

Business **Connect**

We are part of *YOUR* team



Torbay Council aims to support its businesses in a variety of ways and provides a wide range of services to ensure our businesses can thrive and prosper.

The following Council Services are available to help your business:

- **Building Control**
- **Business Rates**
- **Business Advice & Guidance**
- **Environmental Protection**
- **Food Safety**
- **Health & Safety**
- **Housing Standards**
- **Licensing**
- **Planning**
- **Procurement**
- **TOR2 Commercial Services**
- **Trading Standards**
- **Service Packages for Business Users**

Getting support and advice at the beginning can help in the long run.

Contact Us



**Follow us
on Twitter!**

Keep up to date with the latest news and advice from the Food Safety, Licensing and Trading Standards teams of Torbay Council - @TorbayFSL

Other ways to contact us:

Tel: 01803 208025
torbay.gov.uk/foodsafety

Building Control

Through the administration and professional application of the Building regulations, Torbay Council Building Control ensure new buildings, conversions, renovations and extensions – domestic or commercial buildings - are going to be safe, healthy and high performing. Detailed regulations cover specific topics including: structural integrity, fire protection, accessibility, energy performance, acoustic performance, protection against falls, electrical and gas safety. They also lay standards for drains, ventilation, protection against the ingress of water and protection against contamination including methane and radon gas.

Five reasons why local authority building control gives you peace of mind

- Being a local authority service we are independent, so our advice is always impartial.
- We can give fast local support to any of our customers and regularly work with planners, conservation officers, access officers, fire services, highways and other organisations whose input might be required.
- Local authority building control is a 'not-for-profit' service and we offer competitive fees for doing a really good job. We are always there, even when things get difficult or the unexpected happens.
- Through our member organisation, LABC, we work with manufacturers, trade bodies, professional institutions and other recognised bodies to ensure that standards are well-defined and easy to apply.
- We provide training and advice including free guidance, CPD and training events to help educate and improve the work of our customers. We also provide help and provide advice direct to domestic and commercial companies.

Building Control Website

 [@TorbayBC](#)

Business Advice & Guidance

TDA is as an award winning economic regeneration service provider of business services and through our SFEDI accredited business advisors we can offer expert business support to those thinking of starting a business through to established businesses look to grow.

We can help you with: • Writing or updating a business plan • Starting a business • Access to finance • Social media • Digital content • Marketing • Sales • Exporting • Business premises

To find out more, book your free 1 hr meeting with a qualified business advisor

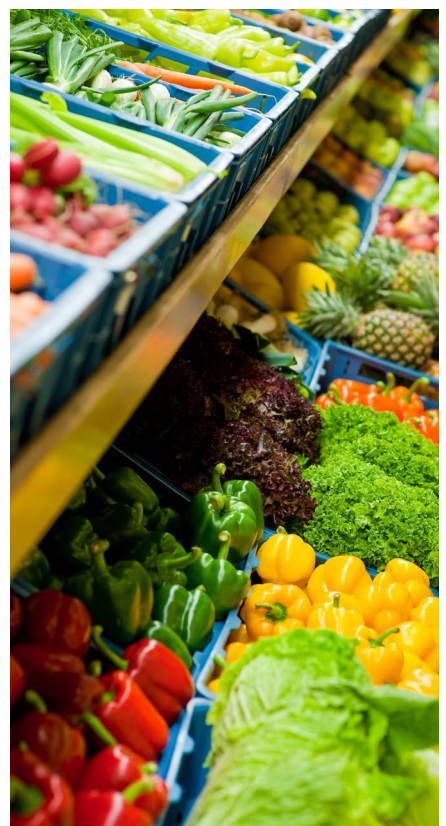
TDA Website

Business Rates

The income collected through Business Rates, forms part of the councils funding that helps provide the local services that benefit all of the residents in Torbay. There are reductions available that will reduce the amount that you have to pay for example Small Business Rate Relief.

Further information on whether your business is eligible, information on how to apply and information concerning payment of your account is available at Business Rates Website. Alternatively if you would like to discuss your account you can contact the council on 01803 207201, where an advisor will be able to help.

Building Rates Website



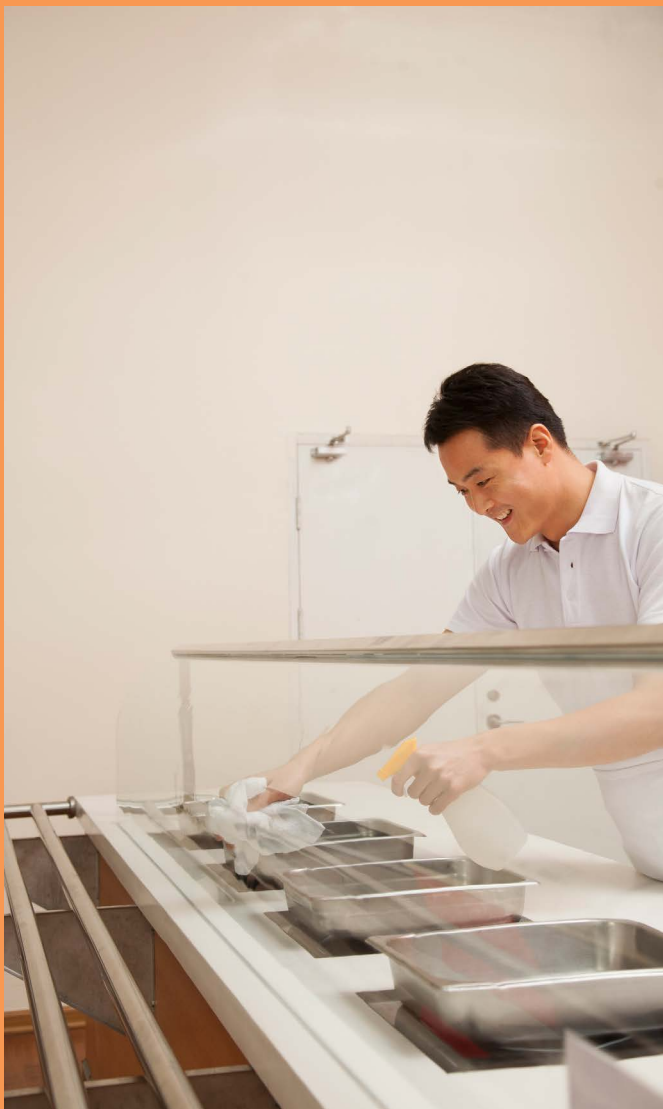
Environmental Protection

If you are thinking of starting, expanding or relocating your business in Torbay we can help by providing advice concerning the environmental implications you should consider.

We can help you with:

- Issues regarding noise/odour nuisance to neighbouring premises
- Contaminated land issues
- Processes/activities requiring permitting under the Prescribed Processes & Permitting Regulations 2010
- Pre-planning applications
- Commercial waste issues including waste storage and duty of care regarding disposal

Environmental Protection Contact Form



Food Safety

Providing advice and support to new and existing local businesses to ensure good standards of food hygiene and safety for your customers.

We can help you with:

- Starting a food business
- Pre-planning application advice
- Registering a food business
- The Food Hygiene Rating Scheme
- General food hygiene requirements
- Bespoke food hygiene advice
- Infectious diseases
- Food hygiene training
- Exporting
- Food labelling and allergies
- Making healthy changes to your menu
- Manufacturing
- Industry specific advice e.g. fish & fish processing

Food Safety Website

Health & safety

If you are starting up, expanding or relocating your business we can help you by providing health & safety advice and support. We also provide a dedicated pack for small businesses to help meet current legal requirements called Safer Workplace Better Business (SWBB)

We can help you with:

- General health & safety requirements
- Health & safety risk assessments
- SWBB - *SWBB Website*
- Asbestos
- Cooling Tower Registration
- Legionnaires Disease
- Gas Safety
- Tattooing, skin piercing & body modification
- Petroleum & explosives

Health & Safety Website

Housing Standards

Do you let residential property? Are you a landlord or property manager? If you need advice on your responsibilities or legal requirements for letting we can provide you with advice.

For information about:

- Housing disrepair
- HMO licensing
- Property management
- Fire Safety
- Gas safety
- Electrical Safety

Housing Standards Website

Licensing

We can help you through the licensing process including alcohol licensing, gambling, taxis, animal licensing and noise complaints from licensed premises.

We can help you with:

- Licensing applications
- Gambling Applications
- Taxi and Private Hire
- Temporary events
- Licence variations
- Zoo licensing
- Pet shops
- Dog boarding
- Dog breeding
- Street trading
- Pavement Licensing
- Sexual entertainment licensing

Licensing Website

Planning

We are particularly keen to support business growth, creation of new jobs and to help businesses through the planning process.

We take a 'get it right first time' approach, so are happy to provide businesses with advice about the need for planning permission and what information is needed with planning applications. We provide some advice upfront, without charging, but more complex or detailed issues – on which we can provide you with 'consultancy' style advice – does attract a small fee.

We can help you with:

- Pre-planning advice
- Need for planning permission
- External changes to buildings
- Adverts and signs
- Listed buildings
- Design matters
- Strategic transport issues (i.e. where major road, rail etc improvements will be taking place)
- Strategic planning advice (where major development will be happening)

- Town centre regeneration
- Site availability

Planning Website



TOR²

Torbay Council & Kier Group

Commercial Services

We are a joint partnership between Torbay Council & Kier Group offering a wide range of services at competitive prices to the businesses of Torbay.

We can help you with:

- Commercial waste collections
- Commercial waste disposal
- Commercial sharps & clinical collections
- MOTs -
- Sign manufacturing & installation

TOR2 Website

or contact tor2-enquiries@tor2.co.uk

Procurement

Procurement is the process of acquiring goods, works or services from external and internal suppliers. Torbay Council's annual spend with external suppliers is approximately £80m. Over 20% of the spend is with local suppliers and over 65% is with Small and Medium Enterprises (SMEs).

If you have a product or service you would like to sell to the Council you can find further information at *Procurement Website* or by contacting **procurement.team@torbay.gov.uk**



Trading Standards

We advise and support Torbay businesses to supply a range of goods and services of the highest quality, quantity, description and safety.

We can help you with:

- Achieving due diligence
- Trading fairly
- Avoiding 'unfair' contract terms
- Disclosing information about your business
- Weights & measures
- Becoming 'Trading Standards' approved
- Food labelling
- Pricing policy
- Selling age restricted goods
- Running a credit business
- Product safety
- Making contracts away from business premises
- Dealing with consumer complaints
- Starting an internet business
- Animal health & welfare
- Distance selling
- Accurate product descriptions

Trading Standards Website

Why choose Torbay Council services?

Torbay Council has a highly qualified team of experienced staff who have a wealth of knowledge and expertise in supporting local businesses.

Quality Assurance – Torbay Council is committed to providing the high level of standards that businesses can trust.

We have a range of services to support local businesses, both small and large.

Torbay Council Services will:

- Provide support services which will enable you to focus on establishing your business
- Deliver reliable and robust services that you can rely on
- Provide excellent value for money
- Provide you with access to highly qualified professional staff to support your business.

Supporting your business



Website design and development

- Start up website package
- Bespoke website packages



Graphic Design

- In house design team for production of publications, marketing materials and campaigns



Communications

- All aspects of public relations work and media handling undertaken.
- Branding and rebranding



Print and post

- Business cards, leaflets, business stationery, banners, stickers, brochures
- www.torbaydirect.com



Payment of accounts

- Payment of invoices, management of creditor files.



Microsoft Office Specialist training

- Microsoft accredited testing center, offering training and qualifications across the Microsoft suite of applications <http://itec.torbay.gov.uk>



Consultations

- Connect with your target market place, source feedback from your customers.



Legal Services

- Property law, tenancy agreements, licenses.

How to purchase our services.

We have a dedicated point of contact to assist you with any inquiries.

Services can be purchased on a pay as you go basis, or we offer service level agreements for one, two and three year tenures for flexibility and to enable you to manage your cost base effectively.

Contact us:

For more information and to discuss your requirements please contact:

Julie Kniveton

Business Development Manager

01803 207953 or
07825 274152

julie.kniveton@torbay.gov.uk

Torquay Council, Town Hall,
Castle Circus, Torquay TQ1 3DR

Advertise your business on www.torbay.gov.uk

On average Torbay Councils website receives more than 85,000 visits every month, making it an ideal space to get your company noticed. Ask us for our media pack for more information.