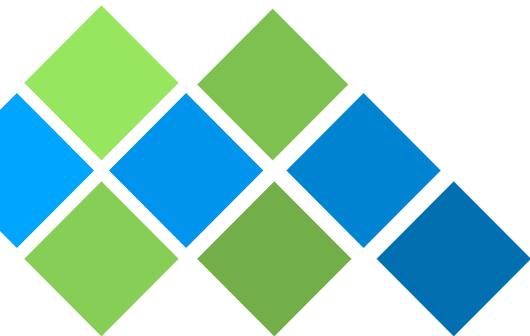


# Guide to services for businesses in East Renfrewshire

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## East Renfrewshire is home to more than 2,000 registered businesses.

The Council wants to support the growth of the local economy and job creation by working in partnership with our Chamber of Commerce, Business Gateway & local businesses.

### Sections

1. Business Support
2. Finance & Money
3. Property & Accommodation
4. Training & Learning
5. Council Services

**“This new guide will be useful to local businesses to identify the range of resources available locally that you can tap into, from grants and financial help to assistance to help with training”**

*President, East Renfrewshire Chamber of Commerce  
John F Hamilton*

**“The Council delivers services that touch every business in East Renfrewshire directly and indirectly. This guide provides details of the key contacts.”**

*Convener for Infrastructure & Sustainable Growth  
Councillor Tony Buchanan*

# 1. Business Support

## East Renfrewshire Chamber of Commerce (ERCC)

On behalf of its members ERCC:

- Encourages private and social enterprise and advances the interests of commerce in East Renfrewshire
- Provides guidance in all aspects of business affairs in the community
- Promotes co-operation with civic authorities such as East Renfrewshire Council
- Provides a forum for the exchange of information of mutual interest

ERCC members are drawn from all corners of East Renfrewshire and beyond: businesses big and small, from the private, public and not for profit sectors, reflecting the diverse nature of business here. There are a high number of micro businesses and home workers in the area and the membership of the Board reflects this business demographic as far as possible. ERCC is also part of the Scottish Chamber network, ensuring a national perspective to liaison and communication at a wider level of business knowledge. For more information or to join ERCC visit

[www.eastrenchamber.org.uk](http://www.eastrenchamber.org.uk), call **0141 887 6181** or email [info@eastrenchamber.org.uk](mailto:info@eastrenchamber.org.uk)

## Scottish Chamber of Commerce

Scottish Chamber of Commerce is the umbrella organisation for 26 local Chambers of Commerce – it has built a reputation as Scotland's premier voice for business at national and international level. SCC is dedicated to promoting and protecting the interests of its member companies and to helping them rise to the challenge, seize the opportunity and succeed in the marketplace. For information visit

[www.scottishchambers.org.uk](http://www.scottishchambers.org.uk)

## Work EastRen

East Renfrewshire Council is committed to helping new and existing businesses grow and prosper through a coordinated package of advice, recruitment and training support. Work EastRen, the Council's employability service, works with businesses on a case by case basis to tailor a package of support to meet your needs.

Work EastRen seeks to help all types of businesses in East Renfrewshire and is flexible in its approach. It provides various services to employers such as:

- Free recruitment and aftercare service
- Helps arrange work placement/work experience within your business
- Provides information and advice on recruitment incentives
- Helps current staff improve their existing skills and learn new ones
- Information on accessing funding and support
- Skills Needs Analysis

For information visit [www.workeastren.co.uk/support-to-business](http://www.workeastren.co.uk/support-to-business) call **0141 577 8438** or email [worker@eastrenfrewshire.gov.uk](mailto:worker@eastrenfrewshire.gov.uk)

## Business Gateway

Business Gateway provides impartial advice and assistance to anyone starting or growing a business in East Renfrewshire. It's free business support services, based at The Foundry, Main Street, Barrhead, includes:

- Advice to suit specific business needs through a network of experienced business advisers
- Signposting and facilitation to advice, consultancy and funding
- Online support – a comprehensive website with practical information and useful guides.
- A programme of fully funded local workshops and events held throughout Scotland.
- Business information – a dedicated team providing information and support on all aspects of starting and growing a business.

For information visit [www.bgateway.com/local-offices/east-renfrewshire](http://www.bgateway.com/local-offices/east-renfrewshire), call **0141 530 2407** or email [colin.mcnally@bgateway.com](mailto:colin.mcnally@bgateway.com)

## Business Improvement District (BIDs)

BIDs aim to create a business led programme of investment to tackle issues identified by businesses, with the aims of improving perceptions, supporting businesses and increasing the number of people shopping, visiting, working and investing in a particular location through positive marketing, events and community projects.

There are currently three active BIDs in East Renfrewshire, I Love Clarkston which was established in 2010 and is now in its second five-year term, Giffnock Village which was established in 2013 and All About Barrhead, established in late 2016.

### **I Love Clarkston BID**

The Clarkston Business Improvement District is made up of over 130 businesses throughout Clarkston.

Having gone through a successful re-ballot in 2015, the BID has launched and managed a number of projects including: shop front improvement schemes; community clean up drives; video advertising for independent businesses. The BID also works closely with Young Enterprise Scotland that manages the planters and flower troughs in the town.

I Love Clarkston also host a number of annual events, the pinnacle of which is the Clarkston Christmas Light Switch On which attracted over 10,000 people in 2016. The BID is looking to host a number of other large-scale events in 2017 including the second annual Food & Drink Festival as well as re-launching the much missed Clarkston Gala Day. For information on the BID, visit [www.iloveclarkston.com](http://www.iloveclarkston.com), find [@iloveclarkston](https://www.facebook.com/iloveclarkston) on all popular social media channels or email [info@erbids.com](mailto:info@erbids.com)

### **Giffnock Village BID**

Giffnock became Scotland's 20th BID in 2013, there are 64 businesses in the Giffnock BID area.

The Giffnock BID business plan was developed in consultation with businesses and shoppers and as a result of this BID, projects have developed such as the creation of new annual events to bring shoppers to the area, a new website and social media presence, a marketing campaign to promote the area, improved signage and participation in a review of parking. New 'mall signs' have been installed and a new retail forum has been created to allow issues and opportunities to be discussed between the businesses. For information visit [www.giffnockvillage.com](http://www.giffnockvillage.com) or call **0141 577 3773**

### **All About Barrhead BID**

One of Scotland's newest BIDs, All About Barrhead, was established in late 2016 after returning a successful 'yes' ballot. The BID boundary stretches along the length of Main Street and Cross Arthurlie Street, whilst also encompassing the businesses on Kelburn Street, Cochrane Street and part of Carlibar Road.

The Barrhead BID has set a vision in the business plan to change the landscape of business in Barrhead over the next five years, including projects such as a 'shop local' campaign, annual shopper surveys, reducing business costs, employability programmes and on-street improvements.

The BID will also look to host regular events, with a plan to introduce bi-weekly street entertainment to encourage more shoppers to the streets on a regular basis as well as two large scale annual events, one of which will be the Christmas Light Switch On.

For more information on The BID, please visit [www.allaboutbarrhead.co.uk](http://www.allaboutbarrhead.co.uk) or email [info@allaboutbarrhead.co.uk](mailto:info@allaboutbarrhead.co.uk). You can also search for [@allaboutbarrhead](https://www.facebook.com/allaboutbarrhead) on social media.

### **Supplier Development Programme (SDP)**

SDP is a business support initiative using training and information to improve the competitiveness of local businesses. SDP is a partnership of Local Authorities and Scottish Government (third sector) working together to bring your business support in all aspects of tendering.

Assisting businesses to become tender ready for public procurement will improve all-round efficiency, sustainability and market potential. For information visit [www.sdpscotland.co.uk](http://www.sdpscotland.co.uk)

### **Regeneration**

The Council is leading on an extensive regeneration programme in East Renfrewshire that includes town centre modernisation, new business and industrial locations and housing development. Of interest to business are the modernised town centre offices, factory units and serviced development plots. Additionally, the Council also has responsibility for all town and neighbourhood centres. For information visit [www.investeastrenfrewshire.com](http://www.investeastrenfrewshire.com), call **0141 577 3773** or email [business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

### **City Deal & Local Development Plan**

The Council has a significant pipeline of major construction projects over the next 10 years, emerging from both capital funded Strategic Development Opportunities and City Deal funded infrastructure and development projects.

## What is City Deal?

The Glasgow City Region City Deal is a £1.13 billion infrastructure funding agreement between: the UK Government; the Scottish Government and eight Local Authorities across Glasgow and the Clyde Valley. East Renfrewshire Council has an initial £44 million allocation to invest in new business and leisure infrastructure, improving transportation links within East Renfrewshire and to Glasgow and beyond.

The key projects to be undertaken over the next four years are:

- Lavern Works, Barrhead – provision of new industrial workshops and preparation of a site allocated for employment generating activities. This project has been completed.
- Dams to Darnley Country Park – development of a visitor centre and allied facilities along with a boardwalk and infrastructure works in support of a wake boarding centre.
- Enhanced road network and new railway station - improved road connectivity between Barrhead, Newton Mearns and the M77 as well as a new rail station and bus interchange in Barrhead South.
- Business Centre at Greenlaw Newton Mearns – development of small office space to serve demand from within the area and beyond

For information visit

[www.investeastrenfrewshire.com](http://www.investeastrenfrewshire.com) or email [business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

## What is the Local Development Plan?

The Local Development Plan was adopted on 25 June 2015 and sets out policies and proposals for the use, development and protection of land within East Renfrewshire. The Adopted Plan provides the Council with a Development Strategy that will guide the future sustainable growth of East Renfrewshire up to 2025 and beyond and provide the appropriate basis for determining future planning applications. Further information can be accessed via the Council website: [www.eastrenfrewshire.gov.uk/local-development-plan](http://www.eastrenfrewshire.gov.uk/local-development-plan)

## Community Benefits

Sustainable procurement is aimed at securing the maximum economic, social and environmental benefit for the area's residents and businesses from investment into East Renfrewshire. The introduction of the Local Government in Scotland Act 2003 and the adoption of the European Commission's Single

Procurement Directive enables the Council and the private sector to enter into Community Benefit agreements through the procurement process. East Renfrewshire Council's Community Benefits clauses seek to introduce measures which secure opportunities for training and employment, work placements, school curriculum support, community enhancement and SME supply chain development, based on the evidence of need in the East Renfrewshire area.

Successful private sector partners will be expected to embrace East Renfrewshire Council's requirements for delivering a range of Community Benefits. East Renfrewshire Council will take a proactive approach with suppliers to provide early, strong and clear guidelines of Community Benefits expectations.

The department's lead Community Benefits Officer will be available to liaise with you after successful tender appointment, to finalise your method statement and support you through the delivery of requirements. For further information contact

[business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

## Economic Intelligence

Economic Intelligence can assist developers and businesses with a range of economic related information including demographics, housing and land supply, labour market studies and development opportunities.

For information call **0141 577 3773** or email [business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

The Business Information Service from Business Gateway can provide national demographics, market trends and market insights. For information call **0300 013 4753**

## Social Enterprise Support

A Social Enterprise is a business or constituted organisation which generates revenue through the sale of goods or services which does not distribute profits to shareholders. Support for third sector organisations seeking to become more enterprising and for individuals or groups seeking to set up new social enterprises is available from our partner organisation - *Voluntary Action East Renfrewshire*.

For information visit [www.vaer.org.uk](http://www.vaer.org.uk), call **0141 876 9555** or email [reception@va-er.org.uk](mailto:reception@va-er.org.uk)

## **Networking**

The East Renfrewshire Business Network is a partnership between the Council, the East Renfrewshire Chamber of Commerce and Business Gateway. The network covers a range of events and seminars and encourages business to business trading within the local business community. For information on forthcoming events call **0141 577 3773** or email **business@eastrenfrewshire.gov.uk**

## **Just Enterprise**

Just Enterprise provides a comprehensive programme designed to help Social Enterprise and budding Social Entrepreneurs achieve their trading ambitions. Supported by Scottish Government, Just Enterprise is committed to the growth and sustainability of Scotland's third sector and their start up, business support, business recovery, procurement, leadership and learning services are available to help you succeed. For information visit **www.justenterprise.org**

## **Cultural Enterprise Office (CEO)**

CEO is Scotland's specialist business support and development service for creative businesses and practitioners. It provides a client-led service, delivered flexibly in response to client need. It complements existing business support provision and adds value by delivering business support that meets the particular needs of creative clients. For information see **www.culturalenterpriseoffice.co.uk**

## **Healthy Working Lives (HWL)**

The local East Renfrewshire Health Improvement Team will signpost people to the HWL team and can give some basic advice to local companies who are thinking about getting involved in the HWL award scheme.

Occupation Health & Safety advice call **0800 019 2211** or visit **www.healthyworkinglives.com**

Workplace Health Promotion advice call **0141 314 0024**. For further information call **0141 451 0750** or email **hiteam@eastrenfrewshire.gov.uk**

## **Federation of Small Businesses (FSB)**

As experts in business, FSB offer members a wide range of vital business services including advice, financial expertise, support and a powerful voice in government. FSB's mission is to help smaller businesses achieve their ambitions.

Established over 40 years ago to help members succeed in business, FSB is a non-profit making and non-party political organisation that is led by members, for members.

Members get an exclusive package of great value business services including advice, financial products and support. These cover a wide range of benefits such as tax, legal and HR, local network groups, business banking and mentoring. For information call **0808 2020 888** or visit **www.fsb.org.uk**

## **Scottish Local Authorities Economic Development (SLAED)**

SLAED is a non-political professional organisation that focuses on excellence in delivery of local economic development services by local authorities across Scotland. It has a wide-ranging interests, all directed towards supporting economic development through investment and employment in local areas. SLAED links up to share member Councils' interests and develop ideas on different aspects of local services, such as business support, skills and employability, external funding, town centre regeneration and tourism development. For information visit **www.slaed.org.uk**

## **Scottish Development International (SDI)**

SDI is the international arm of Scottish Enterprise (SE) and Highlands and Islands Enterprise (HIE). It is a partnership between the Scottish Government, SE and HIE, which works to attract inward investment to Scotland and helps Scottish based companies to trade overseas. For information visit **www.sdi.co.uk**

## **Scottish Manufacturing Advisory Service (SMAS)**

SMAS is focused on developing a culture of business excellence in all manufacturing companies in Scotland. It works with thousands of businesses to play a vital role in helping manufacturers in Scotland to achieve success in an increasingly competitive global economy. Cost, quality and delivery performance, along with increased capacity and enhanced staff morale are just some of the benefits clients are now enjoying. For information visit **www.scottish-enterprise.com/industry-support/manufacturing**

## 2. Finance & Money

### ERC Business Development Grants

East Renfrewshire Council has launched a new Business Development Grant Programme. The Growth New Start Fund and Growth Company Development Fund are part-financed by the European Regional Development Fund (ERDF). In addition, there is also a micro business grant and property support grant.

Between now and the end of 2018 there is approximately £120,000 grant funding available, to develop and strengthen businesses based and trading within the East Renfrewshire Council area. Grants will come alongside a support package from both Business Gateway and the Council's Economic Development Team and will work with and complement existing support available.

#### **Growth New Start Fund**

Designed to support businesses trading for no more than one year with the potential to achieve a minimum annual turnover of £200,000 within 3 years of trading. The grant can provide assistance of up to £1,000 towards the start-up costs of businesses that are able to demonstrate growth potential.

#### **Growth Company Development Fund up to £10,000**

Designed to support growth businesses which have been trading for more than one year and have a turnover less than €50 million and a workforce of less than 250. The fund can provide up to 50% of eligible costs.

#### **Micro Business Grant of up to £500**

Designed to support businesses trading for no more than one year with a turnover of less than £70,000. The small grant can provide assistance towards small important purchases or activity that will make a difference to the sustainability of your enterprise.

#### **Property Support Grant up to £5,000**

Designed for businesses in an area zoned for industrial use. This grant can support up to 50% of the costs of eligible property improvements, any expansion of property and can include road, boundary and landscaping improvements. It will not support repairs or maintenance.

For more information on ERC Business Grants visit [www.eastrenfrewshire.gov.uk/businessgrants1618](http://www.eastrenfrewshire.gov.uk/businessgrants1618), call **0141 577 3773** or email [business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

### Business Loans Scotland (BLS)

Business Loans Scotland can provide loan finance up to £100,000 to new and growing, small and medium-sized businesses (SMEs). The primary focus is on Business to Business (B2B) and Business to Consumer (B2C) categories.

#### **Who can apply?**

BLS can support legally formed and trading business such as:

- Limited Companies
- Partnerships including Limited Liability Partnerships (LLPs)
- Businesses may operate as a Social Enterprise or Co-operative

#### **Loans we can provide for:**

- Working capital
- Purchase of plant, equipment or property

#### **Business Terms**

- Interest typically fixed at 6% (a higher rate of up to 8.5% may be required for new start businesses with little or no security).
- A term of up to 5 years
- Security will be taken where appropriate/relevant
- Work with a business adviser throughout period of loan

For information visit [www.bls.scot](http://www.bls.scot)

### LEADER

LEADER is a bottom-up method of support to communities for rural development. East Renfrewshire is part of the Greater Renfrewshire and Inverclyde LEADER Programme. Grants are awarded by the Local Action Group (LAG) to projects that support delivery of a Local Development Strategy (LSD). The LSD includes actions that will allow individuals, communities and businesses to:

- Drive community action on climate change
- Enhance rural services and facilities, including transport initiatives
- Enhance natural/cultural heritage, tourism and leisure

- Support food and drink initiatives (for example short supply chains, community food)
- Build co-operation with other LAGs in Scotland, UK and Europe
- Exchange learning and knowledge with each other, realise their potential, build opportunities for all

For information visit [www.grileader.co.uk](http://www.grileader.co.uk) call **0141 577 3773** or email [leader@eastrenfrewshire.gov.uk](mailto:leader@eastrenfrewshire.gov.uk)

### Business (non-domestic) Rates

Non-Domestic Rates is the commercial equivalent of Council Tax and is payable on every building - i.e. shop, office, factory, and so on - that is not somewhere that people occupy as a home.

The amount billed is based on the rateable value of the property multiplied by the rate per pound announced each year by the Scottish Government. The assessor sets the rateable value of your property and is required to carry out a revaluation every five years. Refer to the leaflet provided with your annual rates bill for more information and details of any relief which may be applicable. Approximately 15% of the Council's annual budget is derived from non-domestic rates as part of the Government's grant settlement. Since December 2005, our adjoining authority of Renfrewshire Council began administering this on our behalf. For information visit [www.eastrenfrewshire.gov.uk/business\\_rates](http://www.eastrenfrewshire.gov.uk/business_rates)

### Start Up Loans Scotland

Start Up Loans is a government-backed personal loan available to individuals looking to start or grow a business in the UK. With a fixed interest rate of just 6% per annum and the ability to borrow between £500 and £25,000, Start Up Loans offer an affordable source of finance to help new and early stage business owners bring their plans to life. For more information visit [www.startuploans.co.uk/delivery-partners-regions/scotland/#selectregion](http://www.startuploans.co.uk/delivery-partners-regions/scotland/#selectregion)

### Scottish Microfinance Fund (SMF)

Interested parties may apply for a minimum loan of £500 and a maximum loan value of £2,500 through the Scottish Microfinance Fund.

The Fund is administered by DSL Business Finance; an organisation providing start-up and growth loans for small businesses and social enterprises.

The purpose of this scheme is to allow businesses that may have previously struggled to obtain funding the opportunity to access low cost micro-finance options at a competitive interest rate. This scheme is intended for new and existing businesses and social enterprises based in Scotland that are employing fewer than ten people with a turnover and balance sheet less than, or else equal to, £2 million. For information visit

[www.dsl-businessfinance.co.uk/content/smf](http://www.dsl-businessfinance.co.uk/content/smf)

### DSL Business Finance

DSL is a Responsible Finance Provider and a member of the Responsible Finance Industry. It can offer Business Loans to small enterprises located in Scotland, with loans of up to the value of £50,000. There are no age or sectorial restrictions and the loans can be used for many purposes including working capital and vehicles. DSL Business Finance is one of the first Scottish delivery partners for the Start Up Loan Company, a government-funded initiative to provide start up support in the form of a repayable loan – for more information on this visit

[www.newstartupscotland.co.uk](http://www.newstartupscotland.co.uk).

Big issue Invest Scotland is a joint venture between DSL Business Finance and Big Issue Invest. BIIS provides loans of between £5000 and £1.5 million to socially-minded ventures throughout Scotland. For information call **0141 425 2930** or visit [www.dsl-businessfinance.co.uk](http://www.dsl-businessfinance.co.uk)

### Scottish Enterprise (SE)

SE is Scotland's main economic development agency. It has a wide range of services to support businesses as they grow. These are delivered locally, nationally and internationally working with public and private sector partners. SE can help your business grow internationally, embrace innovation, improve your leadership and provide access to finance. You can find out about all of the support available at

[www.scottishenterprise.com](http://www.scottishenterprise.com)

## Prince's Trust

The Prince's Trust Enterprise Programme supports young people aged 18 - 30 who are unemployed or working fewer than 16 hours per week who have a business idea. The programme can help young people decide whether self-employment is right for them by providing training to give them a taste of what they need to know and do to start their own business, one to one help to explore their idea and turn it into a business plan, financial support to apply for grants and a low interest loan of up to £7,500 to help them start their business and business mentoring to help young people develop their business. For information visit [www.princes-trust.org.uk](http://www.princes-trust.org.uk) or call **0800 842 842**.

## Scottish Futures Trust (SFT)

SFT is an independent company, established by the Scottish Government with a responsibility for delivering value for money across public sector infrastructure investment. SFT works with many public and private sector bodies across Scotland as well as contractors, builders, financing and funding organisations, professional bodies and other private sector groups involved in infrastructure. During the 2015/16 financial year, SFT has estimated it has delivered £146m of net benefit to infrastructure investment in Scotland. For information visit [www.scottishfuturestrust.org.uk](http://www.scottishfuturestrust.org.uk)

## Social Investment Scotland (SIS)

SIS is a charity and Social Enterprise that provides loans to other charities, Social Enterprises and community groups across Scotland at affordable interest rates. For information visit [www.socialinvestmentscotland.com](http://www.socialinvestmentscotland.com)

## Creative Scotland

Creative Scotland is the public body that supports the arts, screen and creative industries across all parts of Scotland on behalf of everyone who lives, works or visits here. It enables people and organisations to work in and experience the arts, screen and creative industries in Scotland by helping others to develop great ideas and bring them to life. Full details of Creative Scotland's strategies and priorities can be found at [www.creativescotland.com](http://www.creativescotland.com)

## Scottish Investment Bank (SIB)

SIB is the investment arm of Scottish Enterprise, operating Scotland-wide in partnership with Highlands and Islands Enterprise. Its aim is to ensure businesses with growth and export potential have adequate access to growth capital. SIB also provides a team of financial readiness specialists to help companies prepare for new investment and access appropriate finance. For information visit

[www.scottish-enterprise.com/sib](http://www.scottish-enterprise.com/sib)

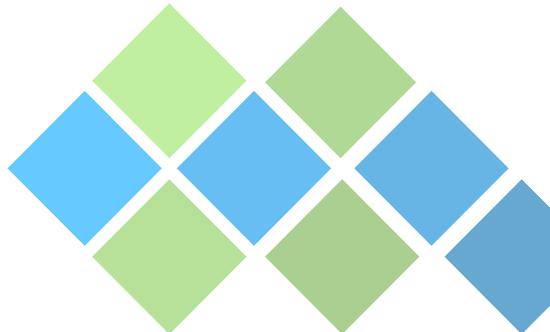
## The Small Business Bonus Scheme

The Small Business Bonus Scheme can eliminate or substantially reduce the tax paid as business rates for eligible small businesses located in Scotland. (Business rates are also known as non-domestic rates.)

The Scheme is provided by the Scottish Government and administered by Scotland's local Councils.

The Scheme provides rate relief on business properties in Scotland with a combined rateable value of less than £35,000 and is targeted at genuinely small businesses in Scotland that experience rates as a high proportion of their turnover. For information visit

[www.mygov.scot/small-business-bonus-scheme-scotland](http://www.mygov.scot/small-business-bonus-scheme-scotland)



# 3. Property & Accommodation

## East Renfrewshire Culture & Leisure (ERCLT) - Accommodation Hire: Halls & Venues

East Renfrewshire Culture and Leisure is a charity with over 400 employees delivering sport, leisure, arts and culture services in East Renfrewshire. ERCLT offers flexible accommodation throughout the area and operate 10 libraries, 4 sports centres with gyms and pools, a 330 seat theatre, 18 community facilities incorporating a wide range of halls, social function and events venues, community centres and pavilions. Availability ranges from meeting rooms to prestigious conference and events/training facilities. The community facilities provide a vital network of centres across the authority and host a huge range of community and commercial activities, helping a wide array of groups to deliver services directly to the heart of communities in East Renfrewshire. For information visit [www.ercultureandleisure.org](http://www.ercultureandleisure.org), call **0141 577 3900** or email [community.facilities@ercultureandleisure.org](mailto:community.facilities@ercultureandleisure.org)

## Property Search

If you are looking for business accommodation within East Renfrewshire, the Economic Development Team can provide you with a list of currently available accommodation including industrial, office, retail and available business sites. For information or to have a property search carried out call **0141 577 3773** or email [business@eastrenfrewshire.gov.uk](mailto:business@eastrenfrewshire.gov.uk)

## Business Accommodation

East Renfrewshire Council has a range of industrial units between 450 and 2000 sq. ft and a range of small retail units available for lease. For current availability please contact the Estates Service on **0141 577 3273** or visit [www.eastrenfrewshire.gov.uk/commercial-land-property](http://www.eastrenfrewshire.gov.uk/commercial-land-property)

## Development of Property & Sites

The Council's Planning and Development Service will offer advice on the requirement for planning permission and likelihood of success as well as the requirement to comply with building standards. It is a statutory function for processing planning permission, listed building consent and building warrant.

The team will explain likely application fees for and timescales of application process, matters likely to arise, potential areas of difficulty or sensitivity will be discussed. For information visit

[www.eastrenfrewshire.gov.uk/planning-and-building-standards](http://www.eastrenfrewshire.gov.uk/planning-and-building-standards) or call **0141 577 3001**

## Environmental Health

East Renfrewshire Council's Environmental Health Team has a free drop in consultancy, at a convenient location, where a wide range of advice and guidance publications are available to assist businesses comply with national and international health legislation. The Team is also required to inspect premises to assess compliance.

Businesses are encouraged to consult with the service prior to major refurbishment and new operation as this can be cost beneficial in the long term. The Team will also respond to requests for advice and complaints made on public health matters. This may involve service of statutory notices for communal repairs to properties, noise, refuse, etc. For information call **0141 577 3782** or email

[environmentalhealth@eastrenfrewshire.gov.uk](mailto:environmentalhealth@eastrenfrewshire.gov.uk)

## 4. Training & Learning

### Modern Apprenticeship Programmes

Modern Apprenticeships (MA) help employers to develop their workforce by training new staff, and up-skilling existing employees. For individuals, an MA is a job which lets them earn a wage and gain an industry-recognised qualification.

Each year, over 25,000 people start a Modern Apprenticeship – combining a qualification with on-the-job experience. This lets people work, learn and earn at the same time. Funding is available which can contribute towards the costs of their training, through a training provider who works with the business.

There are over 80 Modern Apprenticeship frameworks – from healthcare and financial services to construction and IT. These have been developed by sector skills councils, in consultation with their industry. For information call **0141 577 8438** or email **worker@eastrenfrewshire.gov.uk**

### East Renfrewshire Culture & Leisure -

#### Libraries

There are lots of exciting opportunities to learn something new in your local library. From 16 years of age to a ripe old age, you are never too old. There is a wide range of learning opportunities to suit different interests and abilities, including:

- Tutor-led courses in small informal groups
- Access to quality online learning to teach yourself
- Friendly staff to guide you through downloading e-books, e-audiobooks and digital magazines

For information email

**libraries@ercultureandleisure.org**, visit **www.ercultureandleisure.org/libraries** or call **0141 577 3500**

#### Adult Learning

The Council's Adult Learning Team can support local employers and employees to develop core skills for the workplace. The range of learning available includes: literacies and numeracy skills, ICT skills, and communications.

Employees can be referred directly to the service and a tailored programme of support can be agreed or local employers can get help to support employees in the workplace.

It also provides a range of ICT support in libraries. There are two introductory courses, Basics and Beyond Basics, which are free of charge and will support those who have little or no ICT skills. All ICT is delivered in small groups or workshop sessions in a local library but if you want to discuss something for your own workplace please visit

**www.eastrenfrewshire.gov.uk/adultlearning** call **0141 577 3306** or email **adult.learning@eastrenfrewshire.gov.uk**

#### Education

Schools have numerous contacts with local and national business for a variety of reasons including:

- Working together to develop Curriculum for Excellence ensuring positive work related experiences, outcomes and destinations for pupils
- Implementing the Developing the Young Workforce programme
- Delivering content in partnership e.g. campus police officers/teachers
- Work experience for secondary pupils
- Providing learning materials
- Making presentations to learners
- Partnering with teachers to make specific subject lessons more business led
- Providing short placements which enable teachers to experience other working environments and help contextualise learning and teaching
- Business mentors provide 1-1 support to pupils through the Pupil Mentoring Project
- Vocational training for pupils
- Giving pupils 'real life' projects of problems to solve.

For information call the Education Department **0141 577 3942**

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## Centre for Engineering Education & Development (CEED)

CEED is a growing community of businesses and academics. They have joined together to pool their talents, expertise, experience and resource in the pursuit of operational excellence within our own organisations - and yours. In doing so, their aim is to improve operational efficiency and effectiveness – improvements that will impact the bottom line. For information visit [www.ceed-scotland.com](http://www.ceed-scotland.com)

## Skills Development Scotland (SDS)

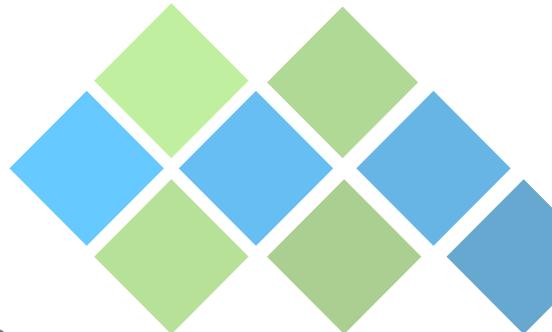
SDS can help build a strong and competitive workforce through learning and development. As Scotland's leading skills body, SDS is equipped to provide skills, training and funding advice. Learning and development are essential to productivity and competitiveness and SDS can help to direct people's development efforts so that businesses gain more from their investment. For information visit [www.skillsdevelopmentscotland.co.uk](http://www.skillsdevelopmentscotland.co.uk)

## Scottish Institute for Enterprise (SIE)

SIE runs programmes that aim to prepare students for success by teaching them essential skills. SIE includes all of Scotland's Higher Education Institutions as its partners in promoting enterprise and entrepreneurship to students. For information visit [www.sie.ac.uk](http://www.sie.ac.uk)

## Scottish Funding Council (SFC)

SFC is helping make Scotland the best place in the world to educate, to research and to innovate. Investing around £1.5 billion of public money each year, SFC's funding enables Scotland's colleges and universities to provide life-changing opportunities for over half a million people. For information visit [www.sfc.ac.uk](http://www.sfc.ac.uk)



## 5. Council Services

### Customer First

Customer First is your central point of contact to the Council, whether by telephone, email, submitted via website or reception facilities at various Council buildings. It will also assist in the processing of licensing applications. For information call **0141 577 3001 (3002) (3003)** or email **customerservices@eastrenfrewshire.gov.uk**

### Roads & Transportation Services

Roads and Transportation is responsible for the maintenance of public highways and footways as well as street lighting. This includes winter maintenance. For more information contact Roads and Lighting Faults (RALF): **0800 37 36 35** or East Renfrewshire Council Customer Services on **0141 577 3001**

### Trade Waste & Recycling

The Council provides a trade waste collection for local businesses. To obtain a quote for these services, please contact us or for information call **0141 577 3001** or email **customerservices@eastrenfrewshire.gov.uk**

### Street Cleaning

Street-cleaning standards are set by the Environmental Protection Act 1990 (Code of Practice). The Council strives to maintain high standards of street cleanliness through its street-cleaning schedule and regular inspections. East Renfrewshire Council works closely with community wardens, schools and local businesses in order to tackle litter hot-spots. Community wardens will issue £50 fixed penalty notices to people caught littering our streets. If you feel that the cleanliness of your area is a problem please report it. If you see someone fly-tipping please report details to the police.

You can report graffiti and the graffiti removal team will remove it within five working days. If the graffiti is considered to be offensive it will be removed within 24 hours. However, if graffiti is on private property, written consent from owners will be required first and this process may delay its removal. For information call **0141 577 3001** or email **customerservices@eastrenfrewshire.gov.uk**

### Trading Standards

The Trading Standards Service offers businesses direction on how to how to comply with legislation relating to price and description of goods, weights and measures, safety of consumer of goods etc.

The Service has a statutory requirement to enforce legislation, in relation to the above, as well as underage sales, petrol, tobacco, reworks, DVDs, spray paints.

The Service will advise consumers on their legal rights and can assist consumers in pursuit of complaints about goods and services. For information visit **www.eastrenfrewshire.gov.uk/tradingstandards**, email **tradingstandards@eastrenfrewshire.gov.uk** or call **0141 577 8782**

### Sport Services

Sports Services offers a range of activities across the Council with four leisure centres offering gyms, swimming pools, saunas, and fitness classes.

Dry side activities such as badminton, squash and football are also available.

Various price packages apply. For further information and opening hours please call the relevant numbers below.

**Barrhead Sports Centre**  
**0141 580 1174**

**Eastwood Park Leisure**  
**0141 577 4956**

**Neilston Leisure Centre**  
**0141 577 4811**

**Eastwood High School Pool and Games Hall**  
**0141 577 8697**

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## Corporate Procurement PCS

The Procurement Service provides a first point of contact for companies wishing to sell goods and services to the Council.

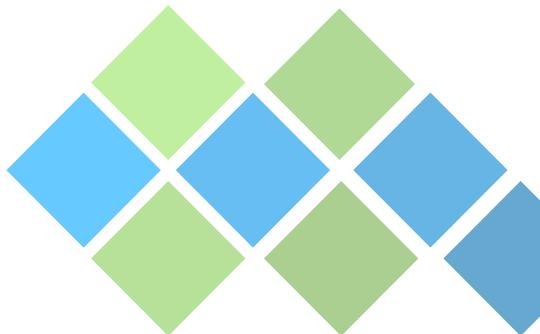
Corporate Procurement provides guidance to companies through direct contact and 'meet the buyer' events. Guidance offered covers general advice on purchasing procedures adopted by the Council, general advice on tendering procedures and details of business opportunities.

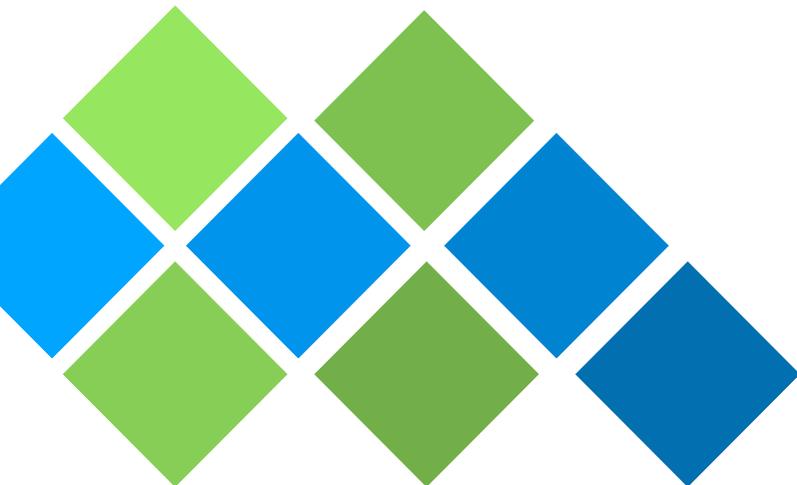
The Council's Online Trading Network (OTN) allows companies to register their services. Council departments can access the OTN when searching for local businesses, which is linked to the Quick Quote service provided by the Scottish Procurement Directorate. For information call the Procurement Helpdesk **0141 577 8591** or email **[purchasing@eastrenfrewshire.gov.uk](mailto:purchasing@eastrenfrewshire.gov.uk)**

## Public Contracts Scotland

Public Contracts Scotland is a portal that gives free access to contract opportunities in Scotland. Find details of contracts with Scottish Local Authorities, NHS Scotland, the Scottish Government, Agencies and NDPBs, Higher and Further Education and Emergency Services by browsing the available contracts. You can also register to receive free e-mail alerts, visit

**[www.publiccontractsscotland.gov.uk](http://www.publiccontractsscotland.gov.uk)**





## Contact List

**Business Accommodation**  
**0141 577 3273**

**Business Gateway**  
**0141 530 2407**

**Business Support**  
**0141 577 3773**

**Corporate Procurement**  
**0141 577 8591**

**Culture & Leisure**  
**0141 577 3500**

**Customer Services**  
**0141 577 3001**

**Environmental Health**  
**0141 577 3782**

**Modern Apprenticeship Programme**  
**0141 577 8438**

**Social Enterprise Support**  
**0141 876 9555**

**Work EastRen**  
**0141 577 8438**

For more information visit  
[www.eastrenfrewshire.gov.uk](http://www.eastrenfrewshire.gov.uk)

