

Welcome to the June eNEWSLETTER! Are your staff motivated? Are you up to date with the latest changes to insurance regulation? Are you looking for staff? READ ON.....

Contents

1. Are your staff motivated?
2. Are you aware of the changes to insurance regulation?
3. Making your ideas a reality
4. Deaf and disability awareness training
5. Solving your recruitment problems
6. Graduate Placement Programme
7. Attention all livestock producers
8. Trade Union Learning in Lochaber
9. Website of the month
10. Business Information
11. What's on?
12. About the E-newsletter

1. ARE YOUR STAFF MOTIVATED?

It isn't always easy to know how to get the best from the people you have employed, but one thing is certain – without dedicated staff, the chances of developing a successful growing business are slim.

If you're not sure how to get the best from everyone in your business, or just need new ideas, help is now at hand. A new Department of Trade and Industry website – www.greatplacetowork.gov.uk – sets out simple, practical ways to help businesses of all shapes and sizes create positive, profitable working environments.

At the site, you'll find a range of initiatives that will help you to develop your staff, with over 50 case studies illustrating how different organisations have tackled similar challenges.

You'll also find lots of useful advice on how to revitalise your workforce and your workplace, focusing on three key areas - Sharing your goals, Sharing information and effort and Sharing learning with everyone.

2. ARE YOU AWARE OF THE CHANGES TO INSURANCE REGULATION?

Under new laws coming into effect next January, small businesses that sell general insurance as a supplementary part of their product range or service will have to gain authorisation from the Financial Services Authority (FSA). Brokers and insurance providers are being advised to apply for this authorisation by the middle of July. Thousands of businesses, from retailers to removals firms, may still be unaware of the new requirement.

For further information, go to: http://www.fsa.gov.uk/mgi/authorisation_homepage.html

3. MAKING YOUR IDEAS A REALITY

Lochaber Enterprise can provide assistance towards a range of business innovation activities. Meet one of our Innovation Councillors on Tuesday 15th June for a free and confidential consultation. [Email](mailto:info@lochaberenterprise.co.uk) us to arrange an appointment or tel 01397 704326.

4. DEAF AND DISABILITY AWARENESS TRAINING

Free Deaf and Disability Awareness Training is now available to small and medium sized enterprises (SMEs) - including not for profit organisations - across the UK, thanks to a three year project being delivered by RNID with financial support from the Community Fund.

In October this year, the Disability Discrimination Act 1995 (DDA) comes into full force, yet there is still confusion about the steps small businesses should take to ensure they are compliant with the legislation.

Last year, a survey commissioned by RNID revealed that 69% of small businesses do not intend to make any changes as required under the Act. Small businesses that don't comply risk litigation by dissatisfied customers.

Deaf and Disability Awareness Training gives organisations an introduction to the Disability Discrimination Act, deafness and disability. Employers and employees participate in group discussions and practical exercises, and learn how to apply simple solutions to improve communication with deaf and hard of hearing people.

The free training is delivered at companies' own premises or at venues across England, Scotland and Wales. To benefit from the free training, organisations should have less than 250 employees and an annual turnover of less than £11.2 million. For further information and to book please contact margaret.reynolds@rnid.org.uk or telephone 01698350821.

5. SOLVING YOUR RECRUITMENT PROBLEMS

Are you looking for staff? Are you looking for a new Job? Remember to check out the Lochaber Jobs website - www.lochaberjobs.co.uk.

6. GRADUATE PLACEMENT PROGRAMME IN LOCHABER

Lochaber Enterprise is currently running a Graduate Placement Programme aimed at attracting graduates to work with local businesses.

The actual project can be extremely varied, both in its scope and timescale. For instance, the project could cover marketing, engineering or IT, or it could be project specific. In terms of timescale, the placement could be between 3 and 12 months.

Lochaber Enterprise is able to assist financially by contributing 50% of the graduate's salary up to a maximum of £6,500. Training in IT and management is also available.

For further information contact [Roddy MacPhee](mailto:Roddy.MacPhee@lochaberenterprise.co.uk) on 01397 874402 or [Lesley Benfield](mailto:Lesley.Benfield@lochaberenterprise.co.uk) on 01397 708888.

If you are a graduate looking for a job in Lochaber, check out the graduate section at www.lochaberjobs.co.uk

7. ATTENTION ALL LIVESTOCK PRODUCERS

Building on previous work completed in 2002 on the abattoir sector in the Highlands and Islands, HIE recently asked Prospect Management Services to revisit the case for lower throughput facilities. The consultants have looked at the opportunity of using mobile facilities which use existing "docking stations", one of which would be in Lochaber. In order to move forward with the proposal we need to gauge the level of interest and potential commitment to it and invite livestock producers and processors to a meeting. The meeting will be held at the Lochaber Rural Complex on Monday 2nd July 2004 at 12noon.

If you would like to attend or to find out more, please contact [Robert Linton](#) by e-mail or telephone 01397 708268.

8. TRADE UNION LEARNING IN LOCHABER

The STUC Lifelong Learning Unit for the Highlands and Islands was established in July 2003 with the aim of promoting learning through the trade union movement. The trade unions in Scotland are actively working with local businesses and individuals to implement the lifelong learning agenda, including everyday skills. The STUC Lifelong Learning Unit for the Highlands and Islands, would like to invite you to a networking lunch at Lochaber College, on Wednesday 30th June, from 12noon until 2pm. This is a fabulous opportunity for you to find out about the trade union learning agenda, to see the launch of our everyday skills on-line and to discuss the benefits to you of becoming involved.

If you would like to attend or to find out more, please contact [Jacqueline McGuigan](#) by e-mail or telephone 01463 248905.

9. WEBSITE OF THE MONTH!

A handbook providing information and advice to small businesses on employment issues has just been updated by the Advisory, Conciliation and Arbitration Service (ACAS). It is designed for small businesses without specialist personnel expertise, and which have limited time and resources for dealing with employment matters. Included in the publication is guidance on recent employment legislation.

To see an online version of the handbook, go to: <http://www.acas.co.uk/publications/H01.html>

10. BUSINESS INFORMATION

There are 11 new or updated business information fact sheets:

- Choosing and Using a Graphic Designer
- A Guide to ISO 9000 Quality Standards
- A Guide to the Environmental Protection Act 1990
- A Guide to Minimising and Disposing of Waste
- A Guide to the Benefits of Investors in People
- Glossary of Computer Terminology
- Choosing and Using a Sales Copywriter
- How to Avoid Being Accused of Spam
- Making the Most of Mobile Technology in Your Business
- How to Enable Customers to Pay Online
- An Introduction to Setting up an Online Store

Please e-mail [Donna](#) or telephone 708255 for copies of any of the above fact sheets and for any other business information.

11. WHAT'S ON?

The British Franchise Exhibition – SECC, Glasgow – 11 & 12 June 2004
www.franinfo.co.uk

12. About this eNewsletter

Please, please send us your comments about our eNewsletter. Our aim is to keep you up-to-date with the support and assistance that we provide, and to inform you about any forthcoming events. Is it interesting? Is it boring? Is it too long? Is it too short? How could it be better? Do you bin it immediately? Did you not receive it??? Or is it absolutely perfect? We don't think so, and are patiently waiting for your feedback.... Please e-mail [Donna](#).

Please feel free to forward our eNEWSLETTER to anyone else who may be interested. If you wish to be added to, or removed from this distribution list, please e-mail [Donna](#).

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