

## Time is money – so why not invest 60 minutes to help your business grow?

Wealden District Council is working in partnership with Business Link Sussex to provide you with an opportunity to attend a business development clinic.

The clinics are run on a one-to-one basis with an experienced Business Link Adviser and will last for an hour. You will be able to access sessions in the following Wealden towns throughout 2008:

### **Crowborough – 10 June & 2 December**

Wealden District Council, Council Offices,  
Pine Grove, TN6 1DH

### **Uckfield – 15 July**

Wealden Skills Centre, Birch House, Brambleside,  
Bellbrook Business Park, TN22 1QQ

### **Heathfield – 11 September**

Heathfield Community Centre, Sheepsetting Lane, TN21 0XG

### **Hailsham – 7 October**

Prospects House, 7-9 George Street, BN27 1AD

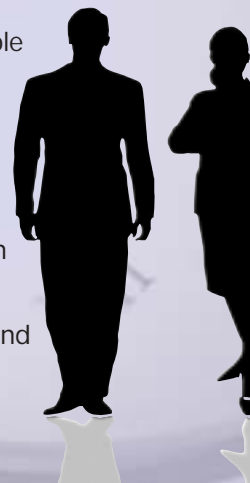
### **Polegate – 11 November**

Polegate Town Council, Council Offices,  
49 High Street, BN26 6AL

Spaces at these clinics are strictly limited, so if you want to access information that can help you plan a profitable future, you need to act now. To book a place or to find out more simply call the Intelligence Team at Business Link Sussex on 0845 600 9 006 or email [info@businesslinksussex.co.uk](mailto:info@businesslinksussex.co.uk)

These clinics provide feedback on your whole operation, and they will help identify a couple of practical steps to help your business go forward. The Business Link Advisers will listen to you thoroughly before producing an independent, constructive and practical performance plan that you can work on.

The team at Business Link Sussex understand that running a business is a daily challenge, and they can help you to start working on your business, rather than just in it.



## Looking to locate in East Sussex?

Locate East Sussex have launched a new look website to build upon their work of attracting business users and providing information about the County as a business location.

The website has been refreshed to give a much more contemporary look and feel. The site is now accessible to more people, particularly business visitors from the European Union and specifically visitors from France with an upgrade in the translation facility of key pages.

The work has been undertaken by FAT Promotions, a website production company based in Hastings.

Other services are included or proposed in addition to the vacant property database which was available on the previous site. A promotional video, funded by East Sussex County Council through the Interreg programme can now be downloaded in both English and French. Also a browser-based GIS industrial estates directory is now available to end-users through the site.

**Locate East Sussex can be contacted on 01424 205512, email [Enquiry@LocateEastSussex.org](mailto:Enquiry@LocateEastSussex.org) or visit their website at [www.locateeastsussex.org](http://www.locateeastsussex.org)**

## Small businesses to get free access to public sector contracts

A free trial has started to provide small and medium sized businesses (SMEs) with access to thousands of public sector contract opportunities.

From 1 May until 31 July 2008, the [www.supply2.gov.uk](http://www.supply2.gov.uk) website will allow new registrants to gain free access to public sector contracts valued under £100,000 for the UK and Northern Ireland, rather than in a nominated local area.

The free trial is part of the Enterprise Strategy produced by the Department for Business, Enterprise & Regulatory Reform (DBERR) which was released in March, outlining new measures to increase the amount of government business that is won by small firms.

Since its launch in June 2006, [www.supply2.gov.uk](http://www.supply2.gov.uk) has published more than 79,000 contract notices with many under the value of £100,000 – making them particularly relevant to SMEs.

**More than 3,000 new contracts are available on [www.supply2.gov.uk](http://www.supply2.gov.uk) each month.**

# Working with business to improve performance

The Collaborative Training Centre (CTC) is part of the University of Brighton and has the role of enhancing the University's collaboration with industry by offering:

- Professional training through its **continuing professional development (CPD) short courses**
- Business development opportunities through government-funded **Knowledge Transfer Partnerships (KTP)**
- **Student placements** across the science and engineering disciplines

All with the primary purpose of working with businesses to improve performance, either through staff development, strategic projects or additional skills delivered through student placements.

## Courses to meet business needs

The CTC, an Institution of Engineering and Technology (IET) endorsed training provider, runs CPD short courses aimed at improving the skills, knowledge and understanding of business professionals across a wide range of disciplines. Courses cover a range of subject areas which reflect the expertise available at the University of Brighton, are designed to fulfil business needs and are high quality, practical and relevant to the workplace. Many courses carry masters-level credits for delegates who successfully complete the associated assessment. These can be accepted as accredited prior to learning for relevant masters courses at the University or for the Masters by Learning Objectives which is run through the CTC.

## Masters by Learning Objectives

The Masters by Learning Objectives is a work-based qualification, studied part-time over two years. It gives the flexibility of an individual learning contract, usually based on project work in the workplace and supported and supervised by University academic staff. The programme may include taught modules, and can be studied by individuals alone or groups of employees together.

## Maximising your assets

Courses tailored to your company's specific requirements can also be offered by the CTC. Given the diversity of the University it is highly likely that the CTC will be in a position to design, plan and deliver a bespoke course for your company's most valuable asset, its staff.

**For more information about current and planned short courses and the Masters by Learning Objectives, please contact: Barbara Gretton, Assistant Director CPD on 01273 642204 or Email: [b.m.gretton@brighton.ac.uk](mailto:b.m.gretton@brighton.ac.uk)**

## Inom Management Tip

### Difficult staff appraisals?

If a manager conducts staff appraisals correctly they should motivate the staff member and be a positive experience for the manager. All too often staff appraisals become a negative experience for one or both parties. If as a manager your attitude to appraisals is that "they are a waste of time," don't expect your staff to view them any differently.

Sometimes staff are very reticent to open up about their performance. If so, this is a good question to ask:

*"On a scale of 1 to 10 (10 is good) where would you say your performance was?"*

Most people will not say a 10 and even if they say 9 you can then ask:

*"Explain why you did not think it was a 10" or "What needed to be done to make it a 10?"*

**Inom limited provide management training (including appraisal training). For details contact Mark Greasley at [mark.greasley@inom.co.uk](mailto:mark.greasley@inom.co.uk) or Tel: 01892 669775.**

## Wealden business wins award for 'Baby and All Bag'

A business based in Nutley has won the Innovation Award at the Tommy's Parent Friendly Awards held in London. Debra Clare Ltd was presented with the award for their Baby and All Bag – a baby carrier and useful holdall in one.

Debra Clare, a former fashion designer set about designing The Baby and All Bag from an old pair of jeans. After producing various prototypes and rigorous testing, the bag went into production and was launched earlier this year. The Baby and All Bag has made life easier for thousands of parents and after only three months on the market was voted a must-have accessory by parents.

## Advertise your business free of charge

The Wealden Online Business Directory exists to enable you to market your business free of charge. If you haven't yet registered, log on to [www.wealden.gov.uk/business](http://www.wealden.gov.uk/business) and click on our 'online business directory'. This allows you to add your contact details, a brief description of your business, and even a free link to your website! If you've already added your business, please take a moment to check that your entry is accurate and up-to-date. By submitting a new on-line form we can ensure that your entry is updated with the new information you provide. For more information please contact the Economic Development & Tourism Team – details on the back page.

## Crime prevention advice from The Safer Wealden Partnership

Van owners warned about thefts

There has been a spate of catalytic converters being stolen from vans in the Wealden district according to the Safer Wealden Partnership (SWP). Police are asking van owners to consider where they are parking their vehicles overnight and advising they should be in a well lit area which is visible to the public. Fleet vehicles should be parked in a secure compound, illuminated as much as possible and with CCTV targeting the vehicles.

Wheelie bin fires

There have been a number of recent incidents where wheelie or refuse bins have been set alight against property, with the potential to cause considerable damage. Shop owners are being advised to consider where the bins are placed. Ideally these should be chained to a secure point, not next to a building, and the lids should be locked so that access cannot be gained to them once the premises are closed.

Members of the Safer Wealden Partnership (SWP) include Sussex Police, Wealden DC, East Sussex Fire & Rescue Service, ESCC, East Sussex Downs & Weald PCT and the Sussex Police Authority. For further details of the SWP please contact Neil Banks, Community Safety Co-ordinator on 01892 602881 or email [cdrp@wealden.gov.uk](mailto:cdrp@wealden.gov.uk)



**For more specific advice you can contact your local Crime Prevention Officer on 0845 60 70 999.**

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

The first step for small businesses

[wealdenbusinesshelp](http://wealdenbusinesshelp.org.uk)

## Small UK companies winning biggest London 2012 business benefits

Of the 650 companies that have already won over £2 billion worth of work supplying the Olympic Delivery Authority (ODA), to date over 70 per cent are small and medium size businesses (SMEs) and 98 per cent are UK based, reports the ODA. The latest London 2012 business engagement figures also show that SMEs make up nearly 90 per cent of the 18,000 companies registered on the unique 'dating agency' called CompeteFor which aims to match businesses with London 2012 related opportunities.

**For more information on CompeteFor and the right way to win a 2012 contact see:**  
[www.wealdenbusinesshelp.org.uk](http://www.wealdenbusinesshelp.org.uk)

## Sussex Businesses Get Smart!

After 4 successful years of helping 2000 businesses to make smarter use of technology, the Sussex e-Partnership Programme of support and advice came to a close on 31st March 2008.

It's hard to believe now but in 2003 over 80 per cent of Sussex did NOT even have access to broadband and genuine e-business was a twinkle in the eye of a dial-up line. Fast forward to 2008 and over 70 per cent of Sussex businesses are now using broadband and internet technologies to improve customer service, increase sales and develop new products and markets.

Broadband and internet technologies have had a huge impact on creating a level playing field for small businesses and the Sussex e-Partnership has relished the opportunity to support so many Sussex businesses who see the potential benefits.

Many small businesses from Wealden have benefited from Wealden District Council's involvement in the Sussex e-Partnership Programme taking advantage of the Get Smart training opportunities, ranging from online marketing through to social networking.



**For more information on the Sussex e-Partnership please visit: [www.broadbandeastSussex.co.uk](http://www.broadbandeastSussex.co.uk)**

## London 2012 Quality Management Workshops

Does your business have a Quality Management Statement or policy in place and would you like to Compete for London 2012 contracts? Business Support Kent is holding various Quality Management workshops around the South East to help businesses develop a draft Quality Management statement and explain how important it is to have one when bidding for a London 2012 or Public Sector Procurement contract. The workshops will also cover:

- Why having a Quality Management (QM) Statement or System is important when bidding for a London 2012 or Public Sector Procurement contract
- The benefits to your business of having a QM statement or system in place
- Next steps for ISO 9001/14001 certification and why (if required/appropriate)
- An information sheet on ISO 9001/14001 systems for those companies looking to implement a full certified policy and where to start

**The workshop is being held on 18 July 2008, 9am-1.30pm at Business Link Sussex, Burgess Hill, RH15 9DS. To book please call 01732 878555 or visit [www.eventskent.co.uk](http://www.eventskent.co.uk)**

# Busy life? Stay active...

This summer Freedom Leisure and Wealden District Council are running a special workplace health scheme, as part of the Wealden 'On the Move' project funded by Sport England. It will offer employers in Hailsham, Crowborough and Uckfield 8-week fitness courses for staff, costing just £16 per person, per course. These sessions will fit around the working day, taking place during the lunch break or after business hours, and are designed with all abilities in mind.

**Hailsham Leisure Centre**  
Tuesdays at 1pm  
(30 minute class, including a healthy take-away lunch)

**Uckfield Leisure Centre**  
Thursdays at 5.30pm

**Crowborough Leisure Centre**  
Thursdays at 6.00pm

For more information contact Karen Burrell at Freedom Leisure on 01325 74771 or email [karen.burrell@freedom-leisure.co.uk](mailto:karen.burrell@freedom-leisure.co.uk)



CUSTOMER SERVICE EXCELLENCE

## Charter Mark Success

We are pleased to report that the Planning Policy and Environment Service has been awarded a Charter Mark.

The Planning Policy and Environment Service encompasses four distinct areas of responsibility including Economic Development & Tourism, Conservation & Design, Landscape & Arboriculture and Planning Policy.

Charter Mark, which is independently evaluated and assessed, is the national standard of customer service excellence. It is designed to help organisations focus on, and improve the delivery of their service.

## For all Economic Development / Business Enquiries contact

**Business Rates**  
Tel: 01323 443387  
Email: [businessrates@wealden.gov.uk](mailto:businessrates@wealden.gov.uk)

**Business Regulation Adviser**  
Tel: 01323 443276  
Email: [businesshelp@wealden.gov.uk](mailto:businesshelp@wealden.gov.uk)

**Economic Development & Tourism**  
Tel: 01892 602887  
Email: [regeneration@wealden.gov.uk](mailto:regeneration@wealden.gov.uk)

**Environmental Health**  
Tel: 01323 443302  
Email: [env.health@wealden.gov.uk](mailto:env.health@wealden.gov.uk)

**Procurement**  
Tel: 01323 443350  
Email: [procurement@wealden.gov.uk](mailto:procurement@wealden.gov.uk)

### Local Business Support:

**Business Link**  
0845 600 9 006

**Eastbourne & District Enterprise Agency**  
01323 413500

**Sussex Enterprise**  
0845 678 8 867

Wealden Business Focus is published four times a year. If you would like to feature an article or raise a particular business issue for discussion, please submit details by **22nd August 2008**. Please email information if possible to: [regeneration@wealden.gov.uk](mailto:regeneration@wealden.gov.uk), otherwise post to The Economic Development & Tourism Section, Wealden District Council, The Council Offices, Pine Grove, Crowborough, East Sussex, TN6 1DH.

Wealden District Council aims to provide accurate, up-to-date information, however, it does not endorse any company featured in this publication.

*"You get a great deal with Wealden"*

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

[www.wealden.gov.uk](http://www.wealden.gov.uk)

[www.enjoysussex.info](http://www.enjoysussex.info)



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