



think
Luton
think business

A guide to business regulations

What you need to know about regulations
to set up and achieve success in business

www.thinkluton.co.uk

LUTON
BOROUGH COUNCIL

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About this guide

Businesses who comply with regulations generally tend to grow and thrive. The aim of this guide is to provide a single source of information to encourage business growth by making business regulations easier to access and understand.

This guide provides a single point of contact for each regulatory service with free advice on complying with the law for businesses within Luton.

How compliance aids business growth

Regulations and standards are needed to win, sustain and grow business.

Compliance is achieved by identifying, understanding and conforming to accepted standards whether they are national or EU legislation or statutory codes.

Meeting requirements of regulations helps business grow because:

- it reduces the risk of something going wrong
- it reduces costs in the long term by avoiding expensive corrections, some of which might have to be undertaken in a very short time span when it is least convenient to businesses
- it reduces the burden on businesses by avoiding having to do more than you need to
- it protects and enhances business reputation
- it beats your competitors who may not be observing all the regulations
- it helps regulatory authorities to target their limited resources on businesses that do not follow the rules, creating a level playing field and promoting fair and safe business.

Luton's reputation as a good place to do business has been built on businesses providing quality products and services who have worked within regulations.

Remember, the regulatory services are there to help, advise and inform your business. They are qualified professionals in their respective fields and their expertise is a resource at your disposal.

Take advantage of the free regulatory services on offer to support the growth of your business.

Better Regulation Delivery Office (BRDO)

BRDO is an independent unit within the Department for Business, Innovation and Skills. Its aim is to see a simple and clear regulatory environment in which businesses have the confidence to invest and grow, and citizens and communities are properly protected. BRDO does this by ensuring the business voice is heard in the delivery of regulation and developing practical tools for regulators.

Luton Borough Council's enforcement policy has been designed in line with guidance from the Better Regulation Office. We aim to treat businesses fairly, work with individuals and businesses to help them to work within regulations and to prosper and grow in Luton. Any enforcement action taken will be proportionate to the scale and seriousness of the offence.

For more information please contact environmentalhealth@luton.gov.uk

Help with growing your business

The Council is committed to supporting local businesses to grow and thrive. The Economic Development Service is here to help you access a range of local business support and advice including how to start a new business, create effective marketing or business plans and accessing and raising finance.

We can also put you in touch with business support organisations and networks.

If you need help with any aspects of growing your business we are your first point of contact. We want to ensure you can take advantage of the town's growth and ongoing success.

Our bespoke package of support is completely confidential, free of charge and tailored to suit your business needs. Our **red carpet service** has been specially created to enable new and incoming businesses to hit the ground running by providing a range of support services and facilities in one single package.

We provide you with a single point of contact to help and support you to grow your business in Luton. Give us a call on **01582 547970**.

This booklet forms part of a information pack on services that support and advice on growing a business. To download the booklet on **Starting • Running • Growing your business** • go to the ThinkLuton website at www.thinkluton.co.uk or the business pages of the Council's website www.luton.gov.uk or email economicdevelopment@luton.gov.uk

We are here to help your business thrive and grow



Please give the regulatory services a call – we are here to help support the growth of your business

Checklist: A guide to business regulations

A quick checklist to ensure you have contacted the relevant regulator if your business is involved with any of the following:

- for advice on planning permission, displaying external adverts, relocating to new premises, extending, altering, using your business premises for more and/or different activities, contact **Development Control**
- if your work involves the erection, extension or alteration of a building, contact **Building Control** for guidance
- to make sure you are operating in a safe and fair trading environment, contact the **Trading Standards Service**
- to find out if you need a licence to operate your business, contact the **Licensing Service**
- thinking of starting a food business? You need to follow all the correct rules and regulations; the **Food and Safety** team can help
- to protect people from harm at work, contact the **Health and Safety** team
- to find out about commercial waste collection and recycling, contact **Engineering and Street Services**
- if your business has the potential to pollute the atmosphere, land or water, create noise or odour, dust or smoke, you need to ensure your business has been issued with a permit from **Environment Health**
- have you made sure your business complies with the Fire Safety laws? Contact the **Bedfordshire Fire and Rescue Service**
- when you start working for yourself, you need to inform the **HM Revenue and Customs**
- if you are taking on employees for the first time, it is highly advisable you have the necessary policies and procedures in place. For help please contact **Human Resources**
- a robust plan for business continuity is advisable to ensure your business keeps operating in case of unforeseen circumstances. For help contact the **Civil Protection Unit**.



A:

Part A: Planning regulations

The planning system controls and guides the use of land and the design of buildings. As a business you need to ensure you are working within the rules if you are considering:

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

You may need to apply for planning consent.

What to do?

Before you do anything you should contact the Council's Planning Service. Planning advice is recommended before you submit a planning application. Good pre-application advice can help identify any problems with the scheme before your application is submitted, and give an indication of the likely outcome.

General information on whether your proposal requires planning permission can be found on the planning portal www.planningportal.gov.uk. Take some time to explore the planning portal and the Council's web pages.

For more information contact:

Development Control

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire, LU1 2BQ

Tel: **01582 546317** Email: developmentcontrol@luton.gov.uk

Website: www.luton.gov.uk and search for **Development Control**

Issues to consider

- A planning application is not always 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 temporary use or considering working from home.
- Remember that planning controls do not only apply to the use of buildings; they also cover physical alterations to the premises 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 such as restrictions on the use and/or hours of operation.
- Display of adverts is controlled by your local Planning Department. Any signage with illumination will need consent.
- There is a right of appeal against refusal of planning applications and non-determination of planning applications.
- The Planning Department can take enforcement action against unauthorised development which could result in prosecution, so it is always safer to ask first.

Further guidance

Planning portal www.planningportal.gov.uk

Department for Communities and Local Government – Planning permission: a guide for business www.gov.uk/planning-permission-a-guide-for-business

Part B: Building regulations

B:

All building work must have building regulation approval.

For example, if the work involves the erection, extension or alteration of a building, it is likely you will need to apply to the Council for building regulation approval.

Building regulations define what is meant by building work and set out the minimum standards of design and construction.

Building regulations exist to ensure buildings are designed and constructed in accordance with the Government's national standards which:

- safeguard the health and safety of people in and around buildings
- promote energy conservation
- provide for access and facilities for building users.

Remember building regulations approval is separate from planning permission and you may need to get both.



For more information contact:

Building Control

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Tel: **01582 546607**

Email: build.control@luton.gov.uk

Website: www.luton.gov.uk and search for **Building Control**

Further guidance

Before you begin any building work you must check to see if you need to submit a building regulation application. Check to see if you need planning permission on www.planningportal.gov.uk

To find out how to submit an application for building regulation approval see www.luton.gov.uk and search for 'How to submit a building regulation application'

Site safety

www.hse.gov.uk/construction

Local Authority Building Control information

www.labc.uk.com

Find a structural engineer

www.findanengineer.com

Find an architect

www.architecture.com

Find a surveyor

www.ricsfirms.com

Part C: Trading standards

C:

The Trading Standards Service exists to ensure a safe and fair trading environment. This is achieved by carrying out risk assessed intelligence led enforcement and providing compliance advice for traders.

There are over 70 Acts of Parliament and 2500 sets of regulations which may impact on your business. We recommend you look at www.everythingregulation.org.uk which contains a huge amount of information relating to all trade sectors.

Overleaf are some main areas you need to think about as a business.

We reserve the right to take enforcement action to those businesses that will not work with us to comply or actively seek to break the law.

The law concerning trade can be complex we are happy to help. If you need further clarification or help please contact us.



For more information contact:

Trading Standards

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Tel: **01582 547262**

Email: **Tradingstandards@luton.gov.uk**

Website: **www.luton.gov.uk** and search for **Trading Standards**

Issues to consider

- The law gives consumers rights and protections. Contracts must be fair and you cannot exclude statutory rights; if you do the contract may be unenforceable.
- Some selling methods require you to give consumers certain information and cooling off periods during which they can cancel the contract.
- Generally for civil law breaches we signpost consumers to sources of advice.
- We enforce the law concerning weights and measures which can be complex. If you are going to sell by units of measurement, please ask us for advice.
- All goods and services must be as described and meet any standards for safety, quality or composition set out by law.
- You must not give any misleading information concerning your product. To do so is a criminal offence.
- If you provide any form of credit or credit related services you will need a licence issued by the Office of Fair Trading.
- You must not breach anyone else's trade mark or copyright; to do so is a serious criminal offence.
- If you sell age restricted goods such as tobacco, alcohol, fireworks, DVDs and games, knives, aerosol paint or solvent, the law is very strict. Please seek advice at an early stage.

Further guidance

Trading Standards Institute **www.tradingstandards.gov.uk**

Find a Reputable Trader, Buy With Confidence **www.buywithconfidence.gov.uk**

Part D: Licensing

D:

The Council deals with the licensing and regulation of a range of activities, premises and vehicles in Luton. Some licenses are required by law nationally.

As a business it is essential for you to find out whether your business activity requires a licence so that you operate lawfully and avoid enforcement action being taken against you.

Licences, permits and registrations include:

acupuncture, tattooing, piercing and/or electrolysis licences	motor salvage operator registration
alcohol, entertainment, club premises certificate, gambling and lottery licences	petroleum licence
animal welfare licensing and movement, pet shops and zoos	premises for civil marriage and civil partnership approval
building and construction licences	premises licence
busking	retail and fire safety licences
cooling tower and evaporative condensers notification	scrap metal registration
food business registration and application for food premises	sports ground safety certificate
highway projection licence	street café licences
housing in multiple occupation licence	taxi and minicab licences
leisure licences	temporary events notice
market stall rental	weighbridges

For more information contact:

Licensing Service

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Tel: **01582 546040**

Email: licensing@luton.gov.uk

Web: www.luton.gov.uk and search for **Licenses**

How it works

Different types of licences have separate application forms and there are separate procedures for each type of licence. Sometimes, consultations may need to take place with various organisations including the Fire and Rescue Service, Police, DVLA, Disclosure and Barring Service (formerly CRB) and the local Planning and Environmental Health services to check suitability of an applicant to hold a licence.

Further guidance

Licences and licence applications

www.gov.uk/browse/business/licences

Licence finder

www.gov.uk search for 'licence-finder'

Information on the Licensing Act 2003 **www.luton.gov.uk** and search for 'licences'

Part E: Food safety

E:

If you produce, sell or store food and drink, you may be classed as a food business and must register with your local authority food safety team before you open for trade.

Food businesses must have adequate facilities for cleaning, must be kept clean and maintained in good condition. Food must be handled hygienically at all stages of production and cross contamination of ready to eat food must be prevented. High risk food must be kept under strict temperature control.

Food handlers must be trained in food hygiene, maintain a high standard of personal hygiene, and wear appropriate protective over-clothing.

Food businesses must have a written food safety management system such as the Food Standards Agency's Safer Food Better Business Scheme.

When your business is up and running, you may want to ask Luton Borough Council about the food hygiene rating scheme. As part of the scheme, food safety officers award a hygiene rating following a routine hygiene inspection. Hygiene scores are available on the website (see details below).

Food Safety officers carry out routine inspections of food businesses in Luton and award each a rating which is displayed as part of the national food hygiene rating scheme.

We also enforce food standards legislation including the labelling and composition of food, investigate complaints relating to food and food businesses and investigate occurrences of food borne illness in Luton.

We are here to help and support your business on legal compliance with food hygiene regulations. Please contact us for help and guidance.

For more information contact:

Food and Safety Team

Business and Consumer Services, Town Hall, Luton, Bedfordshire, LU1 2BQ

Telephone: **01582 510330**

Email : **environmenthealth@luton.gov.uk**

Website: **www.luton.gov.uk/food**

Further guidance

Food Standards Agency **www.food.gov.uk**

Food hygiene ratings **http://ratings.food.gov.uk/**

Chartered Institute of Environmental Health **www.cieh.org**

F: **Part F: Health and safety**

Health and safety law protects people from harm at work and can save your business time and money.

Enforcement of health and safety law is split between the Health and Safety Executive (HSE) and Luton Borough Council's Food and Safety team.

The Council's Food and Safety Team enforces health and safety law in businesses involved in retail, wholesale distribution, warehousing, hotels, catering premises, offices, and the consumer/leisure industries.

The HSE covers other workplaces including building sites, car repair, chemical plants, healthcare, dry cleaners, fairgrounds, farms, factories, garages, mines, printers, quarries, railways, engineering workshops and educational establishments.

You can obtain help and advice from the Council's team. Officers are pleased to discuss your health and safety concerns and explore the guidance produced by the HSE and by the Institution of Occupational Safety and Health (IOSH).

As part of the service we also provide accredited training.

The Council's Food and Safety team is a Chartered Institute of Environmental Health (CIEH) approved centre for health and safety training and runs the Level 2 Award in Health and Safety in the Workplace and Level 2 Award in Principles of Risk Assessment.

Attendees on these informative and interactive one-day courses are tutored by experienced officers from the Health and Safety team. For details please see the Council's website.



For more information contact:

Food and Safety

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire, LU1 2BQ

Telephone: **01582 510330**

Email: Environmentalhealth@luton.gov.uk

Website: www.luton.gov.uk/healthandsafety

Issues to consider

- If you employ workers you are responsible for their health, safety and welfare.
- You must produce a health and safety policy which sets out what you need to achieve in terms of health and safety, together with the organisational arrangements you intend to put in place to effectively implement your policy.
- Risk assessment is central to all parts of health and safety and you must assess the risks at your workplace and work activities. Without a risk assessment, you will not be able to decide exactly what precautions are needed to reduce the risks to workers and others who are not in your employment, such as customers.
- If you employ 5 or more employees you must have a written health and safety policy and risk assessments. You should communicate the information in these documents to your employees.
- Employer's liability insurance is necessary if you employ someone and you should make the certificate available.
- You must 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 Books.

Further guidance

The HSE website provides tools, downloads and easy guides to those who want to know what to do to comply with Health and Safety law and manage health and safety in their business www.hse.gov.uk

The Institution of Occupational Safety and Health (IOSH) www.iosh.co.uk

G: Part G: Waste

As a business you have a legal responsibility to ensure you produce, store, transport and dispose of your business waste without harming the environment. You have a duty of care which you need to ensure you meet.

The duty of care is a law which says businesses must take all reasonable steps to keep waste safe. Waste must be stored safely and securely and must not cause pollution to people or the environment. The waste must be packaged in suitable containers so it cannot fall out, blow away or escape from the receptacle. It must be secured against unauthorised removal as far as is reasonably practical. Security should be sufficient to prevent the breaking open of containers and removal of waste by vandals, thieves, animals, accident or weather.

Businesses must ensure the person removing the waste is either from a local authority or a licensed waste collection company; they will be authorised to remove waste and transport and dispose of it safely.

Businesses must provide a written description of the waste to the person who removes it. This is known as a waste transfer note and must be completed by both persons involved in the transfer.

For further information on the Environmental Protection Act 1990 and the legal observations of businesses under the duty of care regulations see www.legislation.gov.uk

Business rates do not cover the removal of waste from business premises. A commercial waste collection service can cost very little. Contact us for a competitive price or for further guidance.

For more information contact:

Engineering and Street Services, Central Depot, Kingsway, Luton, Bedfordshire, LU4 8AU

Tel: **01582 546863/546812**

Email: tradewaste@luton.gov.uk

Web: www.luton.gov.uk and search for 'commercial waste'



Further guidance

Her Majesty's Stationery Office for general advice re latest business news/documents
www.hmsso.gov.uk

Government overview on some basic waste advice
www.gov.uk/managing-your-waste-an-overview

Environment Agency site for all waste advice
www.netregs.gov.uk

Advice and guidance on specific waste or waste orientated queries
www.environment-agency.gov.uk/business

Industry web-based site for general updates and legislation
www.letsrecycle.com/business/legislation

Green Business Network
www.gbn-bedfordshire.org.uk

H: **Part H: Protection from pollution and nuisance**

If you run or are thinking of running a business with the potential to pollute the atmosphere, land or water (for example dry cleaning and vehicle respraying), you need a permit from the Council or the Environment Agency. A list of activities that require a permit is available from the Council's website.

The Environmental Permitting Regulations 2010 set out business activities that require a permit; operating such a business without a permit is an offence and can lead to prosecution. The Environmental Protection Team issues permits under the Local Authority Pollution Prevention and Control (LAPPC) regime and is responsible for ensuring that businesses comply with their permits through regular inspections.

The Council's Environmental Protection Team is responsible for the control of pollution and noise throughout the borough of Luton; this includes noise and odour from hot food premises, dust, smoke and noise from demolition and construction sites, as well as noise from licensed premises such as pubs, bars and nightclubs.

For further information please visit the Council's website or contact the Environmental Protection Team.



For more information contact:

Environmental Protection

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Tel: **01582 510330**

Email: environmentalhealth@luton.gov.uk

Web: www.luton.gov.uk and search for **Environmental Health**

Issues to consider

- Littering the environment - please be aware of the duty of care under the waste guidance in part I.
- Ensure your site is free from vermin; seek advice from the Council on the control of pests if necessary.
- Avoid or minimise noise activity, particularly at night.
- Odour nuisances - you may need to demonstrate to your local authority you have taken effective measures to prevent odour nuisance.
- It is important to avoid creating a nuisance and/or pollution to prevent the Council restricting or stopping your business activities and/or taking legal action against you.

Further guidance

Department for Environment Food and Rural Affairs www.defra.gov.uk

Environment Agency www.environment-agency.gov.uk

Institute of Acoustics - professional body for those working in acoustics, noise and vibration www.ioa.org.uk

Air pollution www.luton.gov.uk/Airpollution

Noise www.luton.gov.uk/Noise

I:

Part I: Fire safety

As an employer, self-employed with premises, owner, landlord or occupier of business or other non-domestic premises, you are responsible for fire safety and known as the 'responsible person'. The responsibility also lies with those responsible for buildings with public access and contractors who have control over any premises.

As the responsible person, there are certain things you must do by law under the Fire Safety Order, which is enforced by your local fire and rescue authority. It is necessary to carry out a fire risk assessment to ensure legal requirements are met.

Fire risk assessments are at the heart of the legislation and required in writing where:

- 5 or more persons are employed
- premises are licensed
- there are significant findings.

Legislation puts the onus on businesses to assess themselves and the Bedfordshire Fire and Rescue Service is there to give advice.

The Bedfordshire Fire and Rescue Service (BLFRS) will help you to comply with the Regulatory Reform (Fire Safety) Order 2005, to understand what is expected of you as a business, and what a business should expect from BLFRS. BLFRS will help distinguish between statutory requirements and advice or guidance about what is desirable but not compulsory to meet the legislation.



Read it • Follow it • See your business grow

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think business

For more information contact:

Bedfordshire Fire and Rescue Service

Southfields Road, Kempston, Bedford MK42 7NR

Telephone: **01234 845000**

E-mail: fire-safety@bedsfire.com

Website: www.bedsfire.com



Protecting your business

- Fit a fire alarm to provide early warning in case of fire.
- Keep escape routes clear of obstructions and things that can burn.
- Keep fire exits unlocked.
- Never wedge open a fire door or remove a door closing device.
- Enclose staircases with fire resisting construction to ensure all exit routes are safe.
- Plan for business continuity (see Part L) - it is an unfortunate fact that 80 per cent of premises suffering a serious fire never fully recover.
- The Fire and Rescue Service may inspect your premises as part of its responsibility to enforce the law.

Further guidance

Bedfordshire Fire and Rescue Service
www.bedsfire.com

Fire safety in the workplace
www.gov.uk search for 'Fire safety in the workplace'

Making your premises safe from fire
www.gov.uk – search for 'short guide to making your premises safe from fire'

Part J: HM Revenue and Customs

J:

When you start working for yourself, you need to inform the HM Revenue and Customs (HMRC) as a soon as you start self-employment. You are considered as self-employed when you have something to sell and either have a customer for your goods/services or you are actively marketing your business.

To register with HMRC all you have to do is visit www.gov.uk/new-business-register-for-tax.

If you're starting a limited company, you need to register with Companies House first. Companies House will inform HMRC who will then send you an introductory pack that includes form CT41G (new company details). Please complete this form to let HMRC know you have started in business.

If you are not sure whether you qualify as self-employed visit www.gov.uk/business-legal-structures/overview for more information.

If you are unemployed and/or a registered job seeker and you start working for yourself, don't forget to tell the Jobcentre that you've started working for yourself.

There's also a helpful guide on what you need to do when you start up a business as a self-employed person - www.hmrc.gov.uk/startingup - it covers important issues such as income tax, national insurance and record keeping.

When you set up a business it is very important you set up a record keeping system and keep all records and supporting documents for the required length of time.

HMRC can also help you understand your tax responsibilities.

For more information contact:

Luton Tax Office - HMRC Luton - Inland Revenue
King House, George Street West, Luton LU1 2DZ
Telephone: **0844 474 0101**

Further guidance

HMRC home page

www.hmrc.gov.uk

Business and self-employed

www.gov.uk and search for 'business and self-employed'

Keeping records for business

www.hmrc.gov.uk and search for 'Tax help factsheets'

Self assessment

www.hmrc.gov.uk and search for 'Self assessment'

Business Tax Dashboard - an online service that enables you to see your business's overall tax position in one view across PAYE for employers

www.hmrc.gov.uk and search for 'Tax Dashboard'

Tax, PAYE, NI and stamp taxes

www.hmrc.gov.uk and search for 'tax'

VAT – do you need to register for VAT?

www.hmrc.gov.uk and search for 'VAT'

Home Business Guide

www.gov.uk and search for 'Guide to Starting and Growing a Business from Home'

Help with Starting a business

www.hmrc.gov.uk and search for 'Starting a business'

Government research and analysis - Make business your business: supporting the start-up and development of small business

www.gov.uk and search for 'Make business your business'

Part K: Employing people

K:

One of the most valuable assets of a business is its people. If you are thinking of taking on employees for the first time, it is highly advisable you have the necessary policies and procedures in place from the beginning.

As a business you need to be aware of employment law which is broad and found in various acts and regulations. You need to be aware of issues around recruiting staff, contracts of employment, policies, redundancies, payroll, pensions, statutory leave and time off work, trade unions and worker's rights etc.

As a business you need to inform Her Majesty's Revenue and Customs (HMRC) if you employ someone to help you with your business. Look in HMRC website (contact details below) for guidance on how to register as an employer.

You can access help and support on employment issues from a number of other avenues including the Council's Think Business TimeBank Service where you can access up to one hour of free advice from a list of approved suppliers. For more information contact the Council's Economic Development team **01582 547970** or email economicdevelopment@luton.gov.uk

For further help with employment issues, Luton Borough Council's Human Resources Team can help you (at a cost). In addition to the areas outlined above, they can support you on:

- bespoke policies and procedures
- disclosure and barring services (formerly Criminal Records Bureau)
- employment law
- occupational health services
- ongoing professional support via email, telephone and/or face-to-face.

For more information contact

Human Resources Service

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Willy White, HR Manager on **01582 546167**, email: willy.white@luton.gov.uk

Further guidance

Guide explaining what you need to know as a new employer
www.hmrc.gov.uk and search for 'new-employer getting started'

Help and support for a new employer
www.hmrc.gov.uk and search for 'help and support for businesses'

How to register as an employer
www.hmrc.gov.uk and search for 'How to register as an employer'

Employing people
www.gov.uk and search for 'employing people'

Free tools and resources to help employers
www.hmrc.gov.uk and search for 'employers'

Employing staff
www.smallbusiness.co.uk and search for 'employing-staff'

Resources for your business
www.lutonboroughcouncil.startupdonut.co.uk

Part L: Business continuity

L:

Any incident whether natural, accidental or deliberate, large or small may result in disruption to your business. You may suffer loss of income, customers, reputation or even failure to operate your business altogether.

It is therefore advisable to plan for business continuity.

Priorities for every business are different. A small business continuity plan can be as straightforward as storing copies of key business information away from the workplace in a secure location. Bigger companies may need more planning.

The Council has an obligation to provide business continuity advice to local businesses and to the voluntary sector.

Even though business continuity management systems are not a legal requirement, a robust plan for business continuity is advisable to ensure your business keeps operating in case of unforeseen circumstances.

An effective business continuity plan may also assist your business with the procurement of public sector contracts. Local authorities have a responsibility to ensure their key suppliers have good resilience to ensure a resilient supply chain.



For more information contact:

Civil Protection Unit

Luton Borough Council, Town Hall, George Street, Luton, Bedfordshire LU1 2BQ

Tel: **01582 547240; 07818 013195**

Email: continuity@luton.gov.uk

Web: www.luton.gov.uk and search for **business continuity**

Before ignoring the information above consider ...

Buncefield Oil Storage Depot (Hertfordshire) fire - businesses could not access their sites even when buildings were not damaged. Around 25,000 employees were unable to work or were working from alternative locations. Six buildings were designated for demolition and 30 more required major repairs before they could be reoccupied. Many businesses were underinsured or inappropriately insured. Total cost to businesses was £1 billion (SDPL report).

A flu pandemic - is likely to reduce your workforce by up to 50 per cent for prolonged periods (Department of Health).

Further guidance

Prepare your business

www.bllrf.org.uk

Create your plan

www.bllrf.org.uk and search with 'create your plan'

Disclaimer

This publication aims to provide a single source of information on support service options for businesses in Luton. The support services and other sources mentioned here are based on information available to Luton Borough Council at the date of publication. All efforts have been made to include as many relevant support services and other sources as possible. Any support services or other sources excluded from the list are not intentional on the part of Luton Borough Council or the author.

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think
Luton
think business

A guide to business regulations

This document aims to provide businesses in Luton with a single point of contact to regulatory services. For more information or help with your businesses contact:

Economic Development
Luton Borough Council

Town Hall
Luton LU1 2BQ

Tel: **01582 547970**

Email: economicdevelopment@luton.gov.uk

Website: www.thinkluton.co.uk; www.luton.gov.uk

This publication forms part of a pack with **Starting • Running • Growing your business** • designed to introduce businesses to the range of support services available to help grow your business.

Copies of the full pack can be downloaded from the **ThinkLuton** website at www.thinkluton.co.uk