Business Services

Telecoms
- Pre-install audits to ensure product compatibility.
- Repair and refurbishment of existing equipment.
- CAT5e / CAT6e voice and data infrastructure.
- Call forwarding and voicemail to email integration.
- Auto attendant services and call management services.
- Inbound call management & call recording.

Mobile
- Outsourced mobile account management.
- Best deals automatically sourced for the 'perfect fit' tariff.
- Regular mobile usage reviews by your dedicated account manager.
- Itemised billing, reported by CLI for teams and departments.
- Bulk SMS send packages to promote your business.

Cooling
- Integrated and mobile air conditioning systems.
- Low cost maintenance plans.
- Fully qualified and Refcom certified engineers.
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- Ice-machines, bottle cabinets and glass washers to fridge freezers and cellar cooling systems.

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- Physical security access control & CCTV systems.
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- Optional monitoring of CCTV cameras by our team.
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Technology
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- Local area, secure private and wireless networks.
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- Consultancy and system repair.

www.firs.co.uk  0800 023 1000  sales@firs.co.uk
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Think you are too big or too small for our services?
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www.kentpayrollservices.co.uk
Our professional training courses are delivered by industry experts at times to suit your business.

- Business Basics
- Business Start-Up
- Corporate Workshops
- HR Practice Training
- Law School
- Leadership & Management
- Legal Practice Training
- Online Training

Our service portfolio helps your business stay ahead of the competition and supports growth.

- Business Consultancy
- Enterprise Academy
- Growth Acceleration
- Networking
- Start-Up Support
- Coaching and Mentoring
- Employer Mediation
- Virtual Secretary
- Work Experience

Bromley College Business School supports both local and regional businesses while ensuring Bromley College students gain the up-to-date vocational and employability skills employers are looking for.

We offer courses in a range of business disciplines at professional and degree level.
Delivering Real Skills for the Real World

Bromley College - Your Innovative Business Partner

Business Support Services

Business School

Desk Hire, Conference & Meeting Space

Virtual College

Apprenticeships

Bromley College Business School supports both local and regional businesses while ensuring Bromley College students gain the up-to-date vocational and employability skills employers are looking for.

We offer courses in a range of business disciplines at professional and degree level.

Only minutes from central London, the Innovation Centre, located in Orpington provides the perfect work environment to ensure your productivity.

We have a contemporary student-led restaurant, a kitchen, copying facilities, disabled access, meeting rooms, boardroom and free Wi-Fi access. As well as creating an opportunity to network with other like minded business people.

Partnering with The Virtual College allows us to deliver a brilliant range of e-learning modules. We have everything from health and safety to skills for business at the touch of a button.

Learn anytime, anywhere and minimise the impact of class-based learning. You can track your progress easily and learn at your own pace from the comfort of your own home.

Apprenticeships are an excellent way for your staff to learn on the job and gain a qualification while earning a wage. We have hundreds of vacancies to be filled, across a wide range of sectors.

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From engineering design to pavement development, from civil engineering to specialist surfacing treatments, Eurovia is the ‘one-stop-shop’ for engineering solutions.

With a range of specialised but highly flexible services, Eurovia offers surfacing, road contracting and specialist treatment solutions throughout the country.

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**Eurovia Surfacing**

With one of the most modern and innovative plant and fleet, whatever the surfacing requirements, from routine maintenance to new carriageway construction, from motorways to country lanes, from full-depth reconstruction to thin surface course systems, Eurovia’s surfacing division has an accredited surfacing solution to suit all requirements.

**Eurovia Contracting**

With vast experience of managing town centre improvement schemes, major motorway maintenance, footway and carriageway reconstruction and improvements, CCTV design, installation and maintenance, line marking and street lighting, Eurovia Contracting is the contractor of choice.

**Eurovia Specialist Treatments**

Delivering advanced and effective solutions to improve and renew the surfaces of roads, footways, airfields and car parks nationally, Eurovia Specialist Treatments offers a bespoke service to clients. Committed to meeting the precise needs of its customers, Eurovia Specialist Treatments prides itself on bringing new, innovative and improved technologies to the market.
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Green Lane
BR7 6AN

For information or
advice please telephone
Martin on:
020 8467 2222

www.welhamjones.co.uk
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We are committed to supporting the communities we work in, whether through jobs and training for local people or with funding through the Veolia Environmental Trust.

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You can also follow us on Twitter at twitter.com/veoliauk

Resourcing the world

Veolia
Transforming
the lives of
Bromley’s citizens

OLM Systems is proud to work in partnership with the London Borough of Bromley to help safeguard the lives of adults and children in the area.

We are dedicated to helping Bromley to transform the lives of its citizens and have been helping to do so for more than ten years through our technology solutions.

Our MyLife Citizen Engagement Portal supports the citizens of Bromley to understand the support available in the community.

Our Multi Agency Safeguarding solution, Guardian, helps agencies in Bromley to work closely together to support the lives of children in the area.

Our case management solution helps support the social workers in Bromley to securely record information in a timely manner.

For more information about our technology solutions please contact us.

www.olmsystems.com  info@olmgroup.com
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020 8850 1795
E-mail: info@elthamlodge.com
www.elthamlodge.com

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IT’S LOCAL BROMLEY ONLINE BUSINESS DIRECTORY . Inside back cover

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(After Sales) Units 13-15 Bell Green Retail Park, Bromley SE26 4PR 0208 663 9800
www.mercedes-benzbromley.co.uk
As a Council, we are committed to working with businesses, to ensure that the business community remains healthy and to support growth.

There are many positive demographic factors which make our Borough a compelling place to locate to and remain in, with good transport links, good schools and a quality housing stock being just some of the factors along with others, including good access to recreational amenities and greenspace.

As a Council, we have structured our own public service business so that many businesses are partnering with us to provide contracted services. This has been the case for many years, and our continuing commissioning agenda means that there will be more opportunities for businesses going forwards.

We are improving town centres across the Borough, working with investors and businesses to achieve this, with the Bromley North Village scheme complete and other projects such as the multiplex cinema led scheme in Bromley South taking shape. We are looking to drive business opportunities elsewhere too, with plans to improve Orpington and Beckenham town centres and to bring additional business to Biggin Hill and the Cray Valley for instance.

The following pages provide an overview of our borough as a great place to do business and also describe some of the initiatives, both ongoing and planned, to support business and develop our local economy. There are also a number of pages highlighting local businesses and organisations that have kindly supported this Guide through advertising.

Thousands of local businesses have also provided information to create an online directory of businesses based in the London Borough of Bromley. The directory can be searched online on the Bromley ‘It’s Local’ website www.itslocalbromley.co.uk

‘It’s Local Bromley’ is an online business directory, built for today’s mobile generation, that accompanies this Business Guide. At Itslocalbromley.co.uk you can find business services by keyword or company name. It is fully integrated with Google maps, directions and Streetview and includes direct links to businesses’ websites and social media including Facebook, Twitter, LinkedIn, Google+ and Youtube.

The service can also be accessed from mobiles and tablets by sending a text message 4Bromley to 88802. The service is dynamic, sending device-appropriate pages to mobiles, tablets, laptops, desktops and Smart TVs.

Please do make contact if you believe there are other ways that the Council could improve the way it deals with businesses. We will always listen as this is fundamental to sustaining relationships and businesses which is what we want to do.

Councillor Peter Morgan
Executive Councillor for Renewal and Recreation
London Biggin Hill Airport, one of the biggest employers in Bromley, hosts 85 resident companies, supporting over 1,000 local jobs.

Biggin Hill has been selected by the Mayor of London as a Strategic Outer London Development Centre, with support to develop significant additional and sustainable development capacity, on the 500 acre airport site.

We are committed to increasing opportunities for young people and aim to establish a new aviation training college, supporting the next generation to attain good skilled jobs at the airport.

bigginhillairport.com
A strong local economy is key to continuing prosperity in Bromley, underpinning the high quality of life which characterises the borough. Business owners and managers appreciate the borough’s excellent transport links, the availability of skilled staff, low crime levels and green surroundings. The borough enjoys all the benefits of being on the outskirts of Kent but is less than 30 minutes away from central London by rail.

Bromley scores highly in comparison with the rest of London in terms of its labour market, with high employment levels and high skills. Bromley has one of the largest borough economies south of the Thames with an economic scale above that of major cities such as Reading, Southampton and Oxford.

In recent years the number of businesses located in the borough has grown steadily and now exceeds 13,000. The borough has higher than average survival rates for businesses in London.

Many of these businesses are small with the average business size being less than nine employees. Most businesses operate in real estate, financial & business services, retail and construction sectors and are mainly clustered in the three main town centres of Bromley, Orpington and Beckenham. However, there are also a number of industrial and business parks, particularly in the Crystal Palace area, in the Cray Valley - with good connections to the M20 / M25 - and at Biggin Hill.

Bromley has a close proximity to Gatwick airport which is advantageous to businesses with existing international connections. The borough also has its own business airport at Biggin Hill, which is attracting aviation and high tech related enterprises.
FOXGROVE VETERINARY CENTRE

YES, we’ve been here a long time, and ... YES, we’re here 24 hrs. for emergencies ...
and YES, we DO have special offers - all the time!
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at a superb Italian restaurant ?!!!
( go on - treat yourself - call us NOW! )

020 8650-2003
www.beckenhamvets.com
8 Foxgrove Road, Beckenham, Kent BR3 5AT
A growing borough

- Bromley’s economy is comparable in scale to Oxford, Reading and Southampton
- Average earnings by residents in Bromley are £680 pw (compared with London: £620, UK: £530 pw)

A working borough

- In employment – 159,000
- Employees – 133,000
- Self-employed – 25,000
- Unemployed – 9,000
- 11% self-employment in Bromley (compared with UK: 10%)
- Unemployment claimant rate (Aug 2016): 1.1% (compared with London: 1.8%, UK: 1.9%)

A connected borough

- Connections to Blackfriars, London Bridge, Charing Cross, Victoria, Waterloo, Lewisham, Dover
- A21 – direct link to M25, Greenwich and Lewisham
- A20 – link to M20, leading to Folkestone and Dover
- Trams link Beckenham to Croydon, Merton, Sutton and Wimbledon
- 45 minutes’ drive to Gatwick
- 60 minutes’ drive to Heathrow
- Bromley’s Biggin Hill Airport provides executive aircraft handling and group charter flights

A learning borough

- 74 primary schools
- 18 secondary schools
- 4 special schools
- 10 secondary schools with more than 70% of pupils achieving 5 A* - C GCSEs (UK average is 53.4%)

A living borough

- 72% of local homes are owner-occupied
- Average house price £397,000

Population

310,000

according to the 2011 Census

Economically active (16+): 170,000

26 stations in Bromley
A business borough

- 13,445 enterprises in over 15,000 workplaces. The majority of these have fewer than nine employees
- Bromley’s strongest employment sectors are business services, financial intermediation, construction, retailing and wholesale distribution.

Journey times in minutes

<table>
<thead>
<tr>
<th></th>
<th>Beckenham Junction</th>
<th>Bromley South</th>
<th>Orpington</th>
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<tbody>
<tr>
<td>Blackfriars</td>
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<td>London Bridge</td>
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<tr>
<td>Waterloo</td>
<td>40</td>
<td>35</td>
<td>26</td>
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</tbody>
</table>

House prices in 2014 were 76% of the average across the London region

175 nurseries in Bromley

12,300 registered businesses

YOU ARE IN GOOD COMPANY

The following large companies have their headquarters or a significant presence in the borough (as at July 2016):

- Direct Line Group, Insurance
- Bank of America, Banking
- Capita, Business services
- Prospects, Training
- MyTime Active, Leisure facilities
- Affinity Sutton, Housing association
- Archers Direct, Tour operator
- JTL, Training
Boosting Bromley’s Businesses

Ensuring availability of information about the borough and services for business, for example through the Bromley Business Guide, the Business E-Bulletin, and a range of guidance and service information on our website: www.bromley.gov.uk/business. Useful business information is also available from Bromley Libraries.

Working with others, Bromley Council is supporting businesses in a number of ways including:

**Business support events** - working with partner organisations, the Council hosts and promotes training workshops and networking events to help business owners grow their enterprises.

**Business information** - ensuring availability of information about the borough and services for business, for example through the Bromley Business Guide, the Business E-Bulletin, and a range of guidance and service information on our website: www.bromley.gov.uk/business. Useful business information is also available from Bromley Libraries.

**Business support** - signposting to sources of business support, including advice, training, networking and public sector tendering opportunities. Working with partner organisations to develop support tailored to the needs of local businesses.

**Commercial property services** - the Council offers commercial premises for sale or to let and funds the online Commercial Property Database which is free to search.

**Engaging with local businesses** - identifying and responding to business needs and barriers to economic development. Working closely with local business associations and traders groups and through the Bromley Economic Partnership.

**Improving services** - working across all Council departments to improve our responsiveness to business customers.

**Town centres** - contributing to the vibrancy of town centres through town centre management and the development of local partnerships and Business Improvement Districts (BIDs). For the latest information about business support initiatives, visit www.bromley.gov.uk/business or contact the Council’s Town Centre Management and Business Support Team on 020 8313 4457, email: business@bromley.gov.uk
BUSINESS HELP ONLINE

To help you find information, guidance and contact details about services relevant to your business, a dedicated business section is available on the Bromley Council website: www.bromley.gov.uk/business

This means you can find out about our services and even download or submit application forms at a time convenient to you.

Visit the Business pages for:

- **Commercial property** – including the Commercial Property Database, details of properties owned by the Council and list of serviced offices and business centres.
- **Tenders and contracts** – guidance on procedures for selling to Bromley Council.
- **Regulatory information** – including advice and information on planning and licences.
- **Town centres** – about our town centres, BIDs and town centre regeneration.
- **Business Rates** – including Small Business Rate Relief and other Reliefs.
- **Managing waste** – information on business waste and recycling – including a directory of recycling services for businesses.
- **Bromley It's Local online business directory** – containing thousands of local businesses – find business services by keyword or company name. Also add your own business to the directory for free so potential customers can find you!
- **Business continuity management** – links and information with straightforward advice on how to prepare for a crisis affecting your business or organisation.
- **Business support and advice** – links and contacts for advice and guidance for new and established businesses.
- **Networking opportunities and events** – details of local networking organisations and business support events.

**Business E-Bulletin**

Our regular business support newsletter, containing relevant information about business news, events, workshops and other support delivered straight to your inbox. To find out more and sign up please visit www.bromley.gov.uk/business

The Business pages are updated all the time, so if there is something you can't find or if you have any suggestions to help make these pages even more useful, please email the Town Centre Management and Business Support team on business@bromley.gov.uk
A VERY ATTRACTIVE ASPECT OF THE LONDON BOROUGH OF BROMLEY IS THE CHOICE OF TOWN CENTRES, EACH WITH ITS OWN INDIVIDUAL CHARACTER.

Larger towns provide the focus for comparison-shopping and leisure opportunities, such as cinema, theatre and sports, whilst smaller centres provide convenient local shopping and specialist goods.

Sustaining vibrant and thriving town centres is a major priority for the Council as a key part of the Building a Better Bromley vision. The Town Centre Management (TCM) team has for a number of years undertaken a co-ordinating role for centres in the borough, promoting the continuous development of safe, accessible and commercially attractive towns. However, this role is now changing with the introduction of Business Improvement Districts (BIDs). The TCM team has been instrumental in enabling the successful establishment of BIDs in the two largest towns and plays an ongoing liaison role to ensure the Council continues to work in partnership with these business-led organisations. The TCM team is also working with businesses in Beckenham and Penge to help establish BIDs in those centres.
Bromley Town Centre

Bromley Town Centre is home to over 700 businesses supporting 20,000 jobs in retail, commercial and leisure sectors, bringing a great deal of economic vitality to this area of South London.

Whatever your taste in food, entertainment, shopping or leisure, Bromley Town Centre has it all.

The Council is determined to maintain its long term vision to ensure that high quality design-led development contributes positively to Bromley’s attractiveness as a commercial, exciting, vibrant and residential town.

A variety of developments are taking shape, with the Area Action Plan (AAP) continuing to guide development and improvements. Completed are the £5 million scheme to improve Bromley North Village – already paying dividends in terms of both business investment and fewer vacant units – and a new terrace of family restaurants in the heart of the town, overlooking Queen’s Gardens Park – boosting Bromley’s credentials as a major leisure destination. Still to come: The St Mark’s Square development, located in Bromley South, is under construction, with completion of the landmark development expected in late 2017. A former 600 space Westmoreland Road car park is being transformed into a high quality mixed-use leisure development. The U+I development includes a cinema, restaurants, hotel and a new 400-space car park as well as residential apartments.

Planning permission has been granted to convert the former Grade II listed Bromley Town Hall site in Widmore Road into a 94-bed hotel with restaurant, conference and event space. Many of the original features of the 1907 building will be restored during the build, expected to start in early 2017.

The town centre has been designated one of London’s Housing Action Zones by the Mayor of London - which will encourage more residential development within the town, focused particularly around Churchill Gardens (site G in the AAP) and Bromley North Station, amongst other sites. To find out more about these exciting developments in Bromley and across the borough visit www.investbromley.com.

After a successful business-led campaign and ballot in late 2015, the Your Bromley Business Improvement District (BID) was launched in April 2016. The Your Bromley BID will ensure sustainable investment of over £3m into the town to help it retain and improve its competitiveness over the next 5 years and beyond. Key priorities for the BID include helping to make Bromley town centre safer, smarter, more prominent and better for business.

www.YourBromley.com
07703 495 725
enquiries@yourbromley.com
**Orpington**

As the second largest town in the borough, during the past five years the Council has invested in High Street improvements, welcomed new retailers to the High Street and successfully relocated the library.

The town is undergoing something of a renaissance, with a programme of significant new investment under way around the Walnuts square. This includes a new leisure complex comprising a 7-screen cinema, gym, eating places, and a hotel - and a new housing led mixed scheme to include a medical centre. Also on the square, Bromley College has an ongoing programme to modernise and extend its Orpington campus which has seen the introduction of a state-of-the-art catering training centre and opening of the popular ‘BR6’ public restaurant.

Additionally, the Council is starting an upgrade to the public realm around the Walnuts and College Squares and has instituted a programme to support new and existing businesses in partnership with the Orpington 1st Business Improvement District (BID).

Orpington has a long history of a strong and active business community which has worked in partnership with the Council to bring positive change to the town. This led to the launch of the Orpington 1st BID in 2013. The BID has a remit to improve the look and feel of the town centre, to promote it to visitors, shoppers and potential investors and to enhance public safety. It is also there to support town centre businesses - through initiatives such as networking events, training workshops and collective purchasing.

To contact the BID and find out more about all they have on offer visit www.orpington1st.co.uk or call 01689 829 527.

**Beckenham**

Beckenham is the third largest town within the borough, with a catchment area encompassing a population of approximately 45,000. The town is an interchange for bus, trains and trams, adding to its appeal as an accessible and appealing place to visit from surrounding areas.

There are approximately 230 retailers, combining national multiples with a wide variety of exclusive specialist businesses. Beckenham has an urban village feel, making it unique compared to other nearby towns.
In recent years the Beckenham Town Centre Team – incorporating representatives from the business community and residents groups – has taken the lead in delivering regular markets and events in partnership with the Town Centre Manager. In addition they completed a Mayor of London funded project to enhance some of the town's many alleyways. The Council has also been successful in attracting funding from TfL for a £4.4m scheme which will bring a revamp of the town’s public realm to help improve pedestrian safety and create a vibrant and thriving feel to the town.

**Penge**

Although Penge is the smallest of the four main towns it remains a bustling centre with a wide variety of local shops and restaurants, its own small town squares, and a unique mix of history and traditions. Penge has excellent transport links; London Bridge and Victoria stations can be reached in around 20 minutes by train and Bromley and Croydon in just 10 minutes. Penge has a Town Centre Team, which includes both business and resident representatives – and is working with the Council to develop the town. Plans are underway to deliver an externally funded programme of public realm improvements and an initiative to support local independent businesses is ongoing.

**District Town Centres**

The Town Centre Management team also offers information, advice and guidance to traders’ groups across the smaller town centres in the borough, such as Mottingham, West Wickham, Chislehurst, Hayes and Biggin Hill. A number of these centres and smaller shopping parades have benefitted from a programme of improvements delivered by the Council in recent years – recognizing the important part played by these locations in the local economy and in our community.

Town Centre Management
020 8461 7865
towncentres@bromley.gov.uk

Penge Day © Kevin Ireland
In addition to the services provided by the Council, local businesses should be aware of other opportunities to network with other businesses and access support. A selection of organisations and useful websites is shown below.

**Local groups**

1230 The Women's Company  
www.1230.co.uk  
Tel: 020 8650 8015 / 07930 756012

Beckenham Business Association  
www.beckenhambusinessassociation.co.uk  
Tel: 020 8650 8015

Bromley Business Club  
www.bromleybusinessclub.com

Bromley North Village Traders Association  
c/o Reid's Music Store  
Tel: 020 8460 4000  
Email: gpcentre@msn.com

Community Links Bromley  
www.communitylinksbromley.org.uk  
Tel: 020 8315 1902  
Email: suel@communitylinksbromley.org.uk

Federation of Small Businesses  
Customer Services Helpline  
www.fsb.org.uk  
www.fsb.org.uk/london/southeast  
Tel: 0808 20 20 888

Orpington 1st Business Forum  
www.orpington1st.co.uk  
Tel: 01689 829 527

Penge Traders Association  
c/o Designer Drapes  
www.pengeSE20.co.uk  
Tel: 020 8778 2114  
Email: designerdrapespenge@btconnect.com

South East London Chamber of Commerce  
www.selondonchamber.org  
Tel: 020 8317 3365  
Email: office@selondonchamber.org

Your Bromley BID  
www.yourbromley.com  
Tel: 07703 495725  
Email: enquiries@yourbromley.com
Business advice and support

Business Advice Service
www.businessadvice.service.com

Free initial advice from a Chartered Accountant - provided by the Institute of Chartered Accountants in England and Wales (ICAEW).

Business information and advice from the UK government
www.gov.uk/browse/business

Includes guidance on tax, national insurance, business rates, licensing and import / exports amongst many other subjects.

Carbon Trust
www.carbontrust.com/client-services/advice/business-advice

An expert source of advice on energy efficiency and carbon reduction - helping companies reduce their carbon footprint, cut energy costs and gain a strategic competitive advantage.

Energy Saving Trust
www.energysavingtrust.org.uk/business

EST Business Services provide free support to construction, heating, insulation, glazing, plumbing, lighting and building service SMEs in London.

Great Business
www.greatbusiness.gov.uk

Dedicated website providing information on all business support available from the UK government.

J4B grants database
www.j4bgrants.co.uk/default.aspx

Search online for grants and other funded support which may be available for your business.

Lawyers for Your Business
www.lawsociety.org.uk/

Service offered by the Law Society to help find a lawyer to help with legal issues facing your business. Includes a free initial consultation.

Start Up Donut
www.startupdonut.co.uk

Free online business advice for starting up. Also contains useful information for existing business owners.

Department for International Trade
www.gov.uk/government/organisations/department-for-international-trade

Government support services to assist businesses planning to trade overseas. Includes access to specialist advisers and trade events.

Waste and Resources Action Programme
www.wrap.org.uk/category/role/sme

Resource efficiency is not just an environmental initiative, it makes good commercial sense. WRAP helps businesses to reduce waste, recycle more and make better use of resources.

Please note that the above is not intended to be an exhaustive list. Inclusion of any particular organisation or website should not be taken to denote endorsement by the London Borough of Bromley.
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