

Regulation and the Law

Guidance for Business start-up and growth



Regulation and the Law

Introduction

The partners of Better Business for All recognise that economic recovery is dependent on private sector growth and are committed to helping businesses in Leicester and Leicestershire flourish.

Better Business for All benefits from a breadth of professional expertise. Thanks to this expertise it has been able to produce this guide on how to ensure your business can save money and get it right first time by complying with the law.

Compliance and Business Growth:

Compliance with regulations helps business growth because:

- Uncontrolled risks and expensive corrective costs are avoided.
- Your business is better protected and its reputation can be enhanced
- A gold-plated approach to compliance can be avoided.
- Regulatory authorities can target their limited resources on businesses that do not follow the rules, creating a level commercial playing field and promoting fair and safe business.

Getting compliance right first time aids success for your business, protection for your customers and enhancing Leicester and Leicestershire's reputation as a good place to do business.

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Better Business for All's Business Support Scheme:

The advice in this pack has been written with the support of the Better Business for All partnership.

Better Business for All is a national scheme run through the Leicester & Leicestershire Enterprise Partnership (LLEP). It has been set up to encourage business growth by making business regulations easier to access and understand.

National support helpline

The business support helpline offers general advice and guidance to both new and existing businesses. For more specific regulatory advice, please visit www.llepbizgateway.co.uk for your local regulators contact details.

The number to call is: **0300 456 3536**

Alternatively you can post your queries via email using our guided webtool at:

www.llep.org.uk/betterbusinessforall

When we receive your call or email the business support team will own your enquiry. We will make contact with the regulatory services that are appropriate to your business. The regulatory services will contact you by phone or email, whichever you prefer, to provide you with the advice and guidance you need to ensure that your business is compliant.

Remember, the Regulatory Services are there to advise and inform. As qualified professionals in their respective fields their expertise is a resource at your disposal.

Remember to use the regulatory services to support the growth of your business!



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Who should I speak to?

Use this page to see which sections you think you will most likely need to refer to:

Premises

- If you are looking for a new premises, looking to expand or alter your existing premises or thinking about using your premises for more and different activities you may need to consider **planning regulations Part A** and **building regulations Part B**. Your local authority planning department also controls the display of external advertisements.
- **Fire safety** legislation applies to all commercial premises and other buildings to which the public have access. Fire regulations **Part C** require that you manage fire risk by undertaking a fire risk assessment.

Product

- All businesses will need to be aware of trading and consumer protection law **Part D. Trading Standards** teams provide a broad range of advice from weights and measures to packaging description and labelling and more specialist areas for example consumer credit and distance and doorstep selling.
- All businesses will need to get to grips with business registration, record keeping, tax returns and VAT. **HMRC** can also provide advice on employment issues such as PAYE, NI, expenses and benefits, parental leave and sick pay **Part E**.
- Licenses may be required for a range of business activities. Local authority **licensing** teams usually regulate the sale or supply alcohol, regulated entertainment and late night refreshment, casinos, bookies and other gaming premises, gaming machines, and taxis. However they can regulate a broader range of activities such as street cafes and street trading and animal licenses **PART F**.

Running your business

- If your business idea relates to the supply, storage, production or sale of food or drink you will need to register your business with your local authority **food safety** team. This is the case even if you are preparing food from home, as a one-off or for free distribution. It applies also to mobile businesses and vending machines. **Part G**.
- If you are employing people, or if your premises are open to the public, you will have to comply with **health and safety** law. Whatever the size of your business, it's your responsibility to make sure that anyone who comes to your workplace stays safe **Part H**
- If you are producing any **waste** you will need to ensure that adequate arrangements for managing the waste are in place **Part I**. If your business discharges waste to adjacent land or water or into the air, you will need to ensure that the environment is **protected from pollution Part J**. Permits or licenses may be necessary. You will also need to make sure that you do not have a detrimental impact on the amenity of your neighbours. You should ensure that your business does not suffer from pests and that any **nuisances** such as noise, smoke, light and odour are controlled. **Part K**.
- If you have, or are considering taking on, any employees it is highly advisable that you have the necessary policies and procedures in place from the start. ACAS are recognised as the primary source of best practice and impartial advice on **employment** issues. The ACAS service ranges from advice on contracts to payment structures and from redundancy procedures to anti-discrimination policies. **Part L**.

- Any incident, large or small, natural, accidental or deliberate, can cause major disruption to your organisation. If you are not prepared, your organisation might suffer loss of income, of customers, of reputation, legal and regulatory penalties or even a complete failure of the business. It is advisable to plan for **Business Continuity. Part M**.
- There are other issues that businesses have often asked us about. The three most common 'other' areas have been protecting **intellectual property** (copyright, trademarks, patents and designs) the payment of **business rates**, and **business planning and access to finance. Part N**.

Finding your local authority:

Better Business for All encourages you to make contact with the organisations that can provide you with the advice and guidance that ensures your business activity complies with the law.

Better Business for All has developed a webtool called 'Talk to Reg'. You can use the postcode of your business premises to find the contact details of the services you need to speak to:

<http://www.talktoreg.co.uk/>

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Part A - Planning Regulations

The planning system controls and guides the use of land and the use and design of buildings. In the general public interest, planning authorities are keen to support economic growth and assist local businesses. If you are considering the following you will need to ensure that what you intend to do is within the rules.

- relocating to new premises,
- expanding or altering your existing premises,
- using your premises for more and different activities,
- displaying external adverts.

You may need to apply for planning permission.

What to do:

Before you do anything you should contact the planning service at your local authority. It is recommended to get planning advice before you submit a planning application. Good pre-application advice can help identify any problems with the scheme before plans are submitted, can give an indication of the likely outcome of a planning application and can help ensure all the documents you need are included in your application. While national planning law applies across the whole country, local policies and circumstances mean that what is acceptable does vary from area to area, so you must contact the council where your premises is based. (Their contact details are over the page)

Though many authorities have a duty officer system, which can provide general advice and guidance related to local procedures, most authorities now charge for this pre-application advice. It is wise to plan what you wish to discuss with the local authority before you contact them. You will be expected to provide sufficient information (plans, drawings and accompanying technical data - e.g. traffic movement) to enable the authority to provide meaningful advice. Take some time to explore the Planning Portal and local authority's webpages. (Some useful links can be found over the page)



Your council will always try to help you with any planning problems. Some issues you might want to consider are listed below:

- A planning application might not be necessary. You can make some minor changes without needing to apply for planning permission.
- Check the permitted use of the premises. Remember planning permission may be needed even if you are only thinking of a temporary use or considering working from home.
- Remember that planning controls do not only apply to changes of uses, new or extension/alterations to buildings. They also cover other physical alterations including changes to vehicular access and parking areas, installations of ventilation flues and works to trees.
- Find out whether any existing planning permissions have conditions attached that restrict or control activities. These might include restrictions on hours of use.
- Remember that the display of adverts is also controlled by your local planning department. You may not need to submit an application for some advertisements.
- There is a right of appeal against refusal of planning applications and non-determination (where applications are not determined within the statutory period - which is usually 8 or 13 weeks).

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Useful Planning Links and Contacts

GENERIC PLANNING ADVICE:**PLANNING PORTAL:**

<http://www.planningportal.gov.uk/permission/>

(under the common projects link at the right of the page)

DCLG:

<http://www.gov.uk/planning-permission-england-wales>

LOCAL PLANNING AUTHORITIES:**BLABY DC:**

<http://www.blaby.gov.uk/ccm/navigation/planning-and-building/planning/development-control/> (chargeable advice)

Development Control Team, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7705: Email: planning@blaby.gov.uk

CHARNWOOD BC:

<http://www.charnwood.gov.uk/pages/planapps> (chargeable advice)

Development Management, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN Phone: (01509) 263151: Email: development.control@charnwood.gov.uk

HARBOROUGH DC:

<http://www.harborough.gov.uk/planning> (chargeable advice)

Development Control Section, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282: Email: planning@harborough.gov.uk

HINCKLEY & BOSWORTH BC:

<http://www.hinckley-bosworth.gov.uk/info/200074/planning>

(free advice when capacity allows)

Development Control, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141: Email: planning@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/homepage/97/planning_and_building_control

(chargeable advice)

Development Control, Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502: Email: developmentcontrol@melton.gov.uk

NORTH WEST LEICS DC:

<http://www.nwleics.gov.uk/pages/planning>

(advice only chargeable for Major or Strategic proposals)

Planning and Development, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454665 or (01530) 454666:

Email: development.control@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/development_control (chargeable advice)

Development Control, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572636:

Email: planning@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/your-council-services/ep/planning/>

(free advice)

Planning, Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ

Phone: (0116) 454 1000: Email: planning@leicester.gov.uk

LEICESTERSHIRE COUNTY:

http://www.leics.gov.uk/community_services_planning.htm

(mineral extraction and waste facility proposals only)

Planning Group, Chief Execs Dept, Leicestershire County Council, County Hall, Glenfield, Leicester, LE3 8RA Phone: (0116) 3057353: Email: planningcontrol@leics.gov.uk

PLANNING APPLICATION REQUIREMENTS:**LEICESTER CITY & DISTRICTS (NOT BLABY):**

<http://www.charnwood.gov.uk/pages/localplanningrequirementsconsult>

BLABY:

<http://www.blaby.gov.uk/ccm/navigation/planning-and-building/planning/planning-application-forms/>

APPEALS:**PLANNING INSPECTORATE:**

<http://www.planningportal.gov.uk/planning/appeals/online/>

The Planning Inspectorate, Room 3/13, Temple Quay House, 2 The Square, Temple Quay, Bristol, BS1 6PN Phone: (0117) 3726372: Email: enquiries@pins.gsi.gov.uk

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Part B - Building Regulations

Buildings Regulations approval is not the same thing as planning permission and in many cases you will need both. They ensure the health and safety of building work and fire safety, regulate access and ease of use of buildings and the energy conservation of buildings. Any new buildings, extensions or alterations to existing buildings, or the provision of new services or fittings within buildings are subject to building regulations. It is also important to bear in mind that some changes of use of premises may mean that the premises may need to comply with additional building regulations. Compliance with Building Regulations is enforced by your local authority. Also see the link to Sale of Goods Act hub overleaf.

Most building work will require approval by the local authority building control (LABC) or by an approved inspector.

Important things you will need to consider:

- Unless you have a reasonable working knowledge of building construction it is advisable that you obtain the appropriate professional advice before starting on your project. Make sure you choose your builder or tradesperson carefully and make sure they are registered with an appropriate professional body.

- The responsibility for ensuring that building works comply with the appropriate building regulations rests with those having the work carried out ie yourself. If you choose to delegate this responsibility it is advisable that you make sure this is understood by the builders or tradespersons that you choose to carry out the work.
- The requirements for compliance with building regulations are set out in the 14 parts of Schedule 1 of the Building Regulations 2010. Inspections are carried out with reference to this schedule. However practical advice on how to meet these requirements is given in the Approved Documents.
- Before you start your project, check the status of your building work in relation to neighbouring properties. Make sure that your understanding of the boundary lines between the properties is accurate and check whether there are any covenants in place that might restrict the proposed work that you can out. You should also check whether your project is subject to the Party Wall Act 1996.
- If your building work will be close to or over the top of drains you will need to consider what protective action may be needed to protect the drains from the building work. The building control service may also need to consult the relevant sewerage undertaker for any recommendations on actions that could be taken, and you may have to enter into a Build Over Agreement with Severn Trent (or Anglian) Water, as appropriate.



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Part B - Building Regulations

- Though most building work is subject to Building Regulations, some temporary buildings are exempt. This is provided that they remain on site for no longer than 28 days.
- When you are applying for building regulation approval you have the choice of whether to use local authority building control (LABC) or private approved inspectors. Contact your local authority to discuss LABC. Alternatively the Construction Industry Council (CIC) can provide a list of approved inspectors. Make sure that the persons carrying out the work have taken on the responsibility for liaising with the LABC or your chosen inspector.

Whichever Building Control Body you chose it is suggested that you contact them early on to discuss your project. Further information is available from their relevant websites.

- Building Regulations are distinct regulations. However they tie in closely with many other regulatory services, for example, town planning, fire safety, health and safety and statutory nuisance. Remember that your building works project will likely need to address these other regulatory requirements as well as complying with Building Regulations.

**What to do:**

Make sure that you secure a competent registered builder or tradesperson and that their responsibilities are established. Consider whether you wish to use an LABC (Local Authority Building Control) or private approved inspector.

Bear in mind that the Local Authority have a number of surveyors in the area, have extensive local knowledge, can usually do same day inspections and will liaise with other regulators and authority sections.

Make sure you keep up to date with how your application is progressing through to the inspection stage and receipt of completion certificate (LABC) or final certificate (approved inspector).

Better Business for All can provide advice on which other regulations are likely to impact on your project and can act as a single point of contact for other relevant regulatory authorities.



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Useful Links and Contacts for Building Regulations

GENERIC ADVICE:**PLANNING PORTAL:**

<http://www.planningportal.gov.uk/buildingregulations/>

DCLG:

<http://www.communities.gov.uk/planningandbuilding/buildingregulations/>

DCLG INTRODUCTORY BOOKLET:

<http://www.communities.gov.uk/publications/planningandbuilding/buildingregulationsexplanatory>

PARTY WALL ACT:

<http://www.planningportal.gov.uk/buildingregulations/buildingpolicyandlegislation/currentlegislation/partywallact>

LOCAL AUTHORITY BUILDING CONTROL:

LOCAL AUTHORITY BUILDING CONTROL (LABC): <http://www.labc.uk.com/>

BLABY DC:

<http://www.blaby.gov.uk/ccm/navigation/planning-and-building/building-control/>
Building Control, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7533: Email: building.control@blaby.gov.uk

CHARNWOOD BC:

<http://www.charnwood.gov.uk/pages/buildingcontrol1>
Building Control, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN
Phone: (01509) 263924 or (01509) 263757:
Email: building.control@charnwood.gov.uk

HARBOROUGH DC:

http://www.harborough.gov.uk/info/200011/building_control
Building Control, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 821090:
Email: building.control@harborough.gov.uk

HINCKLEY & BOSWORTH BC:

<http://www.hinckley-bosworth.gov.uk/buildingcontrol>
Building Control, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141:
Email: buildingcontrol@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/homepage/71/building_control
Building Control, Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502:
Email: buildingcontrol@melton.gov.uk

NORTH WEST LEICS DC: http://www.nwleics.gov.uk/pages/building_control

Building Control, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454692 or (01530) 454693:
Email: building.control@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/building_control
Building Control, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 257 2636:
Email: buildingcontrol@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/buildingcontrol/>
Building Control, Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN Phone: (0116) 454 3160: Email: buildingcontrol@leicester.gov.uk

CONSTRUCTION INDUSTRY COUNCIL APPROVED INSPECTORS:

<http://www.cic.org.uk/services/airegister.shtml>

HOME AND BUILD (TRADE PROFESSIONALS DATABASE):

<http://www.homeandbuild.co.uk/>

APPROVED DOCUMENTS:**PLANNING PORTAL:**

<http://www.planningportal.gov.uk/buildingregulations/approveddocuments/>

DETERMINATIONS AND APPEALS:

DCLG: <http://www.communities.gov.uk/planningandbuilding/buildingregulations/determinationsandappeals/>

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Part C - Fire Safety

The Regulatory Reform (Fire Safety) Order 2005 covers virtually every type of building, structure and open space with the exception of private homes and individual flats in a block or house.

Responsibility for fire safety lies with employers, self-employed with premises, those responsible for buildings with public access and any contractor who exercises a degree of control over any premises.

These responsible persons have a legal duty to ensure the safety of those using their premises or in the immediate vicinity who may be at risk should a fire occur.

In order to meet the legal requirements, mitigate the effect of a fire and safeguard those affected it is necessary to carry out a fire risk assessment. Guidance explaining how to conduct a fire risk assessment is available from the Department for Communities and Local Government (DCLG) website and can be downloaded free of charge. <http://www.communities.gov.uk/fire/>

Fire risk assessment for small to medium sized premises would not normally be expected to be complex. The following gives some tips on areas for consideration:

Read through the guidance available before completing your fire risk assessment. "A short guide to making your premises safe from fire" covers all the relevant steps to achieve this for most types of smaller premises and is freely available via the above link.

It is useful to consult your insurers who may require enhanced fire safety provision or in some cases may offer discounts in lieu of existing provision.

Aim to satisfy the basic levels of fire safety compliance, rather than aiming for a "gold standard" level of compliance.



Consider business continuity when completing your fire risk assessment. It is an unfortunate fact that 80% of premises suffering a serious fire never fully recover.

Your premises may on occasion, require a fire safety inspection. This will be organised by the Fire & Rescue Service and will always be arranged well in advance of a visit. The inspection will give a good opportunity to seek confirmation and advice regarding all aspects of fire safety compliance.

If you require any further information or advice you should visit the Leicestershire Fire and Rescue Service website <http://www.leicestershire-fire.gov.uk/> where you can access business fire safety information. Alternatively for specific fire safety advice you can speak to a fire safety risk advisor on telephone number 0116 2872241.

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Leicestershire Fire and Rescue Service (LFRS) Useful Links and Contact Details

LEICESTERSHIRE FIRE & RESCUE SERVICE (FIRE SAFETY TEAM):

Phone: (0116) 2292299
Alternatively (0116 287 2241) in case of emergency call 999
Email: rist@lfrs.org
LFRS Headquarters, 12 Geoff Monk Way, Birstall, Leicester,
Leicestershire, LE4 3BU

LEICESTERSHIRE FIRE & RESCUE SERVICE (WEBPAGES):

LFRS HOME PAGE: <http://www.leicestershire-fire.gov.uk/>

LFRS BUSINESS FIRE SAFETY PAGE:

<http://www.leicestershire-fire.gov.uk/your-safety/business-fire-safety>

THE REGULATORY REFORM (FIRE SAFETY) ORDER 2005:

<http://www.legislation.gov.uk/uksi/2005/1541/contents/made>

THE REGULATORY REFORM (FIRE SAFETY) ORDER 2005 EXPLAINED:

<http://www.leicestershire-fire.gov.uk/safety/business/fire-safety-order.shtml>

PRACTICAL GUIDANCE:

A short guide to making your premises safe from fire

www.gov.uk/government/publications/making-your-premises-safe-from-fire

DCLG FIRE SAFETY GUIDANCE BY PREMISES TYPE:

<https://www.gov.uk/workplace-fire-safety-your-responsibilities/fire-safety-advice>

HSE GUIDE ON WORK PROCESS FIRE SAFETY:

<http://www.hse.gov.uk/fireandexplosion/workplace.htm>

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Part D - Trading Standards

The Trading Standards Service is primarily a consumer protection and fair trading service. It aims to protect consumers as well as create a level playing field for all businesses. The culture in Trading Standards is one of advice and assistance to help businesses comply with the law, using risk-assessment and intelligence to target enforcement resources where they are most needed, and interactions with businesses occurring only when really necessary for public protection and safety. It deals with a wide range of criminal and civil laws and has a range of criminal and civil sanctions it can apply. Trading Standards in the city of Leicester is regulated by the city council. In Leicestershire, outside of the city, Trading Standards is delivered by the county council.*

All businesses will need to ensure that they are compliant with Trading Standards legislation.

Important things you will need to consider:

- All goods and services supplied must be as described and must meet any standards of safety, composition and quality set out in law. These legal standards are especially rigorous in the areas of product safety and food standards, and all businesses setting out to produce a new product for the eventual use of ordinary people (as opposed to other businesses), or to sell food of any description, should seek the advice of Trading Standards at an early stage in the process.
- When dealing with consumers, businesses must not give them misleading information about products and services or their cost, but also must not leave out any important information that the consumer needs to make an informed choice. To do so may be a breach of the criminal law.
- Businesses may not provide credit to consumers (within a statutory definition of 'credit'), or facilitate the provision of credit, without a licence to do so from the Office of Fair Trading.
- Trading Standards can help businesses put procedures and systems in place to prevent them or their staff selling age-restricted goods to young people. The products involved are tobacco, alcohol, fireworks, DVDs and games, knives, aerosol paint and solvents.
- Trading Standards enforces the law around weights and measures, an ancient but much-updated responsibility which ensures that customers, including fellow businesses, get the goods they have paid for. All weighing and measuring equipment used for trade must be designed for that trade and tested to establish its accuracy.



*The County Trading Standards Section provides most of its advice for free, however charges may apply.

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- The law gives consumers extra protection in Business – Consumer contracts, as compared to Business – Business contracts, to address the built-in imbalance in the parties' rights and obligations which would exist otherwise. Consequently all the terms in a standard consumer contract must meet a level of fairness laid down in law. Consumers also have statutory rights which cannot be excluded. If a contract does not meet these standards it will be impossible to enforce against the consumer.
- The law provides protection when consumers are in vulnerable positions, such as when cold-called in their homes. A right enshrined in law to cancel contracts in such situations must be respected, and the right must be brought to the attention of the consumer in a manner set out in law.
- Trading Standards enforces the criminal law surrounding the use of trade marks and other intellectual property. Businesses must make sure they have the right to use any trade mark or other branding. Even branding similar but not exactly the same to that owned by others may be illegal to use.
- The welfare of farm animals and the prevention of farm animal disease, such as Foot and Mouth disease, is the responsibility of Trading Standards, working with DEFRA. In the same way as they are responsible for food standards, they regulate the quality and safety of animal feedstuffs, including petfood.
- Generally (but not universally) Trading Standards and their Citizens Advice partners will advise consumers about how to assert their rights in civil law and achieve redress, but will not intervene directly. They are more likely to intervene when a consumer is especially vulnerable. However, they will intervene and investigate when there are allegations that criminal laws have been broken.

**What to do:**

Trading Standards can seem a complex area. However it is very important to your business that you are fully compliant and that you get it right first time. Trading Standards legislation protects the customer, but it is also useful to remember that compliance and a good understanding of your responsibilities and rights under the legislation will also help to protect your business, for example against false claims or by helping to safeguard your intellectual property. Compliance can also enhance your reputation as a business that has the interests of its customers at its heart.

The Trading Standards services in the city and the county have a great deal of expertise at their disposal. **It is highly advisable that you contact these services for advice and guidance.** If you are unsure whether you need Trading Standards advice the Better Business for All support scheme can assist and can provide guided access to your trading standards service.

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Useful Links and Contacts for Trading Standards

GENERIC TRADING STANDARDS ADVICE:

THE TRADING STANDARDS INSTITUTE:

<http://www.tradingstandards.gov.uk/index.cfm>

THE NATIONAL MEASUREMENT OFFICE:

<http://www.bis.gov.uk/nmo>

CONSUMER ADVICE:

For advice or help with a consumer problem, contact Citizens Advice

<http://www.citizensadvice.org.uk>

LOCAL AUTHORITY TRADING STANDARDS SERVICES:

LEICESTER CITY COUNCIL:

<http://www.leicester.gov.uk/business/regulations>

Trading Standards, (Business Regulation Advice and Support)

Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN

Phone: (0116) 454 3200:

Email: business-regulation@leicester.gov.uk

LEICESTERSHIRE COUNTY COUNCIL:

<http://www.leics.gov.uk/trading-standards>

Trading Standards.

Leicestershire County Council, County Hall, Glenfield, Leicester, LE3 8RA

Phone: (0116) 3058000:

Email: tradingstandards@leics.gov.uk

WEB-BASED TRADING STANDARDS ADVICE FROM LEICESTERSHIRE COUNTY COUNCIL:

LEICESTERSHIRE COUNTY COUNCIL BUSINESS ADVICE PAGES:

http://www.leics.gov.uk/index/business/tradingstandards/business_advice_and_contact.htm

LEICESTERSHIRE COUNTY COUNCIL TRADING STANDARDS LEAFLETS ON A WIDE VARIETY OF TRADING STANDARDS ISSUES:

http://www.leics.gov.uk/index/business/tradingstandards/ts_business/business_leaflets.htm

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Part E - HM Revenue & Customs

If you are thinking of becoming self-employed, you will be pleased to learn that HMRC Business Education & Support Team offers a range of educational products for businesses on a variety of subjects.

Registering your self-employment

You should tell HM Revenue & Customs (HMRC) as a soon as you start self-employment, otherwise you may face a penalty.

You are considered to have started self-employment when you have something to sell and either have a customer for your goods or services, or you are actively marketing your business.

There are three ways to register your self-employment:

- Online at www.hmrc.gov.uk/online/new.htm
- Phone the Newly Self-employed Helpline 0845 915 4515
- Paper – complete a form CWF1. Available at www.hmrc.gov.uk/forms/cwf1.pdf print it off, sign and send it to the address on the form.

When you register on the HMRC website, the Online Tax Registration Service will enable you to register as self-employed and enrol for Self Assessment Online in one website visit. To register you will need your National Insurance number

Which ever method you choose it is a single registration process. It registers you for both Class 2 National Insurance contributions and for Self Assessment. If you are setting up as a contractor in the construction industry, you will also need to call the Construction Industry Scheme Helpline.



National Insurance Contributions

As a self-employed person, you pay a fixed amount of Class 2 National Insurance contributions. If your profits are above a certain limit, you may also be required to pay Class 4 National Insurance contributions.

Records

It is very important to set up a record keeping system and keep all records and supporting documents for the required length of time.

You should organise your records into accounting periods. These normally last for 12 months although they can be longer or shorter periods. We suggest that you try to keep them in line with the tax year. For example, you close your accounts on 5 April to coincide with the end of the tax year. It is entirely up to you but if you select a date other than 5 April you may have to do some additional calculations.

You must differentiate between money spent on the day to day running costs of your business and the purchase of equipment (assets) which is called capital expenditure.

Regulation and the Law

Part E - HM Revenue & Customs

We will normally expect you to keep full records of:

- All your sales and takings (turnover) keeping copies of invoices and receipts
- All your business expenses and purchases, and keep receipts for all expenses paid including purchases of stock and materials
- All bank deposits and withdrawals including cheque stubs and paying in books
- Your 'wages'/drawings and amounts drawn out of the business for personal and family use
- Mileage records
- Capital items; keep a separate record of all purchases and sales of business equipment, machinery and vehicles, together with the receipts
- Where expenses relate to both business and private use, only the business part is allowable
- Keep a record of the market value of equipment or vehicles introduced into the business that you owned before starting your business

Key dates for Self Assessment

April	HMRC issues a Notice to Complete a Tax Return (SA316)
31 October	This is the deadline for paper tax return. We will calculate the tax and Class 4 National Insurance contributions and let you know how much you must pay, before the due date of 31 January
31 January	This is the deadline for online tax returns. You must also pay any tax and Class 4 National Insurance contributions you owe by this date, plus if due, your first payment on account for the following tax year.
31 July	You must pay your second payment on account by this date.

How do you pay?

We recommend that you make payment electronically. You can:

- Pay by debit or credit card over the internet using a service called billpay, or
- Use your bank/building society services to pay over the internet or telephone.

What do you pay?

Your bill for tax and/or Class 4 National Insurance contributions will depend on your taxable income.

Penalties may be charged if:

- you make an error in your tax return or other documents.
- your self assessment tax return is filed late
- if your payment is late

Regulation and the Law

Useful Links and Contacts for Taxation

Help and support for new businesses

For guidance on what you need to do for tax and National Insurance purposes when you start up a business as a self-employed person, a partnership or a limited company, go to www.hmrc.gov.uk/startup/index.htm. Here you will also find links to additional help and support available from HMRC, including videos, online presentations (webinars) and email information.

E-Learnig

Find out about online courses to help you with tax, national insurance, business records and expenses www.hmrc.gov.uk/courses/syob2/syob2/index.htm

Online presentations

Live presentation or 'webinars' are available on set dates, or pre-recorded webinars, which are available 24 hours a day, seven days a week www.hmrc.gov.uk/webinars

YouTube

HMRC has its own channel where you will find a series of short clips. www.youtube.co.uk

Record keeping apps for smartphones

To help small businesses with record keeping on the go, the commercial software industry, following consultation with HMRC, are producing simple record keeping mobile applications for businesses below the VAT threshold. You can find more at www.hmrc.gov.uk/keepingrecords

Tax Help series factsheets

TH FS1 Keeping records for business – what you need to know
TH FS2 Self Assessment – what you need to know about using the three line account
TH FS3 Employing someone for the first time – what you need to know
TH FS4 VAT – what you need to know
TH FS6 Problems paying your tax – what you need to know
TH FS9 Expenses and allowances for the self-employed – what you need to know

Budgeting for your first self-employment tax and Class 4 NICs bill

When you start self-employment you do not get your first tax bill for a while, so you need to think about how much money to set aside. There is an interactive tool to help you do this, go to www.hmrc.gov.uk/tools/sa-ready-reckoner/index.htm

Taking on staff

You need to tell HMRC if you employ someone to help you with your business. You can register as a new employer by either:

- at www.hmrc.gov.uk/payee/intro/register-email.htm or
- calling the New Employer Helpline on 0845 607 0143

VAT

Do you need to register for VAT? For more information go to www.hmrc.gov.uk/vat/index.htm

Business Tax Dashboard

HMRC have introduced an online Business Tax Dashboard in April 2012. The Dashboard is aimed at small businesses. It enables you to view your tax payments and liabilities across Corporation Tax or Self Assessment, PAYE for Employers and VAT in one place.

The information is for guidance only and reflects the position at the time of writing. It does not affect any right of appeal.

Always check current official publication for detailed instructions, or contact the appropriate HMRC helpline.

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Regulation and the Law

Part F - Licensing

Local Authorities are responsible for dealing with the licensing and regulation of a wide range of activities, premises and vehicles. Some licenses are required by law nationally. However, some may be required in one location but not another. It is important for you to know whether your business activity requires a license so that your business is lawful and to ensure that you avoid enforcement action being taken against you. Annual or other fees may also be payable.

Alcohol, Entertainment and Gambling Licences

Local licensing decisions and conditions underpin the four licensing objectives. These objectives are: the prevention of crime and disorder, public safety, the prevention of public nuisance and the protection of children from harm.

Licensable activities under the Licensing Act 2003 include:

- The sale of alcohol by retail
 - The supply of alcohol to club members and guests
 - The provision of regulated entertainment (Films, live & recorded music, dancing etc)
 - The provision of late night refreshments (Hot food and drinks 23:00 to 05:00)
- Other licenses under the 2003 Act include Club Premises Certificates, Temporary Event Notices and Personal Licenses.
 - The Gambling Act 2005. A licence is required and include:
 - Casinos & Bingo premises
 - Tracks & Betting Shops
 - Adult gaming centres & Licensed family entertainment centres

(Before applying to your local authority you must first make an application to the Gambling Commission for an Operator's License (apart from tracks)).

Other licences, permits and registrations include:

- Market and mobile trading, and street cafes.
- Taxi driver badges or drivers of private hire vehicles and Hackney Carriages
- Animal boarding (Cats & Dogs), animal breeding (dogs), pet shops and zoos.
- Operating a horse riding establishment
- Keeping a dangerous wild animal
- Street trading and distribution of printed material.
- Charitable street collections and house to house collections for charity.
- Special treatments and skin piercing (including acupuncture, electrolysis, body or ear piercing, tattooing).
- Hairdressing and barbering
- Sex shops and sex cinemas.
- Motor salvage and scrap metal dealing



Regulation and the Law

Part F - Licensing**Houses in Multiple Occupation**

- Houses in Multiple Occupation (HiMOs). These can include self-contained flats, flatlets, bedsit accommodation, shared houses, some bed and breakfast establishments, hostels, guesthouses, houses let in lodgings and residential care homes.

(Your local authority can advise whether a particular premises is defined as a HiMO. Local authority Private Sector Housing teams ensure these premises meet the required minimum standards.)

If your business involves any of the above it is likely you will need to apply for a license (NOTE: this is not an exhaustive list and other activities may also require licenses)

What to do:

If you are unsure whether your business activity requires a license you should contact the local authority in which the activity is to take place. If it does you will need to go through the licensing application process. The local authority can provide guidance on this process.

The Licensing Process:

Each licence has separate guidance notes and application forms and there are separate procedures for each different type of licence. Some require applicants, by law, to give the authority a minimum period of notice prior to a licence being needed due to the extensive consultations that are sometimes required.

Consultations may need to take place with various organisations including the Police, Fire Service, DVLA, Criminal Records Bureau, and the local Planning and Environmental Health services, as well as with Parish Councils where appropriate. The consultation process ensures an applicant's suitability as a fit and proper person to hold a licence in some cases as well as checking safety issues and potential public nuisance problems.

Appeals:

A license may be refused for various reasons. Where a licence has a consultation period and an objection is received then the applicant will be informed of this in writing and in the case of alcohol and entertainment licences will be given the opportunity to respond to it at a hearing. The applicant may have the right to appeal a refused application to either the Magistrates Court or the Crown Court depending on the legislation that governs that particular licence



Regulation and the Law

Useful Links and Contacts for Licensing

LOCAL AUTHORITY LICENSING SERVICES:

(Note: Local authority licensing services will deal with the majority of licenses that businesses will need. However there are other licenses issued by other local authority services such as Environmental Health or Markets services. In these instances your local authority licensing service will be able to direct you to the appropriate person)

BLABY DISTRICT COUNCIL:

<http://www.blaby.gov.uk/business/licenses-permits/>

Licensing Section, Blaby District Council, Council Offices, Desford Road, Narborough, Leicester, LE19 2EP Phone: (0116) 2727783:

Email: licensing@blaby.gov.uk

CHARNWOOD BOROUGH COUNCIL:

http://www.charnwood.gov.uk/pages/licences_and_street_trading

Licensing, Charnwood Borough Council, Council Offices, Southfield Road, Loughborough, LE11 2TX Phone: (01509) 634562:

Email: licensing@charnwood.gov.uk

HARBOROUGH DISTRICT COUNCIL:

<http://www.harborough.gov.uk/homepage/93/licensing>

Licensing Section, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282:

Email: licensing@harborough.gov.uk

HINCKLEY & BOSWORTH BOROUGH COUNCIL:

http://www.hinckley-bosworth.gov.uk/info/200063/licences_and_street_trading

Licensing Service, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141:

Email: esadmin@hinckley-bosworth.gov.uk

MELTON BOROUGH COUNCIL:

http://www.melton.gov.uk/info/200063/apply_for_a_business_license

Licensing Section, Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502:

Email: licensing@melton.gov.uk

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL:

http://www.nwleics.gov.uk/pages/licences_and_street_trading

Licensing, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454545:

Email: licensing@nwleicestershire.gov.uk

OADBY & WIGSTON BOROUGH COUNCIL:

http://www.oadby-wigston.gov.uk/pages/licences_and_street_trading

Licensing Services, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 257 2708:

Email: licensing@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/your-council-services/cl/licensing/>

Licensing Section, Leicester City Council, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 3030 (Taxis)

(0116) 454 3040 (General Licensing):

Email: licensing@leicester.gov.uk

LICENSING ACT 2003 TOOLKIT:

Hinckley and Bosworth Borough Council have provided a very useful toolkit that gives detailed step by step guidance and advice on business responsibilities under the Licensing Act 2003. This can be provided on request by emailing: esadmin@hinckley-bosworth.gov.uk

Regulation and the Law

Part G - Food Safety

Food safety is normally regulated by your local authority, although in some cases this is done by the Food Standards Agency.

If you are planning to produce, store or sell food and drink, in virtually all cases you will need to register your business with your local authority in advance, and have written food safety management procedures. If you are intending to process food of animal origin, your premises will normally need to be approved by your local authority.

Anyone handling food must also have appropriate training in food hygiene.

What do I need to do?

- Read the Food Standards Agency guide to starting a catering business, see link overleaf.
- Read the relevant Food Standards Agency food safety management pack. This gives essential advice and will help you assess whether you or your employees require food hygiene training.
- Follow the advice to write food safety management procedures. These must relate to the specific circumstances of your business.
- Complete the registration form, available via the website of your local authority.
- Submit the registration form to your local authority at least 28 days before your business starts trading. Registration is free and cannot be refused.
- If you intending to process food of animal origin – including meat, fish, milk, dairy and egg products – contact your local authority to discuss whether your premises require approval.
- Consider whether food hygiene training is required by you or your employees. Your local authority can provide advice on provision and costs.

Top ten tips

1. Make sure your food preparation space is large enough to be cleaned effectively.
2. Make sure your work surfaces are smooth, non-porous and hard wearing.
3. Make sure any containers used to transport food can be cleaned properly.
4. Know the difference between detergents, disinfectants and sanitisers, and when to use them.
5. Use separate sinks for hand washing and food preparation.
6. Ensure food handlers remove jewellery and tie back long hair.
7. Protect any cuts to the skin with brightly coloured plasters that can be clearly seen if they go astray.
8. Pay attention to temperature control. Food should be kept below 8°C in refrigerators and below -18°C in freezers.
9. Remember that food hygiene training can be obtained through supervision, self study or prior experience, as well as formal training courses
10. Bear in mind that you will need a licence if you intending to sell alcohol, food from a stall or van, or hot food between 11pm and 5 am. (See Ref F of this pack)

Going forward

Once your business is up and running, ask your local authority about the Food Hygiene Ratings Scheme. You should also be prepared for food safety inspections, both announced and unannounced, but if you are following your food safety management procedures these should not be a concern.

Regulation and the Law

Useful Food Safety Links and Contacts

GENERIC FOOD SAFETY ADVICE:**FOOD STANDARDS AGENCY:**<http://www.food.gov.uk/foodindustry/>**FSA GUIDANCE ON FOOD LAW REQUIREMENTS FOR RESTAURANTS, CAFES AND OTHER CATERING BUSINESSES AND SHOPS SELLING FOOD:**<http://www.food.gov.uk/multimedia/pdfs/publication/hygieneguidebooklet.pdf>**FSA GUIDANCE ON SETTING UP A RESTAURANT, CAFÉ OR OTHER CATERING BUSINESS:**<http://www.food.gov.uk/multimedia/pdfs/publication/startingup0310a.pdf>**LOCAL AUTHORITIES:****BLABY DC:**<http://www.blaby.gov.uk/business/environmental-health/>

Commercial Environmental Health Team, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7555: Email: env.health@blaby.gov.uk

CHARNWOOD BC:<http://www.charnwood.gov.uk/pages/foodbusinessadvice>

Food Hygiene and Safety, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN Phone: (01509) 634656: Email: food.hygiene@charnwood.gov.uk
FSA Safer Food Better Business pack order-line 0845 606 0667

HARBOROUGH DC:<http://www.harborough.gov.uk/food-business>

Food Safety, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282:
Email: foodandsafety@harborough.gov.uk

HINCKLEY & BOSWORTH BC:<http://www.hinckley-bosworth.gov.uk/foodsafety>

Food Safety, Environmental Health, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 255947:
Email: esadmin@hinckley-bosworth.gov.uk

MELTON BC:http://www.melton.gov.uk/info/200333/food_and_alcohol_-_hygiene_and_safety

Food Safety, Environmental Health, Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH
Phone: (01664) 502502: Email: environmentalhealth@melton.gov.uk

NORTH WEST LEICS DC:http://www.nwleics.gov.uk/pages/registration_food_businesses

Food Safety, Environmental Health, North West Leicestershire District Council, Council Offices, Whitwick Road, Coalville, LE67 3FJ
Phone: (01530) 454545: Email: ehealth@nwleicestershire.gov.uk

OADBY & WIGSTON BC:http://www.oadby-wigston.gov.uk/pages/registering_your_food_premises

Food Safety, Environmental Health, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR
Phone: (0116) 2572601: Email: env.health@oadby-wigston.gov.uk

LEICESTER CITY: <http://www.leicester.gov.uk/food>

Food Safety Team, Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN Phone: (0116) 454 1000:
Email: food@leicester.gov.uk

FOOD SAFETY MANAGEMENT SYSTEMS/PROCEDURES:**SAFER FOOD BETTER BUSINESS:**<http://www.food.gov.uk/foodindustry/regulation/hygleg/hyglegresources/sfbb/>**FOOD SAFETY MANAGEMENT PROCEDURES FOR MEAT PLANTS:**<http://www.food.gov.uk/foodindustry/meat/haccpmeatplants/>**FOOD SAFETY INSPECTIONS:****INTRODUCTION FROM FOOD STANDARDS AGENCY:**<http://www.food.gov.uk/business-industry/caterers/food-law-inspections>

Regulation and the Law

Part H - Health & Safety

Health and Safety legislation may seem daunting. However, specialist guidance and advice is freely available and often it is only simple steps that are necessary to ensure compliance. You are probably doing most of these steps already. So, compliance with health and safety legislation should not be a cause for worry and as a benefit can save your business money by reducing time lost through accidents, ill health, damaged equipment and reputation damage.

Most of the solutions to your health and safety questions can be obtained by asking your local authority what you need to do and then simply doing it.

The enforcement of health and safety law is split between the Health and Safety Executive (HSE) and Local Authorities.

Local authorities are responsible for premises such as:

shops, offices, hairdressers, cinemas, hotels, leisure activities, warehouses, tyre and exhaust centres, consumer services, e.g. launderettes, churches, banks, beauty parlours, residential care homes.

The HSE cover the following workplaces nationwide:

factories, building sites, car repair, garages, workshops, printers, hospitals, dentists, doctors surgeries, schools and universities, dry cleaners, fairgrounds, mines, quarries, farms, railways, chemical plants.

The HSE and IOSH (Institution of Occupational Safety and Health) have published a great deal of free specialist advice and guidance.



Important Health and Safety principles you will need to consider:

- Employers must ensure they look after the health, safety and welfare of their employees. In addition business should be conducted in such a way not to risk the health & safety of others who are not in your employment; such as your customers.
- If you have 5 or more employees a written health and safety policy is required. A health and safety policy means writing down the health and safety arrangements for your business such as the effective planning, organisation, control, monitoring, and review of preventative and protective measures. You should communicate this to any employees.
- If you employ someone you will need employers' liability insurance and you should display the certificate.
- Remember to also display the approved Health and Safety poster in an obvious place where it can be easily read, or give each employee an approved leaflet. Approved posters or leaflets can be acquired from the HSE.

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Part H - Health & Safety

- You need to assess the risks of the work you do and your working environment. This should assess risk to employees and others who may be affected by your work. If you have more than five employees this assessment needs to be recorded. By risks, we mean you should concentrate on what is likely or 'probable' to cause harm. Try not to get swamped with what could 'possibly' cause harm; keep your common sense head on! Risks to look for might include falls from height, slips and trip, use of potentially dangerous equipment, use of hazardous substances, injury from lifting or carrying heavy items and even the potential for aggression or violence to you and your staff.
- Ensure that first aid provision is available in the form of a first aid box or a clearly labelled cupboard where you keep your supplies. Make sure this is kept stocked up. You will need to designate a person responsible for this and for calling the emergency services if required. If you have staff you should also appoint a deputy in case you are off work.
- It is good practice to record all accidents and incidents that occur in your business. This way you can monitor and spot and reoccurring patterns. An accident that is more serious, such as a death, major injury, dangerous occurrences such as accidental release of dangerous substance/product must be reported immediately to the HSE. They have a form on their website for you to complete. Injuries resulting in absence from work for seven days or more must also be reported, all within 15 working days of the original accident.
- Really think about all the lifting, shifting and carrying you do. If handling tasks cannot be avoided a risk assessment needs carrying out and you should look to reduce the risk as far as possible. Again the solution may be simple – wearing heavy duty gloves to avoid cutting your hands on sharp edges and to give some slip protection or reducing the size or weight of the load might be solutions to the problem.
- There are laws that look at the standard of workplace you operate in. They require you to consider conditions such as workplace temperature, provide toilets, washing facilities, drinking water and rest areas and also how you

intended to dispose of your rubbish. These still apply if you work from home, although the chances are they are all already in place. Consider how and where you store your work things. Can children/partners/pets come into contact with something that may harm them?

- How long your staff can work for and the number of breaks they should take is described in a law called 'Working Time'. Excessive hours or unsuitable shift patterns are likely to lead to poor morale, ill health or accidents caused by fatigue. This also costs the business financially and may damage your reputation. However the Working Time law does not apply to the genuinely self-employed (those who do not employ anyone) or to volunteers.

What to do:

Free help and advice is available. Spend some time discussing your health and safety concerns with your local authority Health and Safety team, exploring the guidance produced by the HSE and by IOSH. Compliance with Health and Safety legislation is not only necessary, it will protect your business and help keep costs down to enhance the productivity reputation of your business.

Legislative background:

The primary legislation for Health and Safety law is the Health and Safety at Work etc. Act 1974. However there are also other important pieces of legislation such as the Workplace (Health, Safety and Welfare) Regulations 1992, the Management of Health and Safety at Work Regulations 1999, and the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013 (RIDDOR).

Health and Safety law is also supported by many, more specific regulations such as the Health and Safety (Display Screen Equipment) Regulations 1992, the Electricity at Work Regulations 1989 and the Personal Protective Equipment at Work regulations 1992.

Regulation and the Law

Useful Health & Safety Links and Contacts

GENERIC HEALTH & SAFETY ADVICE:

THE HEALTH & SAFETY EXECUTIVE (HSE): <http://www.hse.gov.uk/>

HSE 'HEALTH & SAFETY MADE SIMPLE' (THE BASICS FOR BUSINESS):
<http://www.hse.gov.uk/simple-health-safety/index.htm>

HSE GUIDANCE ON CARRYING OUT RISK ASSESSMENTS:
<http://www.hse.gov.uk/pubns/indg163.pdf>

HSE GUIDANCE PAGE
<http://www.hse.gov.uk/guidance/index.htm>

HSE LIBRARY OF LEAFLETS ON A BROAD RANGE OF SUBJECTS (LISTED ALPHABETICALLY): <http://www.hse.gov.uk/pubns/agindex.htm>

INSTITUTION OF OCCUPATIONAL SAFETY & HEALTH (IOSH):
www.iosh.co.uk

The Grange, Highfield Drive, Wigston, Leicestershire, LE18 1NN:
(Free advice on occupational health & safety and on health & safety at work)
Phone: (0116) 2573199: **Email:** techinfo@iosh.co.uk

IOSH START-UP BUSINESSES: ADVICE ON GETTING IT RIGHT FIRST TIME:
www.safestartup.org

IOSH GUIDED ASSISTANCE WITH THE RISK ASSESSMENT PROCESS:
www.ioshroutefinder.co.uk

IOSH GUIDANCE & TRAINING MATERIALS ON OCCUPATIONAL HEALTH:
www.ohtoolkit.co.uk

LOCAL AUTHORITY HEALTH & SAFETY TEAMS:

BLABY DC:
<http://www.blaby.gov.uk/business/health-safety/>
Commercial Environmental Health, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7555:
Email: env.health@blaby.gov.uk

CHARNWOOD BC:
http://www.charnwood.gov.uk/pages/health_and_safety
Occupational Health, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN
Phone: (01509) 2634628: Email: occupational.health@charnwood.gov.uk

HARBOROUGH DC:

<http://www.harborough.gov.uk/health-and-safety/>
Health and Safety, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282: Email: foodandsafety@harbrough.gov.uk

HINCKLEY & BOSWORTH BC:

http://www.hinckley-bosworth.gov.uk/info/200049/health_and_safety/304/health_and_safety
Health & Safety, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141:
Email: esadmin@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/info/200049/health_and_safety
Environmental Health Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502:
Email: environmentalhealth@melton.gov.uk

NORTH WEST LEICS DC:

http://www.nwleics.gov.uk/pages/health_and_safety
Environmental Health – Commercial Services, North West Leicestershire DC, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454545:
Email: ehealth@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/health_and_safety_service
Environmental Health, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572601:
Email: env.health@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/publicsafety>
Public Safety Team, Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN Phone: (0116) 454 3220: Email: publicsafety@leicester.gov.uk

Regulation and the Law

Part I - Waste

Once a substance or object has become waste, it will remain waste until it has been fully recovered and no longer poses a potential threat to the environment or human health. As a business, you have a legal responsibility to ensure that you produce, store, transport and dispose of your business waste without harming the environment.

You will need to ensure that you meet your duty of care.

Important things you will need to consider:

- Make sure that your waste is stored securely. Use labelled containers that are in good condition and that are secure from vandalism and weather that might disperse the waste. If you are storing other peoples' waste you may require an environmental permit.

- Check that your waste is transported and handled by people or businesses that are authorised to do so. Ensure you complete waste transfer notes to document and describe all waste you transfer, and keep them as a record for at least two years.
- If your business carries out work at private households, any waste you produce is classed as business waste and you must treat it as such. This includes waste you collect when you deliver new items.
- If you use contractors who create waste on your site, it is good practice to ensure that your contract clarifies who has responsibility for the waste.
- If your business is home-based and your home has not been modified and no part of it is occupied separately for your business activity, waste from your business can be disposed of with your household waste. Remember to continue to use whatever recycling arrangements apply in your area. If part of your home has been specifically altered so as to be solely used for your business, particularly if it is rated separately, you will need to dispose of your business waste separately as described above. If in doubt, you should contact your local authority to determine whether the waste you produce from your business activities is classed as business waste or household waste and whether there are any arrangements for its collection.
- Since 2011 businesses are required to apply the Waste Management Hierarchy in the management of their waste. The hierarchy gives top priority to preventing waste, then to re-use, then to recycling, then to other options such as energy recovery and lastly to landfill. As the type of waste is dependent on the nature of the business sector specific advice is available from the Environment Agency.
- Applying the Waste Management Hierarchy might also provide opportunities to save money. The Environment Agency or your local authority can provide advice on reducing, reusing or recycling your waste. Reducing the quantity and increasing the segregation of your waste can result in financial savings. Various materials you would otherwise throw away might have value as scrap, for example scrap metals, plastics, card and hardcore. Advice can also be sought on recovering energy from waste. However, remember that scrap is still classed as waste and your duty of care will still apply.



Regulation and the Law

Part I - Waste

- There are various substances or objects that are classed as hazardous waste, such as fluorescent tubes, CRT television screens and batteries. This is waste that is harmful to human health or the natural environment. Hazardous waste is more strictly regulated and must only be treated by people or businesses that are authorised to do so and have the necessary skills. You will need to find a site that is licensed to treat hazardous waste.
- If your business is in the commercial waste management sector the Environment Agency has useful guidance available on the NetRegs hosted on EA website. This guidance is specifically for the waste and sewage industry.

What to do:

It is advisable to contact the Environment Agency on 03708 506 506 or your local authority for clarity on definitions of waste and for guidance on applying the Waste Management Hierarchy of options and on the secure storage of your business waste.

When you need to transfer waste check that the carrier is authorised to take it and that the site the waste is going to is appropriate. Waste Transfer Notes are available from the Environment Agency. Ensure that these are signed by yourself and the carrier and that the declaration that indicates the Waste Management Hierarchy has been applied has also been signed.

**Legislative Background:**

Duty of care in respect of waste is based on Section 34(1) of the Environmental Protection Act 1990. The Waste (England and Wales) Regulations 2011 requires businesses to apply the Waste Management Hierarchy.

The Controlled Waste Regulations 1992 and 1993 define various types of waste for waste management purposes and a variety of other regulations cover specific types of hazardous waste.

Control of pollution acts and regulations of 1989 and 1991 concern registration of carriers of waste.

Regulation and the Law

Useful Waste Links and Contacts

ENVIRONMENT AGENCY MAIN PAGE:

<http://www.gov.uk/government/organisations/environment-agency>

GENERIC ADVICE ON YOUR WASTE RESPONSIBILITIES:**THE ENVIRONMENT AGENCY GUIDANCE ON WASTE RESPONSIBILITIES:**

<http://www.gov.uk/managing-your-waste-an-overview>

THE ENVIRONMENT AGENCY'S NETREGS SITE (for businesses operating in Northern Ireland and Scotland):

<http://www.environment-agency.gov.uk/business/topics/waste/128153.aspx>

LOCAL ARRANGEMENTS FOR COMMERCIAL WASTE ACROSS THE LLEP AREA:**LEICESTERSHIRE WASTE PARTNERSHIP:**

<http://www.lesswaste.org.uk/>

LEICESTERSHIRE WASTE PARTNERSHIP BUSINESS PAGES:

http://www.lesswaste.org.uk/index/business_waste-2.htm

BLABY DISTRICT COUNCIL:

<http://www.blaby.gov.uk/ccm/navigation/environment/commercial-waste-and-recycling/>

Neighbourhood Services, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 2727555:

Email: env.health@blaby.gov.uk

CHARNWOOD BOROUGH COUNCIL:

In Charnwood commercial waste is not dealt with by the Borough Council and businesses are required to use a licensed waste contractor. The Charnwood Business site <http://www.charnwoodbusiness.com/> can be used to find details of business licensed in commercial waste removal and disposal in Charnwood Environmental Services. Other queries can be directed to cleaner.greener@charnwood.gov.uk (01509) 634563.

HARBOROUGH WASTE SERVICES: <http://www.harboroughwaste.co.uk/>

(services can extend beyond the Harborough District boundary)

Harborough Waste Services, Council Offices, Adam & Eve Street, Market Harborough, Leicestershire, LE16 7AG Phone: 0800 0688 225

HINCKLEY & BOSWORTH BOROUGH COUNCIL:

http://www.hinckley-bosworth.gov.uk/info/517/recycling_and_rubbish_collections_for_business

Business Recycling & Refuse Services, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR

Phone: (01455) 238141: Email: streetscene@hinckley-bosworth.gov.uk

MELTON BOROUGH COUNCIL:

Melton Borough Councils domestic waste collection service does not currently include Commercial or Trade waste. However, there are a number of external waste management companies who come into Melton Mowbray every day providing town based businesses with waste collections for the residual waste they generate.

Many businesses within the Melton Mowbray BID (Business Improvement District) area in the Town Centre can and do access a BID Trade Recycling Scheme, see

<http://www.meltonbid.co.uk>

NORTH WEST LEICESTERSHIRE DISTRICT COUNCIL:

http://www.nwleics.gov.uk/pages/commercial_waste_and_recycling

Business Waste, North West Leicestershire DC, Council Offices, Whitwick Road, Coalville, LE67 3FJ

Phone: (01530) 454554: Email: refuse@nwleicestershire.gov.uk

OADBY & WIGSTON BOROUGH COUNCIL:

Client Services, Oadby & Wigston Borough Council, Council Offices, Station Road, Wigston, Leicestershire, LE18 2DR

Phone: (0116) 2572830: Email: clientservices@oadby-wigston.gov.uk

LEICESTER CITY COUNCIL:

From spring 2015 Leicester City Council can now offer local business an opportunity to dispose of their waste and recycling at the new Gypsum Close Household Waste Recycling Centre (Troon Industrial Estate LE4 9AB). This new Centre has dedicated trade waste facilities which can accept a variety of wastes including; Green Garden Waste; Plasterboard; Wood; General Waste; Paper and Cardboard and Soil and Hardcore, at competitive prices.

For more information on prices, opening hours and terms and conditions please visit www.leicester.gov.uk/tradewaste or call 0116 454 1002

Regulation and the Law

Part J - Protection from Pollution

Protection from pollution to air, land and water is a key objective of authorities, and the care of the environment is also a duty for citizens and businesses. Many business activities are carefully regulated to ensure that they do not cause short or long term damage to our environment. The Environment Agency and local authorities are the primary regulators of such activities.

Furthermore many businesses have realised that acting in a socially and environmentally responsible way is more than just a legal duty. It can affect your bottom line and the long-term success of your business.

Important things you will need to consider:

- Certain industrial processes require authorisation or permits. Now under the Environmental Permitting (England and Wales) Regulation 2010, EPR13 classifies these processes in Part A1, Part A2 and Part B processes. You will need to apply to the Environment Agency for Part A1 environmental permits and to your local authority for Part A2 and Part B environmental permits. (A link to the regulations is provided in this section with classifications of Part A1, Part A2 and Part B processes).
- Make sure that you read and fully understand the conditions attached to your permit as failure to comply could lead to prosecution. Authorities can also refuse permits to businesses they feel cannot meet the conditions they impose so it is important to your business to have a history of compliance.
- It is advisable to monitor, and reduce as far as possible, air emissions from your business. These might include emissions such as from boilers, furnaces and bonfires, vehicles or industrial processes. There is a legal commitment to reducing carbon emissions and the monitoring of your emissions allows you to demonstrate how your business is contributing.
- If you are adding a chimney to your premises that will release smoke emissions, you will need to get the height of the chimney approved by your local authority. Your application for chimney height approval will need to contain information such as the purpose of the chimney, local ground levels and the position and type of local buildings.
- If you are releasing water or any other liquids into a watercourse, onto land or into storm water drains you will need to get permission from the Environment Agency. An environmental permit may be needed. You can also use oil interceptors where there is a risk of oil or fuel getting into watercourses through storm drains.
- No liquid, other than uncontaminated rain water from your premises, should enter surface water drains or discharge to a watercourse or soakaway unless it is under the terms of an Environment Agency permit. If any liquid is accidentally released into a surface water drain you should contact the Environment Agency immediately – 0800 80 70 60. Please note that some seemingly harmless liquids, such as milk, can have a more damaging effect on a watercourse than other more obvious pollutants such as oil.
- Remember that the owner of a premises served by a drain is responsible for the maintenance of it, including clearing blockages and repairing any faults. The maintenance of the drain remains the responsibility of the property of the owner of the premises up to where it crosses the boundary, after which it is the responsibility of Severn Trent Water. specific advice can be found in the EAs Pollution Prevention Guidance documents.



Regulation and the Law

Part J - Protection from Pollution

- Storage of liquids, chemicals etc. Ensure any liquids are stored in a secure and safe way - Spillages and leaks have the potential to cause significant pollution to watercourses or groundwater which, in many places is used for drinking water supply. Any oil storage tank (including heating oil tanks) must meet the requirements of the Oil Storage Regulations 2001. Such as having secondary containment (a bund) and ensuring any attached pipework is adequately protected. Again specific advice can be found in the EAs Pollution Prevention Guidance documents.
- An effective way of reducing your carbon emissions is to put together a Travel Plan. A travel plan could consider opportunities for reducing the pollution from company travel, the distribution of goods and on employees' travel to work. Your local authority may be able to provide some guidance on how to put together and implement an effective Travel Plan.
- Explore possibilities of investing in energy saving equipment that could reduce your energy and water costs. In some cases grants may be available, such as the Improve your Resource Efficiency grant in the city of Leicester. There may also be 'take-back' schemes available where your suppliers take back unused goods. Ensure you market your commitment to environmental and energy saving steps that you take. Findings show many customers prefer goods that they can see contribute to the well-being of the environment.
- Don't forget the simple steps! A simple disciplined approach to steps such as turning off unused lights and office equipment, ensuring taps are tightly shut and do not leak and turning thermostats down even by 1° can make a difference to the cost of your overheads and to the welfare of the environment.

What to do:

Much of guidance and advice you need to ensure that your business is compliant with environmental regulations is specialist. It is advisable to seek advice from your local authority, the Environment Agency or Severn Trent to ensure you know fully what it is you need to do to be compliant. However many of the steps businesses can take to save energy, and the costs of energy, are simple! Start developing a culture of energy saving in your business.

You will also find many other groups and organisations that promote the universal objective of protecting the environment and that seek to develop best practice. One good example of such a group is the Green Footprints scheme in North West Leicestershire. Take some time to explore what these groups offer.

Appeals:

If the authority decides to refuse a permit, a business can appeal to the government. A business can also appeal if it has received a permit but does not agree with any of the conditions.

Legislative Background:

The protection of the environment and the regulation of business processes towards this aim is enshrined in a variety of acts and regulations. Four of the most fundamental of these acts are the Environmental Protection Act 1990, the Clean Air Act 1993, the Pollution Prevention and Control Act 1999, and the Environmental Permitting (England and Wales) Regulations 2010.

Regulation and the Law

Useful Pollution Links and Contacts

GENERIC ADVICE ON YOUR POLLUTION RESPONSIBILITIES:**ENVIRONMENT AGENCY:****THE ENVIRONMENT AGENCY:**

<http://www.gov.uk/government/organisations/environment-agency>

THE ENVIRONMENT AGENCY'S NETREGS SITE (for businesses operating in Northern Ireland and Scotland):

<http://www.environment-agency.gov.uk/business/topics/pollution/default.aspx>

POLLUTION PREVENTION GUIDANCE NOTES:

<http://www.gov.uk/government/collections/pollution-prevention-guidance-ppg>

LOCAL AUTHORITY POLLUTION TEAMS:**BLABY DC:**

<http://www.blaby.gov.uk/business/environmental-health/pollution-inspection-and-regulation/>

Environmental Protection Team, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP

Phone: (0116) 272 7555: Email: environmental.health@blaby.gov.uk

CHARNWOOD BC:

<http://www.charnwood.gov.uk/pages/environmentalprotection>

Environmental Protection, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN Phone: (01509) 634636:

Email: env.health@charnwood.gov.uk

HARBOROUGH DC:

http://www.harborough.gov.uk/info/20025/environmental_health

Environmental Protection, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282

HINCKLEY & BOSWORTH BC:

<http://www.hinckley-bosworth.gov.uk/info/200075/pollution>

Environmental Health, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141:

Email: esadmin@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/info/100006/pests_pollution_and_animal_welfare/689/environmental_pollution_incidents

Environmental Health Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502:

Email: environmentalhealth@melton.gov.uk

NORTH WEST LEICS DC:

<http://www.nwleics.gov.uk/pages/pollution>

Environmental Protection, North West Leicestershire DC, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454545:

Email: Environmental.protection@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

<http://www.oadby-wigston.gov.uk/pages/pollution>

Environmental Health, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572636:

Email: env.health@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/your-council-services/ep/environmental-health-licensing/pollution>

Noise and Pollution Control Team, Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN Phone: (0116) 454 1001:

Email: pollution@leicester.gov.uk

Regulation and the Law

Part K - Nuisance

Nuisance is any action or neglect which interferes with people's use and enjoyment of land or property or that could have a negative effect on health. There are two types of nuisance, common law nuisance, and statutory nuisance. Much of statutory nuisance is regulated through the other services described in this pack. Common types of nuisance include excessive noise, excessive artificial light, vermin, litter and dust and smoke.

If you cause but fail to deal with a nuisance problem you could face legal action and a fine and your local authority could restrict or stop your business activities.

Ensure your business activities are not causing a nuisance problem.

Important things you will need to consider:

- Ensure that your business does not litter the local environment. You can read more about your Duty of Care under the waste guidance at Ref I. Remember your responsibilities in the distribution of printed material.
- Plan your businesses lighting to only come on when it is needed. An efficient lighting plan can also reduce your energy costs. Lights that shine downwards are less likely to cause a nuisance, waste money or create light pollution. Security lights that are too strong can create dark shadows which could encourage theft or vandalism.
- Check your site for evidence of vermin. Your local authority can provide free advice on the control of all pests. Many local authorities have, or can direct you towards, a pest control service to treat rats, mice, cockroaches, ants, wasps, fleas and other pests. Local authority services are competitively priced and can be delivered as a one-off programme or on an annual contract basis.
- Try to maintain good relations with your neighbours and give them early warning of any particular activities that you plan to carry out, such as building work or installing new plant or machinery. Display details of a contact person for your site so that local residents know who to contact with any concerns. It is also a good idea to notify your local authority in advance of any event that may cause complaints, and, where you do receive complaints to keep a record including records of your investigations and any actions you took.
- You should avoid or minimise noisy activities, particularly at night. Stand outside your site boundary and listen for noise that neighbours may consider to be a nuisance. You might consider moving any materials needed for a night shift into the work area during the day or early evening and keeping noisy activities and equipment away from the site boundary. You could service your vehicles and machinery regularly as correctly maintained equipment will make less noise and use mains-generated electricity instead of diesel generators.



Regulation and the Law

Part K - Nuisance

- The condition of your premises also has a significant impact on the noise produced by your business activity. You could use solid panelled fencing around your site instead of wire fencing and, if possible, landscape your site boundary with mounds or raised borders. Consider whether your buildings have adequate soundproofing and shut your doors and windows to reduce noise.
- Your local authority can inform you whether your business is in a designated alarm notification area. If it is you must register your burglar alarm with your local authority. You will need to provide details of a person who holds the site's keys and make sure the key holder knows how to use the alarm system. Make sure that you have a maintenance contract and callout agreement for the alarm and that the alarm automatically shuts down after no longer than 20 minutes.
- Avoid odour nuisances. Your local authority can provide advice on what they take into consideration when assessing for odour nuisances and what measures are required to stop the cause of the nuisance. You should be able to demonstrate that you have used the most effective means of preventing odour nuisances.
- Ensure that your business does not cause dust and smoke nuisances. You can read more Protection from Pollution guidance at Ref.J. Instead of burning waste, where possible consider how you might be able to reuse, recover, or recycle waste (see Ref I).
- If you carry out work at a building site your activities could cause a nuisance. If they do, your local authority can restrict the type of plant or machinery you use, the activities you can undertake, the hours when you can work and the levels of noise, artificial lighting or dust. You can apply for prior consent for construction works at the same time as seeking approval under building regulations (see Ref. B). This may save you time later on.

What to do:

To prevent legal action or fines, or your local authority restricting or stopping your business activities, it is important to avoid creating a nuisance. Think about your business activities and where they might cause a nuisance to your neighbours. Take time to investigate your premises, particularly where it borders other properties, and take time to establish a good relationship with your neighbours. Make sure they know about any particularly activities you wish to carry out in the future.

Your local authority can offer advice and guidance on whether any activities you wish to carry out may cause a statutory nuisance and on measures you can take to control these activities. It is wise to speak to them before you start these activities.

Appeals:

You can appeal against abatement notices for statutory nuisances. The grounds for appeal are found in Statutory Nuisance (Appeals) Regulations SI 1995/2644. A link to this statutory instrument is found in this section.

Legislative Background:

The Control of Pollution Act 1974 Part III (as amended) introduced inspection and enforcement powers against excess noise and the Environmental Protection Act 1990 set statutory duties for local authorities to deal with statutory nuisance. Subsequent Acts such as the Noise and Statutory Nuisance Act 1993, The Anti Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005 have extended these duties and powers.

Regulation and the Law

Useful Nuisance Links and Contacts

GENERIC ADVICE ON STATUTORY NUISANCE:**DEPARTMENT FOR ENVIRONMENT FOOD AND RURAL AFFAIRS (DEFRA):**

<http://www.defra.gov.uk/environment/quality/noise/nuisance/>

LOCAL AUTHORITY TEAMS REGULATING STATUTORY NUISANCE:**BLABY DC:**

<http://www.blaby.gov.uk/business/environmental-health>

Environmental Protection Team, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP

Phone: (0116) 272 7555: Email: environmental.health@blaby.gov.uk

CHARNWOOD BC:

<http://www.charnwood.gov.uk/pages/environmentalprotection>

Environmental Protection, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN Phone: (01509) 634636:

Email: env.health@charnwood.gov.uk

HARBOROUGH DC:

http://www.harborough.gov.uk/info/20025/environmental_health

Environmental Protection, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282:

Email: noiseandpollution@harborough.gov.uk

HINCKLEY & BOSWORTH BC:

http://www.hinckley-bosworth.gov.uk/info/416/pollution_control-nuisances

Environmental Health, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 238141:

Email: esadmin@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/info/10006/pests_pollution_and_animal_welfare/689/environmental_pollution_incidents

Environmental Health Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH Phone: (01664) 502502:

Email: environmentalhealth@melton.gov.uk

NORTH WEST LEICS DC:

<http://www.nwleics.gov.uk/pages/nuisance>

Environmental Protection, North West Leicestershire DC, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454545:

Email: Environmental.protection@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/nuisance_pages

Environmental Health, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572636:

Email: env.health@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/your-council-services/ep/environmental-health-licensing/noise/>

Noise and Pollution Control Team, Leicester City Council, Phoenix House, 1 King Street, Leicester, LE1 6RN Phone: (0116) 454 1001:

Email: noiseteam@leicester.gov.uk

Regulation and the Law

Part L - Employment

If you are taking on employees it is highly advisable that you have the necessary procedures and policies in place from the start. ACAS, the Advisory, Conciliation and Arbitration Service, are a partner of Better Business for All. They are a recognised source of best practice and impartial advice on employment issues. They have a confidential helpline number which we would advise that you call.

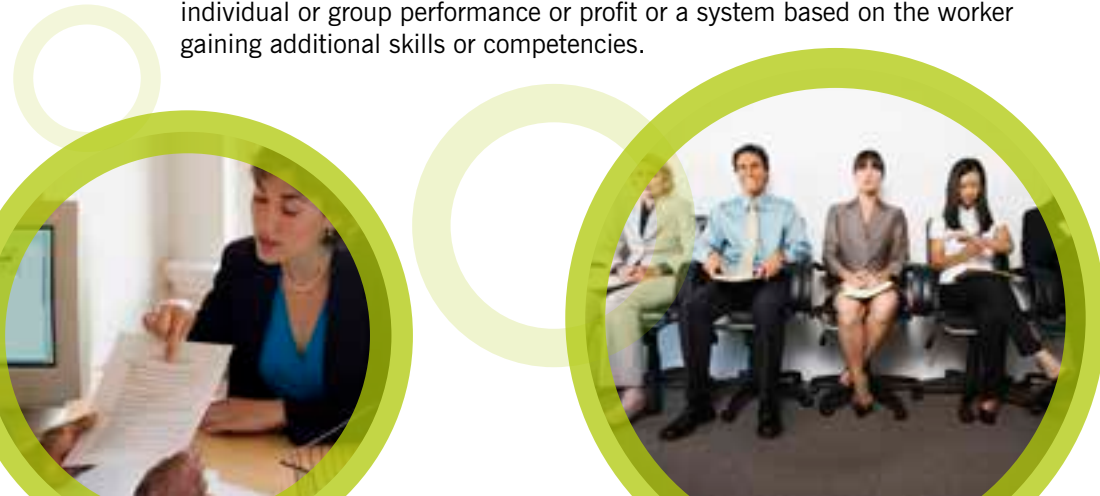
The confidential ACAS helpline is 0300 123 1100.

Important things you will need to consider:

The issues below are some of the areas where ACAS can provide extensive advice and guidance:

- Terms and conditions of employment in written form will help if disagreements occur later. You may wish to go through the contract and written statement during induction to ensure new employees understand them fully.
- A fair pay system can impact on morale and productivity. You will need to decide whether you operate a basic rate pay system, a system related to individual or group performance or profit or a system based on the worker gaining additional skills or competencies.

- Remember that under any qualifying Transfer of Undertakings the employees of the previous owner become employees of the new employer on the same terms and conditions. Their continuity of services and any other rights are generally preserved, but always call ACAS first for advice.
- Absence can be expensive to companies and damaging to morale. Having a well thought out absence policy in place can make issues of absence easier to deal with. Careful records that are easily understood should be kept.
- Bullying and harassment at work can also damage morale and lead to absence, and, if it is not addressed, it can reflect badly on management. It may occur without your knowledge. A simple formal policy with a prompt response can help. It is important that employees are aware of the policy so that they can turn to it with confidence if they experience bullying or harassment. You may wish to involve employees in developing this policy.
- It makes good business sense to treat workers fairly and considerately. Mainstreaming anti-discrimination principles into all your policies and procedures helps you stay within the law and attract the best employees.
- Transparent disciplinary procedures will help in dealing with disciplinary issues. Issues should be dealt with promptly, fairly and consistently. Where formal action is needed investigations should be carried out to gather and establish all the facts of the case. Employees should be given the facts of the case and allowed to respond. They have can be accompanied at any formal disciplinary meeting and allowed to appeal against any formal decision made.
- Employees have the right not to be unfairly dismissed. Dismissal is normally fair if it is a reason related to an employee's conduct, to an employee's capability or qualifications for the job, because of a redundancy or because a statutory duty or restriction prohibited the employment being continued. Employees have a right of notice of dismissal of at least one week's notice after one month's employment, two weeks after two years, three weeks after three years and so on up to a maximum of 12 weeks after 12 years or more of service.



Regulation and the Law

Part L - Employment

- Good communications between management and employees can often help an organisation get through the redundancy process. Depending on the size of your business and the length of service of your employees you may need to carry out a statutory consultation period or make redundancy payments. The primary criteria when deciding on which employees to make redundant are usually attendance records, disciplinary records, skills or experience and standard of or aptitude for work.
- Consulting employees and giving them a voice in the decisions you make is a key driver of employee engagement and can help make your business more effective and productive. However employees' views don't always have to be acted on though it is useful to explain the practical reasons for rejecting ideas.

What to do:

If you are thinking of taking on employees contact ACAS on the number above to ensure that you have the necessary systems and procedures in place from the start.

ACAS East Midlands also provide frequent training events and seminars at very competitive prices. They provide a free e-learning service and you can subscribe to their electronic 'Workplace Snippets' newsletter that will help you keep up to date with changes in employment law. If you are interested in any of these services we can send you the link from the ACAS website.

**ACAS mediation and conciliation services:**

If employment issues occur it is also advisable to contact ACAS quickly on the same number before it becomes a full scale dispute. They can offer, mediation services and mediation training and a free service called Early Conciliation where agreements made through them are legally binding. They can also offer advice on collective bargaining.

Legislative Background:

The legislative basis of employment law is broad and found in a variety of acts and regulations. However some of the most important are the Employment Rights Act 1996, the Transfer of Undertakings (Protection of Employment) Regulations (TUPE) 2006, the National Minimum Wage Act 1998 and the Working Time Regulations 1998.

The Equality Act 2010 ensures people are judged by the content of their character, and not regulated characteristics such as race, gender, sexuality, beliefs, disabilities or age. It also has a strong bearing on Employment Law.

Regulation and the Law

ACAS Links and Contacts

ACAS EAST MIDLANDS:

Apex Court
City Link
Nottingham
NG2 4LA
United Kingdom

ACAS HOME PAGE:

<http://www.acas.org.uk>

CONFIDENTIAL ACAS HELPLINE NUMBER: 0300 123 1100

ACAS ADVICE:

Advice A-Z:

<http://www.acas.org.uk/index.aspx?articleid=1390>

Publications (general):

<http://acas.ecgroup.net/>

Links to lengthier publications:

<http://acas.ecgroup.net/Publications/Advisorybooklets.aspx>

<http://acas.ecgroup.net/Publications/Advicleaflets.aspx>

<http://acas.ecgroup.net/Publications/Employmentequalitylegislation.aspx>

Link to comprehensive handbooks:

<http://acas.ecgroup.net/Publications/Advisoryhandbooks.aspx>

Shorter leaflets:

<http://acas.ecgroup.net/Publications/Gettingitrightfactsheets.aspx>

ACAS generic:

<http://acas.ecgroup.net/Publications/AskAcas.aspx>

Elearning:

<http://www.acas.org.uk/index.aspx?articleid=2113>

New Employers:

<http://www.acas.org.uk/index.aspx?articleid=2949>

Managing in difficult times (downsizing etc)

<http://www.acas.org.uk/index.aspx?articleid=2143>

Top ten tips re recession:

<http://www.cipd.co.uk/hr-resources/guides/default.aspx>

ACAS training, e-learning and newsletter:

Melton Borough Council:

https://www.melton.gov.uk/info/100005/eduction_and_learning

Workplace snippets newsletter:

<https://obs.acas.org.uk/subscription/>

E-learning service:

<http://www.acas.org.uk/index.aspx?articleid=2113>

Training events:

<https://obs.acas.org.uk/>

Regulation and the Law

Part M - Surviving Unexpected Incidents

You will have invested a lot of time and money in establishing your business. You don't want an unexpected incident to come along and destroy all your hard work. (and, perhaps, substantial investment). DO YOU?

Any incident, large or small, natural, accidental or deliberate can cause a major disruption to a business which may lead to you losing income, dissatisfied customers, adverse reputation and you may face legal or regulatory penalties. You need to recover from a disruption so your business can get back to '**business as usual**' quickly, efficiently, and with limited loss. Pre-planning for this can help (**Business Continuity Planning**) and get your critical services available to your customers, suppliers, regulators as soon as possible after an incident.

Feel lost in starting a plan? Don't' be. The following highlights what to consider when creating a Business Continuity Plan:

- Local authorities can provide advice on Business Continuity and direct you to Business Continuity Management toolkits. They can help you plan to ensure you have a relatively quick and painless return to normal business in the event of disruption. **This is, in most cases, a free service.**

Although you are able to insure against some of the threats that face your business, usually, not everything will be covered, or if it is, it can be very expensive. Hereto, having a Business Continuity Plan in place can help you reduce your insurance premiums. The following will help you putting a plan together and your Local Authority may be able to help you.

- Ensure that the plans you write for response to internal and external risks consider the response of the whole business and identify who is responsible for handling specific parts of your response.
- As part of planning for Business Continuity prioritise services you need for recovery from disruption to your critical activities and resources, set objectives for recovery time and determine the resources you require to recover in the time you have set.
- It is important that Business Continuity Management plans are clear and concise. Those responsible for handling specific parts of the response will need to know the steps they need to take and have easy and quick access to the plan.
- Make your Business Continuity Management programme part of your day to day management and keep them relevant up to date with changes to your management and operation structures. You may wish to test your plans to ensure that they are fit for purpose and audit them against defined standards to ensure they are quality assured. Again, your Local Authority may be able to help you with this.
- Effective Business Continuity can also assist with the procurement of public sector contracts. Local Authorities have a responsibility to ensure that their key suppliers have good resilience so as to ensure a supply chain that will not fail. Many authorities will only consider businesses they know have an effective Business Continuity Management system.



Regulation and the Law

Part M - Surviving Unexpected Incidents

Help is at the end of a phone:

Although Business Continuity Planning is not a legal requirement, local authorities and emergency services are required to provide business/voluntary organisations advice. A Business Continuity Officer from your local council may provide free advice and guidance on completing a Business Continuity Plan, direct you to proformas for plans/toolkits so you can relatively quickly respond to returning your 'business back to normal'.

The Cabinet Office/Business Continuity Institute offer help and guidance. See overleaf for contact details of various organisations that can assist in getting your business functioning after an incident.



Regulation and the Law

Useful Links and Contacts for Business Contacts

GENERIC ADVICE:**THE CABINET OFFICE BACKGROUND TO BUSINESS CONTINUITY:**

<http://www.cabinetoffice.gov.uk/content/business-continuity>

LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM:

http://localresilienceforum.org.uk/help_your_business/

THE LONDON PREPARED BCM TOOLKIT:

<http://www.london.gov.uk/priorities/london-prepared/preparing-your-business>

THE BUSINESS CONTINUITY INSTITUTE:

<http://www.thebci.org/>

LOCAL AUTHORITY BUSINESS CONTINUITY CONTACTS:**BLABY DC:**

Environmental Protection Group, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7555:

Email: environmental.health@blaby.gov.uk

CHARNWOOD BC:

FAO: CHAIR OF LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM BC PRACTITIONER'S GROUP:

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

HARBOROUGH DC:

<http://www.harborough.gov.uk/business>

FAO: CHAIR OF LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM BC PRACTITIONER'S GROUP:

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

HINCKLEY & BOSWORTH BC:

FAO: CHAIR OF LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM BC PRACTITIONER'S GROUP:

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

MELTON BC:

<http://www.melton.gov.uk/info/100002/business>

FAO: CHAIR OF LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM BC PRACTITIONER'S GROUP:

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

NORTH WEST LEICS DC:

FAO: CHAIR OF LEICESTER, LEICESTERSHIRE AND RUTLAND LOCAL RESILIENCE FORUM BC PRACTITIONER'S GROUP:

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/business_continuity

Corporate Services, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572727:

Email: corporate@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/business-support-advice/business-continuity-management>

Risk Management and Insurance Services, Leicester City Council, 4th Floor, City Hall, 115 Charles Street, Leicester, LE1 1FZ Phone: (0116) 454 1620

Email: riskmanagement.insuranceservices@leicester.gov.uk

LEICESTERSHIRE COUNTY:

http://www.leics.gov.uk/index/business/advice_guidance/business_continuity.htm

Procurement & Resilience Team, Leicestershire County Council, County Hall, Glenfield, Leicester, LE3 8RA Phone: (0116) 3055400: Email: businesscontinuity@leics.gov.uk

Regulation and the Law

Part N - Other important Issues

There are other issues that businesses have often asked us about. The three most common 'other' areas have been protecting intellectual property (copyright, trademarks, patents and designs) the payment of business rates, and business planning and access to finance.

Business Rates are usually paid to the local authority by the occupier of business premises. They are effectively contributions towards the cost of services provided by local authorities. Even if you are working at home the part of the property used for business may be liable for business rates. This depends on the extent and frequency of the non-domestic use of the room or rooms used for business. You can find out your rates bill by contacting your local authority. Small business relief may be available in some circumstances. Appeals or requests for revaluations can be made to the Valuation Tribunal for England. If you are moving to new premises you can find out the rateable value by contacting the local authority or using the Valuation Office Agency www.voa.gov.uk. If the building is a new or unoccupied you can ask the Valuation Office to assess the property.

Intellectual Property is your own property and it is advisable that you take steps to protect it. The Intellectual Property Office has a range of resources that you can use for guidance. Advice is available on the circumstances in which you can apply for patents, and how your local Trading Standards office can help protect them. You can also learn about applying to the Intellectual Property Office's Trade Marks registry to use a registered trademark and to remain aware of other trademarks that are being applied for. Advice is also available on steps you can take to protect copyright on your work and how to apply for a design to the visual appearance of your product or part of your product.

Business Planning & Access to Finance are areas where small businesses often require assistance. We believe that small businesses are the engine of the UK economy. Yet their size means they often lack the financial expertise needed to get off the ground, raise finance, create jobs and grow. In September 2012 the Institute of Chartered Accountants of England and Wales (ICAEW) will launch their Business Advice Scheme that will offer SMEs a helping hand. The scheme will offer businesses a free advice session with a qualified ICAEW chartered accountant. Businesses can use the BAS website www.businessadvice.service.com to find their nearest office. Advice will be available on a range of topics including, how to grow a business, securing loans, capital and finance, keeping staff and creating new jobs, meeting tax and regulatory requirements, export planning, planning for long term sustainable growth, debt management and other legal issues.

Regulation and the Law

Useful Links and Contacts for Business Rates, Intellectual Property and Business Planning and Access to Finance

BUSINESS RATES:**BLABY DC:**

<http://www.blaby.gov.uk/>

Revenues Section, Blaby District Council, Council Offices, Desford Road, Narborough, LE19 2EP Phone: (0116) 272 7530:

Email: revenues@blaby.gov.uk

CHARNWOOD BC:

https://www.charnwood.gov.uk/pages/business_rates

Business Rates, Charnwood Borough Council, Southfields, Loughborough, LE11 2TN Phone: (01509) 634831:

Email: charnwood.nndr@secure.capita.co.uk

HARBOROUGH DC:

<http://www.harborough.gov.uk/business-rates>

Business rates Section, Harborough District Council, Adam and Eve Street, Market Harborough, LE16 7AG Phone: (01858) 828282:

Email: finance@harborough.gov.uk

HINCKLEY & BOSWORTH BC:

http://www.hinckley-bosworth.gov.uk/info/200012/business_rates

Business Rates, Hinckley and Bosworth Borough Council, Hinckley Hub, Rugby Road, Hinckley, LE10 0FR Phone: (01455) 255353:

Email: revenues@hinckley-bosworth.gov.uk

MELTON BC:

http://www.melton.gov.uk/business/info/200012/business_rates

FAO Business Rates: Melton Borough Council, Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH

Phone: (01664) 502502: Email: contactus@melton.gov.uk

NORTH WEST LEICS DC:

http://www.nwleics.gov.uk/pages/business_rates

Revenues, North West Leicestershire DC, Council Offices, Whitwick Road, Coalville, LE67 3FJ Phone: (01530) 454499:

Email: revenues@nwleicestershire.gov.uk

OADBY & WIGSTON BC:

http://www.oadby-wigston.gov.uk/pages/business_rates_summary

Revenues, Oadby and Wigston Borough Council, Council Offices, Station Road, Wigston, Leicester, LE18 2DR Phone: (0116) 2572634:

Email: revenues@oadby-wigston.gov.uk

LEICESTER CITY:

<http://www.leicester.gov.uk/businessrates>

Business rates, Leicester City Council, 3rd Floor, York House, 91 Granby Street, Leicester, LE1 6FB Phone: (0116) 454 1005:

Email: business.rates@leicester.gov.uk

VALUATION OFFICE AGENCY:

<http://www.voa.gov.uk/>

VOA, Ground Floor, Enkalon House, 92 Regent Road, Leicester, LE1 7DD

Phone: 03000 501501: Email: ratingeast@voa.gsi.gov.uk

INTELLECTUAL PROPERTY:**INTELLECTUAL PROPERTY OFFICE:**

<http://www.ipo.gov.uk/home.htm>

IPO, Concept House, Cardiff Road, Newport, South Wales, NP10 8QQ

Phone: 0300 300 2000: Email: information@ipo.gov.uk

ADVICE ON BUSINESS PLANNING & ACCESS TO FINANCE:**INSTITUTE OF CHARTERED ACCOUNTS ENGLAND AND WALES (ICAEW):**

<http://www.icaew.com/>

ICAEW'S BUSINESS ADVICE SERVICE:

<http://www.businessadvice.service.com/>

Better Business for All Start Up Brochure

The Better Business for All Partnership

Better Business for All is a partnership between businesses and national and local regulatory services that promotes economic growth by transforming the regulatory environment in Leicester and Leicestershire. Through the active participation of its partners and its Business Focus Panel it promotes the economic benefits to business of compliance with regulation. It supports businesses by providing assisted guidance in a variety of ways towards helping them comply with their statutory responsibilities, enabling them to become more economically competitive in a difficult market.



The BBfA partnership was formally launched on 29th September 2011. Since then the partnership and its supporting Business Focus Panel has grown considerably. The partners represented on the Steering Group include:

- The Advisory, Conciliation and Arbitration Service (ACAS)
- The Better Regulation Delivery Office (BRDO)
- Blaby District Council
- Charnwood Borough Council
- The Environment Agency
- The Federation of Small Businesses (FSB)
- Harborough District Council
- The Health & Safety Executive (HSE)
- Hinckley & Bosworth Borough Council
- HMRC
- Leicester City Council
- Leicestershire Asian Business Association
- The Leicestershire Chamber of Commerce
- Leicestershire County Council
- Leicestershire Fire and Rescue Service
- Melton Borough Council
- North West Leicestershire District Council
- Oadby & Wigston Borough Council

Better Business for All Start Up Brochure

The Work of the Regulatory Services Partnership

The Regulatory Services Partnership sits underneath the Better Business for All steering group. It is constituted of the heads of the majority of regulatory authorities that impact businesses in Leicester and Leicestershire. It was formally constituted on 8th December 2011. The partnership operates as a body that is fully receptive to business concerns regarding the delivery of local business regulation, and seeks to develop best practice across the partnership that will allow beneficial working between local regulators and the businesses under their jurisdiction.

It supports, participates in and helps to organise listening exercises, initiates and manages focused projects and develops products that will create an efficient local regulatory system that supports business growth and provides training for regulatory officers that provides them with the skills and knowledge they need to support businesses effectively.

It has succeeded in channelling the goodwill, expertise and energies of local regulatory officers into a positive partnership, from management to frontline level, that will continue to develop and further engage with businesses in the delivery of a local regulatory system that truly sees business support as one of its primary objectives.

Some of the Regulatory Services Partnership's highlights to date include

- **Organisational Awareness Sessions:**

Sessions covering the breadth of the regulatory services providing officers with an opportunity to learn about other regulatory services.

- **Business Awareness Sessions:**

Sessions aimed at increasing regulators understandings of pressures that businesses face. These sessions involved visits to businesses to discuss these pressures and officers making suggestions for an improvement plan, the content of which has been largely accepted by the Regulatory Services Partnership.

- **Earned recognition (Mobile Vendors) project:**

Led by North West Leicestershire District Council. Developing and trialling a model to reduce inspections of mobile food vending businesses

- **Leicester & Leicestershire Alcohol Licensing Improvement Initiative:**

Led by North West Leicestershire District Council and sponsored by Oadby & Wigston Borough Council. A broad, cross agency initiative aimed at reducing levels of alcohol related crime and disorder, public nuisance and risks to children, putting in place clear and enforceable alcohol licensing conditions and developing the knowledge, skills and behaviours of licensing decision makers.

- **Charnwood (Loughborough) inspections pilot:**

Led by Charnwood Borough Council, Leicestershire Fire & Rescue Service and Leicestershire County Council. Investigating evidence for/against combined inspections.

Regulation and the Law

Other Useful Links and Business Organisations

Better Business for All also has a Business Focus Panel that is actively engaged in the development of the programme. It consists of representatives from Trade Associations and business support organisations and acts as:

- a critical friend to the partnership, ensuring that its work is appropriate to the needs of businesses,
- a group that helps to develop Better Business for All products and services,
- a group for regulatory services to consult with businesses on the development of policies, practices and service standards.

If you are a trade association and business organisation and would like to get involved in helping to shape the local regulatory environment contact Better Business for All on 0871 384 3185

The trade associations and business organisations below have signed a statement of support for Better Business for All:

The Beer and Pub Association

BBPA, originally founded in 1904, is the leading body representing Britain's brewers and pub companies. Its diverse membership accounts for some 96% of beer brewed in Britain today, and own more than half of the nation's pubs. BBPA speaks up for the industry, championing its cause, whilst also being able to credibly claim a wide representative base. It promotes and protects one of the nation's most important industries that remains a significant contributor to the economy (with close to a million jobs and £21.4 billion reliant on the sector), and is also a vital cultural icon unique to Britain.

www.beerandpub.com

Creative Leicestershire

Creative Leicestershire works to develop creative businesses in Leicestershire, Leicester and Rutland. The programme is focussed on potential and existing freelancers and small businesses working in the arts, design and media.

SERVICES FOR BUSINESSES

1. We send out information to a database of over 2200 creative businesses locally and provide information on www.creativeleicestershire.org.uk
2. We give free one to one specialist advice.
3. We provide informal specialist training sessions
4. We run networking events
5. We create projects to help sell work and services

Eg www.madeinleicestershire.org.uk ; www.artslinknetwork.org.uk www.leicestershirecreatives.org.uk

Creative Industries Manager (currently vacant) tel: 0116 305 4117

Lucia Masundire – Creative Industries Assistant

e: lucia.masundire@leics.gov.uk tel: 0116 305 4119

Fred Brookes – Business Advisor

e: fred.brookes@leics.gov.uk tel: 0116 305 4113

Federation of Small Businesses:

The Federation of Small Business (FSB) is a business support and lobbying organisation. The FSB Legal Benefits Package is one of the cornerstones of membership. Other benefits include free business banking, merchant services, insurance and much more. The FSB also provides networking and support events/workshops for local business. Local and national lobbying/ campaigning specifically on issues affecting small businesses.

www.fsb.org.uk

Regulation and the Law

Other Useful Links and Business Organisations

The GB Group:

The GB Group is a group of Leicestershire based business owners, managers and experienced individuals, that together provide a comprehensive range of high quality outsourced business services to SMEs and other organisations across the East Midlands.

Whatever the business objectives of those organisations, The GB Group can support and help deliver business growth, cost reduction or risk management - put simply, those primary needs that underpin any good, successful and sustainable business.

www.thegbgroup.co.uk

Institution of Occupational Safety & Health (IOSH):

The Institution of Occupational Health and Safety (IOSH) is a charity and the Chartered body for health and safety professionals with more than 40,000 members working in 85 countries, we're the biggest professional health and safety organisation in the world. We're here to help anyone with an interest in getting health and safety management right. That's why we offer a huge range of free web tools, guides and research reports. We also run a free infoline helping more than 4,500 people every year. Info line 44 (0) 116 257 3199

www.safestartup.org

www.ioshroutefinder.co.uk

www.ohtoolkit.co.uk

www.iosh.co.uk

Leading Advanced Technology & Innovation (LATI):

LATI is a membership organisation that provides networking and business support for companies and individuals involved in the innovative use of science and technology. LATI organises networking events for its members and partners. These usually take the form of visits to member companies and university research departments, seminars and workshops on a wide range of subjects and social networking events. These events open up the opportunity to develop mutually beneficial partnerships with other individual members and local universities.

www.lati.co.uk

Leicestershire Asian Business Association:

Leicestershire Asian Business Association (LABA) strives to facilitate improvements in the business competitiveness of its members through being locally sensitive and both nationally and internationally active. Practically supporting business growth, economic enhancement, inward investment, international trade and political lobby and advocacy. Championing better regulations in the UK, EU and the world bank.

www.labauk.org

Leicestershire Chamber of Commerce:

Leicestershire Chamber of Commerce sits at the heart of the local business community, providing representation services, information and guidance, supporting members and the wider business community at local, and national, levels. The Chamber helps Leicestershire's business to thrive, working with local and regional government to shape and influence policy affecting the economy. It is part of the British Chambers of Commerce (BCC), a powerful and influential network of Accredited Chambers across the UK.

www.chamberofcommerce.co.uk

Melton Chamber of Trade:

For information contact 01664 564581

<http://www.rutnet.co.uk/pp/gold/viewgold.asp?ID=2033>

The North West Leicestershire Chamber of Trade:

For information contact John Merison 01530 810223

john.merison@nwleicschamber.co.uk www.nwleicschamber.co.uk

Regulation and the Law

Other Useful Links and Business Organisations

Skills for Enterprise:

Skills for Enterprise is a not-for-profit organisation established to help individuals and businesses to develop their potential. It is a start-up agency delivering to a wide cross section of the market place but retains a specialism for supporting entrepreneurs in disadvantaged areas. It is a provider of enterprise and learning solutions for entrepreneurs and those who want to develop new skills to enhance their career prospects or to achieve personal goals. It provides a range of support from 'off the peg' learning and mentoring to bespoke business start-up packages. It also advises on access to qualifications and business skills courses.

www.skillsforenterprise.co.uk

Spring to Action:

Spring to Action support people who want to start a new business or help people grow an existing one. Because of our commitment, our clients value both working with us and the work that we do for them. Each project is tailored to the individual needs of a person or business. Issues can include confidence, motivation, and skills or they could be finance, markets and product promotion. We harness the things that first inspire people to start their enterprise and support with practical help in areas such as business assessment; confidence building; business planning; finance and budgets; marketing and sales. For more information contact Kate Cowan or Kash Khunkhuna on 0116 217 9250

www.spring.typepad.com

Some other useful organisations that may be able to support your business are listed below:

The Institute of Chartered Accountants of England and Wales (ICAEW):

The ICAEW is a professional membership organisation, supporting over 138,000 chartered accountants worldwide. Through its technical knowledge, skills and expertise, it provides insight and leadership to the global accountancy and finance profession. Its members provide financial knowledge and guidance based on the highest professional, technical and ethical standards. It develops and supports individuals, organisations and communities to help them achieve long-term, sustainable economic value. In September 2012 it will launch its Business Advice Scheme to support SMEs. Advice will be available on a range of topics from securing loans, capital and finance, to debt management and other legal issues.

www.icaew.com

Regulation and the Law

Other Useful Links and Business Organisations

Business Focus: North West Leicestershire:

Business Focus provides access to a wide range of advice, information and services to support businesses in North West Leicestershire. Some of these services are provided by partner organisations such as the Princes Trust, whilst many others are the council's own services such as Health and Safety, Licensing and Business Rates.

www.nwleics.gov.uk/pages/business_support_and_advice