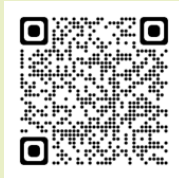




Enabling Hertfordshire businesses to access the regulatory support they need.

The Better Business for All (BBfA) partnership aims to support businesses to comply with local council regulation (consumer law, fire safety, health & safety etc) and make it easier to access the regulatory advice they need. In turn, this reduces the regulatory burden on businesses, supports business productivity and growth and helps regulators better understand the challenges businesses face.



And check out the website at:
www.hertfordshirefutures.co.uk/business/better-business-for-all/

You can also contact us at:
bbfa@hertfordshire.gov.uk

BBfA has been designed to:

- Show you how complying with regulations will benefit your business.
- Help you see that your local regulators are there to support and guide you.

How can it help your business?

By saving you time and money to help you to:

- Quickly access the support you need about the regulations affecting your business.
- Get it right first time so there's no cost to you to put things right.

When should I get regulatory advice?

Right at the start of your business journey. Also, before you change a business activity e.g. launching a new product/service or growing your business.

How do I get help for my business?

Find out more by reading this information leaflet!

Pollution, Waste and the Environment

Your business has a duty of care to make sure that you don't cause short or long-term damage to the environment and that you dispose of all your recyclable materials and commercial waste.

By contacting your local council environmental health team, you can receive advice on:

- Food safety and hygiene
- Environmental permits
- How to avoid complaints such as noise nuisance
- Pest control
- Keeping your waste stored securely
- Getting rid of your waste properly

Health & Safety

Environmental health teams also regulate health and safety in most business' premises (HSE regulate some types of higher risk premises). You need to have a health & safety risk assessment that includes practical steps to reduce the risks of workplace dangers and ensures you provide a safe working environment for yourself, your employees, and your customers.

Hertfordshire Resilience

Disruption to your business could take many forms, from minor disruption caused by winter weather or flooding to the large-scale impact of a pandemic or a major industrial fire. Whilst all emergencies are different, they do tend to present similar challenges, particularly in the early stages. Planning how you would cope doesn't have to be complicated or time-consuming. Large businesses employ business continuity planners, but the reality for most small and medium sized businesses is that running the day-to-day operation is the priority. That's why we have tried to make things easier by posting a range of resources online to help you get started.

www.hertfordshire.gov.uk/services/business/business-advice/business-continuity-and-fire-safety.aspx



**Hertfordshire
Resilience**
Emergency Planning in Partnership

Consumer Law and Trading Standards

Your **County Council** runs a **Trading Standards** service to:

- Protect consumers from illegal trading practices to keep the public safe.
- Provide advice to help you comply with consumer protection law.

If the goods or services that you provide are eventually sold to the public, it is likely that Trading Standards can help you with advice on the relevant consumer protection laws that apply to your business. Trading Standards also offer Primary Authority Partnerships, which allows businesses to receive assured and tailored advice on meeting regulations.

You can access support for your business on:

- **What you sell** – goods, digital & services
- **Where you sell** – on-premises, off-premises & distance sales
- **How you sell** – consumer contracts, terms & conditions, pricing and payments
- **Other topics** – underage sales, food & drink (labelling, composition, allergens), animal health & feed, weights/ measures & product safety, importing, specialist licences such as for storing explosives

How to Contact us for business support:

The Trading Standards pages on The County Council's website has our contact details and a wide range of information for businesses and has links to **Business Companion** – a site where you can find product specific detailed information and guidance:

www.hertfordshire.gov.uk/services/business/business-advice

Business fire safety



If you own, manage,
or operate in a business

premises then you need to comply with fire safety law.

You must:

- Carry out a fire risk assessment of the premises & review regularly
- Tell staff about the risks you have identified
- Put in place and maintain appropriate fire safety measures
- Plan for an emergency
- Provide staff with information, fire safety instruction & training

A fire risk assessment covers:

- Measures to reduce the risk of fire breaking out or spreading
- Means of escape from the premises
- Measures for ensuring that the means of escape can be safely and effectively used at all times
- Means for fighting fires on the premises
- Means for detecting fire and giving warning in case of fire
- Arrangements for action to be taken in the event of a fire, including the instruction and training of employees, plus measures to minimise the effects of the fire.

By contacting the **Fire Protection Department** at the **County Council**, you can receive tailored information and guidance for your type of business: **01707 292310**

www.hertfordshire.gov.uk/firesafety

Business rates

Business rates are a tax on property used for business purposes. They are charged on properties such as offices, shops, pubs, and warehouses – most non-domestic properties will attract business rates. They may also be charged where only part of a building is used for nondomestic purposes. If you're a small business, you may be eligible for **Small Business Rate relief**. Further information on all types of rate relief can be found here:

www.gov.uk/apply-for-business-rate-relief

acas working
for everyone

ACAS provides free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.

Acas support good relationships between employers and employees which underpin business. But when things go wrong, they can also help by providing conciliation to help resolve workplace problems. They also provide good value, high quality training and tailored advice to employers.

You can call an acas helpline adviser on **0300 123 1100** (8am-8pm Monday to Friday and 9am-1pm Saturday). For further information: www.acas.org.uk

Licences and registrations

Food business registration:

Food businesses need to register with their local council environmental health at least 28 days before they start trading and will be inspected at their premises once they begin trading. The council can also advise on the essential things a new food business needs to consider, such as your food hygiene rating and food management systems.

What type of business or business activity need a licence?

- Selling alcohol (pubs, bars, restaurants, off licences etc)
- Selling hot food/drink between 11pm-5am
- Entertainment (showing films, playing music, sporting events, other performances etc)
- Gambling (casino, bingo, betting shops, race racks etc) make an application to the Gambling Commission first
- Taxi and Private Hire drivers, vehicles and operators
- Houses of Multiple Occupation (HMOs)

You may also need a licence if your business involves any of the following:

- Street café/pavement licences – putting tables and chairs outside your business premises
- Market and mobile trading
- street cafes and those with
- tables and chairs
- Animal boarding and breeding,
- pet shops and zoos
- Horse riding establishments
- Keeping a dangerous wild animal
- Street trading and distribution of printed material
- Charitable street collections and
- house-to-house collections
- Special treatments and skin piercing
- Hairdressing and barbering
- Sex shops, sex cinemas, lap dancing
- Motor salvage and scrap metal dealing

Contact your local council to find a full list of businesses that require a licence in your area. In most areas you won't be able to trade without a licence, so the sooner you get advice the better.

Highways Licences and permissions

A highway is any public or private road, pavement, track or right of way over which a member of the public has a right to pass over. As the authority responsible for highways in Hertfordshire, Hertfordshire County Council operates several services that business may need to access:

- 'A Boards' (sandwich boards) – guidelines for use of them on the pavement
- E-Licences for skips/scaffold hire for your business
- Permission for a temporary sign –directing people to an event taking place e.g. a farmer's market or school fete
- Apply to put up a fixed sign e.g. for an industrial estate

What is Environmental Health?

Environmental Health departments are based in your district councils and work to protect the health, safety and welfare of residents, traders, workers and visitors to Hertfordshire. This includes supporting businesses to comply with legislation to make sure your workplace is safe, any food sold is safe and hygienic, that any pests, waste, air pollution and noise are controlled. Some departments are also responsible for private sector housing and ensuring accommodation is fit for habitation.

Some of their work is proactive – so you may get an officer calling round to see you if you run a food business, and some is reactive – so if an employee or member of the public has an accident or someone complains they will get in contact.

In all situations we would encourage you to call and speak to them if you have any questions and need advice as it could well save you money - you can find their details on the contacts sections of this information card.

Environmental Health covers the following areas:

- Health & Safety in workplaces such as shops, offices, and warehouses (some workplaces are regulated by the health and Safety Executive but do call to check). This also includes the investigation of accidents and incidents associated with workplace activities.
- Food safety and hygiene - all food businesses need to have systems in place to ensure the food they produce is safe to eat. All food businesses need to register with Environmental Health www.food.gov.uk/business-guidance/getting-ready-to-start-your-food-business
- Pollution of the environment – Air pollution, waste, contaminated land, noise, general nuisance, control of permitted processes for example some businesses such as dry cleaners and paint sprayers need a permit
- Public health and the control of infectious disease
- Ear piercing / Electrolysis/Tattooing /Body Piercing
- Pest control
- Animal boarding / Kennels / Catteries

Which? Trusted Traders

Hertfordshire Trading Standards work in partnership with Which? Trusted Traders to run a joint endorsement scheme that recognises trustworthy traders in Hertfordshire. An endorsement from both Hertfordshire Trading Standards and Which? Trusted Traders can give your customers confidence and added reassurance.

For more information about the scheme, please visit the dedicated website - [Stand out in Hertfordshire with Which? Trusted Traders | Which?](#)



Business Support organisations

www.hertsgrowthhub.com **Hertfordshire Growth Hub**
The Central point of support for Hertfordshire businesses

Want to start or scale up a business? Hertfordshire Growth Hub is the entry point to all business support advice, information and resources in the county.

As the trusted growth experts, we join up national and local business support making it simpler for you to find the help you need, when you need it.

Since 2015, we have helped over 9,000 businesses achieve their goals and our team of knowledgeable business advisers are on hand to provide tailored support.

www.hertschamber.com **Hertfordshire Chamber of Commerce**, established in 1924, the Hertfordshire Chamber of Commerce is a privately run membership organisation which can open doors for local businesses and organisations by helping them to grow their profile and connect with other businesses locally, nationally and globally, through a range of membership benefits and networking opportunities.

www.fsb.org.uk **Federation of Small Business**. A membership organisation supporting the whole UK small business community.

www.wenta.co.uk **Wenta** is an independent, not-for-profit, social enterprise that exists to make it easier and greener to start and run a successful business.

visithertsbusiness.co.uk **Visit Herts** is the official tourism service for Hertfordshire, working with attractions, accommodation and destinations across the county to promote Hertfordshire to local, national and international visitors.

Economic Development/Local Business Support

Watford: 01923 226400

www.watfordbusiness.com

Welwyn Hatfield: 01707 357 000

www.welhat.gov.uk/business

Useful contacts:

www.Legislation.gov.uk Home to all UK legislation

www.gov.uk The portal to all central government services, including HM Revenue and Customs and Companies House

www.hse.gov.uk **The Health and Safety Executive** – National regulator for health and safety matters

www.food.gov.uk **The Food Standards Agency** – The national regulator for food safety, business resources, guidance and training.

www.acas.org.uk **ACAS** – Acas gives employees and employers free, impartial advice on workplace rights, rules and best practice. We also offer training and help to resolve disputes

www.ico.org.uk/for-organisations **Information Commissioner's Office (ICO)** The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

www.businesscompanion.info - **Free, impartial legal guidance for businesses**. Unsure of the law on trading standards or whether the rules apply to you? Find out how the law sees businesses that sell to consumers.

Economic Development/Local Business Support

East Hertfordshire: 01279 655261

www.eastherts.gov.uk/businesses-and-support

Broxbourne: 01992 785555

www.broxbourne.gov.uk/business

Dacorum: 01442 531002

www.dacorum.gov.uk/home/business/business-services

Hertsmere: 01707 952777

www.hertsmere.gov.uk/business

North Hertfordshire: 01462 474000

www.north-herts.gov.uk/economic-development

St. Albans: 01727 866100

www.stalbans.gov.uk/business-support-services

Stevenage: 01438 242186

www.stevenage.gov.uk/business/business-advice

Three Rivers: 01923 776611

www.threerivers.gov.uk/services/business

Watford: 01923 226400

www.watfordbusiness.com

Welwyn Hatfield: 01707 357 000

www.welhat.gov.uk/business

Stevenage: 01438 242186

www.stevenage.gov.uk/business/business-advice

Three Rivers: 01923 776611

www.threerivers.gov.uk/services/business