



As part of our commitment to supporting businesses, economic growth and development in Southend, Southend Borough Council has prepared this guide to outline the services offered to businesses.

The Council is here to make a real difference to your business. Whether you are starting up, expanding or re-locating to Southend, we can link you to the knowledge, expertise and contacts to make your business a success.

This leaflet provides a brief overview of the business support services available from the Council. Further information about these services can be found by visiting www.southend.gov.uk



If you have any questions about the information provided in this leaflet, please contact :

Southend Borough Council

Civic Centre
Victoria Avenue
Southend-on-Sea
Essex SS2 6ER
Tel: 01702 215000

Web: www.southend.gov.uk

If you have any comments about this leaflet please contact Southend Borough Council on 01702 215022.

A summary of this leaflet can be translated into alternative languages, and can also be provided in other formats such as audio cassette and large print.

Guide to Business Services



Southend Borough Council



Business Rates

- Distribute information about business rates
- Collect business rates
- Handle enquiries about business rates

Enterprise and Innovation

- Encourage business growth, development and inward investment
- Provide property searches and signposting to business support and training providers
- Provide customised information about Southend's demographics and economy

Environmental Health

- Food Control Team

- Structural and hygiene requirements for food premises
- Food composition and labelling
- Health and safety at work in food premises
- Queries concerning odour arrestment plant and concerning potential noise issues from compressors and other plant
- Advice and information leaflets
- Meetings regarding complex enquiries

- Environmental Protection Team

- The control of nuisance from noise or pollution at non-food premises
- Advice on reducing environmental impact of commercial developments

- Safety and Licensing Team

- Advice and guidance with regards to health and safety within non-food premises
- Responsible for H&S legislation enforcement
- Respond to complaints and investigate accidents
- Deals with premises licensing in respect of alcohol, entertainment, late night refreshment, gambling, animal welfare, skin piercing and massage
- Free leaflets and handbooks are available

Highways Maintenance

- Advice in relation to the use of the adjacent highway to facilitate the repairs or refurbishment of business premises
- Issue Hoarding and Scaffolding permits, Temporary Disturbance of the surface of the highway permits, permissions for cables or other apparatus in or over the highway and licences for builders' skips on the highway
- Businesses needing vehicular access to premises require Town Planning consent prior to Highway Authority approval

Town Centre Management

- Work with all Council departments and the Town Centre businesses to maintain, improve and develop the quality and vitality of Southend Town Centre for users.
- Provide communication and understanding between the Town Centre businesses, safety partnerships and the Council.
- Investigate initiatives to improve the attractiveness, accessibility, security and regeneration of the Town Centre.

Planning

- Development Control Team

- Pre-submission advice on planning applications/permission
- Responsible for processing planning applications and enforcing planning control
- Signposting you to other regulators

- Building Control Team

- Advise builders on building regulations
- Application forms and guidance for Building Notice are available on the website

- Strategic Planning Team

- Provide advice on the contributions to development of regional guidance, transportation and regeneration

Procurement

The Council last year spent over £100m pounds on a variety of goods and services.

- Help obtain best value for money
- Provide advice on contractual activity
- Ensure compliance with the Council's procurement strategy and contract rules
- Identify areas where improvements in efficiency can be made

Wastes Management

All businesses are legally required to correctly store and dispose of their waste.

- Advice and guidance on workplace recycling to reduce waste disposal costs
- Information on recycling facilities
- Signposting to organisations that advise and assist on waste legislation
- Information to developers on waste and recycling storage and its collection

Trading Standards

- Advise on compliance with trading law
- Advise businesses on product safety, business scams, their rights in consumer contracts, packaging and its reduction
- Signpost businesses to other sources of assistance
- Providing business talks
- Visit the Trading Standards website : www.tradingstandards.gov.uk/southend

Traffic and Transportation

- Supports the MoveEasy Network, which aims to increase sustainable modes of travel for business journeys
- Provide free advice to local businesses as to how they can adopt a travel plan
- Provide free car share database for use by businesses