

THE CLACKS BUSINESS WEEK MAGAZINE

20/20 VISION

MARCH 2020



**CLACKS
BUSINESS
WEEK 2020**

2-6 March

**23 EVENTS IN
9 LOCATIONS
ACROSS 5 DAYS**

**Bolt Base
envisions national
growth in 2020**

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**CLACKSFIRST BID SETS
OUT VISION FOR 2020
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FUTURE WORKFORCE OF FORTH VALLEY**

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Welcome

Welcome to the Clacks Business Week 2020 magazine.

My first year at Ceteris has been a whirlwind of activity, I started my role as MD on the opening day of a hectic Clacks Business Week 2019... it certainly set the tone for the year ahead!

Our team have achieved so much over the past year and we have started what I am confident will be a very successful new chapter for Ceteris.

We have rebranded and modernised the look and feel of the company with a new logo, strapline and colour palette. The signage in and around the Alloa Business Centre has been updated accordingly, providing a fresh impact for visitors and tenants alike. This exciting rebrand will continue to roll out in 2020 across our other properties, road signage, maintenance vans and via a brand new website.

Indeed, the Alloa Business Centre has been the heart of Ceteris for over 25 years now and I felt it was important for us to enhance and improve upon its offering. This is why, in 2019, we started a substantial redevelopment programme that included the replacement of 220 windows with new, energy efficient top-of-the-range models, improvements to the roof and the upcoming installation of external wall insulation enveloping the building. I am delighted to say that, with the help of £100k of loan and funding from the Energy Savings Trust we were able to completely recycle our old windows saving 8 tonnes of waste from going to landfill.

We have significantly improved our meeting room facilities and, with the launch of the new Paton Conference Centre, have an offering that I believe is as good as you'll find anywhere in the Forth Valley. Moving forward, we have plans to expand the entrance and reception area, install a lift and I do hope that you all make the most of your next visit to the ABC by visiting the just opened Fuel House Café. Find out more about the redevelopment on Page 10.

In terms of our vision, we are working on a strategy for Ceteris that will see us continue to improve the portfolio of facilities we manage, grow the business, improve the services we offer whilst continuing to provide the high customer service that is at the heart of everything we do.

In 2019, we also undertook a project to find out the positive economic impact that Ceteris has on our local area. We were staggered to be told that our services proved a net additional impact of £120 million to the local economy per annum.

One of our key impacts is the organisation of Clacks Business Week. This year our theme for Clacks Business Week is 20/20 VISION and we have a packed calendar of 23 events in 9 different locations.

Our events are mainly focussing on topics that we need to consider when developing a vision for our businesses - opportunities for youth, selling



online, scaling up and social media - plus, within the magazine local businesses tell us about their vision, products and services. Read on to catch-up with Alloa First, Lithium Systems, Clacks First, CTSi, DYW Forth Valley and our cover stars, Bolt Base, amongst many others.

We've had so much help in organising this week from businesses within Clackmannanshire (and beyond) who have supported us by running or sponsoring events or by placing adverts in this magazine. Many thanks in particular to our Headline Sponsors, Alloa-based Lithium Systems, and Clacksfirst, who are the first ever Magazine Sponsors.

As has now become tradition, we'll be finishing off the week with a charity lunch on Friday 6 March at Inglewood House on behalf of Scottish Autism. This was a great success last time, raising almost £2000 for the charity, and this year will be raising funds for New Struan School. Find out more on Page 16.

Have a great week!

Gary Wilson
Managing Director, Ceteris (Scotland) Ltd.

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Front cover: Ann-Marie and Iain Sim of Bolt Base

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twitter.com/clacksweek **facebook.com/clacksbusinessweek** **#clacksbusinessweek**

Alloa First promises a bright future for the town centre

Alloa First (formerly known as Alloa Town Centre Business Improvement District) is a business-led initiative where businesses work together, with the sole objective of collectively investing in the town centre, towards the aim of creating a brighter future for the business environment.



The crucial benefit of Alloa First is that the goals and actions are set by the business community and the investment is spent locally.

They first became operational in October 2008 and over the past 11 years, have invested over £1,000,000 of member's money directly back into Alloa town centre. A few of their highlights and achievements have been the recent upgrade of town centre CCTV, The BIG recycle project, free town centre Wi-Fi, the introduction of a monthly producers' market, the funding of the annual Christmas lights and Switch On event, a Love Local marketing campaign, spearheading Alloa in Bloom as well as representing the local business community at the many forums throughout Clackmannanshire.

The Board of Directors are made up of local business owners, managers and people with a vested interest in the town centre, they each bring an invaluable wealth of knowledge and experience.

With an open-door policy of "if the lights are on - we're in" the Alloa First office is a hive of activity. The prominent High Street position allows the business community easy access to information, support and resources. The space also currently houses the town centre CCTV and is frequently used as a meeting venue for workshops and training.

Despite the many challenges facing town centres, Alloa has a bright future. The recent award of £683,000 from the Scotland's Town Centre Capital Fund will allow significant improvements to the town centre including the opening of an Active Travel and Information Hub.

As part of Clacks Business Week 2020, Alloa First would like to invite you to join them at the Royal Oak on Tuesday 3 March at 6.30pm where Phil Prentice, Chief Officer of Scotland's Towns Partnership, will be their guest speaker. Phil has over 25 years economic development experience across the public and private sectors and his role as Chief Officer of Scotland's Towns Partnership is to drive sustainable change through collaboration and partnership. Despite the numerous factors and pressures impacting on our towns, Phil

believes that empowered communities can be energised to ensure that Scotland's towns remain vibrant and continue to play a vital role in our nation's future. RSVP Diane@alloafirst.co.uk to confirm your attendance and to hear Phil's thoughts on the future of the town centre followed by an opportunity to ask questions and stimulate debate.

To keep up to date with Alloa First, subscribe to their weekly e-bulletin by emailing Diane@alloafirst.co.uk, check out their website at www.alloafirst.co.uk, like and follow on Facebook, AlloaFirst and Twitter @AlloaFirst.



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As it should be

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MONDAY 2 MARCH

12.30pm - 2pm | Alloa Business Centre OFFICIAL LAUNCH & NETWORKING LUNCH

Official launch of Clacks Business Week including keynote address from Jamie Hepburn MSP, Minister for Business, Fair Work and Skills. Invitation only event.

3pm - 5pm | Inglewood House DISCOVER CLACKMANNANSHIRE WORKSHOP & AGM

Meeting of local tourism group, essential for everyone with an interest in attracting tourism to the area.

4.30pm - 6pm | Forth Valley College, Alloa Campus BUSINESS START-UP AWARENESS

Concise workshop presented by Business Gateway Clackmannanshire covering the fundamentals you need to know when starting up a new business.

TUESDAY 3 MARCH

9am - 10.30am | Ladybird Tea Room FORTH VALLEY BREAKFAST BUZZ

Informal and friendly networking for businesses across Forth Valley. Drop in and out whenever you want - no registration required.

9am - 2pm | Alloa Business Centre THE HEAT 2020 FINAL

Final of Business Gateway Forth Valley's "Dragon's Den" competition as start-up businesses from across Forth Valley compete for almost £7,500 worth of prizes.

10am - 11.30am | Makers Cafe SOCIAL ENTERPRISE & SOCIAL ECONOMY STRATEGY FOR CLACKMANNANSHIRE 2019-2024

Invitation to local social enterprises, social entrepreneurs and partners to discuss the operational plan for delivery of the new five-year Social Enterprise Strategy for Clackmannanshire. Reviewing the current picture, growth of the sector and how best to support the sector priorities in the coming year.

2.00pm - 3.00pm | Clackmannanshire Secondary School Support Service LAUNCH OF DOOGIE ENTERPRISE CLUB - YOUNG ENTREPRENEUR EVENT

This session hosted by CTSi and the Forth Valley Social Enterprise Network will see the launch of the Doogie Enterprise Club to help encourage young people to develop sustainable, ethical and environmental enterprises. Young people who have an idea that can generate income with social benefits to local people will be encouraged to apply for funding and support.

2.30pm - 4.30pm | Alloa Town Centre LIVING ALLOA - TOWN CENTRE WALK ABOUT

Hosted by Alloa First and Clackmannanshire Council and starting at the Alloa First office, this walk about with Phil Prentice, Chief Officer of Scotland's Towns Partnership, will visit the 5 local project areas marked for improvement as part of Scotland's Town Centre Grant.

6pm - 8pm | The Royal Oak THE FUTURE OF THE TOWN CENTRE

Hosted by Alloa First this event welcomes Phil Prentice as guest speaker. Phil has over 25 years economic development experience and believes that empowered communities can be energised to ensure that Scotland's towns remain vibrant and continue to play a vital role in our nation's future. Join Phil and local businesses for a debate on sustainable change, collaboration and partnership.

WEDNESDAY 4 MARCH

9am - 11am | Alloa Business Centre E COMMERCE GROWTH CLUB DISCUSSION

This group is dedicated to encouraging and supporting local online retailers in developing e-commerce expertise to scale their businesses. Through information sharing, market insight and networking, they bring the industry together to develop best practice for an omnichannel future. Essential to anyone currently selling their products online.

9.30am - 12.30pm | e-Centre BUSINESS GATEWAY START-UP WORKSHOP (1 OF 4): BUSINESS PLANNING

Advice on creating a robust business plan for your new venture.

12 noon - 2pm | Alloa Business Centre CLACKS WOMEN INTO BUSINESS LUNCH BY FSB

The FSB will host a special lunchtime Clacks Women into Business during Clacks Business Week. Guest speaker with Pheona Matovu, who runs Radiant and Brighter will share her extraordinary life story.

1.30pm - 4.30pm | e-Centre BUSINESS GATEWAY START-UP WORKSHOP (2 OF 4): FINANCE

Includes advice on managing a profit and loss account, producing a cashflow statement and the different legal structures available to your new business.

2.30pm - 4pm | Alloa Business Centre HOW TO SELL ON AMAZON AND eBAY

Whether you're thinking about or already selling on Amazon or eBay, most businesses can benefit from selling online. This session will run through the practical steps of setting up, including the opportunities for scaling your business, and describe the tools to grow your sales.

6.00pm-9.30pm | Inglewood House FORTH VALLEY CHAMBER DINNER

Informal Networking Dinner focusing on the continued need for businesses and education to work together to ensure our young people have opportunities to help support their chosen career path. Sponsored by DYW Forth Valley. Invitation only event.

THURSDAY 5 MARCH

9am - 11am | Alloa Business Centre BUSINESS GATEWAY FORTH VALLEY: VENTURING FORTH

Every successful business person knows that having a VISION of the future growth of business is key. At this workshop we have 3 industry experts who will look at key challenges you face in building your business: Looking beyond your local market, Scaling your business and leadership.

9.30am - 12.30pm | Alloa Business Centre
**BUSINESS GATEWAY GROWTH WORKSHOP:
WHAT CAN I CLAIM?**

This workshop covers various topics, including: Taxation and National Insurance Rates; Tax Allowances; Business Expenses; Simplified Expenses; Capital Allowances and Investment Allowances.

9.30am - 12.30pm | e-Centre
**BUSINESS GATEWAY START-UP WORKSHOP
(3 OF 4): MARKETING**

Identify your customers, understand your competitors and plan an effective marketing strategy for your new business idea.

12pm - 2pm | Alloa Business Centre
**DECLUTTERING THE LANDSCAPE OF
EDUCATION & BUSINESS PARTNERSHIPS**

Your opportunity to meet with providers and to help shape and influence the future of youth employment in Forth Valley. Hear from Forth Valley College, University of Stirling, DYW Forth Valley, Career Ready & Clackmannanshire Council on how they can support your business engage, employ and train the future workforce.

1.30pm - 4.30pm | e-Centre
**BUSINESS GATEWAY START-UP WORKSHOP
(4 OF 4): INFORMATION TECHNOLOGY**

This workshop will highlight how I.T. can help your business operate more effectively covering hardware and software requirements, planning your website, choosing the right internet provider and keeping your data secure.

FRIDAY 6 MARCH

9.30am - 12.30pm | Alloa Business Centre
LINKEDIN FOR BUSINESS - #DIGITALBOOST

LinkedIn can be an incredibly powerful – and profitable – business tool. Like any tool, you have to learn how to use it, and this workshop gives you expert guidance. You'll create a LinkedIn strategy to supercharge your business via marketing and brand promotion initiatives.

10am - 4pm | Alloa High Street
ALLOA FIRST FRIDAY MARKET

The Alloa First Friday Market returns for 2020 after a winter break. Visit the local producers and their varied selection of artisan craft stalls, hot and cold food, jewellery, plants and gift ideas.

1pm - 4pm | Inglewood House
**CHARITY LUNCH FOR THE BENEFIT OF
SCOTTISH AUTISM**

Celebrate the close of Clacks Business Week with a fundraising lunch for Scottish Autism's New Struan School in Alloa. Details on Page 16.

**LOCATIONS - To book visit,
ceteris.co.uk/clacksbusinessweek**

- **Alloa Business Centre**
Whins Road, Alloa FK10 3SA
- **Forth Valley College Alloa Campus**
Devon Road, Alloa FK10 1PX
- **Ladybird Tearoom**
East Vennel, Alloa FK10 1ED
- **Inglewood House & Spa**
Tullibody Road, Alloa FK10 2HU
- **Makers Cafe**
Makers Village, Ludgate, Alloa FK10 2DE
- **Clackmannanshire Secondary School Support Service**
1 Bedford Place, Alloa FK10 1LJ
- **The Royal Oak**
7 Bedford Place, Alloa FK10 1LJ
- **e-Centre, Cooperage Way**
Alloa FK10 3LP
- **High Street, Alloa FK10 1JE**

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Looking to the future and investing in services ensures Lithium stay ahead of the pack



This year's sponsors of Clacks Business Week, Alloa-based Lithium Systems Ltd, is a local company that keeps ahead of the pack, in the highly competitive world of Information Technology, by constantly looking to the future and investing in cutting edge services delivered by an expert team of dedicated staff.

Directors, Stephen Franklyn and George Aitkenhead have been at the helm of the IT support company for over 16 years and have overseen significant expansion during that time. Recent client engagement has resulted in substantial investment in a new office location and a major recruitment drive to meet the demand for services.

Over the years the business has grown from two Directors and a handful of local clients, to a multi-skilled national

support company with highly skilled engineers providing clients with a fully managed outsourced IT service.

Stephen says, "Clackmannanshire is a great place to base a business. From our strategic, central location, we are well-placed to despatch engineers to Glasgow, Edinburgh or Perth in 30 minutes: good news for clients as this means delivering on service and impressive response times."

George adds, "When we started the business I don't think either of us knew how challenging it would be to operate and grow a business from scratch. We've learned through the years that great customer service and embracing new technology for the benefit of customers really has been the key to growth. As we are both from engineering backgrounds we were always comfortable with new technology but although we are both self-confessed geeks, Stephen and I have always gone to great lengths to ensure that clients understand their IT without the need for a Degree in Computing!"

After 16 successful years Lithium continues to pioneer on issues such as Cyber Security, GDPR, and security, as well as ensuring clients are embracing new technologies such as Office 365 and cloud computing.

Stephen concludes "Lithium is delighted to be the main sponsor for Clackmannanshire Business Week 2019. The week is all about businesses looking ahead, and in the IT sector it's crucial to be ahead of the competition. We aim to do that by looking to the future and delivering it in the present. The week represents everything that we feel is important in business; a supportive business community; networking and learning opportunities; and being prepared for future growth."

For more information visit lithiumsystems.co.uk or call **01259 727847**.



Working with Business Improvement Districts since 2012 to change the way Scottish Businesses manage their utilities.

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Venturing Forth Business Growth Workshop

Alloa Business Centre

Thursday 5 March, 9am



Jamie McCallum



Wendy Chalmers Mill



Russell Dalglish

Every successful business person knows that having a VISION of the future growth of their business is key. So, we've invited 3 industry experts to look at the challenges faced in building a business:

Scaling your business: Jamie McCallum's innovative programme "Sort and Scale" looks at the pitfalls of scaling up without first sorting existing problems.

Participative Leadership: Are your staff as motivated for business success as you are? Wendy Chalmers Mill has been engaging with businesses for over 20 years and knows the benefits of an inspired workforce.

Looking beyond your local market: Russell Dalglish, founding Managing Partner of the advisory group, Exolta Capital Partners and Founding Chairman Scottish Business Network, has been instrumental in helping Scottish businesses explore global opportunities.

Scaling your business - Ambitious Business Growth Method

Described as "Mixed Martial Arts for Business" - "Sort & Scale" takes companies with serious ambition through a process that implements areas to systematise their core business (Sort), turning existing revenue into a reliable machine to free up resources for step-change growth opportunities (Scale).

It is the brainchild of Jamie McCallum, founder of ARG, who has been coaching leaders of all types and size of business for over 10 years. He's

also designed national innovation programmes on behalf of domestic and overseas governments.

He said: *"I've realised what frustrates business leaders the most is how existing support only helps them to "know what they don't know" without actually doing anything to help them execute.*

In response we've designed one complete programme. We work with the business right through the execution phase because we're not interested in looking smart for a day on some band-aid intervention. Most programmes give you an action plan, this gives you a result."

Visionary "Participative" Leadership for 2020 and beyond

Wendy Chalmers Mill of Positive Performance has specialised in the field of leadership, communication, resilience and performance since 1998.

Exceptional leadership is the key ingredient of a successful business. It is crucial to nurture and develop quality leaders. Authenticity, communication excellence, resilience, trust and a willingness to let go of ego and hierarchy are the key components of a visionary leader.

"When you give employees a say in decisions, they feel valued and claim an emotional stake in the process. This leads to reduced stress, improved motivation, job satisfaction and better engagement. This is the difference between employees working just enough to satisfy minimum expectations and getting outstanding staff performance.



Leaders who collaborate and engage with their staff cause positive things to happen all around them. These are the Leaders of the future."

Looking beyond your local market

Never in the history of mankind have small businesses been so able to access global markets. International trade has been restricted to multinational businesses with the capital, marketing clout and distribution network to deliver products and services across our planet. The rise of ecommerce, almost free telecommunication and global social media has now democratised exporting.

"Our support commences with desk-based research taking advantage of the resources provided by the internet, exploiting the services of agencies such as Scottish Development International and the DTI. But most useful has been the ability to use our Scottish diaspora to provide invaluable insight into local markets.

Just as at home you would ask a friend or colleague for advice on locating new business opportunities, we can speak with a fellow Scot directly in your specific overseas target market for advice.

We have witnessed the success of diaspora in terms of trade and investment in countries such as Ireland and Israel and through the efforts of Scottish Business network all this support is now available to you."

Introducing Kenny MacInnes...

NEW VICE PRINCIPAL AT FORTH VALLEY COLLEGE

Kenny MacInnes was appointed as Forth Valley College's new Vice Principal of Learning and Student Experience based at their Alloa Campus in September 2019.

It has been a meteoric rise for the former EITB (NASEC) Mechanical Engineering Apprentice who left school in 1985 to train at Falkirk College of Technology – which later became Forth Valley College. Kenny also won an Apprentice of the Year award at the college, before completing his apprenticeship, and progressing to study for a degree in Computer Aided Engineering at Glasgow Caledonian University.

Kenny worked within the petro-chemical, manufacturing and aero industries before he joined the college as a lecturer in 2007. His notable skills and professionalism have seen him rise quickly through the ranks at FVC, moving on to

become a Curriculum Manager in 2012, whilst completing a Masters Degree in Education at Dundee University, and then Head of Department in 2014. He has been responsible for the delivery of the College's STEM strategy and relished his role as one of four new Directors of Curriculum.

Kenny, said: "I love the culture at Forth Valley College and I am now looking forward to the next stage and to engage with the students and staff that make up this forward thinking and innovative organisation."

FVC Principal Dr Ken Thomson, said: "This is a new role as we merge Learning and Teaching with the



Student Experience. Kenny has Forth Valley College in his blood and he has studied here, lectured here and has been involved in senior manager roles at the college. His commitment, dedication and talent are just what we are looking for as we take this new strategic role forward and continue to make learning work in the Forth Valley area."

TRAINING COURSES

Forth Valley College is one of Scotland's leading training providers with significant experience in delivering innovative solutions for employers.

Training courses on offer:



CompEx & Electrical Safety



Health & Safety



Trainer Skills



First Aid



Human Resources



Food & Drink



Management & Leadership

We also offer a wide range of full-time and part-time courses and evening classes.

For further information on the courses available please -
Visit: www.forthvalley.ac.uk or call: 01324 403000

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Information contained within this document was correct at time of publishing, but may be subject to change.

Forces Friendly Training Provider



Forth Valley College

Making Learning Work



Ceteris set out a vision for the Alloa Business Centre

Last year, Ceteris started a substantial redevelopment programme for flagship property, the Alloa Business Centre. The centre which currently houses almost 40 tenant businesses is in the middle of a £750,000 refurbishment.

This essential upgrade will ensure that the Alloa Business Centre builds on its current reputation as a great place to do business, maintains and improves its conferencing facility and becomes the primary business centre for Clackmannanshire, now and in the future.

The plan includes:

- The design and installation of a modern café, The Fuel House
- A new state of the art conferencing facility, The Paton Conference Centre
- Upgraded meeting room facilities
- An extension to the front of the reception area
- Improved accessibility with the installation of a lift
- New double glazed windows throughout
- Improvements to the roof
- Replacement of electronic storage heaters with Gas Central Heating
- External Wall Insulation (EWI) enveloping the building

Gary Wilson, Managing Director of Ceteris said: *"I view the Alloa Business Centre as a key business location for Clackmannanshire. I've spent a large proportion of my time since becoming Managing Director investigating and constructing an in-depth redevelopment plan for it."*



"These essential works will safeguard the future of the Alloa Business Centre in the digital age and give our tenant businesses the catalyst for growth."

"For Ceteris, the benefits are multiple. I envisage that the improvements will result in higher occupancy rates and increased conferencing revenue. I also hope that it will encourage additional businesses to set-up or move to Clackmannanshire."

"The external wall insulation, window and heating upgrades will result in a more effective and energy efficient Alloa Business Centre. This is a key objective as we aim to build on our recent award of the Resource Efficiency Pledge – Silver Level"

As part of the redevelopment of the Alloa Business Centre, 220 windows have been replaced with new, energy efficient, top-of-the range models.

Ceteris were keen to minimise the potential impact on the environment



that the removal of these older windows could have caused.

The total weight of these older windows was estimated at almost 8 tonnes and everyone in the business was determined to keep them from going into landfill.

So, Ceteris worked closely with DCB Recovery of Coatbridge to ensure that all glass, metal, plastic and rubber was removed from the windows, enabling 100% of these materials to be recycled into making new windows. Even the silicon, expanding foam and other contaminants were removed.

DCB Recovery then crushed and re-built the glass, metal, plastic and rubber before distributing to a range of window manufacturers across the UK.

Gary Wilson, *"Of the almost 8 tonnes of potential waste, we are delighted that there will be virtually no landfill other than a negligible amount of silicon and expanding foam."*



Introducing Forth Valley's Newest Conference Centre

The Paton Conference Centre at the newly refurbished Alloa Business Centre is the perfect venue for any professional event. This new large conference room can seat up to 80 people theatre style or 60 cabaret style. It's a great space for team building, training, networking or conferences.

Book the Paton Conference Centre and you will have access to:

- Onsite parking
- High speed Wifi
- Video conferencing
- Surround sound PA system
- Microphone for presenter
- Touch screen HD Smart TV
- A flexible space for up to 80 attendees

Refreshments, quality catering (including special dietary requirements) and break-out rooms are also available on request.

With Alloa railway station a short walk away and easy transport links to Stirling, Bridge of Allan and Falkirk, Alloa Business Centre is a convenient and cost-effective venue. Ceteris' experienced, friendly team will help you plan your event to get the most from your day.

Looking for a place to meet in Central Scotland?

Ceteris also has meeting rooms located across the Forth Valley in a variety of sizes, available for booking by the hour or for the day. From the newly launched Bruce Boardroom with breakout area, kitchen and Smart TV to smaller, intimate meeting rooms for interviews and one-to-ones, Ceteris offer flexible spaces at competitive prices.

Alloa Business Centre

Glass Rooms: Up to 6 delegates, from £10 per hour

Bruce Boardroom (top right): Up to 12 delegates, from £15 per hour

Erskine Room: Up to 16 delegates, from £15 per hour

eCentre, Alloa

Dumyat Room: Up to 6 delegates, from £15 per hour

Gartmorn Room: Up to 12 delegates, from £15 per hour

Springfield House, Stirling

Thistle Room: Up to 8 delegates, from £15 per hour

Argyll Room: Up to 10 delegates, from £15 per hour



To enquire call 01259 721454, email conferences@ceteris.co.uk or visit ceteris.co.uk for further details.

Clacksfirst BID sets out vision for 2020 and beyond

Clacksfirst Business Improvement District (BID) exists to deliver on projects, in agreement with its members, to deliver services and infrastructure that are not required to be delivered by the local authority.

Since the BID has come into existence in 2008, significantly more than £1 million has been invested into making the BID area safer, more secure, cleaner and aesthetically more appealing.

Safety and security in the BID area remains a top priority for Clacksfirst. Police Scotland data informs that the steps they have already taken have resulted in a 50% drop in reported crime in the BID postcodes. Prior to the renewal ballot in 2018, the members survey clearly demonstrated that CCTV is important therefore, the BID has expanded the number of cameras they have and, working with Police Scotland, have identified further vulnerable sites that would benefit from having CCTV, and this will be carried out early this year.



In 2019, the BID extended its Security Improvement Grant Scheme, the scheme is designed for businesses, in the BID area, to part-fund increased security measures to premises, business operations or an area within the BID. Clacksfirst remains focused on the continued reduction of crime in the BID environment and this scheme enables businesses to protect their property.

Also in 2019, the BID introduced, for the first time, a Property Improvement Scheme and this will continue into 2020.

Clacksfirst BID has located thirteen defibrillators throughout Clackmannanshire and, in the past twelve months, have delivered free CPR and defibrillator training to more than forty businesses, this is an initiative that will certainly continue in 2020.

There has been an increase in the number of businesses taking advantage of the BID-funded recycling service, meaning Clacksfirst BID continues to reduce the volume of recyclable materials that would have gone to landfill in the past, currently estimated at over 400 tonnes.

This winter the BID increased the number of grit bins in the BID area and employed a pro-active, preventative service that involves attending sites based on the weather forecast to grit in advance of heavy frost, ice or snow.

Clacksfirst BID will continue to invest in the projects highlighted by our member businesses and will continue to support growth and innovation in Clackmannanshire business.



Business Lunch in aid of
newstruanschool

Scottish
autism
WHERE AUTISTIC PEOPLE
ARE VALUED



Support your local charity while networking during
Clackmannanshire Business Week

Lunch at award winning Inglewood House
Friday 6th March 1-4pm
£29.95 per person or £265 for a table of 10
(all prices plus VAT)

To book contact:

events@inglewoodhouseandspa.co.uk

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Get Connected

Become part of the Scottish Chambers of Commerce Network, which represents 27 Chambers, 12,000 businesses and their half a million employees, providing a powerful voice for business at a national level.

We are the leading Scottish Business Network

Forth Valley Chamber of Commerce
Scion House
Stirling University Innovation Park
Stirling FK9 4NF

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CTSi offer a Vision for the future of Social Enterprise in Clackmannanshire

To mark the Clacks Business Week theme of 20/20 Vision, Clackmannanshire Third Sector Interface are running two events, looking towards the future of social enterprise in Clackmannanshire, on Tuesday 3 March.

First of all at 10am, they will be looking at the Social Enterprise & Social Economy Strategy for Clackmannanshire 2019-2024 at the Makers Cafe.

They would like to invite all local social enterprises, social entrepreneurs and partners to discuss the operational plan for delivery of the new five-year Social Enterprise Strategy for Clackmannanshire. This will involve reviewing the current picture, growth of the sector and how best to support the sector priorities in the coming year.

Then at 2pm in the Clackmannanshire Secondary School Support Service on Bedford Place, the Doogie Enterprise Club will be launched!

So, who is Doogie and how does he fit in? In 2018, the Forth Valley Social Enterprise Network (FVSEN) was launched and in 2019 they linked up with Edinburgh Social Enterprise Network (ESEN) to use the same eye-catching logo featuring 'Doogie', #Buythegoodstuff.

As part of this, a new map and leaflet was produced for Clackmannanshire showing all the local social enterprises in the area, which is available across the county.

CTSi and the FVSEN will be launching the new Doogie Enterprise Club during Clacks Business Week to help encourage young people to think about developing sustainable, ethical and environmental enterprises for the future.

The Doogie Enterprise Club will be launched at Clackmannanshire Secondary School Support first and rolled out to other schools through the year. It will combine small set-up grants alongside some mentoring from local social enterprises and help also from CTSi.

It will be available to all young people who have an idea that can generate income with social benefits to local people and communities.

Attendees must register in advance for both events, please visit ctsi.org.uk or ceteris.co.uk/clacksbusinessweek to book your place.



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Bolt Base envisions national growth in 2020

Bolt Base, an Alloa-based international seller of bolts, washers and screws, recently celebrated ten years in business, praising the long-term support given by Business Gateway.

Founded in 2009, Bolt Base boasts seven employees across three units and provides customers with a wide range of products, delivered in smaller quantities than their competitors. With an annual turnover of £1 million, the business has plans for expanded growth in 2020, aiming to raise its profile amongst local and national business communities in order to attract more commercial customers.

Bolt Base have been Ceteris tenants for a number of years and are based at The Trade Centre, Alloa.

Initially trading from their garage, business owners Ann-Marie and Iain Sim approached Business Gateway for advice and support as they scaled up their business activities. They

secured their first premises following advice from Business Gateway, HR support as they hired an apprentice and full-time employee and one-to-one sessions with a DigitalBoost specialist to support their new website build.

Their rapid growth has enabled Bolt Base to become one of the top sellers on eBay, ranking at no.65 globally and no.35 in the UK.

Ann-Marie said: "Business Gateway support has been invaluable throughout our entire business journey. Their advice has enabled us to expand our operations and trade overseas which has been critical to our business development.

"When you're starting a business, it can be hard to see where it could go,



so Business Gateway has provided a valuable partnership that has evolved as Bolt Base has expanded. As we look forward to the next ten years of our growth plan, it is comforting to know that the Business Gateway team is behind us every step of the way."

RUNNING A BUSINESS? connect with us

You know your business, but Business Gateway Clackmannanshire could provide the missing piece to help take it to the next level.

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- To access specialist support on a wide range of business queries?
- To draw on the wealth of market research available from our information service?
- To be signposted towards sources of funding and key contacts for onward referral and business development?

And all of our services are provided FREE of charge.



Business Gateway has always been our first point of contact when we need advice.

Helen Clark
The Ochil Fudge Pantry



Business Planning
4 March
9.30am-12.30pm

Finance
4 March
1.30pm-4.30pm

Marketing
5 March
9.30am-12.30pm

IT
5 March
1.30pm-4.30pm

Connect with us. Visit www.bgateway.com/events for more information or call 01259 208426.
Clacks Business Week Start-up Workshops held at the e-Centre, Cooperage Way, Alloa, FK10 3LP



EUROPE & SCOTLAND
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Investing in a Smart, Sustainable and Inclusive Future



Fundraising lunch for New Struan School



Autism is a lifelong developmental condition that affects the way a person communicates and interacts with others.

Autism affects around 1 in 100 people in Scotland and can have a huge impact on individuals and the lives of their loved ones.

Scottish Autism is an organisation dedicated to enabling autistic people to lead happy, healthy and fulfilling lives. We provide a range of services for children and adults including education, day and vocational opportunities and practical living support as well as offering information and advice for individuals, families and professionals.

Scottish Autism is currently fundraising to support their independent day and residential school, New Struan School in Alloa. New Struan School supports autistic pupils, with different levels of communication, social understanding and sensory needs. The staff at New Struan School know that autistic children can be successful learners and strive to provide a flexible and personalised approach, enabling each pupil to reach their full potential.

The pupils at New Struan School take part in Rebound Therapy, drama sessions and animation workshops with trained specialists. The benefits of these sessions are evident through the increased confidence, interaction, communication and calmness that pupils display in daily classes, aiding overall learning. Scottish Autism need to raise £30,000 annually to keep providing these activities.

In partnership with Ceteris and Inglewood House and Spa, Scottish Autism is hosting a Business Lunch on Friday 6 March to raise funds for New Struan School. This will be a great opportunity to network with fellow local businesses during Clackmannanshire Business Week while supporting a local charity. There will be a delicious three course lunch, prosecco, beer or a soft drink, along with a raffle which will include some wonderful prizes.

A table for ten people costs £265 or £29.95 per person (plus VAT).

BOOK YOUR PLACE

Contact events@inglewoodhouseandspa.co.uk or call 01259 216156.



How to sell on Amazon and eBay

Whether you're thinking about or already selling on Amazon or eBay, most businesses can benefit from selling online.

This session will run through the practical steps of setting up, including the opportunities for scaling your business and describe the tools that will help you to grow your sales.

This informative session is presented by Karen Riddick, owner of Second Nature Online, an importer and retailer of eco friendly soft furnishings and homeware, which has both an online presence and town centre shop.

Did you know that over half of Amazon's sales are made by small independent businesses? This vast online marketplace provides a structured selling framework and presents an unrivalled opportunity for sellers to reach a wide range of customers - in the UK and overseas.

Why attend?

If you're looking to start-up, or expand a business, then you need to think about Amazon. In this session you'll learn all the basics about opening, running and growing your own Amazon store.

Topics covered include:

- Selling on Amazon - what's in it for your business
- Opening and maintaining an Amazon seller account
- Adding products to your Amazon inventory
- Successful sales
- Handling orders and returns
- Fulfilment by Amazon service
- Selling internationally
- Customer service and communication
- Other sources of information and tips
- Get tips and guidance from an experienced Amazon seller who started small and now has stores throughout Europe

eBay too is a great launch pad for anyone looking to sell online. Get it right and a hobby business can quickly turn into a larger scale operation. This session will show you the basics of selling on eBay, including the tools to grow your sales.

INTERESTED – The how to sell on Amazon and eBay session takes place at the Alloa Business Centre on Wednesday 4 March at 2.30pm.

Decluttering the landscape of education and business partnerships

Thursday 5 March | 12.00pm – 2.00pm
Alloa Business Centre

Are you baffled by the sheer amount of information out there when it comes to employing and training young people or do you struggle to find the right person?

If so, then this is your opportunity to meet with providers and to help shape and influence the future of youth employment in Forth Valley.

Hear from Forth Valley College, the University of Stirling, DYW Forth Valley, Career Ready & Clackmannanshire Council on how they can support your business engage, employ and train the future workforce.

This is also your chance to discuss

- Finding the right young person for your business
- What your needs for the future are
- Skills gaps that you have come across
- What you want out of these programmes
- Feedback on the existing support



- What types of jobs you need filled
- The general issues facing local businesses

They will also cover the support available for existing and mature employees.

This session, unique to Clacks Business Week 2020, really is a one-off opportunity to meet and speak to the local agencies and educational institutions that can connect you with the workforce of tomorrow. Booking essential, lunch provided.

Boost your business with LinkedIn

This workshop will take you beyond networking by showing you how LinkedIn can market your products and promote your brand.

LinkedIn can be an incredibly powerful - and profitable - business tool.

However, like any tool, you have to learn how to use it, and this workshop gives you expert guidance. You'll create a LinkedIn strategy to supercharge your business via marketing and brand promotion initiatives.

You'll learn when to use personal and company profiles and how to optimise them for maximum visibility. Content is king these days, and you'll be shown how to plan and produce captivating content that enriches your brand.

The value of the event will be enhanced if you can bring along your laptop or tablet so you can work on your LinkedIn account during the session.

This is a 'DigitalBoost' event which is funded by Digital Scotland and delivered by Business Gateway.



The LinkedIn for Business (Intermediate) workshop takes place on Friday 6 March at Alloa Business Centre, 9.30am - 12.30pm. Booking essential via bgateway.com/clackmannanshire.

Developing the Young Workforce Forth Valley



Do you want to attract and retain young talent?

Do you want your business to actively support and engage with your local community?

Do you want to bring fresh thinking & ideas into your business?

DYW Forth Valley is here to encourage and support businesses to create and develop meaningful, sustainable partnerships that develop young people by engaging directly with education, and encouraging local businesses to employ more young people.

Why?

Well, apart from helping young people to develop their skills, DYW Forth Valley know that employer involvement in education makes business sense.

In Forth Valley they have already supported many successful partnerships and initiatives to get up and running, however recognise that more needs done and aim to see more local employers enjoy the benefits of supporting and employing young people.

The DYW Programme Team aim to make the process as simple as possible, connecting businesses with education for the benefit of all involved. This ensures that young people are equipped with the skills,

experiences and qualifications they need to move to positive destinations after school, can make informed choices about the jobs and careers they want to pursue, and harness an emerging talent pool for employers to attract the next generation workforce into their industry.

Some of the benefits businesses in Forth Valley have experienced through their DYW activity include:

- Creative business solutions and fresh ideas
- A more work ready talent pool
- Enthused work force
- Sustainability
- Corporate responsibility
- Raised profile
- Increased profit
- Staff development

Would you like to get involved? It is easier than you think.

No matter what your reasons for getting involved are, DYW Forth Valley can support you in developing a partnership with one school, or multiple schools across a local authority or region.

If you would like to discuss getting involved please email getinvolved@dyw.forthvalley.ac.uk

For more information, please visit: www.dywforthvalley.com

DYW

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Developing the
Young Workforce



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