



BUSINESS

TOOLKIT



**BUSINESS AND THE COUNCIL WORKING
TOGETHER TO MAKE HACKNEY FAIRER.**

The Council is committed to delivering inclusive economic growth by maximising the opportunities that new development and economic growth can bring to make sure it benefits as many Hackney residents and businesses as possible.



Hackney has a thriving community of businesses, ranging from small independent enterprises to the UK headquarters of some of the largest corporations in the world. The borough has experienced significant economic growth since 2010 reflected in the fact that between 2010 and 2017 the number of businesses increased by over 100%.

99% of Hackney's businesses are small or medium-sized enterprises.

Our mission is to make Hackney fairer, building a more inclusive and resilient economy, one that nurtures start-up businesses, provides continuity for established businesses, and supports growing and scaling up enterprises.

The Council wants to work in partnership with businesses in Hackney to enable them to grow and prosper and build a relationship of investment and opportunity with Hackney residents and businesses.

What follows is a guide to what the Council offers to businesses and the ways you can work with us to make Hackney a more inclusive and even more successful borough.

This is a practical toolkit to provide your business with a clear description of the support the Council can bring to your enterprise and sets out how and where businesses in the borough can invest to deliver a growing and resilient economy hand in hand with a truly inclusive local economy investing into people's lives and increasing levels of productivity and prosperity.



The Councils offer to businesses



The Council will make it easy to do business in Hackney, work to build a growing and resilient local economy and provide support for local businesses and enterprises to thrive.

Council Services

The Council provides a range of [services](#) that support businesses. This includes regulatory services such as planning, business rates, commercial waste contracts, licensing, street markets, street trading and environmental health services.

The Council also provides a range of non-statutory services that include commercial property letting, public sector procurement pathways, conference venue and meeting room hire, job and apprenticeship brokerage, international business relationships, business networks, access to business support and advice, and local business forums.

Social Enterprise, Community and Voluntary Sector (CVS) support

As a member of the borough of Hackney's Social Enterprise Partnership, the Council has made several commitments towards supporting the growth and sustainability of social enterprises in the borough. Details of our commitments can be found within the [Hackney is Social Manifesto](#).

The Council also assists local voluntary and community sector organisations who provide services for Hackney residents such as youth activity schemes, health and wellbeing programmes and employment advice through our [grants programme](#).

Business support

The Hackney Business Network is an award-winning Council run network that signposts and connects businesses and entrepreneurs in the borough to initiatives and support. It provides a monthly electronic newsletter, business networking and supply chain opportunities, advice, a commercial property search service, networking events, and regular area business forums.

Business portal:
www.investinhackney.org

Business forums:
www.investinhackney.org/businessforums

Newsletter:
www.hackney.gov.uk/newsletters

Twitter: [@Hackneybusiness](https://twitter.com/Hackneybusiness)



The Council protects existing and is delivering a range of new affordable business space in the borough.

The Council manages an [Approved Workspace Providers list which is a framework of registered affordable workspace providers.](#)

The Workspace Provider List is available to all developers to ensure they partner with a recognised workspace provider as they design and plan new commercial development schemes in the borough.

The listed providers are committed to hosting and supporting businesses at different stages of their life from start-up to scale-up providing affordable, flexible spaces for businesses in all sectors of the borough's economy.

The Council can also support your business to find new premises in the borough through the Council's own stock of [commercial properties](#) and by providing [referrals](#) to other commercial property landlords.

Where feasible we will also consider opportunities to let Council owned land and property assets at less than market value in specific circumstances provided the purchaser or tenant can commit to deliver significant benefits to the borough based on the inclusive economy requirements set out in this document such as providing local jobs, training, internships, and community outreach activities.

The Council will champion local businesses and make sure your voice is heard in wider debates on the economy in regional and national arenas.

The Council works closely with national and regional business representation groups and with everyone who is signed up to the Hackney Business Network, to establish and campaign for what already works or what could work better for the business community and importantly, what does not.

The Council can work with you to reinforce the call to regional and central Government to review, change or implement new public policy that supports enterprise and the economy. This could include business rate policy and calling for a review, public transport and connectivity investment, incentives to support the delivery of a zero-carbon economy, employment and apprenticeship legislation, international trade policies, access to new markets or calling for public policy to support increasing levels of productivity.

To get more involved you can attend one of the regular [business forums](#) or you can email the Council directly and sign up at no charge to the Hackney Business Network.



Information on how to join business representation groups active in Hackney can also be found on the Hackney business portal.

investinhackney.org

The Council will work with local businesses and support them to deliver social and economic benefits for our residents, communities, neighbourhoods and town centres.



Supporting businesses to recruit locally

Employing Hackney residents can help to embed your business in the local community and signals that you are invested in both a local economy and the community, directly contributing to both your business and the prosperity of the borough's residents.

The Council's free employment support service, [Hackney Works](#), can help you find the best local candidates to fill your vacancies. It will work with you to identify and match candidates to your bespoke employment needs and will continue to support both you and your new employee once in place to ensure a lasting and successful employment.

The Council can support you with any employment programmes you already offer residents and help reduce the administrative costs to you associated with reaching out to a community.

The activities include work experience placements, training and pre-employment schemes, as well as helping you to set up new programmes and fund training.

The Council also provides bespoke support to businesses in recruiting residents with disabilities and learning difficulties through Hackney Supported Employment.

There are over 35,000 people with disabilities living in Hackney, nearly 15% of the total population. Hackney Supported Employment aims to improve access to employment for residents with learning difficulties and mental health conditions.

The Council is keen and able to work with you and provide you with direct access to a previously untapped pool of talent.

As a Hackney-based business you can take advantage of Hackney's In Work Support offer; providing practical solutions to assist new and existing employees to stay in work, which also includes advice and support for you as well as the employee.



Tailored Employment and Skills Plans

Hackney Council will work with businesses to create bespoke Employment and Skills plans. The plan will help businesses embed social value, including HR policies, apprenticeships, paid work placements, local labour percentage commitments, and a range of inclusive supported internships to ensure all residents and different groups within the borough can benefit from economic activity.

The Council's aspiration is to have Employment and Skills plans in place with all major employers in the borough, delivering a wider range of pathways to sustainable employment, and contributing to inclusive economic growth.

If you're interested in discussing how your businesses could benefit from the creation of a plan please contact opportunities@hackney.gov.uk

Supporting businesses with apprenticeships

The [Hackney Apprenticeship Network](#) supports you to create and manage apprenticeships. It's free to join the network and members can access a pool of local candidates, as well as funding and support to navigate the world of apprenticeship qualifications and training providers.

Working with the Council

It doesn't matter how big or small your business is, you can be part of an extraordinary network of Hackney businesses developing relationships with the Council and residents to deliver a more inclusive economy.



Below are some examples of how you can contribute to making Hackney a fairer place. You can also contact the Council to discuss opportunities to work in partnership by emailing: **business@hackney.gov.uk**

Flexible working

Since becoming a Timewise council in October 2015, the Council ensures that every job advertised is available on a flexible basis unless there's a good business reason why it can't be. The Council is encouraging all local employers to do the same.

Offering flexible employment options such as part-time, flexible start and finish times, compressed hours and remote working means the Council now has access to a wider talent pool of candidates and encourages people to apply who may not have otherwise felt able to apply for work. There are many talented people out there who aren't getting the opportunity to put their skills to use and could be a great asset to your team.

For more information on the Timewise Foundation and offering flexible working options go to: **timewise.co.uk**

Working with local schools

There are opportunities to work with local schools to host visits, careers

talks and support work experience and internships.

For more information contact **opportunities@hackney.gov.uk**

London Living Wage

Hackney Council is a London Living Wage employer which means that everyone working for the Council, regardless of whether they are permanent employees, temporary staff, contractors, part-time or agency staff or apprentices is guaranteed to receive at least the London Living Wage.

Businesses paying the London Living Wage have reported improved business reputation, increased workforce motivation, productivity and retention rates for employees and has helped differentiate them from other businesses in their sector.

The Council actively encourages all employers to pay the London Living Wage and, working closely with Living Wage UK, the Council can support your business by providing guidance and information on the benefits of paying your employees the London Living Wage.

For more information visit: **livingwage.org.uk**

Sustainable Procurement - contracting with the Council

The Council has a Sustainable Procurement Strategy which sets out the commercial and social value criteria for contracting with the Council. This sets out the community's priorities for environmentally friendly working, such as reducing carbon emissions, ethical trading standards which include paying the London Living Wage and providing economic opportunities for borough residents.

For more details on the Procurement Strategy as well as information on how to supply goods and services to the Council please visit:

hackney.gov.uk/procurement

Healthier Catering Commitment

Independent restaurants, takeaways, sandwich bars, cafés and other caterers in London are being encouraged to sign up to the [Healthier Catering Commitment](#), a voluntary scheme which allows food businesses to apply for an award if they can demonstrate a commitment to offering healthier options by reducing salt, fats and sugars in the food and drink they sell.

The scheme is run by the Council and is backed by both the Mayor of London and the Chartered Institute of Environmental Health (CIEH). You can sign up by emailing:

technicalbusinesssupport@hackney.gov.uk

Work experience placements

Offering work experience placements to local people allows you the opportunity to tap into some of the best talent in Hackney and showcase the variety of jobs available in your industry.

If you are interested in hosting a work placement, we can find and screen suitable candidates prior to interview and provide them with pre-employment training.



Traineeships

Our Traineeship programme delivers a pre-employment programme that would last for 20 weeks, providing a stepping stone into a job or apprenticeships for residents facing particular disadvantages in the labour market. Traineeships combine accredited training; work placement; and employability skills.

For queries please contact opportunities@hackney.gov.uk

Hackney 100

Our Hackney 100 programme is a paid work placement scheme for residents aged 16-24.

The programme aims to give young people who live or study in Hackney access to their first experience of work and an insight into Hackney's key employment sectors. We ask that employers endeavour to pay the national minimum wage per hour for Hackney 100 placements.

For further information and contact details for the scheme go to: hackneyworks.hackney.gov.uk

Supported Internships

Our Supported Internships programme provides practical opportunities for young people (18-25 years) with special education needs and/ or disabilities (SEND) to learn work-related skills, whilst providing a much-needed transition into paid employment.

For further information contact: localoffer@learningtrust.co.uk

Here's how some of
Hackney's businesses
are already contributing...



Centre for Better Health centreforbetterhealth.org.uk

Established in 1962, the Centre for Better Health in Hackney has become a vital resource for the community, providing inclusive and accessible services to support mental health well-being and recovery.

The charity provides low-cost counselling services, well-being workshops and manages three successful social enterprises.

The Better Health Bakery, Better Health Bikes and Better Health Products enterprises have been created to provide quality services and products to residents and offer trainee work placement opportunities to adults recovering from mental ill-health.

As an active member of the Council's Hackney Apprenticeship Network, the charity has been working with the Employment and Skills team to develop a new level 3 chef apprenticeship and has aspirations to embed longer-term development opportunities in the future.



"We recognise a healthy community is an inclusive community in which individuals can live satisfying and hopeful lives and where there is no stigma about mental ill-health"

Ashwin Mathews
Director of Centre for Better Health



Grow

growhackney.co.uk

Based in Hackney Wick, Grow is an independent and self-organised eco-system consisting of studios, a creative space with bars and a kitchen created out of an old sausage factory. It is run as an experiment in ethical and sustainable business and works in partnership with local artists, musicians, DJ's and community groups.

Grow believe that it's possible to run a financially sustainable, ethical business in London and want to share their journey with others to enable them to do the same.

Their commitments include paying the London Living Wage to all staff, using eco-friendly energy and products, using organic and Fairtrade, working in partnership with other ethical enterprises and supporting community initiatives.

"The experiment is ongoing and we learn something new everyday! We strive to reimagine a way for businesses to run - for the benefit of the community and the environment. We also owe so much to the local sharing economy which has helped shape us into what we are today. Our main focus now is to share our learning and to apply them into new opportunities"

Jordanna Greaves,
Co-Founder of Grow

In 2016, Grow successfully applied to join the Council's Approved Workspace Provider list which acknowledges their extensive support programme for businesses, local supply chain usage, community engagement and affordable rents for tenants.



Guildmore

guildmore.com

Guildmore is a contracting and property development company which has been operating in London and the South East since 1998. In 2018 they were awarded the contract by Hackney Council to develop the Frampton Arms and Lyttleton House housing sites.

They are committed to 'Building Communities' and believe in the benefits of a diverse workforce. Currently over 5% of their workforce are trainees or apprentices and they work closely with the Council to provide Hackney residents with apprenticeship and trainee opportunities.

Since the Hackney projects began they have provided plumbing, electrician, carpentry and site management apprenticeships and will expand opportunities to cover more roles as the developments progress.

"We, at Guildmore, have been really excited to be working with the borough's residents who have demonstrated talent and commitment. Jacob is a Hackney resident who has recently completed his Carpentry apprenticeship with us and has impressed everyone at Guildmore to such an extent that we have now offered him a chance to progress his career as an Assistant Site Management apprentice"

Stephen Jelley,
Divisional Director of Guildmore

Their ambition is to deliver six apprenticeships during the contract. As well as apprenticeships, Guildmore offer a range of roles and work experience opportunities and ensure these are advertised locally.

We want to hear how your business is making Hackney fairer and we'll support you to do even more, simply send us an email and we'll be in touch.

business@hackney.gov.uk

Business support

Hackney Council Business Services

Licensing, environmental health, trading standards, procurement, business rates, markets and commercial waste: hackney.gov.uk/business

Hackney Business Network

Newsletter subscription: hackney.gov.uk/newsletters

Business forums: investinhackney.gov.uk/businessforums

Business portal: investinhackney.gov.uk

Hackney Social Enterprise Partnership

Hackney is Social Manifesto: hackneyissocial.co.uk

Employment and apprenticeships

Hackney Apprenticeship Network

Provides information and support in creating and managing apprenticeships, as well as access to funding: investinhackney.org/han

Hackney works

Free advice and employment service to help businesses recruit local staff and apprentices: hackneyworks.hackney.gov.uk/employers

Funding

Hackney Council Community Grants: hackney.gov.uk/community-grants

Business grants and funding: investinhackney.org/grow

Property and workspace

Hackney Council commercial property: hackney.gov.uk/property

Borough-wide property search: investinhackney.org/property

Approved Workspace Provider list: investinhackney.org/workspace

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