



ANGUS EMPLOYERS PACK

The Angus Employers Pack offers useful and practical advice to employers looking to recruit or develop staff.

The pack connects businesses with the various public sector agencies that are working with individuals to help them into employment and those agencies who can offer assistance to develop those already in employment.

Quick Contacts

Angus Centre for Enterprise	01241 432 722
Angus College Course for Business	01241 432 769
Angus Council Business Advice Team	08452 777 778
Angus Council Community Learning and Development	08452 777 778
Angus Council Economic Development	01307 473 233
Angus Council Educational Development Service	01307 473 810
Angus Supported Employment Team	01241 826 900
Business Gateway	0845 609 6611
Dundee and Angus Chamber of Commerce	01382 228 545
Federation of Small Businesses	0808 202 0888
Flexible Training Opportunities	0800 783 6000
Individual Learning Accounts (ILAs)	0808 100 1090
Investors in People	0131 625 0155
Jobcentre Plus	0845 604 3719
Modern Apprenticeships	0808 100 8095
PACE Redundancy Helpline	0808 100 1855
Skills Development Scotland	0800 783 6000
Towards Employment Team	01241 438 160
Voluntary Action Angus	01241 875 525
Working Health Services	01382 825 100

Developing your business

Access to local business support services are delivered in partnership by Angus Council, Business Gateway, Jobcentre Plus and Skills Development Scotland. Dundee & Angus Chamber of Commerce and the Federation of Small Businesses can also help to support your business locally.

Legal Documents and Advice

The Federation of Small Businesses (FSB) provides their members with access to high quality legal advice and documents as a free membership benefit.

Advice can be given either over the phone or by logging in to the FSB Legal Advice Services website.

As well as Employment Law, Commercial Law, Business Law and Taxation matters are also covered.

For FSB members, the free legal advice service provides:

- 424/7 legal advice
- Experienced lawyers to discuss employment law issues
- Free document templates such as 'Contracts of Employment'
- Legislation updates, FAQs and employment factsheets

For more information on accessing these services or becoming an FBS member contact:

FSB Customer Services

T: 0808 202 0888

E: customerservices@fsb.org.uk

www.fsb.org.uk

Workforce Development

- Referral to various organisations who can provide you with training and development including management and leadership development
- National training programmes including Modern Apprenticeships and Skillseekers

For more information contact:

Skills Development Scotland

T: 0141 285 6000

E: info@skillsdevelopmentscotland.co.uk

www.skillsdevelopmentscotland.co.uk

Inward Investment

Helping existing Angus businesses, encouraging inward investment, offering property solutions and creating an appropriate environment for business growth are key objectives of Angus Council's approach to promoting development and investment in the local economy. These objectives have resulted in a range of programmes and services being delivered by the division.

For more information contact:

Angus Council - Economic Development and Environmental & Consumer Protection

T: 01307 473 233

E: ecdev@angus.gov.uk

Business Growth Support

The Business Advisers at Angus Council can provide one to one counselling and advice to the many existing companies across Angus that are ineligible to source support from either Scottish Enterprise or Business Gateway. In addition to this, they have a particular interest in working with companies from the Sustainable Energy, Food & Drink and Tourism sectors.

This service includes:

- The encouragement and mentoring of managing directors and owner managers
- Identifying and feeding business opportunities to local companies
- Advising on national and regional grant and loan schemes
- Signposting to additional sources of information and useful contacts

The service may also be able to support you through the following programmes:

- Angus Grant Scheme
- Angus Loan Fund
- Market Development Grant
- Angus Vocational Training Fund

For more information contact:

Angus Council - Business Advice Team

T: 08452 777 778

E: ecdev@angus.gov.uk

Investors in People

Investors in People (IiP) offers advice and support to achieve the internationally recognised quality standard for the development of businesses and organisations through good workforce development practice.

For further information contact:

Investors in People

T: 0131 625 0155

E: enquiries@iipscotland.co.uk

www.investorsinpeople.co.uk

Developing your employees

Key to the success of any business is its workforce and the ongoing recruitment, retention and development of its employees. AngusWorks can help your business recruit, maintain and develop its workforce and make it easier for you to grow the potential of your employees.

Education and Training

As Scotland's best community college with over 13,000 people accessing the wide range of services available, it is clear that Angus College really does serve the needs of its local community exceptionally well. In addition to the range of mainstream courses, Angus College also offer courses for business on a more commercial bias.

No business is the same and as such, Angus College understands that tailored or bespoke training is essential in some instances to meet specific business requirements. There are a range of programmes on offer within the portfolio, many of these can be altered to suit and many can be delivered in your own premises and at times that suit you.

In addition to all the mainstream provision offered by Angus College, training is available in the following key areas

- Workforce Development
- Legislative Training
- Business Consultancy
- SVQ's across a range of areas
- Management Training
- Oil, Gas and Renewables specialist training
- Redundancy Support
- Business Growth Support
- Literacy and Numeracy

- ESOL
- Microsoft and Cisco specialist training
- Project Management

For more information contact:

Angus College
T: 01241 432 769
www.angus.ac.uk

Angus Centre for Enterprise

The Angus Centre for Enterprise is a dedicated centre located at Angus College in Arbroath. The focus of this centre is to support anyone who may be looking to set up in business as well provide training and mentoring to more established local companies. The Centre operates with a number of key partners which, for the first time, create a one-stop shop for individuals to gain training, advice and support in enterprise and entrepreneurship.

The Centre has a very relaxed atmosphere and welcomes everyone from the Angus community, whether it be just for an informal chat, attendance at a business breakfast or to enrol onto one of the many free short training sessions which are advertised in the Centre for Enterprise programme of events.

For more information contact:

T: 01241 432722
E: enterprise@angus.ac.uk
www.enterprise.angus.ac.uk

Enhancing Literacy and Numeracy Skills

In a recent CBI survey 65% of employers identified raising literacy and numeracy skills as a pressing need with 42% of employers being dissatisfied with the literacy skills of existing employees and 35% being dissatisfied with numeracy skills. Literacy and numeracy are underpinning skills and evidence shows that adults who are confident with their literacies abilities are more likely to have a higher standard of work generally, are more likely to engage with further training and are less likely to suffer stress related illness.

It is estimated that poor literacies in the workforce costs the UK economy at least £10 billion a year. The Community Learning and Development Service offers literacies learning in its centres across Angus or can work with employers to develop work based learning.

The CLDS also offers:

- English as a Second Language in Brechin, Arbroath, Forfar and Montrose
- Core Skills accreditation for literacies learners

For more information contact:

Angus Council - Community Learning and Development Service
T: 08452 777 778

PRAXIS Life Skills Centre and Community Volunteering Project

PRAXIS and the volunteering project are run by Voluntary Action Angus and are a unique and innovative approach to adult learning based on supporting people with significant barriers to employment, volunteering and education. This is done through a peer learning approach, empowering people to make positive change in their lives

by providing opportunities to gain skills and confidence through volunteering. The flexible and person centred approach enables those with significant barriers to participate in learning. Help and support is encouraged from businesses and individuals across Angus to develop the Life Skills Centre and their employees.

Voluntary Action Angus also run an Employer supported volunteering scheme where businesses are supported to encourage their staff to volunteer. We can also organise team volunteering activities which are excellent for team building and developing confidence. Voluntary Action Angus also gives certificates recognising employers who contribute to volunteering accordingly.

For more information contact:

Voluntary Action Angus
T: 01241 875 525
E: info@voluntaryactionangus.org.uk
www.volunteerangus.org.uk

Staff Development and Career Planning

Help is available to develop and motivate your existing staff by encouraging them to identify their strengths and realise their potential. By engaging with your organisation Skills Development Scotland can assist with effective staff development, skills development and career planning activities. One to one individual support is available to ensure all requirements are met.

For more information contact:

Skills Development Scotland
T: 0141 285 6000
E: info@skillsdevelopmentscotland.co.uk
www.skillsdevelopmentscotland.co.uk

Managing your diverse workforce

Businesses exist in competitive and changing markets, which mean that all employees must make significant contributions to business success and add value. But everyone is different, so businesses need to be able to harness individual workers' unique differences and convert them into competitive advantage.

Businesses that take steps to improve diversity in the workplace earn real business benefits. Companies who employ people on the basis of their abilities and potential, regardless of their sex, race, age, disability, sexual orientation or religion can benefit in many ways, including:

- Higher morale and productivity, improved retention rates and lower recruitment costs
- Better understanding of customers' needs and insight to reach untapped markets
- Help in addressing skills shortages

Day Opportunities Team

The Day Opportunities Team is an initiative funded by Angus Council Social Work and Health to support adults with learning disabilities to achieve their full potential. The team aim to provide a flexible model of support that enables people to access employment, career opportunities, college and community activities. The team also provide support for employers to enhance equality, inclusion and diversity within the workforce of Angus.

For more information contact:

Day Opportunities Team
T: 01241 826 900
E: accessline@angus.gov.uk

Disability Employment Adviser (DEA)

The DEA can offer employers, guidance on the Disability Discrimination Act, support to help retain employees who have developed a health condition or have had an accident, and advice on financial incentives available to employ people who have disabilities.

The Disability Employment Adviser (DEA) also provides individual, tailored help and advice to people with disabilities to support them in their search for work.

For more information contact:

Jobcentre Plus
2 Chalmers Street, Arbroath
Service Road, Forfar
4 Castle Place, Montrose
T: 0845 604 3719
www.direct.gov.uk

Working Health Services

Working Health Services is for either employees of a small to medium sized business (less than 250 employees) or individuals who are self employed. The service offers direct access to a range of health professionals including:

- Physiotherapist
- Occupational Therapist
- Case Managers
- Mental Health Specialists
- Counselling and Psychological Therapies

To speak to the Health Practitioners directly on Working Health Services Hotline contact:

T: 01382 825 100

Breathing Space

Breathing Space is a service designed to support those individuals suffering from depression. It is important to support employees if they are feeling low and talking about how they feel is a positive first step in getting help. So don't let problems get out of hand, phone Breathing Space where experienced advisers will listen and provide information and advice.

To speak to someone:

T: 0800 838587

ENABLE Scotland - Support for people with Learning Disabilities

ENABLE offers employability training through the Darling's Coffee Shop which is a newly established social enterprise. Through this programme participants gain valuable employability skills and an experience of the world of work within the hospitality and catering industry as well as other vocational areas too. Through a 16 week training programme which is delivered over 3 days each week, participants gain valuable and transferable skills which will hopefully lead to them gaining paid employment, further work experience with another employer, or a move on to college.

Transitions co-ordinators aim to move young people with learning disabilities into employment, and help support them and the employers to sustain their position in the workplace.

For more information contact:

Joanne McFadden

T: 07889 456068

E: joanne.mcfadden@enable.org.uk

Glynis Jenkins

T: 07889 456661

E: glynis.jenkins@enable.org.uk

Penumbra

Penumbra is an innovative Scottish mental health charity, working to improve mental wellbeing across the nation. We provide a wide range of services which offer hope and practical steps towards recovery. Penumbra work to promote mental health and wellbeing for all, prevent mental ill health for people who are 'at risk' and to support people with mental health problems.

For more information on this service please contact our Angus project:

**62 High Street
Arbroath DD11 1AW**

T: 01241 437 412

E: angus.nova@penumbra.org.uk

Community Mental Health Services

Provides assessment, support and counselling for people with mental health problems. The Service will also assist carers of people with mental health problems. This assistance can include:

- Support
- Counselling
- Advice and guidance regarding finances and housing
- Accommodation with support services.

The Team can be contacted through the following telephone numbers:

Forfar/Kirriemuir: 01307 475239

Arbroath/Carnoustie/Monifieth: 01241 437200

Brechin/Montrose: 01356 692856

Changes in your business

Reducing the size of your workforce for whatever reason is never an easy situation for either the business or its employees. The partners in AngusWorks have extensive experience of supporting employers and their workforce through redundancy situations to achieve positive outcomes for individuals.

PACE - Redundancy Support

The partnership approach to dealing with redundancy situations means that you and your workforce will have access to the wide range of quick and effective services that are aimed at getting people facing redundancy into alternative employment or training as quickly as possible.

AngusWorks partners participate in the Skills Development Scotland led PACE initiative - Partnership Action for Continuing Employment.

Support is tailored to the companies individual needs and circumstances and includes:

Services Available

- Support for companies before they reach a point when redundancies are inevitable
- Co-ordinated response and contingency planning developed locally and adapted quickly to suit your particular situation

Support Offered

- Financial advice and support for affected employees - benefits advice, welfare rights, money advice, debt counselling
- Redeployment support - job search and matching, vocational guidance, identify needs to meet job availability
- Information on retraining courses and finance available
- Business advice for those considering self-employment

Role of Companies

It is important for you to contact us before redundancies happen to see what support can be offered, as it is appreciated by all that it is a very difficult and distressing time for those affected. When job losses become inevitable, co-operation and support from you is crucial to the level of support that we can provide. It is beneficial to all that your organisation works with us to ensure that the workforce has early access to the full range of support available.

For more information contact:

PACE Redundancy Helpline

T: 0808 100 1855

www.redundancyscotland.co.uk

Or contact:

Angus Council - Business Advice Team

T: 08452 777 778

E: ecdev@angus.gov.uk

Support for employees

Financial assistance in the form of loans or grants is available from several sources in Angus. The Council administers some schemes directly and there are other schemes which may be offered or identified through the Council's Business Gateway service. The Council can also provide general advice on external funding sources.

www.angus.gov.uk/services/View_Service_Detail.cfm?serviceid=1029

Businesses who feel they may benefit from this grant are advised to contact the advisory team at the Business Gateway in the first instance on 08452 777 778.

Employers and Universal Credit

The current government is introducing a range of welfare reforms over the coming years with the aim of simplifying the benefit system. At the heart of these reforms is the introduction of Universal Credit from October 2013. Universal Credit will replace all means tested benefits including tax credits and housing benefits with one payment of monthly Universal Credit.

At the centre of Universal Credit is what is known as the Real Time Information (RTI) system. The aim is that it will be much more responsive to people's changing circumstances.

It will require employers to report their employees' pay each time they are paid including those employees paid below the National Insurance Lower Earnings Limit (LEL).

HMRC have said that RTI reporting will become an integral part of an employer's normal payroll activity. When employers run their payroll software the payroll software will gather the information required and send it to HMRC. This will be done using the internet through the Government Gateway or by using Electronic Data Interchange (EDI) on or before the date payment is made.

For more information visit www.hmrc.gov.uk/rti/employerfaqs.htm

UK and Scottish Programmes

There are a wide range of government programmes and initiatives available to assist your business to recruit and retain employees.

Get Ready for Work

Is a training programme for young people aged 16-18 designed to assist young people to make the transition beyond school into the world of work. Skills Development Scotland work in partnership with training providers and employers to ensure that young people are able to access structured training and work experience to help them move into employment.

Modern Apprenticeships

Is aimed at those aged 16 or above and capable of achieving a vocational qualification at level 2 or above. The programme can be used to train existing and new employees. For more information contact:

T: 0808 100 8095

Training for Work

Provides people 18+ with vocational skills training to enable them to access job opportunities. For more information contact:

Jobcentre Plus

T: 0845 604 3719

Adopt an Apprentice

Supports apprentices made redundant as a result of the economic downturn via the Adopt an Apprentice Scheme. This provides employers with financial incentives if they employ a redundant apprentice, or to identify alternative training in a college. Skills Development Scotland will manage the programme on behalf of the Scottish Government.

Talentmap

Talentmap provides a simple framework for employers to navigate the education, employment and skills systems in the UK - and find the funding and support they need. www.talentmap.ukces.org.uk

My World of Work

My World of Work can help you to get a job and develop your career.

The online service allows you to read feature articles on a wide range of topics including choosing a career, learning and training, applying for jobs and making a career change.

The My World of Work toolkit can assist you with every step of your career journey from researching careers to building your first CV. My Strengths can help you to discover your strengths and how they fit in with your career goals. Search for learning and training opportunities with Course Choices. And of course, find job vacancies online using Job Search.

To get the most out of My World of Work, create an account today on www.myworldofwork.co.uk

My World of Work is brought to you by Skills Development Scotland – Scotland's national skills body.

Work Trials

Give businesses the opportunity to assess an applicant's suitability for a vacancy. A work trial can be arranged for an agreed period of time and is free of charge. The individual is able to remain on their benefit and is paid expenses for the period of the trial.

For more information contact:

Jobcentre Plus

2 Chalmers Street, Arbroath

Service Road, Forfar

4 Castle Place, Montrose

T: 0845 604 3719

www.direct.gov.uk

Individual Learning Accounts (ILA)

If you are experiencing a training or development need then ILA may be able to assist. ILA Scotland is a Scottish Government scheme that helps individuals pay for learning that can be done at a time, place, pace and in a way that suits them best. It's for people who have an income of £22,000 a year or less.

Current eligibility criteria for ILA Scotland account applications:

- Must be 16 years old or over
- Must be ordinarily resident in Scotland
- Must have an income of £22,000 a year or less, or in receipt of benefits.
- Must not hold a UK degree (or overseas equivalent)
- Must not be undertaking any form of full-time or part-time secondary, further or higher education
- Must not be participating on any National Training Programme (Modern Apprenticeships, Get Ready for Work or Training for Work)

For more information contact:

ILA Scotland

T: 0808 100 1090

E: enquiries@ilascotland.org.uk

www.ilascotland.org.uk

Flexible Training Opportunities

The Flexible Training Opportunities programme gives Scottish businesses (up to 100 employees) the opportunity to apply for up to £5000 towards employee training costs.

Detailed below is a list of the types and levels of training that are eligible for support. These are:

- Qualifications including individual units
- Masterclasses
- Learning based on National Occupational Standards
- Industry Recognised Qualifications
- First line Supervisory Management
- Workshops
- Taster sessions

Funding is available for up to 10 employees per business and the money is not a loan so there's no need to pay it back. It will refund up to 50% of each episode of employee training up to a maximum of £500. For example, if an episode of training costs £1200, it will refund £500. If it costs £300, it will refund £150.

To apply call the helpline free on:

T: 0800 783 6000

Support to find new employees

The AngusWorks partners will work with you to get to know your business and provide a gateway into all of the services available to help you access recruitment support:

Job Advertising

Through Jobcentre Plus and nominated Job Brokers, we can advertise your vacancy free of charge locally and provide access to the largest vacancy sharing website in Europe.

Jobcentres in Angus
 2 Chalmers Street, Arbroath
 Service Road, Forfar
 4 Castle Place, Montrose
 T: 0845 604 3719
www.direct.gov.uk

Government Programmes

Access to Get Ready for Work, Skillseekers, Modern Apprenticeships and other programmes – see section on UK and Scottish programmes.

Work Trials

Give businesses the opportunity to assess an applicant's suitability for a vacancy. A work trial can be arranged for an agreed period of time and is free of charge. The individual is able to remain on their benefit and is paid expenses for the period of the trial.

Road Shows

These events are designed to raise awareness amongst teachers, careers advisers and JobCentre staff about the careers your business can offer.

Company Open Days

If your company is organising a recruitment open day, we can assist by promoting the event to a wider range of potential recruits.

Sector Specific Initiatives

If you are interested in promoting the sector in which your company operates, we can arrange various events to help you hit your target audience in schools, college or the community to promote both your business and sector.

Access to a Skilled Pool of Potential Employees

We can put you in touch with people who may have been made redundant but whose skills would be transferable to your workplace. We also have access to a pool of labour who have received specialist training and support through a network of partner/provider organisations including college students.

Pre-recruitment Training

We can arrange tailor made training programmes to meet the needs of your business whether you are a new employer to the area or you are expanding or have a specific contract to fulfil. This is provided at no direct cost to the employer.

Networking

We can offer you access to a network of other settings e.g. schools and colleges via participation in local recruitment events/jobs fairs.

Labour Market Intelligence

We can help you obtain a lead in economic development's initiatives and strategic and local planning policy.

Towards Employment Team - Youth Services

Towards Employment Team Youth are part of the Strategy and Employability team within Angus Council's Economic Development and are closely aligned to their colleagues from TET adult services. TET (Youth) delivers Modern Apprenticeship (MA) opportunities across Angus. They are funded by Skills Development Scotland and offer opportunities in the following areas:

- Business Administration
- Horticulture
- Greenkeeping
- Agri-Engineering
- Motor Vehicle
- Childcare
- Leisure

In addition to their MA programme the team also delivers on a commercial basis Vocational Qualifications in the following areas:

- SVQ Management
- SVQ Customer Service
- SVQ Business Administration
- Assessor Awards

If you would like more information about the programmes available:

T: 01241 438160

E: TETStrategy@angus.gov.uk

Towards Employment Team - Adult Services

The Towards Employment Team work with people that are motivated and looking for employment. They can work with you to find the right staff for your business and can offer some in work support. The team offers a range services to help meet business requirements.

For the employer

- Support through the recruitment process
- Employment and training advice

For the employee

- Support for short term training
- Assistance with short term childcare costs

For further information contact:

Towards Employment Team

T: 01241 438 160

www.angusahead.com/tet

Working in Partnership

The role of the Angus Employability Partnership

"Helping the people of Angus into jobs, training and volunteering".

Employer engagement remit of the Partnership

- Supporting the development of employment support services to increase participation in the local labour market
- Supporting employers to up-skill and develop existing staff
- Informing employers of the extended network of opportunities, changes to services and new initiatives available across Angus
- Raising awareness of the Partnership activities and good practice through the Angus employability brand (AngusWorks)
- Supporting employers and their workforce through redundancy situations to achieve positive outcomes for individuals
- Working together to reduce duplication of services

Who's involved?

The Angus Employability Partnership consists of representatives from Angus Council, Skills Development Scotland, Jobcentre Plus, Scottish Enterprise, National Health Service, Angus College, Voluntary Action Angus and the Federation of Small Businesses.

What is AngusWorks?

AngusWorks is the employability brand of the Angus Employability Partnership. It promotes the work of the Partnership and other employability services across Angus.

What is the Angus Employers Pack?

The Angus Employers Pack offers useful and practical advice to employers looking to recruit or develop staff.

How does it work?

AngusWorks provides employers with a single point of contact, who will be able to work with you, signpost and advise on services available and how to improve your business. This service will act as a gateway into accessing a whole range of services available to help you and your business.

What's the catch?

There isn't one. All of the agencies within AngusWorks help local businesses be more successful through assisting with the recruitment of new staff and the retention of existing staff. AngusWorks believes this can be achieved by working in partnership with employers.

What's expected of employers?

A commitment to work in partnership, offering local people suitable employment opportunities.



Federation of Small Businesses
The UK's Leading Business Organisation

