



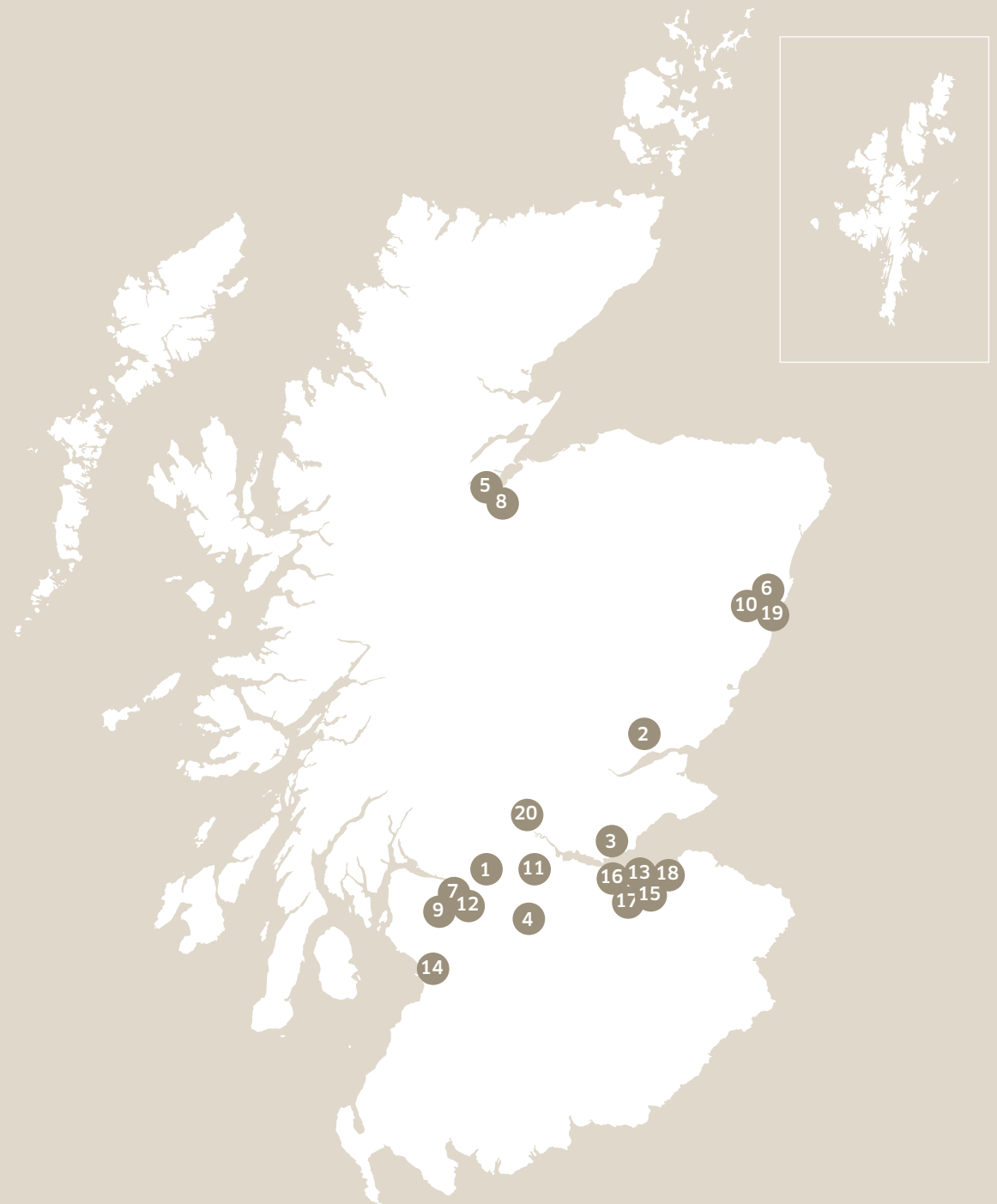
The Scottish
Government
Riaghaltas na h-Alba

Supported Businesses in Scotland

Creating value in a socially responsible way



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Foreword

Public sector procurement has evolved rapidly over recent years with continued effort to bring public sector bodies and suppliers together. At the heart of this process has been a focus on public sector procurement reform, making the way the public sector spends its money more transparent, effective and sustainable.

The social and community benefit elements of sustainable procurement are increasingly prominent considerations in public procurement decisions and this new directory will assist buyers in satisfying the needs of social policies and providing employment opportunities for people with disabilities.

Our supported factories and businesses play a vital role in providing quality, competitively-priced goods and services to the public sector. The Scottish Government is working hard to ensure that public sector buyers are informed and supported when procuring from the third sector.

Scottish public bodies are required by the Scottish Sustainable Procurement Action Plan to make the maximum possible use of reserved contracts for supported factories and businesses. At the very least, every public body should aim to have at least one such contract.

To help in achieving this aim the Scottish Government established a reserved framework agreement for supported factories and businesses in 2012. The framework agreement makes it easier for Scottish public bodies to buy a range of products from supported businesses – helping to sustain vital employment for people with disabilities.

The framework agreement, and this updated directory, are clear examples of how the Scottish Government is determined to boost the economic sustainability of businesses which build a wealthier and fairer Scotland.

I would encourage Scottish public sector buyers to refer to this directory when considering reserved contracts – the breadth and quality of services and goods on offer is something we should be proud to support.



A handwritten signature in black ink that reads "Fergus Ewing". The signature is written in a cursive style with a large loop at the end of the last name.

Fergus Ewing
Minister for Energy, Enterprise & Tourism

Endorsement

The STUC welcomes the publication of the Scottish Government's *Supported Businesses in Scotland* directory designed to support factories and businesses across Scotland which positively promote employment opportunities for people with disabilities.

Some of the businesses featured in this directory have long-established histories, ranging over some 150 years, of providing employment for people who cope with the challenges of disabilities – it is a legacy which we should be proud of in Scotland and one which we should endeavour to support.

The skill, expertise and experience of the workforce within supported factories and businesses are exceptional. The value of ongoing training, social interaction and mentoring offered to people with disabilities to become more independent, and play an active part in the workplace and their communities, cannot be underestimated.

When visiting a supported factory or business, one is struck by the tremendous enthusiasm and attention to detail which so many of the employees deliver. This directory showcases the talent and skill on offer to public sector buyers. The businesses produce high-quality goods and services which rival any found in other business sectors.

Private sector businesses choose to buy from supported factories and businesses because they know the products and services on offer are market-leading, competitive and, above all, offer exceptional customer service.

The public sector now has more choice and support to reserve contracts which will directly present contract opportunities for supported factories and businesses, ensuring a sustainable long-term future for some of Scotland's most important businesses.

I am pleased to be involved with representatives and stakeholders in developing initiatives and promoting supported factories and business, and can fully endorse this directory as a valuable document, signposting public sector buyers to an innovative and exceptional range of business.



A handwritten signature in black ink, appearing to read 'Grahame Smith', with a stylized flourish at the end.

Grahame Smith
General Secretary of the STUC

About this directory

- This directory gives buyers across the Scottish public sector a comprehensive view of the capability of Scotland's supported factories and businesses. It outlines the high-quality products and services they provide as well as their unique contribution to the wider community.
- A supported factory or business is an establishment where the majority of workers are people with a disability. Supported factories and businesses deliver employment, development and training opportunities for people with disabilities and to help them, whenever possible, into mainstream employment.
- The Scottish Government's policy is that every public body should reserve at least one contract for a supported business and this directory gives buyers a reference document to research potential suppliers, their products and services and contact details.
- When you contract with supported businesses you are using businesses committed to customer satisfaction and quality. You also help to sustain some of Scotland's most vital businesses which improve people's lives by providing meaningful employment and training opportunities for those who are unable to take up work in the open labour market.



Royal Blind Scottish Braille Press



Lady Haig's Poppy Factory



Send-it Fulfilment Solutions

Supported businesses in Scotland

- Scotland has a well-established history of creating supported businesses - some have been in existence for over 150 years. There are currently 20 supported businesses in operation, providing sustainable employment for more than 500 employees and training opportunities for a further 400 per annum.
- The scope of products and services supported businesses offer is varied - ranging from furniture, high-performance textiles, laundry services, packing and fulfilment, office support services and IT recycling.
- The fact that many private sector customers choose to buy goods and services from these supported businesses confirms their competitiveness, quality and, above all, a culture of customer service.

Article 19

Article 19 of the EU public procurement directive allows public bodies to make the decision to reserve public contracts for supported businesses. This is enacted in Scotland by Regulation 7 of the Public Contracts (Scotland) Regulation 2012 and as a public body, you can make use of these regulations to restrict the tendering process for goods or services to supported businesses only.



“Scotland has a well-established history of creating supported businesses - some have been in existence for over 150 years.”



Scottish Government support

In October 2012 the Deputy First Minister and Cabinet Secretary for Infrastructure, Investment and Cities, Nicola Sturgeon, welcomed a new national Framework Agreement that makes it easier for Scottish public bodies to buy from supported businesses.

Supported businesses in the framework can supply a range of products including furniture, document management, textiles and signage, helping to grow their business and create jobs.

Ms Sturgeon said: “This is a fine example of how the way the public sector buys goods and services can help boost our economy and get people into work. It is also a tribute to the supported businesses themselves, who have successfully bid to be part of this arrangement.”

Further information on the Reserved Framework:

Overview

<http://www.scotland.gov.uk/Topics/Government/Procurement/directory/frameworksupportedfactbus>

Buyers Guide

<http://www.scotland.gov.uk/Resource/0040/00404089.pdf>

Quick Reference Table

Quick user reference guide



Businesses listed on the Reserved Framework are highlighted with this symbol throughout this directory

Furniture, upholstery and beds -

a wide range of quality furniture including office, accommodation, education and mental health settings.



Services: Office/education and NHS furniture

- Businesses:**
- 1 Royal Strathclyde Blindcraft Industries (RSBi) p8
 - 2 Dovetail Enterprises p9
 - 3 Matrix (Fife) p10
 - 4 NL Industries p11
 - 5 Highland Blindcraft p12
 - 6 Glencraft p13

Print and document management -

expert and highly-efficient document services to suit customer needs.



Services: Printing, storage, disposal, office fulfillment

- Businesses:**
- 8 Haven Inverness p15
 - 1 RSBi p8
 - 9 Redrock p16
 - 10 Send-it Fulfilment Solutions p17
 - 17 Scottish Braille Press p24

Services: Scanning and associated services

- Businesses:** 9 Redrock p16

Signage - design and manufacture of fully bespoke and off-the-shelf signage solutions for a range of uses including road traffic and vehicle graphics.



Services: Signage

- Business:** 11 Sign Factory p18

Secure and non-secure

IT disposal - tailored to public sector requirements and offering highest industry standards.



Services: IT Recycling

- Business:** 12 Haven Recycle p19

Contract packaging -

bringing the experience provided to some of Scotland's leading global private sector businesses to the public sector.



Services: Contract packaging and distribution

- Businesses:**
- 7 Haven Clydebank p14
 - 8 Haven Inverness p15

Laundry - value-for-money laundry services delivering quality standards.



Services: Laundry services

- Businesses:**
- 13 St Jude's Laundry (Forth Sector) p20
 - 14 Hansel Laundry Service p21

Healthcare – leading suppliers to the healthcare industry offering a range of specialist services and products.



Services: Wheelchairs and mobility aids cleaning and refurbishment of occupational therapy equipment

Business: 3 Matrix (Fife) p10

Textiles and PPE – years of experience and expertise tailored to public sector needs along with excellent quality to meet required industry standards.



Services: PPE equipment and bespoke alteration services

Business: 19 Aberdeen Textiles and Workwear Services p26

Business: 20 Haven PTS p27

Sewing, Embroidery, printed clothing and workwear –



specialist, fully-bespoke embroidered label producers.

Services: Soft Furnishing, Workwear, teamwear, school uniforms, sewing and merchandise

Business: 20 Haven PTS p27

Business: 15 EES Logos (Forth Sector) p22

Business: 19 Aberdeen Textiles and Workwear Services p26

Business: 3 Matrix (Fife) p10

Alternative reading formats – a transcription service to create materials accessible to visually impaired people in Braille, Large Print and Audio.



Services: Transcription service

Business: 17 Scottish Braille Press p24

Repairs – a fully-flexible specialist repair service.



Services: Furnished accommodation solutions

Business: 1 Royal Strathclyde Blindcraft Industries (RSBi) p8

Storage – secure storage solutions for a range of items.



Services: Furniture and personal belongings

Business: 1 Royal Strathclyde Blindcraft Industries (RSBi) p8

Commemorative – a unique product offering by the country's dedicated commemorative specialists.



Services: Poppy production and wreaths

Business: 16 Lady Haig's Poppy Factory p23

Soaps and gifts – handmade soaps and bath products made from natural ingredients.



Services: Toiletries and corporate gift packs

Business: 18 The Scottish Soapworks p25

1 Royal Strathclyde Blindcraft Industries (RSBi)



RSBi is a unique organisation that has a track record of manufacturing skilfully designed furniture and products to the public, private and third sectors.

Furniture and associated products

RSBi provides a comprehensive design and manufacturing service offering customers access to bespoke products. Over the years its reputation has been forged through the supply of a vast range of high-quality products at exceptionally keen prices.

In-house resources

RSBi's fantastic design and installation teams will deliver great options and will oversee all stages until final design.

Manufacturing at great prices

With all products manufactured on site, RSBi can maintain stocks and guarantee availability across ranges at competitive prices.

A wide range of products and services

RSBi offers kitchens, bedroom furniture for hotels, students and furnished establishments, schools and offices furniture from individual desks, space layout or reception desks, storage solutions, beds and soft furnishings and café and recreational furniture.

We also manufacture timber kits for new build houses, schools, care homes as well as UPVC windows, both with quality accreditations.

Document Management

RSBi has a proven track record on storage relevant to various government regulations and legislation. Its specialised document management and storage team has extensive experience – from storage, retrieval or confidential disposal, the team are happy to help.

Customer testimonial

“ The quality of the workmanship in their products and professionalism of the staff at RSBi are second to none.”

John Dickie, joint founder, Dickie and Moore

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2 Dovetail Enterprises

Dovetail Enterprise's proven track record of supply to the public, private and third sectors is well established thanks to its fully-bespoke and flexible service.

Dovetail has experience of manufacturing beds, bedroom furniture, fire doors and durable furniture for a wide range of uses, including schools, student accommodation, care homes, cafés, restaurants, and offices.

With experience of manufacturing to the highest possible standards to meet rigorous offshore and local authority requirements, customers can be assured of exceptional quality. Dovetail prides itself on working with customers to ensure specific needs are met, from design, fit and finish, choice of traditional or modern styles to suit any space – all at very competitive prices.

Based in Dundee with over 100,000 sq ft of manufacturing space, and nearly 150 years of experience, Dovetail not only has an outstanding product offering, it provides support, education and training to men and women with disabilities.

Customer testimonials

“Happy with the service, both before and after sales as well as products provided by Dovetail Enterprises. Your service from start to finish has been exemplary and on a professional, knowledgeable, yet friendly level. Pleasure dealing with Dovetail.”

Zac Gani, AKG Property Group, Dundee

“West One Properties have purchased from Dovetail over the last 10 years and have found the quality of the products and service of personnel first rate. The products are robust, durable and well designed, meeting the high standard expected by our tenants.”

Lee Chadwick, Director, West One Properties



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To view Framework Catalogue:

www.dovetailenterprises.co.uk/framework

Matrix has been providing high-quality products and services to a range of customers for over 21 years – it has a well-earned reputation for bespoke, customer-focused solutions.

Specialising in supplying a range of furniture, soft furnishing, upholstery, recover and sewing services using fire retardant materials, Matrix understands the needs of local authorities, NHS services and other public sector organisations.

As well as hand-crafted furniture, radiator covers, storage/waste management units and lockers for schools and hospitals, baby-changing units for nurseries, it has a specially-chosen furniture collection for mental health and learning difficulties settings.

Matrix works closely with NHS occupational therapy services, modifying chairs, beds, desks and also cleaning and refurbishing equipment.

The business based in Dalgety Bay offers supported employment to individuals with disabilities and health issues.

Customer testimonials

“Start to finish, everybody involved – very helpful. Really pleased with the finished job.”

“I am very happy with the quality of work in every way, the time it took was excellent. All my requirements were adhered to the letter. A very happy customer.”

“Another job well done. Quality of workmanship is excellent and cost very reasonable. Thank you.”

Testimonials extracted from ‘Fife Trusted Trader Website’



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www.fifedirect.org.uk/matrixfife



Quality and customer service are the foundation of NL Industries – a furniture, upholstery and soft furnishings specialist with over 40 years of delivering products of the highest standards.

Wishaw-based NL Industries has grown to be one of Scotland's leading soft furnishings and upholstery manufacturers and has developed a wide range of products especially suited to the public sector.

Products such as its contract seating, residential care furniture collection, bedroom and office furniture offer real value-for-money solutions to a range of settings.

NL Industries soft furnishing range includes curtains and blinds, with a design, make and fit service for stage and school curtains, bedding, pew cushions and a fully-bespoke upholstery refurbishment service. NL Industries sources the highest-quality fabrics which meet with fire retardant regulations.

From its purpose-built modern manufacturing site, NL Industries offers skilled employment to people with disabilities and is committed to providing long-term sustainable benefits for the local community.

Customer testimonial

“Thank you for your help in completing the housing projects for us. The residents, service users and staff are delighted at the care and attention given by your team to making each individual complex look so good.

I would also like to comment on the quality of the curtains and upholstered items. They are of a much higher quality than previous suppliers have sold to us.”

Margaret Kelly, Community Care Development Officer, Housing and Social Work Services



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www.beltaneproducts.co.uk

5 Highland Blindcraft



With over 140 years of producing high-quality products – Highland Blindcraft is a leading manufacturer of beds, mattresses and headboards with a nationwide customer base.

From its manufacturing site in Inverness, Highland Blindcraft offers an unrivalled product range to suit the needs of local authorities, universities, colleges, residential homes as well as hotels and retail customers.

Highland Blindcraft offers a fully-bespoke service, with a range of mattresses in traditional springs, pocket springs or

memory foam – with standard or custom sizes available.

The business also has a fantastic range of high-quality pine beds, bedroom furniture, and fireside chairs.

Highland Blindcraft provides employment for people from the local and surrounding areas – 86 per cent of the workforce includes those who are registered blind, partially sighted or who have another disability.

Customer testimonials

“We are delighted to be able to source such high-quality beds locally and support local jobs.”

Grant Sword, Castle Stewart

“I have just stayed at the Three Chimneys on Skye, in the most comfortable bed I have ever slept in.”

Retail customer

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With a legacy of ensuring well-rested people across Scotland for over 150 years – Glencraft can proudly boast a reputation for manufacturing and supply of high-quality mattresses and divans.

From its Aberdeen base, Glencraft has been delivering expertly-crafted divan bases and mattresses to a wide range of customers, including royal residences, premium hotels, oil platforms and homes across Scotland.

Its product range includes a wide selection of mattresses from soft to firm, open coil or pocket sprung as well as a choice of divans, with options for storage, and headboards. In addition to standard bed sizes, Glencraft is able to supply bespoke beds to suit customer requirements.

Glencraft also manufactures a range of bedroom furniture which includes, wardrobes, bedside cabinets and workstations.

Currently supplying to universities and colleges such as RGU, University of Aberdeen and SRUC, a variety of care homes, housing associations and other residential accommodation such as Clan, Aberdeen City Council, Langstane & Grampian Housing Association.

Glencraft is confident that its quality control and attention to detail, is an attractive option value-for-money solution for a wide range of public sector organisations.

With around 50 employees, Glencraft's workforce has evolved from being exclusively registered blind, with some sighted assistants, to being a mix of many different abilities and disabilities. The one thing that has united all its craftspeople through nearly two centuries is a dedication to making products of the highest quality and providing a service that is personal, attentive and first class.



Customer testimonial

“Glencraft to me have always been able to meet targets whether it be timescales or the commercial aspect of a contract. Quotes always come back in a timely manner. Dealing with them on a daily basis is always pleasant and I find they can't do enough to help. I would have no hesitation in recommending Glencraft to anyone looking for quality and value.”

Stuart Peden, Rigfit Offshore Ltd

Contact

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Haven offers a highly flexible and rapid contract packing service that is designed to deliver exceptional standards in line with customer needs.

With a full range of contract packing services on offer, including stock handling storage and distribution service, combined with its sophisticated computer systems, Haven provides a cost-effective solution to logistic requirements. Following quality inspection, Haven offers a re-work service where experience and trained staff re-work products to original specification.

Working with major international businesses, particularly in the whisky industry, Haven has a well-earned reputation for quality and service.

Haven is dedicated to providing employment and training to people with disabilities.

Customer testimonials

“The Edrington Group has been working with Haven for more than ten years. Haven carries out sub-assembly work, meeting our quality, cost and delivery strategy, whilst operating within a culture that is close to our hearts and core values – providing employment for disabled and disadvantaged people. We are proud to work with Haven and have recognised its performance excellence by presenting the firm with our Supplier of the Year Award.”

David Donaldson, Supply Chain Director



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Haven specialises in a range of cost-effective and rapid printing and mailing solutions designed to meet the highest standards.

From its base in Inverness, Haven can provide a flexible one-stop-shop printing service, a collation and binding service, encapsulating for any size documents, a full design and supply labelling service for anything from envelopes to pallets, as well as a fully-bespoke mailing service which incorporates printing letters, insertion, labelling, franking and collection by Royal Mail.

Working to your company's specifications, Haven inspects components, identifying defects and costly errors at an early stage. This might include identifying missing parts, incorrect labelling or damaged products.

Haven is dedicated to providing employment and training to people with disabilities.

Customer testimonial

“Haven has provided an excellent service to our organisation for over 30 years and we have been very impressed with its professionalism and wide knowledge, which is always provided in a friendly and helpful manner. I would have no hesitation in recommending Haven to any company looking for a reliable and efficient service.”

**Alex Javed, Laboratory Services Manger,
NHS Highland**

“Haven's swiftness and attention to detail has been refreshing and professional not just with storage and distribution but with a readiness to come to the fore with ideas to support our business needs.”

**Claire Hamilton, Communication & Marketing
Manager, Inverness College, UHI**



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Redrock Document Processing Services Ltd is a specialist document management service for both public and private sector customers.

Redrock secured a future for Remploy Office Fulfilment division – sustaining high-quality services for customers and employment for former Remploy employees and other disabled workers.

Redrock offers highly-competitive solutions for:

- Document scanning, handling and archiving working closely with organisations to develop a robust, reliable and measurable service for both high volume ‘back-file’ scanning (ie HR and medical files) and inbound front-end live files (ie Invoices, medical files etc)

and associated software solutions using inSTREAM, our cutting-edge software.

- Print services encompassing a print-on-demand option for mailers, leaflets, documentation, booklets and posters.
- Mailing services including direct mail fulfilment, bulk distribution (including pick, pack and despatch) and data processing services for low and high-volume requirements.
- End-to-end services developed with customers – includes all aspects of printed materials from design, print, secure hard copy storage, distribution, digitisation, secure digital transfer and storage, secure cloud-based hosting and secure certificated environmentally-friendly destruction.

Customer testimonial

“Redrock won the contract after giving us the confidence in their ability to both deliver the large work programme that was required, but also their ability to tailor the service to our individual requirements. Redrock are exceeding our quality audits whilst providing a service which offers excellent value for money.”

Dan Howard, deputy head of IM&T, South Staffordshire and Shropshire Healthcare NHS Trust



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Send-it offers complementary fulfilment services which are customer-focused and deliver cost-efficient and high-quality solutions to business needs.

Based in Aberdeen, Send-it has a well-earned reputation for flexibility and reliability in meeting the high standards demanded by its customers.

Send-it offers a direct mailing service for targeted mail drops, distributing items

such as leaflets, newsletter and brochures – it's preferential postage rates guarantee savings are passed on to customers. Send-it also offers an experienced design and digital printing and finishing service delivering creative solutions for a range of printed materials including stationery, leaflets, posters and brochures.

Send-it's hand assembly team of experienced staff can undertake any manual job that cannot be tackled by machine. Examples of work include conference pack collation, lanyard assembly, goodie bag packing, leaflet insertion.

In addition, Send-it has a range of distribution and courier options available from national to worldwide deliveries for a variety of parcels and pallet loads. Operational since 2000, Send-it provides a variety of commercially-orientated training placements to adults recovering from mental health difficulties to help them move into further employment, education or volunteering.

Customer testimonial

“We worked with Ranald and his team during a very busy 2012. Since our establishment in 1974 we've relied on suppliers who match our high standards of quality and service – Send-it have contributed in this regard.”

**Ken Massie, Managing Director,
Compass Print Holdings Ltd**

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Sign Factory's can-do attitude has seen it go from strength to strength, offering an expanding range of products to meet customer demands.

With over 40 years' experience, the Falkirk-based organisation has added to its core product, road traffic signs, to a full range of specialist sign services which includes engraving, vehicle graphics and sign systems. The growth and development of the business is in large part down to its well-qualified and expert workforce.

Sign Factory works with both private and public sector customers, and, thanks to competitive pricing, sees its off-the-shelf, generic deliverables as particularly attractive to public sector organisations across Scotland. In addition, Sign Factory can produce a fully-bespoke service, working with customers from design to completion to suit specific requirements.

With around 23 employees, the majority of whom are disabled, Sign Factory is confident that its wealth of talent and experience will deliver the quality and consistency required for the public sector.

Customer testimonials

"We have worked closely with Sign Factory in the recent past to assist with the manufacture and installation of road and cycle signage for the new Forth Valley Royal Hospital. Their in-house knowledge and professionalism meant we were able to deliver this infrastructure to a high quality and in line with a tight project programme. We also found them to be very competitive on price."

SKM Colin Buchanan on behalf of NHS Forth Valley

"I enjoy working with the Sign Factory as nothing is too much trouble, and advice is freely given. I would, without hesitation, recommend the Sign Factory to any potential company looking for a quality, on time, competitively priced job."

Gordon McIntosh Commercial Manager, E & R Moffat



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Glasgow-based Haven Recycle has gained a reputation for offering solutions to this high-tech problem thanks to its specially-designed service aimed at the Scottish public sector.

Operating from its state-of-the-art, high-security and independently-audited premises, Haven Recycle delivers a number of services including asset recovery through the reuse or resale of excess computer equipment, WEEE recycling compliant with waste disposal regulations; information security management offering data destruction options and recycling or reusing of old and disused tablets, smartphones and mobiles.

Haven Recycle offers a competitive, value-for-money solution to IT and WEEE recycling for all sizes of contracts.

The business offers vital employment and training for disabled and disadvantaged people.

Customer testimonials

“Haven Recycle has been working with NHS Greater Glasgow & Clyde for nearly two years now, and has been delivering a reliable, cost-efficient way of realising value from our redundant IT assets. It delivers a service which is both professional and competitive, and ensures our WEEE is dealt with in the most sustainable manner possible.”

Andrew Reid, NHS Greater Glasgow & Clyde Asset User Provisioning Manager

“The Scottish Legal Aid Board is keen to work with supported businesses in Scotland and Haven Recycle offers a cost-effective and fully compliant WEEE recycling solution. Haven Recycle provides a friendly and responsive customer service.”

Russell Day, Scottish Legal Aid Board Interim Manager Purchasing



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13 St Jude's Laundry (Forth Sector)



St Jude's Laundry has a 50-year history in Edinburgh, the Lothians and Borders, and has developed a strong reputation for the quality of its service to private and commercial customers, predominantly in the hospitality and catering sector. St Jude's quality value-for-money service has a lot to offer the public sector.

The business' experienced staff, operating large-capacity industrial washers, driers and drier/ironers, process large volumes of bedding, towels and table linen daily and can provide a hand-finished service for everything from cushion covers to marquees.

St Jude's reliable door-to-door service is appreciated by many householders but also by many of Edinburgh's universities and colleges, sports clubs, gyms and spas. Working with customers to gain an understanding of how the service is best delivered, and taking a flexible approach, developing long-lasting partnerships – results in year-on-year repeat business for St Jude's.

St Jude's Laundry is keen to demonstrate what it can offer to the public sector.

Customer testimonial

“St Jude's Laundry has been providing a fully-managed laundry service for the Scottish Fire Services College for approximately 18 months, and has provided a consistent and effective service throughout this time, and provided a seamless transition from the previous provider.

They provide an excellent service with a strong customer focus, meeting the needs of the SFSC for 120 bedrooms within our residential training facility. Our relationship will continue over the transition period to the new Scottish Fire and Rescue Service.”

Bill Menzies, Business & Procurement Officer, Scottish Fire Services College



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Part of the Forth Sector Group

14 Hansel Laundry Service



Hansel's Laundry Service, located in Ayrshire, is a vibrant commercial laundry providing high-quality, competitively-priced services to businesses and individual customers, with a focus on providing services within Ayrshire.

Hansel's Laundry Service provides a full washing and professional drying service for all types of commercial and domestic linen and clothing. With a commercial roller and hand-finish ironing service, plus a collection and delivery service for large-volume contracts, it can accommodate high volume and quick-turnaround demands with excellent customer standards at all times.

Hansel's Laundry team is highly skilled and qualified – by using Hansel Laundry Service you not only get an excellent, competitively-priced service, you will also be supporting disabled people to fulfil their potential and make a meaningful contribution to the local economy.

Hansel's Laundry Service is open from 8.30am to 4.30pm, Monday to Friday.

Customer testimonials

“When Hansel deliver our laundry the staff are polite, professional and take great pride in their job. A credit to your organisation!”

5 Star, The Crescent Ayr Guest House

“The service is second to none. We would be more than happy to recommend this service to other businesses.”

Chemring Energetics UK Ltd, Stevenson

“We are both local businesses in Ayrshire providing each other with a quality service which is invaluable.”

The Wheatsheaf Inn, Symington



Contact

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15 EES Logos (Forth Sector)



EES Logos specialises in personalised workwear, teamwear, schoolwear and merchandise.

The business can deliver an organisation's name, logo, brand or image professionally embroidered or printed on high-quality clothing or promotional merchandise.

EES Logos (previously Edinburgh Embroidery Services) has over 10 years' experience in providing customers with the highest-quality branded clothing and is committed to sourcing from manufacturers accredited to ILO and WRAP standards, to ensure ethical purchasing.

Customer testimonial

"Largo Leisure is delighted to be working with EES Logos. Service is first class and the quality of clothing and their embroidery is superb. We get prices to suit our budget without compromising on quality. We would highly recommend EES Logos."

Yvonne Buchanan, Largo Leisure

EES Logos' service is fully comprehensive and includes:

Design – providing help to develop a logo and can advise on the best type and colour of garment for optimum effect.

Procurement – sourcing high-quality branded garments and merchandise at competitive rates.

Embroidery – operating multi-head, modern embroidery equipment for first-class results.

Print – printed garments, bags and promotional merchandise.

Contact

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Edinburgh-based Lady Haig's Poppy Factory is a unique supported business employing disabled ex-servicemen and women exclusively. The majority of Lady Haig's production is centred on the annual Scottish Poppy Appeal and each year it makes around 5,000,000 poppies, thousands of boxes and a large number of other items associated with remembrance.

Lady Haig's has a long-established relationship with the public sector, supplying remembrance wreaths to local authorities, schools, colleges and other organisations across Scotland. From its production site, Lady Haig can accommodate large or small orders to suit with excellent customer service as key.

Customer testimonial

"I would like to thank all those involved in a remarkable delivery of poppy wreaths. Order placed today and the poppies have been delivered by 3 pm this afternoon. Wonderful, wonderful service."

Col. Middlemiss

Contact

For online and telephone orders:

Remembrance products:

www.ladyhaigfactory.org.uk or

Tel: 0131 550 1573/1574

Charlie Pelling

Lady Haig's Poppy Factory

9 Warriston Road

Edinburgh EH7 4HJ

Tel: 0131 550 1573

Fax: 0131 557 0071

Email: manager@lhpfsotland.org.uk

www.ladyhaigpoppyfactory.org.uk

17 Scottish Braille Press



The Scottish Braille Press is part of the registered charity Royal Blind (no. SC017167), and a leading UK provider of high quality accessible media, transcribing documents for a wide range of professional clients into Braille, Large Print and Audio formats for blind and visually impaired people. In addition, they produce magazines and books in Braille., The Scottish Braille Press provides supported employment opportunities for disabled people in particular those with a visual impairment. Royal Blind is proud to be an employer of disabled people and they have been awarded the Disability Double Tick.



Scottish Braille Press is renowned for its professionalism and for the quality of output and the level of service it provides. Its continual investment in IT infrastructure and security measures keeps Scottish Braille Press ahead of the demands of its financial and government clients. Scottish Braille Press has a skilled and knowledgeable work force and considerable experience of both the accessible media sector and the commercial

print sector. As many of its employees are themselves visually impaired it has immediate access to end users and can work with its clients to provide feedback on their products and services.

Scottish Braille Press has a representation on the Board of the UK Association for Accessible Formats (UKAAF) and is committed to promoting best practice in providing accessible formats to ensure quality standards are maintained. Scottish Braille Press is also looking to develop associated services as part of their expertise base. These include document scanning, confidential waste shredding, proof reading, CD duplication and DVD duplication.

Contact

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Email: enquiries.sbp@royalblind.org

www.royalblind.org/accessible-media

18 The Scottish Soapworks

The Scottish Soapworks is an Edinburgh-based soap-making business, specialising in traditional soap bars and glycerine soaps, as well as a range of luxurious and indulgent bubble baths, hand and body washes, lotions, creams, lip balms and scrubs.

The Scottish Soapworks handmade products take more time and love to manufacture than mass-produced soap products and a great deal of care is taken to get recipes just right – blending oils and fragrances, shea butter and cocoa butter to produce irresistible treats and gifts. The business' product range appears in hundreds of retail outlets across Scotland and it also specialises in the production of wedding favours, souvenirs and corporate gifts.

The Scottish Soapworks is passionate about its products and prides itself on sourcing the very best natural and sustainable ingredients which are carefully blended into unique bath and body treats.

Against animal testing, The Scottish Soapworks cares about the environment, insisting that packaging is kept to a minimum and that every package produced can be reused or recycled. The business reflects its belief in social inclusion and opportunities for all. The Scottish Soapworks works with Edinburgh charity Forth Sector to provide supported employment and placements within their business.

Customer testimonial

“We have been delighted with the service provided by The Scottish Soapworks, a local social enterprise and supported business, and our visitors and guests are always thrilled to receive a high-quality souvenir, handmade in Edinburgh.”

Jim Galloway. Head of Enterprise and Innovation, Economic Development, City of Edinburgh Council



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19 Aberdeen Textiles and Workwear Services



Aberdeen Textiles and Workwear Services (ATWS) is a specialist in providing industrial workwear and personal protection equipment – such as hard hats, high-visibility jackets, eye and ear protection – with the experience and skills to meet the demanding specifications and standards required by its customers.

As well as its full range of standard textiles and workwear products, ATWS offers a full manufacture and alteration service which delivers high-visibility flashing, knee pads, logos and badging to industrial workwear – offering a bespoke service to a range of customers within the oil and gas, and marine industries.

ATWS is also able to offer an embroidery service to brand a wide range of products such as shirts, polo shirts, sweatshirts, t-shirts, caps, bags and jackets. The business currently works with a range of businesses, clubs, schools and nurseries to personalise items with logos and can advise customers on best use of materials and designs.

Established in 2012, ATWS is proud of its reputation for delivering quality and flexibility to its customers. The business has the capacity and capability to service the public sector and believes its value-for-money and quality service can provide a variety of solutions for organisations across Scotland.

ATWS provides meaningful and rewarding employment for disabled people in the Aberdeen area.

Customer testimonial

“We are very happy with the quality of product provided and the responsiveness to our delivery requirements. The overall level of service is excellent. I am pleased to have this opportunity to recommend ATWS as a supplier of Work-wear and PPE.”

Ken Conochie
Commercial & Operations Manager,
Innospection Ltd

Contact

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Haven PTS designs and manufactures a range of quality, competitively-priced workwear, uniforms and specialist protective wear (or PPE) at its supported business based in Stirling.

Whether it's providing staff with bespoke workwear and uniforms, or specialist protective clothing to keep personnel safe in their working environment, Haven PTS will work to meet those needs.

Haven PTS prides itself on the satisfaction of its customers and employees. As well



as offering quality products at competitive prices, Haven PTS provides meaningful jobs and development opportunities for people with disabilities and those marginalised in society.

The business's skilled workforce has years of experience in the textile industry, designing, manufacturing, sourcing and distributing garments and PPE accessories for businesses of all sizes and sectors, including the public sector.

Haven PTS can design, manufacture, source and supply:

- Textile Personal Protective Equipment or PPE (including high-visibility, flame retardant, weather proof, chemical protection garments)
- Non-textile PPE (including head protection, ear and eye protection, safety footwear)
- Marine safety clothing and survival equipment (including lifejackets and storm jackets)
- Workwear, uniforms and logo embroidery (including healthcare, local authority, security and business wear)

Haven PTS is part of Haven, an award-winning social enterprise firm offering a range of services. Recently-formed Haven PTS was established following the closure of the remaining Remploy Textiles sites in Scotland and has secured the best experience, skills and expertise from that business to secure a sustainable legacy.



Contact

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Testimonial



The BASE members in Scotland have been supporting the Scottish Government around the launch of the Scottish Government's Supported Business Framework and the use of Article 19 of EU Legislation.

BASE members welcome the publication of the *Supported Businesses in Scotland* directory which is designed to promote Scottish supported business and the benefits they offer. Scottish supported businesses have demonstrated over a sustained period that the goods and services they offer provide excellent value for money to the public sector.

BASE members' approach and initiative is designed to provide public and private sector buyers with a clear route to incorporate Scottish supported businesses into their supply chains. In turn, they benefit by securing best value for money by taking the full economic, environmental and social impact of their spending into account.

A handwritten signature in dark ink that reads "A. Kerr". The signature is written in a cursive, slightly slanted style.

Alistair Kerr

Director and Chair of the British Association
for Supported Employment (BASE) Scotland





The Scottish
Government
Riaghaltas na h-Alba

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APS Group Scotland
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