

# Local Government Supported Business Workshop

8<sup>th</sup> February 2018

# Welcome & Agenda

Steve Brannagan – Scotland Excel

# Agenda

9:30	Registration & coffee	
10:00	Welcome & Agenda - <b>Steve Brannagan</b> – Scotland Excel	Laphroaig
10:20	Supported Business - <b>Paul Wheelhouse</b> – <i>Minister for Business, Innovation and Energy.</i>	Laphroaig
10:40	Supported Business – A call to arms <b>Julie Welsh</b> – <i>Scotland Excel</i>	Laphroaig
11:00	The case for Economic Development – <b>Yvonne Weir</b> – <i>North Lanarkshire Council</i>	Laphroaig
11:15	Coffee and Exhibition	Ardmore
11:40	Working in Partnership– <b>Ann Jamison</b> – <i>Dovetail</i> <b>Karen Lawson</b> <i>Dundee City Council</i>	Laphroaig
12:00	Workshop intro	Laphroaig
12:10	Lunch and Exhibition	Ardmore
13:10	Workshop 1 – Busting Barriers	Ardmore
13:40	Workshop 1 - Feedback & Discussion	Laphroaig
14:00	Scotland Excel – Incorporating Supported Business into your Supply Chain – <b>Barry Phillips</b> – <i>Scotland Excel</i>	Laphroaig
14:20	Workshop 2 – Building Bridges	Ardmore
14:50	Coffee and Exhibition	Ardmore
15:10	Workshop 2 - Feedback & Discussion	Laphroaig
15:30	Taking care of our assets – <b>Pauline Waddell</b> - <i>Falkirk Council</i>	Laphroaig
15:45	<b>Recap and close</b> Hugh Carr – <i>Scotland Excel</i>	Laphroaig
16:00	Close	



Investing in People, Changing Perspectives



# What they do

## *One Example*

# Today's Objective

- Understand what Supported Businesses are and do.
- Networking
- Increase Spend with supported businesses.
- Enrol you all as supported business champions



# Supported Business

*Paul Wheelhouse – Minister for  
Business, Innovation and Energy.*

# Supported Business - A call to arms

Julie Welsh – Scotland Excel



# Why focus our efforts on Supported Businesses?

- There are benefits to the supported business, their employees & the purchaser
- Its easy to do
- It's the right thing to do



# Supporting our disabled citizens

- Statistics suggest that 20% of the population have a 'long term activity limiting health problem (c. 1million in Scotland)
- Approximately half of all working age people with disabilities in the UK are employed



# Why is work good for us?

- Work give all of us:
  - Social contacts and support
  - A way of structuring our time
  - An opportunity to develop and use skills
  - Social status
  - A sense of identity and personal achievement
  - Money for material well being



# People who are unemployed\*:

- Have poorer physical & mental health
- Consult with their GP more
- Are more likely to be admitted to hospital
- Have higher death rates
- More likely to suffer from depression & anxiety



\*from the Royal College of Psychiatrists

# Role of the Council

- Social work, including community care
- Economic Development
- Tackling Inequalities and promoting social inclusion



# Supported Businesses can help us

- These businesses provide sustainable employment for around 1,100 people in Scotland of whom around 65 per cent are people with disabilities. The skills and expertise of the workforce are exceptional - providing high quality, competitive goods and services
- A supported business' primary aim is the social and professional integration of disabled or disadvantaged persons.
- At least 30 per cent of the employees of those businesses should be disabled or disadvantaged



# What can we do?

- Be aware of the range of goods and services offered by supported business
- Reserve a contract for a supported business
- Include supported businesses in quick quotes and lower value requirements
- Don't get hung up on the legislation!



# The case for Economic Development

Yvonne Weir – North Lanarkshire  
Council



# The Case for Economic Development

**Yvonne Weir**

**Enterprise & Housing Resource**

**North Lanarkshire Council**

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# What I am going to cover

- The scale of supported businesses
- The headline figures
- Impact on poverty and families
- Economic and Social Benefits
- The Procurement Case
- What Can Economic Development Do...

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# The Scale of Supported Businesses in Scotland

- Substantial Contribution to local and the wider economy - wide range of quality services and products
- Real businesses with real jobs and real skills – working in a commercial marketplace to provide a quality product at a competitive price
- From the original definition of a supported business with a 50% threshold:
  - Collective Turnover 2016/17 - £39.7m
  - Employing c 1000 staff of which 705 are disabled or disadvantaged
- The new definition whereby 30% of employees require to be disabled or disadvantaged – now 75 organisations which meet the criteria in Scotland

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# The Headline Figures

- Focus on stats at a UK Level for people with disabilities (source: <http://researchbriefings.files.parliament.uk/documents/CBP-7540/CBP-7540.pdf> )
- The employment rate:
  - 3.5m people of working age (16-64) in UK with disabilities in employment between April and June 2017 – employment rate of 49.2%
  - The employment rate for people without disabilities was 80.6% in the same period
- The unemployment rate:
  - People with disabilities have an unemployment rate of 8.9% (346,000 people)
  - The unemployment rate for people within disabilities was 3.8%

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# The Headline Figures (2)

- Economic Inactivity
  - 3.8m people with disabilities of working age were economically inactive – rate of 45.9%
  - Economic activity rate for people without disabilities was 16.2%
- The disability employment gap - People with disabilities have an employment rate that is 31.3% points lower than that of people without disabilities
- The UK government has reported that finding work for an additional 1% of eligible Employment and Support Allowance claimants in 2018/19 would save £240 million, and provide a boost to the economy of £260 million.



# What About Scotland?

- In 2016 in Scotland:
- The employment rate for those aged 16-64 who were Equality Act disabled was 42.9% compared to 80.1% for those who were not Equality Act disabled and 72.9% for the total population aged 16-64.
- The employment rate for those who were Equality Act disabled rose by 0.9 percentage points from 41.9% in 2015.
- 52.5% of people who were Equality Act disabled were economically inactive, an increase of 0.9 percentage points over the year.
- Source:  
<http://www.gov.scot/Topics/People/Equality/Equalities/DataGrid/Disability/DisabLab>

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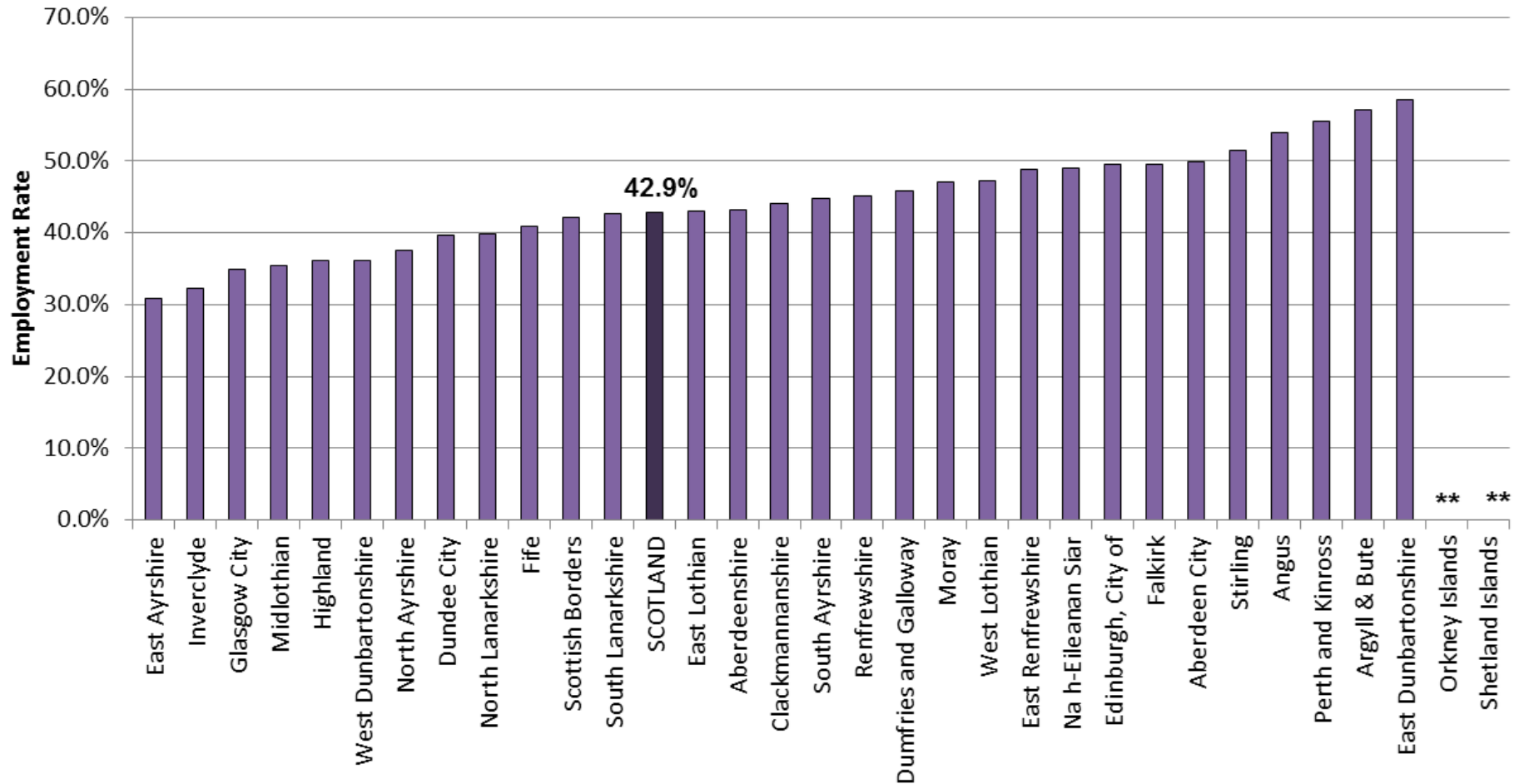
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# Regional Employment Data

## Equality Act Disabled Employment rates (16-64), Scotland, 2016



# Impact on Poverty and Families

- JRT statistics: Source - <https://www.jrf.org.uk/data/poverty-rates-families-disabled-person>
  - The poverty rate for people in a family with disabled family members fell from just under 33% of people in 1995/96 to a low of 27% in 2011/12, before rising again to 30% in 2015/16
  - In contrast, the poverty rate for people in a family with no disabled family members is much lower at just under 19% of people in 2015/16, which is 12 percentage points lower than for people in a family with disabled family members





# Economic and Social Benefits

- The case for supported businesses is very strong
- Reduction in unemployment of one of the hardest to reach groups who in many cases have multiple barriers to employment
- PWC Study – Social Return on Investment of £10 for every £1 spent
- Reduction in dependency on benefits
- Positive contribution to local economy through wages and tax contributions

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# Economic and Social Benefits

- Reduction in poverty for individuals and their families/carers
- Improvement in health and well-being through the positive benefits of employment – reduction in reliance on health and care services
- Opportunities for many employees of supported businesses to progress within the business or to progress into mainstream employment
- Creation of new employment opportunities
- Development of skills – soft skills, transferrable skills and specific skills related to jobs undertaken



# The Procurement Case

- The sustainable procurement duty, section 9 of Procurement Reform (Scotland) Act 2014, exemplifies the Scottish Model of Procurement, and places sustainable and socially responsible purchasing at the heart of the process.
- A number of relevant areas for Supported Business in the guidance including:
  - Is there an opportunity for SMEs, social enterprises, black and ethnic minority enterprises and women and disabled-owned businesses or supported business organisations to be involved in co-design or delivery of a related service, where they have appropriate skills?
  - Are there opportunities to generate employment and training opportunities (particularly for priority groups), develop trade skills in potential suppliers' existing workforce and drive equal opportunities recruitment procedures?
  - Could there be a negative impact on people with a protected characteristic from the resulting contract and / or are there potential opportunities to promote equality?
- <http://www.gov.scot/Topics/Government/Procurement/policy/corporate-responsibility/Sustainability/SustainableProcurementGuidance>



# What Can Economic Development Do

- Get to know and visit the supported businesses in your area and see first hand what services they provide
- Look at what support is being delivered to your supported businesses at a local level – employability, Business Gateway, Scottish Enterprise, Social Economy etc
- Consider what services supported businesses provide and explore how it can be part of your council's supply chain and the wider supply chain within contracts/community benefits
- Speak to procurement colleagues to find out what guidance has been provided to council services in relation to supported businesses



# What Can Economic Development Do (2)

- Identify opportunities for other local businesses in your area to work with supported businesses
- Remember that a small piece of work to a supported business can be vital so no deal is too small
- Continue to feedback through SLAED any case studies or examples of good practice

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# Questions

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# Coffee and Exhibition

# Working in Partnership

Ann Jamieson – Dovetail

Karen Lawson – Dundee City Council



# Scotland Excel

Supported Business Event – 8<sup>th</sup> February 2018  
Dundee City Council & Dovetail

## Working in Partnership

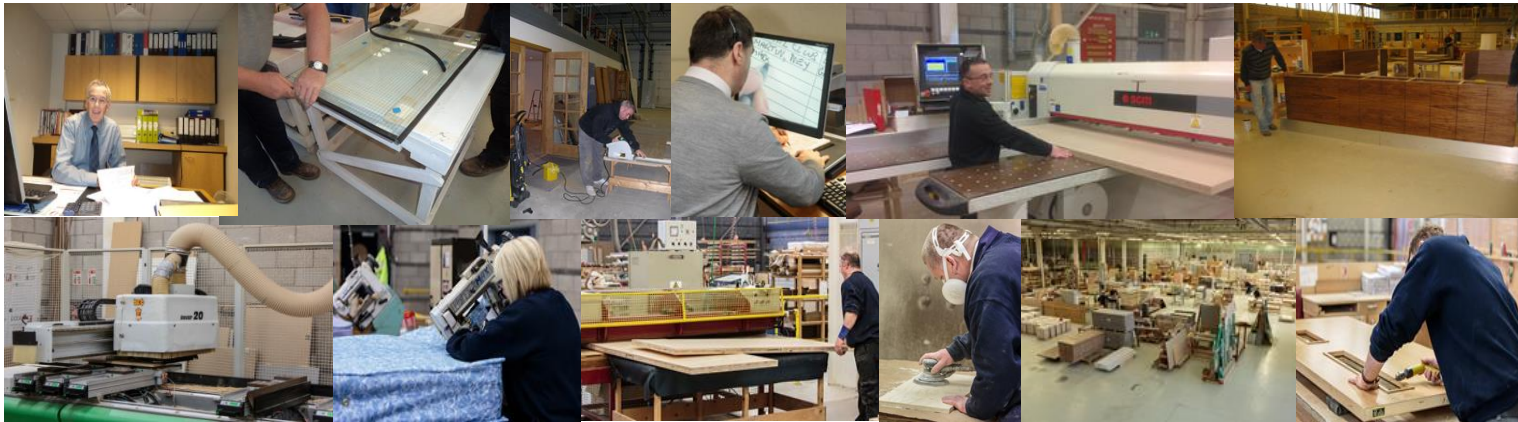
Rachael Thomas Community Benefits Policy Officer Dundee City Council  
Ann Jamieson Sales & Marketing Manager Dovetail

# The story so far ...

- **Dovetail's roots go back well into the 19th century...**
- Back in fact to 1865 when the first steps were taken to provide work, support and education for men and women with visual impairment.
- This enterprise resulted in what was to become Royal Dundee Blindcraft Products, latterly known as Blindcraft.
- About sixty years later, in the 1920's, a Lord Roberts Workshop was established in Dundee to provide employment for disabled ex-servicemen.
- These organisations worked independently for many years until 1993.
- The then local authority recognised that both charities needed new buildings and that they had many commonalities.
- ***Dovetailing*** the two charities together formed Dovetail Enterprises (1993) Ltd.

# A day in the life...

- What does a day working in a Supported Business look like?



# How does Dundee City Council help...

## Engaging & Influencing...

Rachael Thomas

Community Benefits Policy Officer Dundee City Council

# Why Work with a Supported Business?

The Social Case for Engaging with Dovetail

- 57 staff, 37 with disability and 32 of those are local
- Social Return on Investment and the Public Purse
- Policy Context
- Feel good factor of being the 'right' thing to do

## Dundee City Council & Dovetail

- Long relationship with Dundee City
- DCC Procurement involvement from 2012
- Relationship has transformed from support to commercial relationship
- Markets include
  - The Scottish Welfare Fund
  - Departmental Spend
  - Influencing Role

## The Scottish Welfare Fund

- Dovetail – identified as supplier of furniture and bedding for those in receipt of Community Care Grants
- Scottish Government Supported Business Framework
- Was not without challenges !
- Outcomes
  - Quality Product
  - Cost Pressure and Economy of Scale
  - Spend £1.3m

## Departmental Spend

- Dovetail provides a compliant route to market for a wide range of goods used by a range of departments
- Diverse range of products examples include beds, mattresses, reception desks, fire doors, non fire doors, products for school refurbishments, polish and sprayed goods, boiler boards, hardwearing furniture for units or public spaces and much more!
- Management and Review Processes In Place
- Significant Spend -  
**Social work £600k, Housing £300k and Environment £750k**



## Influencing Role and Community Benefits

- DCC policy is to encourage all main contractors to include Dovetail (and other Social Enterprises) in any quotation process.
- Community Benefits Approach
  - Spend Monitor and Catalogue
  - Supplier Development Activity
  - Allow and encourage direct awards for contractors
- Extend to Development Agreements
- Continue to Encourage Engagement with Public Sector Partners

## In Summary

- Supported Business Represent a Compliant Route to Market – and one that is probably underutilised
- Commercial Footing and Good Customer Supplier Relationship
- Recognises Cost Pressures - Don't be afraid to talk about price !
- Dovetail is a Business First and a Supported Business Second

# Can working in partnership work for you...

## Internal Doors & Doorsets

Dovetail is a leading manufacturer of high performance, internal doors and doorsets, including fire and smoke rated, acoustic and specialist lead-line



## Mattresses & Bed Bases

Dovetail have been manufacturing Blindcraft Mattresses and Bed Bases in Dundee for over 150 years.



## Furniture

Our extensive range of furniture, designed specifically for the contract market encompasses everything you will need to furnish your establishment.



## Furniture Polishing, Upholstery & Repair

We're happy to help you up-cycle your current furniture or provide spraying and polishing services to contractors and joiners.



# The financial impact of influencing...

Since 2016 as a result of influencing:

- £153k completed projects
- £255k current work in progress

Giving a total financial impact of working in partnership of

**£3.4 million**

And the social impact...



# Kenny's story...

“Daddy goes to work and makes lots of things”



As a Supported Business, Dovetail are a registered charity that is proud of its role in providing employment and training opportunities for disabled and disadvantaged members of society

**Will you be a part of the next chapter in our story...**

# Thank you for listening...

## Any questions ?

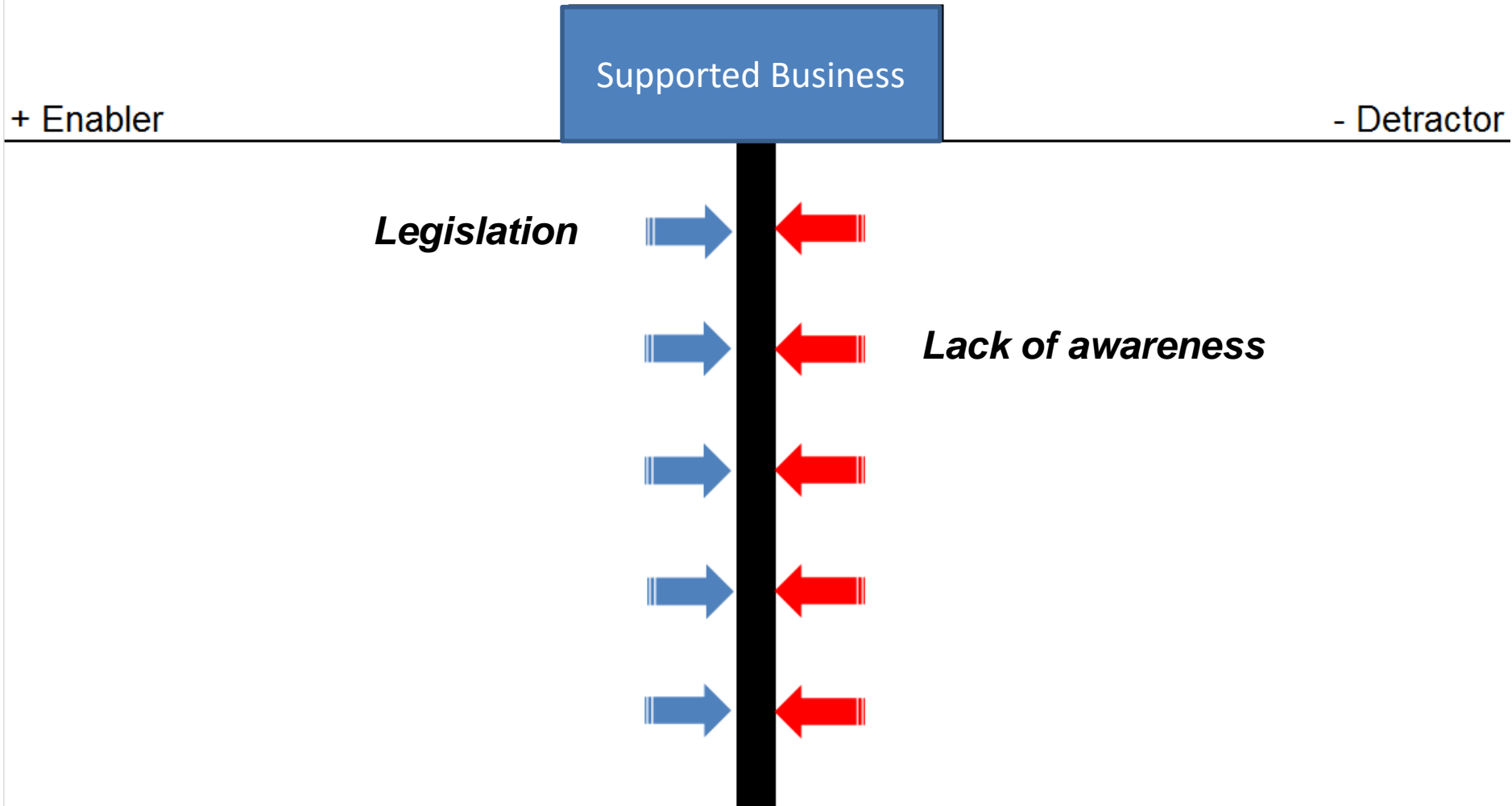
Rachael Thomas: [rachael.thomas@dundeecity.gov.uk](mailto:rachael.thomas@dundeecity.gov.uk)

Ann Jamieson : [a.jamieson@dovetailenterprises.co.uk](mailto:a.jamieson@dovetailenterprises.co.uk)

# Workshop Intro

Steve Brannagan – Scotland Excel

# Workshop 1 – Busting Barriers





# Workshop 2 – Building Bridges

*Consider the enablers and detractors you identified in workshop 1.*

*What actions do we need to take to meet our objectives of growing engagement and spend with supported businesses?*

- *Take 20 minutes to identify as many items as your group can.*
- *Prioritise your list of actions and rank the top 5 in order of potential impact.*
- *What information or support would help you deliver against the objectives?*

**Table 1**

Lesley Quinn
Gordon McKendrick
Elaine Appleby
Cllr Norman MacDonald
Gary Calderwood
Karen Scott
Sharon Ogilvie
Julie Welsh

**Table 3**

Carol Montgomery
Cheryl Taylor
Lesley McLean
Neil McAleese
Colin Love
Anne Lyndon
Suzanne Quinn
Colin Taylor

**Table 5**

Michelle Ferguson
Martin Delaney
Philippa Simms
Cllr John Shaw
Cllr Paul Di Mascio
Graham Proudfoot
Yvonne Weir
Caroline Macdonald
Maureen Robertson

**Table 7**

David McCaig
Donella Duff
Gillian Cameron
Kenny Govan
Sandra Cuthbertson
Janice Nicol
Tom Henderson
Billy Murray

**Table 9**

Ann Jamieson
Gordon Reid
James King
Janie Brown
Pauline Waddell
John Mallin
Cllr Amanda Westlake
Sarah Nicholson

**Table 2**

Ken Laing
Geoff Streetley
East Dunbartonshire
Gillian Bennett
Sian Morris
Diane Pirie
Lorna Wallace
Barry Phillips

**Table 4**

Angela Hamilton
Shona Hawkes
Lynette Robertson
Tammy Gillies
Derek Barr
Mary Mitchell
David Brown
June Baxter
Rebecca Burns

**Table 6**

Jamie Lawson
Cllr. Collette Stevenson
David Anderson
Eliot Jordan
Avril Lewis
Paul Morris
Jackie Hill
Kallen Kerr

**Table 8**

Sarah Homewood
Karen Lawson
Rachael Thomas
Gordon Wright
Kathryn Murphy
Simon Payne
Nicola Webster
Belinda McKenna

**Table 10**

Bill Fraser
Ingram Wilson
Margaret Muir
Clair Lawrence
Graeme Ferguson
Lucinda McAllister
John Hughes
Euan Kidd

# Lunch and Exhibition

# Workshop 1 – Busting Barriers

# Workshop 1

## Feedback & Discussion

# Incorporating Supported Business into your Supply Chain

Barry Phillips – Scotland Excel

# Domestic Furniture and Furnishings

- Supply, Delivery, Install and Disposal of Domestic Furniture and Furnishings
- £20 million per annum
- GO Award Winner
- Renewal offered development opportunities focusing on third sector and supported businesses
  - Market research
  - Collaborative engagement
  - Innovative procurement approach

# Market research & Collaborative Engagement

- **Early identification of opportunities**
  - Desire from third sector and supported businesses to engage with framework.
  - Desire from councils.
- **Prior Information Notices** – Targeting sectors we were keen to work with.
- **Collaborative Engagement**
- **Capability Analysis**

It is paramount you understand the market **BEFORE** deciding on a particular strategy. An unrealistic strategy disengages both parties.

**SCOTLAND**  
**EXCEL** 



# Innovative Procurement Strategy

- A reserved lot?
- Incorporation into the supply chain
- Evaluation points
- Outcome = commitments to supported businesses

# Outcome

- CF Services: 2% of framework spend on beds and soft furnishings.
- First Furnishings: 1.25% of framework spend on beds and soft furnishings.
- Jim Cosgrove  
Managing Director of CF Services  
[jim.cosgrove@cfservices.co.uk](mailto:jim.cosgrove@cfservices.co.uk)
- Alex Nesbit  
Managing Director of First Furnishings  
[alex@firstfurnishings.net](mailto:alex@firstfurnishings.net)

# The Future

- Will a supported business bid for a future framework?
- Collaboration – The third sector leading by example.



Any Questions?

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# Workshop 2 – Building Bridges

# Coffee and Exhibition

# Workshop 2

## Feedback & Discussion

# Taking care of our assets

Pauline Waddell – Falkirk Council



# Recap and Close

Hugh Carr – Scotland Excel