is already well connected, not only with the rest of the district but also with the capital, the Channel Tunnel and the Port of Dover.

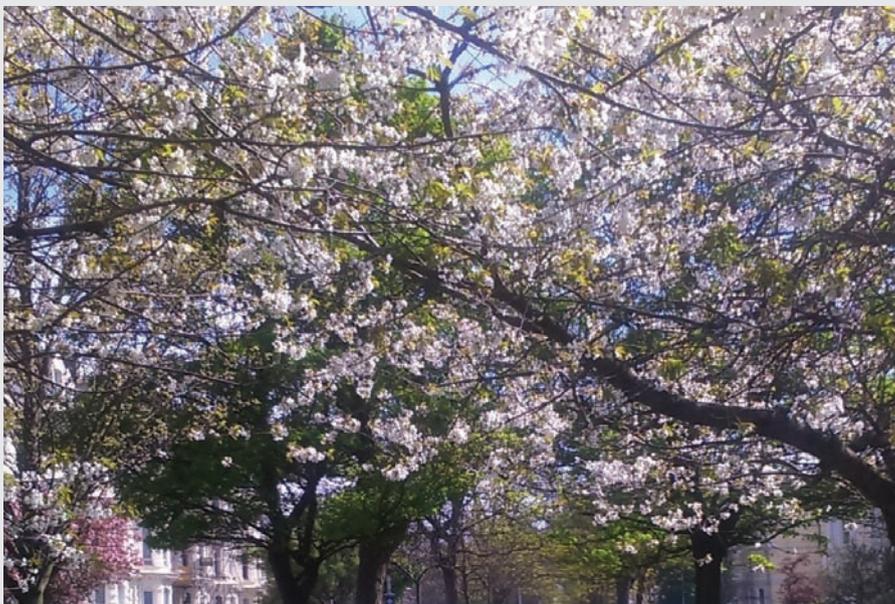
The existing community around the Otterpool Park will have better access to services, and will also benefit from

new infrastructure such as new roads. There will also be more job opportunities in the local area as a result of the development.

If you are interested in potential future business or investment opportunities, please email [Otterpool@folkestone-hythe.gov.uk](mailto:Otterpool@folkestone-hythe.gov.uk)



The new community will have a focus on sustainability, cutting edge technology, quality design, accessible green space and high quality public realm...



# Introducing Folkestone & Hythe District Council

Recently renamed Folkestone & Hythe District Council, Shepway District Council was formed in 1974. It is based in Folkestone and represents four main communities: Folkestone, Hythe, the Romney Marsh and the North Downs.



The council has five key strategic objectives to focus its resources and service provision. They are:

- More Jobs
- More Homes
- Appearance Matters
- Health Matters
- Achieving Stability

The District Council is responsible for a number of key services including Recycling, Public Sector Housing, Planning and Economic Development and Parks and Open Spaces.

The district is also represented by six Kent County Councillors. Kent County Council has responsibility for services such as Education, Social Services, Libraries and Roads and Highways.

## Contacting Folkestone & Hythe District Council

### Folkestone & Hythe District Council

Civic Centre, Castle Hill Avenue,  
Folkestone, Kent CT20 2QY.  
Tel: 01303 853 000  
Tel: 01303 221 888 (Out of Hours  
emergency number)

Follow us on Facebook and Twitter:  
[facebook.com/FolkestoneandHythe](https://www.facebook.com/FolkestoneandHythe)  
[@fstonehythedc](https://twitter.com/fstonehythedc)

Visit our website [folkestone-hythe.gov.uk](http://folkestone-hythe.gov.uk)  
It is easy, free and always open.

Customers can now report / request many things online, for example:

- Change of address (Council Tax)
- Discount & exemptions
- Report a missed bin
- Request a new bin
- Sign up for the Garden Waste Service
- Book a bulky collection

- Set up a Direct Debit
- Request a single occupancy discount (Council Tax)
- Report flytipping
- Report abandoned cars
- Street cleaning.

## Other Useful Contacts

East Kent Housing General Enquiries  
01303 853 700

Emergency Council Services:  
Out of Hours  
01303 221 888

Electoral Registration  
01303 853 497

## FOLKESTONE & HYTHE DISTRICT COUNCIL FLOWER BED SPONSORSHIP SCHEME

Folkestone & Hythe businesses GROW FOR IT with Folkestone & Hythe District Council's flower bed sponsorship scheme. Local businesses can stand out in the crowd and be proud to contribute towards Folkestone & Hythe's best flower displays.

15 flower beds in the district have been selected as ideal sites for sponsorship for local businesses. These include high profile areas such as Radnor Park, Folkestone Harbour, Hythe and the famous Leas.

Aesthetically pleasing signs installed in the flower beds can display your company details and help promote your business.

If your company would like to take part, please contact Jana Getliffe on 01303 853685 or email [jana.getliffe@folkestone-hythe.gov.uk](mailto:jana.getliffe@folkestone-hythe.gov.uk) for more information.



# it's local



**it'slocal** - It'slocal is an online search engine for your local area. It's compatible with every conceivable internet enabled device from mobile smartphones to laptops and it's free for both users and advertisers. It's different to regular search engines in so many ways; there is nothing else quite like it on the World Wide Web. It'slocal will support the local economy, local jobs and the local community.

**it's just local** - It'slocal is not for companies outside the local area, it displays only local services and local suppliers. To be listed on It'slocal your business must be locally based, ensuring that the big national advertisers can't advertise at the expense of local SMEs. It's free to both private and public organisations so it's a must for anyone who wants to support their local economy and community. It'slocal ensures the money you spend stays in your area.

**it's got integrity** - Data provided by It'slocal is verified by real people, which means the accuracy and integrity of information is far better than that of the big search engines who allow almost any website to be included in their search results. This means that the searches are far more accurate and users can therefore be far more confident of the results.

**it's easy, accurate & helpful** - It'slocal uses a powerful search algorithm that helps pinpoint what you are looking for in the local area easily, but it doesn't stop there. It'slocal takes you to the relevant website, pinpoints the company on a map and then gives you step-by-step directions on how to get there.

**it's intelligent** - It'slocal is built for both speed and intelligence. It's been designed around the way we want to search, utilizing the parallel processing capabilities of the latest chipsets found in mobile phones and smartphones. So not only will search results be delivered more quickly, but they will also be intelligently compiled.

**it's a partnership** - It'slocal was launched in early 2013 in partnership with a small number of Local Authorities across the UK. Our partners play a part in shaping the delivery of it'slocal to the local community, by taking into account local needs, demographics and public services.

**it's fully funded for Local Authority Partners** - That's right; the first phase of partnership is fully funded, so cash-strapped Local Authorities need not dip into their budgets to deliver the benefits of it'slocal to their local economies. The business model pays for itself through proven revenue streams, so there will be no financial exposure or risk to Local Authority Partners.

**it's backed by Local Authority Experts** - It'slocal has been developed and delivered by Burrows Communications Ltd. Burrows have been working with Local Authorities since 1903 and have led the field in internet and database services since the late 1990s. We currently provide internet-based information services to over 50 Local Authorities across the UK.

## it's free! to all local businesses

For more information go to [www.itslocal.co.uk](http://www.itslocal.co.uk)

