

Practical, Professional
Support available
for You and Your
Business

Starting

Growing

Contributing

For **Businesses** and **Employers**

Clackmannanshire
WORKS



Who We Are

Clackmannanshire Works is a Clackmannanshire Council service that is part of its Economic Development Team. We provide support to employers and businesses as well as helping local people develop the skills and attributes that businesses need.

We have good links with other organisations locally that also offer support to businesses as well as other parts of the Council. This means we can offer really practical support and help to link things up so that you can focus on your business.

Clackmannanshire WORKS



Making It Work - Real Life Stories

Susan Fleming and Angie Craven had started The Ochil Fudge Pantry from a kitchen base at home. The business was growing and they were ready to move to larger, industrial premises.

Clackmannanshire Works Business Development and Liaison staff met with Susan and Angie, listened to their plans, hopes, fears and aspirations and helped them develop a targeted business plan of action for growth. Support was delivered in partnership with Ceteris who helped identify suitable property at



the Trade Centre in Bruce Street, Alloa giving them the extra space to produce and store more products to meet the demands of increasing orders.

Clackmannanshire Works were able to help with the costs of fitting the unit out.

Clackmannanshire Works staff were able to act as a go between with various council services, ensuring the business met all local regulations. The staff helped promote products at Trade shows, advise on other marketing and networking opportunities as well as offering ongoing, unbiased support when they needed it.

Clackmannanshire Works have been able to help out further with equipment costs and Business Gateway have matched the business up with The Scottish Manufacturing Advisory Service which provided invaluable insight into productive equipment investment. The Ochil Fudge Pantry continue to grow and act as a superb business advocate for the county at trade shows, farmers markets and retail outlets nationwide.



Making It Work - Real Life Stories

We were looking for support in the recruitment of 2 new members of staff locally. Initially we accessed the Clackmannanshire Council website, which highlighted the role of Clackmannanshire Works and in particular the support which they could offer around employee recruitment for businesses.

After an initial meeting with a Job Broker, where she outlined the services on offer, we agreed to proceed. Clackmannanshire Works sourced suitable candidates, dealt with all of the application process and supported us at



Pictured are: Randle Wilson, Managing Director of the Furnishing Service, with Donna and Jennifer.



the interview stage and beyond. This was an immense help to us, particularly in reducing our requirement to commute from our base in East Kilbride to Alloa to conduct the process.

The service was extremely professional and seamless, and from a business perspective allowed us to carry on with our day to day operation leaving Clackmannanshire Works to finalise the recruitment. We successfully recruited 2 new members of cleaning staff, Donna and Jennifer, who have become an asset to our organisation.

As an organisation, The Furnishing Service would thoroughly recommend other businesses to use Clackmannanshire Works when recruiting staff from this area. Their enthusiasm, professionalism and support was an enormous help to us.

What you can expect - our service standards

Clackmannanshire Works is committed to providing high quality services as laid out in the Clackmannanshire Council Customer Charter, which your adviser can give you a copy of. In addition;

- ◆ Once you contact Clackmannanshire Works, you will be directed to the right adviser for the help you require. They will tell you more about the service and how we may be able to support you.
- ◆ We will arrange a meeting to discuss your business ideas, priorities and expectations.
- ◆ We will carry out an assessment of the work already completed or still to do, so that we can be sure we're giving you the right support.
- ◆ The advice we give will be honest and realistic. Where we are not able to provide you with the support you need, we will signpost you quickly and accurately to other services.
- ◆ We will provide good quality, up to date advice and information.
- ◆ You can be confident that your information will be stored safely and securely and we will explain what information is shared with our funders.
- ◆ With your agreement, we will share information with other services to which we refer you.



STARTING

Writing your first business plan

Deciding on the right set-up

Sorting out tax and accounts

Understanding rules and regulations

Linking to support from Business Gateway

Developing a social enterprise

Providing work placement opportunities

These are examples of how we can help if you are starting out, growing your business or contributing to your local community. If what you need isn't listed please just get in touch. If we can't help we'll usually know who can.



Facing difficult times?

Clackmannanshire Works is a partner in the Partnership Action for Continuing Employment (PACE) service offered to companies who are considering making staff redundant. We can provide:

- ◆ help to identify alternatives to redundancy,
- ◆ advice and support for affected employees,
- ◆ re-deployment support,
- ◆ Information and, potentially, funding to support this,
- ◆ business advice for anyone considering self-employment.



Making It Work - Real Life Stories

A number of employees affected by the closure of Campbell's Interiors in Alva attended a PACE event at the Skills Development Scotland offices in Alloa. At this meeting a group of them talked to Clackmannanshire Works staff about the option of them starting their own business as a collective. They were given information on the support they could expect to receive from Clackmannanshire Works, and other agencies, which helped make the overall process seem less daunting.

The group already had skills, expertise, equipment and potential suppliers so Clackmannanshire Works helped them put their business plan together and Phoenix Soft Furnishings was born.

After working alongside Clacks First to help identify the right premises, Clackmannanshire Works were able to provide a tiered level of rental support for the first 3 months of trading. This allowed the business to free up their cash flow for buying stock, materials and equipment. The collective got on with the important business of letting contacts know that they were in business and to secure contracts for work.

Clackmannanshire Works staff helped to secure support from the Clackmannanshire Council Small Business Rates Relief Scheme, helped to ensure that the signage in the Business Park at Barnpark was up to date and also to inform them about the positive support they could receive from the Clacksfirst Business Improvement District.

The business continues to go from strength to strength.



Phoenix Softfurnishings Ltd

How else Clackmannanshire Council can help

Clackmannanshire Works is not the only Council team who can help. We're happy to put you in touch with other Council services, but if you know what you need please feel free to contact the services direct.

All the departments below can be contacted through the main Council contacts:

Tel: 01259 450000

email: customerservice@clacks.gov.uk

web: clacksweb.org.uk



**Clackmannanshire
Council**

www.clacksweb.org.uk

Procurement	Planning
Information and advice on doing business with Clackmannanshire Council for existing suppliers of goods, services and works to the council and those who wish to become a supplier.	A dedicated officer within the planning service can provide you with advice and information on any business development proposal you may have. They can advise you on the need for planning or any related permissions.
Licences & Permits	Environmental Health
Community & Regulatory Services are responsible for licensing many activities. You can now apply online for most licences.	Covering environmental protection, food safety, occupational health and safety and public health. This includes the registration of all food businesses.
Property Asset Management	Trading Standards
For information on Council property or land available for sale or lease.	Delivered through a joint working arrangement with Stirling Council. This includes licensing of explosives and poisons. Contact them on 0845 277 7000.

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Clackmannanshire
WORKS

**Clackmannanshire**
Alliance



EUROPE & SCOTLAND
European Social Fund
Investing In Your Future



EUROPE & SCOTLAND
European Regional Development Fund
Investing In Your Future

Clackmannanshire Works is part of
Clackmannanshire Council's Economic
Development Team and is supported by
European Structural Funds.