

How's

BUSINESS



**The business
owner's guide to**
Regulations in East Riding



What's How's Business

Hello. First of all, we'd like to say a big thank you for downloading our guide.

We're How's Business, the growth hub for York, North Yorkshire and East Riding.

We're one of 39 growth hubs set up by the Department for Business Innovation and Skills.

Our role is to make it easy for business owners like you to find the support you need. This could be to locate funding, help with marketing or advice on how to expand your set-up.

As our patch is quite rural, travel times can really cut into your day. So we try to focus on what's available locally. We've got a website, www.howsbusiness.org that plays a vital role in offering advice from anywhere with an internet connection.

We hope you find our guide really useful.

Introduction

At an initial glance, regulations can seem very complex. With so many different regulations and organisations dealing with them, it can be hard to know where to go for help.

We've put together this simple and straightforward guide to show you all the regulatory help that's out there.

Contents

Building Regulations.....	<u>Page 4</u>
Business Continuity.....	<u>Page 6</u>
Business Rates.....	<u>Page 8</u>
Commercial Waste.....	<u>Page 10</u>
Employment.....	<u>Page 12</u>
Food Safety.....	<u>Page 14</u>
Fire Safety.....	<u>Page 17</u>

Health and Safety.....	<u>Page 19</u>
HM Revenue and Customers.....	<u>Page 22</u>
Intellectual Property.....	<u>Page 24</u>
Licensing.....	<u>Page 25</u>
Nuisance.....	<u>Page 28</u>
Planning.....	<u>Page 30</u>
Private sector housing.....	<u>Page 32</u>
Protection from pollution.....	<u>Page 34</u>
Trading Standards.....	<u>Page 37</u>

Disclaimer

This guide's sole purpose is to show you the main regulations that apply to small businesses. It also serves to introduce you to the different organisations that cover those regulations and the help and advice they can provide.



Building Regulations

Why you may need this service

If you're making alterations to your business premises, putting in place an extension, or even building new premises, then you'll need to comply with building regulations.

Your building work will require approval by an inspector either from your local authority building control department or an external approved inspector. Some changes of use of premises may also mean that the premises may need to comply with Building Regulations.

How Councils can help your business

Councils work to ensure that buildings are safe, healthy, accessible and sustainable for current and future generations. If you are contemplating undertaking any building work, the council will help you decide whether the project will require a planning permission and/or a building regulations application, these are two separate applications and must be applied for individually.

What do they offer?

- Full advisory and approval service at design and construction stages on all matters relating to building works, including demolition.
- Advice on whether building regulations approval will be required for the works you are planning
- Plan approval - Vetting of drawings to ensure compliance with building regulations including consultation with other interested parties e.g. The Fire Service.
- Site inspection - Undertake inspections at key stages in construction to ensure compliance with building regulations.

Further information

Contact the appropriate council where your business is located

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/environment/planning-and-building-control/building-control/building-control/>

Building Control, County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

phone: 01482 393800

email: building.control@eastriding.gov.uk

Further Information

PLANNING PORTAL

<https://www.gov.uk/topic/planning-development/building-regulations>

BUILDING REGULATIONS APPROVAL

<https://www.gov.uk/building-regulations-approval>

PARTY WALL ACT: EXPLANATORY BOOKLET

<https://www.gov.uk/guidance/party-wall-etc-act-1996-guidance#explanatory-booklet>

LOCAL AUTHORITY BUILDING CONTROL

<http://www.labc.uk.com/>



Business Continuity

Why you may need this service

An incident large or small, natural, accidental or deliberate, can cause major disruption to your business. This may cause loss of income, customers, reputation, legal or regulatory penalties or even complete loss of your business.

Business continuity is a planning process that's aim is to manage the risks and ensure continuity as much as possible in the event of disruption to your business. Effective business continuity may also help in securing business insurance.

How Councils can help your business

Local Authorities have a statutory duty under the Civil Contingencies Act 2004 to provide free advice and assistance with regards to business continuity for small and medium enterprises and voluntary organisations. Using their advisors to be better informed and better prepared to deal with emergencies has a wide range of benefits and is good business practice.

What do they offer?

- Advice and support in planning, developing and documenting systems to maintain business continuity
- Help to identify the critical activities and resources needed to continue business
- Help to assess the internal and external risks to these activities
- Help to identify and prioritise services necessary to recover from disruption, set objectives for recovery time and determine the resources needed to achieve your objectives
- Signpost you to relevant information/tool-kits available

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/living/emergencies/business-continuity/>

phone: 01482 393939

email: heps@eastriding.gov.uk

Further Information

Business Continuity Management Tool-kit - Gov.uk

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/137994/Business_ContinuityManagement_Toolkit.pdf



Business Rates

Why you may need this service

If you're occupying a business premises, then you'll need to pay business rates to your local council. Even if you are working from home, the part of your property used for business may be liable to business rates. Small business relief may be available in some circumstances. If you are moving to a different premise you can find out the rateable value by contacting your local council or using the Valuation Office Agency.

How Councils can help your business

Occupiers of non-domestic properties pay non-domestic rates (often known as business rates) which contribute towards the cost of local services which support your business. The councils collect business rates and this money then goes towards paying for the services provided by your council, the county council, the Police and Crime Commissioner and the Fire and Rescue Authority.

What do they offer?

- Advise you on how much you will have to pay, if you have a particular property in mind
- Ensure that you receive any relief or exemption that you are entitled to
- They will set up an account for you and give the maximum available number of instalments for payment.
- Advise on the best way to pay your business rates

Further Information

Contact the council where your business is located:

East Riding of Yorkshire

<http://www2.eastriding.gov.uk/business/business-rates/>

Planning and Building Control, East Riding of Yorkshire Council, County Hall, Beverley, HU1 7BA

phone: (01482) 393792:

email: customer.services@eastriding.gov.uk

VALUATION OFFICE AGENCY

<https://www.gov.uk/guidance/valuation-office-agency-and-business-rates-non-domestic-rates>



Commercial Waste

Why you may need this service

Disposing of rubbish costs your business money and wastes natural resources. It is estimated that waste typically costs companies around four per cent of their annual turnover and is increasing. 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 owner you have a legal responsibility to ensure that you produce, store, transport and dispose of your business waste in accordance with the law and meet your duty of care.

It is advisable to either contact the environment agency or the local authority where your business is located.

How councils can help your business

They can give clarity on the definitions of waste and guidance on safe storage and options available for managing your waste.

What do they offer?

- Most councils provide a chargeable waste collection service for businesses at competitive prices, providing both a sack and container service.
- Potentially help you to save money
- Provide advice on reducing, reusing or recycling your waste
- Advice on recovering energy from waste

Further information

Contact the appropriate council where your business is located:

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/environment/bins-rubbish-recycling/business-waste/>

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

phone: (01482) 395580

email: business.waste@eastriding.gov.uk

Further Information

THE ENVIRONMENT AGENCY GUIDANCE ON WASTE RESPONSIBILITIES

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



Employment

Why you may need this service

Your staff are one of your most important assets, not only do you want them to perform well, you also need to be mindful of the law and your staff's rights when dealing with them.

ACAS (Advisory, Conciliation and Arbitration Service) are governed by an independent Council, including representatives of employer and employee organisations and employment experts. They are a recognised source of best practice and impartial advice on employment issues.

What does ACAS offer?

- Free and impartial information and advice to employers and employees on all aspects of workplace relations and employment law.
- Support in building good relationships between employers and employees which underpin business success.
- Help when things go wrong by providing conciliation to resolve workplace problems.
- Provision of good value, high quality training and tailored advice to employers, based on millions of contacts with employers and employees each year

- Advice and support to improve organisational performance and quality of working life
- Booklets, leaflets and handbooks covering a wide range of employment matters, from writing a contract of employment, to holiday entitlement, to the latest employment legislation to resolve disputes at the earliest stage and avoid conflict in the future which you can download or order on line

Further information

ACAS HOME PAGE:

<http://www.acas.org.uk/index.aspx?articleid=1461>

PUBLICATIONS ACAS PUBLICATIONS -

Free to download, use and share. Including Advisory booklets, leaflets and fact sheets and guidance

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

TRAINING EVENTS:

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



Food Safety

Why you may need this service

If you are intending to produce, store or sell food and drink, in almost all cases you will need to register your food business with your council at least 28 days before starting trading. There is no charge for registration.

Food Safety is normally regulated by your council, although in some cases it may be by the Food Standards Agency. You will also need to ensure that you and your staff have appropriate food hygiene training before you start running your business.

How Councils can help your business

Councils have a team of experienced food safety officers responsible for protecting public health. They give help and advice, in addition to carrying out inspections of your food business to ensure the food you are producing is safe to eat.

Following a food safety inspection they will rate your business in accordance with “The National Food Hygiene Rating Scheme” to show how well you are complying with food safety law. They also investigate complaints about food, food businesses and food poisoning cases notified by local doctors.

What do they offer?

- Advice and information on food safety law
- Where appropriate, advisory visit to your business premises (there may be a charge for this)
- Help in compliance with the law and support in the development of good practice
- Help in developing a robust food safety management system for your business
- Advice on food hygiene training requirements

Contact your local Authority for more information

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/business/food-services/>

East Riding of Yorkshire Council County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

phone: (01482) 396301: **email:** food.services@eastriding.gov.uk

Further Information

FOOD STANDARDS AGENCY

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

GUIDANCE ON FOOD LAW REQUIREMENTS FOR RESTAURANTS, CAFÉS 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, CAFE OR OTHER CATERING BUSINESS

<http://www.food.gov.uk/multimedia/pdfs/publication/starting-up-booklet.pdf>

SAFER FOOD BETTER BUSINESS

<http://www.food.gov.uk/business-industry/caterers/sfb/>

FOOD HYGIENE RATING SCHEME

<https://www.food.gov.uk/business-industry/hygieneratings>



Fire Safety

Why you may need this service

You have a responsibility for fire safety if you're an employer, self employed with premises, responsible for buildings with public access, or are a contractor who exercises a degree of control over premises.

If that's you, then you 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.

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.

How the Fire and Rescue Service can help your business.

The Fire & Rescue Service is committed to working in partnership to deliver a fully integrated protection, prevention, and intervention service that reduces the risk to the community from fire and other emergencies.

What do they offer?

- Advice, information and support for employers and owners of business premises, including multiple-occupation flats and houses.
- Information on the legal responsibilities to ensure the safety of employees and the public in these premises.
- Fire Safety inspections
- Guidance on conducting a fire risk assessment

Contact your local Authority for more information

East Riding of Yorkshire

HUMBERSIDE FIRE & RESCUE SERVICE: (Kingston-upon-Hull, East Riding of Yorkshire, North East Lincolnshire, North Lincolnshire)

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

East Riding Community Protection Unit, New Walkergate, Beverley, Hull, HU17 9EQ

phone: 01482 565333

email: eastridingfiresafetyenquiry@humbersidefire.gov.uk

Further Information

DUTIES OF THE 'RESPONSIBLE PERSON'

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

FIRE SAFETY LAW AND GUIDANCE

<https://www.gov.uk/government/collections/fire-safety-law-and-guidance-documents-for-business>

FIRE SAFETY GUIDANCE BY PREMISES TYPE

<https://www.gov.uk/government/collections/fire-safety-law-and-guidance-documents-for-business>



Health and Safety

Why you may need this service

In general, health and safety laws apply to all businesses. As an employer, or a self-employed person, you are responsible for health and safety in your business. Health and safety laws are there to protect you, your employees and the public from workplace dangers. The 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. The approach you take should be proportionate to the size of your business and the nature of your business activity. For most small, low-risk businesses the steps you need to take are straightforward.

Compliance with health and safety legislation is not only necessary, it will protect your business and help keep costs down to enhance the productivity and reputation of your business.

What help is out there

Good practice in health and safety is good for your business – and it's the law. Councils can give advice on what you need to know about health and safety, the development of good practice and assist you in complying with relevant legal requirements. There are a number of health and safety requirements which need to be considered when running a business.

Councils can help you identify which legal requirements are relevant to your business and where to get appropriate information. They cover 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.

What do they offer?

- General help and advice on health and safety and training
- Discussion on your health and safety concerns
- Signposting to relevant guidance advice
- What documentation and records you may need to keep
- Site visits if necessary (there may be a charge for these)

Contact your local Authority for more information

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/business/health-and-safety-at-work/>

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

phone: (01482) 396096:

email: health.safety@eastriding.gov.uk

Further Information

- **THE HEALTH & SAFETY EXECUTIVE (HSE)**

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

- **HSE GUIDANCE PAGE**

<http://www.hse.gov.uk/guidance/>

- **INSTITUTION OF OCCUPATIONAL SAFETY & HEALTH (IOSH)**

<https://www.iosh.co.uk/> (Free advice on occupational health & safety and on health & safety at work)

phone: (0116) 2573100

email: reception@iosh.co.uk

- **IOSH START-UP BUSINESSES: ADVICE ON GETTING IT RIGHT FIRST TIME**

<http://www.iosh.co.uk/en/Books%20and%20resources/Safe%20>

[Start%20Up](http://www.iosh.co.uk/en/Books%20and%20resources/Safe%20Start%20Up)



HM Revenue and Customs

Why you may need this service

Legally, your business is going to have to deal with HMRC. They're known for handling tax but they've got a lot of really useful information in videos, webinars, newsletters and the information pages on the gov.uk website. All in all, this makes it really easy to find out exactly what information you need to give them and also, to find out about the handy ways for you to get money back from the Government.

So, whether you're setting up a business, changing the structure of your business, trying to make sure you pay only as much tax as you need to, or taking on staff, HMRC have the resources you need to do it all legally.

How HMRC can help your business

HMRC offer new or existing business a range of information relating to employing people, recording the information you will need to complete your tax returns, claim allowances, VAT and payments.

What do they offer?

- Fundamental tax advice, e.g. tax returns, allowances and tax codes
- Help and support with self-assessment and record keeping
- Information about national insurance contributions
- Advice on self-assessment and how you can pay any tax liability
- Fact-sheets about working for yourself
- Helpline and online presentations
- Advice on taking on staff
- Advice on if you need to register for VAT

Further Information

My new business

For interactive help and advice from across government in one place specifically designed for small businesses go to the 'Starting up a Business' pages at <https://www.gov.uk/starting-up-a-business>

Tax help information

Working for yourself – what you need to know. <https://www.gov.uk/working-for-yourself/overview>

Expenses and allowances for the self-employed – what you need to know. <https://www.gov.uk/expenses-if-youre-self-employed>

Online presentations

<https://www.gov.uk/government/news/webinars-and-videos-about-self-assessment>

Register your self-employment

On line - <https://www.gov.uk/set-up-sole-trader/register>

Register for tax

<https://www.gov.uk/new-business-register-for-tax>



Intellectual property

Why you may need this service

Having the right type of intellectual property protection helps you to stop people stealing or copying things as inventions; written and artistic works, designs and symbols, names and images which you may create use in your business. IP is protected in law by, for example, patents, copyright and trademarks.

Further Information

INTELLECTUAL PROPERTY OFFICE

<https://www.gov.uk/government/organisations/intellectual-property-office>

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.

EAST RIDING OF YORKSHIRE COUNCIL

<http://www2.eastriding.gov.uk/business/trading-standards/trademarks-and-copyright/>



Licensing

Why you may need this service

A number of licensing requirements may need to be considered when running a business.

Councils are responsible for dealing with the licensing, registration and regulation of a wide range of activities, premises and vehicles. Some of these are required by law nationally, but there are sometimes also local requirements which may also affect your business. It is important to know whether your business activity requires a license or registration so that you can stay legal.

What can licensors do for you?

If you are unsure whether your business activity requires a licence or registration, you should contact the council in which your business is located (the people you pay your business rates or council tax to).

Local Authorities can help you identify what might be relevant to your business and where to get appropriate information. They can also offer you guidance on completing and submitting your licence/registration application and complying with relevant legal requirements.

What do they offer?

- Guidance when completing and submitting applications.
- Help with identifying which forms you might need and advice on how to complete them.
- Advice on which other agencies you may need to consult to get a license.
- Checks on safety issues and potential public nuisance issues.
- Help with identifying the relevant legal requirements.

Further information

If your business involves any of the following activities it is likely you will need to register or obtain a licence, please contact the local authority where your business is located:

Alcohol and entertainment, Gambling , Animal welfare (pet shops, kennels/ catteries, zoos, horse riding, dog breeding, dangerous wild animals), Street trading and markets , Charitable collections, Scrap metal or motor salvage operators, Caravan sites, Pleasure boats, Sex shops and sexual entertainment venues, Cosmetic piercing (registrations for tattooing, ear piercing, acupuncture), Houses of multiple occupation, petroleum storage certification, explosives licensing and safety of sports ground certification, Taxis, Pavement cafes.

Council contact information

East Riding of Yorkshire Council

<http://www2.eastriding.gov.uk/business/licences-and-registrations/>

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

email: licensing@eastriding.gov.uk

For cosmetic piercing and tattoo registrations, petroleum, explosive and safety of sports ground certification and licensing

please contact: health.safety@eastriding.gov.uk

For houses in multiple occupation licensing

please contact: private.sector.housing@eastriding.gov.uk

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.



Nuisance

Why you may need this service

If you cause or fail to deal with a nuisance problem created by the operation of your business then you could face legal action and a fine. The local authority could also restrict or stop your business activities.

Nuisance is any action or neglect which interferes with peoples use and enjoyment of land or property or could have a negative effect on health. There are 2 types of nuisance, common law and statutory nuisance. Examples of common law nuisance which businesses need to consider may include excessive noise, excessive artificial light, vermin, litter, dust and smoke.

Statutory nuisance is regulated through other council services or agencies e.g. noise from licensed premises.

How Councils can help your business

Your council can give advice on nuisance control matters, there are a number of requirements which need to be considered when running a business. They can help you identify which is relevant to your business and where to get appropriate information. This is particularly suitable if you are starting a business or thinking of moving your business to different premises. They can help you identify and comply with relevant legal requirements and support you in the development of good working practices. They provide limited general advice, but if you need help with developing procedures to control nuisance, you may need to speak to a professional.

What do they offer?

- Environmental Protection officers are available to support your business in complying with common law and statutory nuisance caused by noise, odour, dust, smoke and other nuisance
- They can provide information and guidance on whether any activities which you wish to carry out may cause a statutory nuisance.
- They can advise on measures you can take to control these activities
- They are statutory consultees for planning and licensing applications

Further information

Contact the appropriate council where your business is located:

East Riding of Yorkshire

<http://www2.eastriding.gov.uk/environment/pollution/>

Beverley, East Riding of Yorkshire, HU17 9BA

phone: (01482) 396301

email: customer.services@eastriding.gov.uk

Further Information

Department for Environment, Food and Rural Affairs (Gov.UK site)

<https://www.gov.uk/search?q=nuisance>



Planning

Why you may need this service

Many types of building work will require planning permission – such as relocation, new build, conversion or expansion of your business resulting in extension to buildings or site. It can also apply if you are wanting to use your premises for more and different activities. Some other examples may include the change of use of land or putting up adverts to promote your business.

How Councils can help your business

It is recommended that you contact your Local Council planning service before you submit a planning application to build, extend or convert a property to suit the needs of your business.

Pre-application advice can help identify any problems with your scheme before plans are submitted and may be able to give an indication of the likely outcome of your planning application.

The planning rules do vary from area to area so it is important you contact the council where your premises is located.

What do they offer?

- Advice on whether a planning application is necessary
- Checks on the permitted use of a premises
- Assistance in finding if existing planning permissions have conditions attached to them which may restrict their use
- Advice when you are considering new build, extensions to existing buildings or changes of use of land or buildings which typically would require planning permission
- Information to help businesses negotiate the planning process
- Consultation on planning applications with other statutory or non-statutory bodies
- Help with planning problems

Further information

Contact the local council where your business is located:

East Riding of Yorkshire

<http://www2.eastriding.gov.uk/environment/planning-and-building-control/>

Planing and Development Management, East Riding of Yorkshire Council,
County Hall, Beverley, HU17 9BA

phone: (01482) 393792 **email:** beverley.dc@eastriding.gov.uk

Appeals

If you want information on how to appeal against a planning decision go to:

<https://www.gov.uk/appeal-planning-decision>



Private Sector Housing

Why you may need this service

If you are an existing landlord or manage properties on behalf of a landlord or are inheriting a property to become a landlord, then there are several pieces of legislation relevant to the renting of properties which you will need to be aware of.

Landlords need to ensure their properties are safe, warm, secure and free from any serious hazards.

The Housing Act 2004 is the principal legislation with guidance issued under this Act detailing how hazards are assessed. Another important Act covers how tenants should be legally evicted.

How the Council can help your business

Council officers are authorised to inspect and assess any hazards within rented properties. They can take action ranging from informal advice to the issuing of legal notices to make the property safe. Officers will offer advice on how hazards are assessed and what corrective action must be taken or which are purely recommendations. Some multi occupied houses, commonly referred to as 'houses in multiple occupation' (HMO's) require to be licensed. Officers will liaise with the fire service on fire safety matters in multi occupied properties. You can contact the authority in which the rented property is located or visit the website below for more information to see if your property requires a licence..

Information is also provided on what must be given to tenants at the commencement of a tenancy, i.e., provision of smoke and/or carbon monoxide detectors and 'Right to rent' leaflets.

What do they offer?

- Advice and information on housing law.
- Distinguish between legal requirements and recommendations.
- What paper work and certification is legally required.
- Correct procedures to follow if you decide to evict your tenant to avoid illegal eviction and or harassment claims from your tenants.
- Information on good management practice, ongoing management requirements and advice.

Further information

East Riding of Yorkshire Council

<https://www2.eastriding.gov.uk/housing/private-housing-landlords/>

email: private.sector.housing@eastriding.gov.uk

Further information: **<https://www.gov.uk/browse/housing-local-services>**



Protection from pollution

Why you may need this service

Many business activities are carefully regulated to ensure they do not cause short or long term damage to the environment. To control pollution, councils and the Environment Agency regulate such activities.

Businesses who act in a socially and environmentally responsible way have found that this can positively affect profitability and the long term success of their business.

How Councils can help your business

Much of the 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 your water provider to ensure you know fully what it is you need to do to be compliant.

Councils can help you comply with relevant legal requirements and support you in the development of good working practices. They provide general advice and information which is particularly suitable if you are starting a business or thinking of moving your business to a different premises or area. Officers are available to support your business in complying with a wide range of environmental protection and pollution control legislation. However, the council will not be able to provide in-depth advice, advice that should be provided by a properly qualified legal adviser, or advice when formal action has been taken against you.

What do they offer?

Environmental Protection officers are available to support your business in complying with the relevant legislation relating to pollution control.

- They can advise on measures you can take to control such activities
- They can signpost towards appropriate trade organisations for qualified help
- They are statutory consultees for planning and licensing applications
- They can advise on energy savings
- Issue authorisations and permits for certain industrial processes.

Note: for pollution control in a watercourse you should contact the Environment Agency.

Further information

Contact the appropriate authority where your business is located:

East Riding of Yorkshire

<http://www2.eastriding.gov.uk/environment/pollution/>

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

phone: (01482) 396301

email: pollution.control@eastriding.gov.uk

Further Information

THE ENVIRONMENT AGENCY'S BUSINESS PAGES

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

POLLUTION PREVENTION GUIDANCE DOCS FROM THE ENVIRONMENT AGENCY

https://www.gov.uk/search?q=Pollution+prevention+guidance&filter_organisations%5B%5D=environment-agency

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.



Trading Standards

Why you may need this service

It is very important to your business that you stay legal and compliant with trading standards legislation, otherwise you could face criminal or civil legal action.

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. Compliance can also enhance your reputation as a business that has the interests of its customers at its heart.

How can the Trading Standards Service help your business?

Trading Standards Service understands it is very important businesses get things right first time to avoid wasted effort and additional costs. Based on this approach businesses are encouraged to contact Trading Standards Service who are willing to assist you with keeping your business compliant.

Trading Standards Service work towards promoting a fair and equitable trading environment and whilst supporting legitimate businesses will also target rogue traders. Their approach is “safeguarding consumers, supporting legitimate trade”

In respect to regulatory business advice you will need to contact your own TSS to find out which services are provided for free and which are charged for.

What do they offer?

- Comprehensive advice
- Published guidance to advise businesses on a variety of topics.
- Specialist trader advice
- Advice to businesses on the Consumer Rights
- Free, impartial legal guidance for businesses

Further information

Contact the appropriate Authority where your business is located:

East Riding of Yorkshire Council Trading Standards (Covering - Beverley, Bridlington, Goole, Pocklington and Skirlaugh)

<http://www2.eastriding.gov.uk/business/trading-standards/>

County Hall, Beverley, East Riding of Yorkshire, HU17 9BA

Phone: (01482) 393939 or (01482) 887700 and ask for a specific member of staff
email: customer.service@eastriding.gov.uk

Further Information

BUSINESS COMPANION

<https://www.businesscompanion.info/>

ONLINE AND DISTANCE SELLING FOR BUSINESSES

<https://www.gov.uk/online-and-distance-selling-for-businesses/overview>

THE NATIONAL MEASUREMENT AND REGULATION OFFICE

<https://www.gov.uk/government/organisations/national-measurement-and-regulation-office>



Next steps

Hopefully this eBook has helped you to get a better grip on regulations. But before we say goodbye we thought we'd offer you a few more places you can go for general business advice.

The National Business Support Helpline:

If you need some free advice for your business. Give the folk at the National Business Support Helpline a ring. Their advice is free, and the number is **0300 456 3565**

Articles, Experts and Events on How's Business

We've got stacks of useful articles, loads of trusted local experts and a great choice on networking events on How's Business so feel free to browse until your heart's content.