



BUSINESS PLANNING, ACCESS TO FINANCE AND EXPORTING

How we can help your business?

Business planning and accessing available finance are areas where small businesses often require assistance. We believe that small businesses are the engine of the UK economy. Yet their size means they often lack the financial expertise needed to get off the ground, raise finance, create jobs and grow, and find new markets overseas.

There are a lot of grants and loan systems available to help businesses and it is worth speaking to your local Growth Hub or local authority Economic Development team to find out what you could get.

The Signpost2Grow growth hub can help your business access a range of business support services, local and national, from hundreds of sources. The hub's service is free and impartial and exists to help you access grants, finance, start-up support,

expert advice, apprenticeships, coaching, digital support and much more. The service is open to all from start-ups to established companies.

The Department of International Trade (DIT) provide support for exporting to all sizes of business. They also support businesses involved in tourism to the UK.

Local Authority Economic Development Contacts

Email

jo.evans@eastcambs.gov.uk
rebecca.findlay@eastcambs.gov.uk
martin.smith@eastcambs.gov.uk
mrobinson@fenland.gov.uk
vwhittingstall@fenland.gov.uk
jwingfield@fenland.gov.uk
Susan.Bedlow@huntingdonshire.gov.uk
Tom.hennessy@opportunitypeterborough.co.uk
Ann.wardle@opportunitypeterborough.co.uk
Johanna.Davies@scambs.gov.uk

District

East Cambs
East Cambs
East Cambs
Fenland
Fenland
Fenland
Hunts DC
Peterborough
Peterborough
South Cambs

National Business Helpline

Telephone: 0300 456 3565

Email: enquiries@businesssupporthelpline.org

Growth Hub

Website: www.signpost2grow.co.uk

Email: hello@signpost2grow.co.uk

Department of International Trade (DIT)

Telephone: 01707 398 398

Website: www.great.gov.uk

Email: eastinfo@mobile.trade.gov.uk



**Better Business
for All**



HM Government

signpost2grow
|



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**



BUSINESS CONTINUITY AND RESILIENCE

How we can help your business?

Resilience is the combination of Emergency Planning and Business Continuity. Local Authorities have a duty to promote Business Continuity to the community they serve. We provide support, guidance and expertise for businesses to prepare for, respond to and recover from emergencies and business disruptions. We work in collaboration with the emergency services and other partners in the Cambridgeshire & Peterborough Resilience Forum.

80% of businesses who do not have a Business Continuity Plan do not survive a major disruption to their operation.

Resilience Contacts

Cambridgeshire & Peterborough Local Resilience Forum,
Cambridgeshire Fire and Rescue Service
E-mail: jane.ashwell@cambsfire.gov.uk
Telephone: 07715 076 679



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

**PRIMARY
AUTHORITY**



ENVIRONMENTAL PROTECTION

How we can help your business?

We give advice on environmental protection and pollution control matters.

There are several environmental protection and pollution control requirements which need to be considered when running a business. We can help you identify which is relevant to your business and where to get appropriate information.

We can help you comply with relevant legal requirements and support you in the development of good working practices: we provide advice, information and, where appropriate, carry out advisory visits. This is particularly suitable if you are starting a business or thinking of moving your business to different premises. Industrial premises operating certain processes require a permit to control their environmental impacts and we can help you with advice and guidance on this.

Local Authority Economic Development Contacts

Peterborough:

<https://www.peterborough.gov.uk/forms/general-enquiry-form/>

<https://www.peterborough.gov.uk/business/environmental-health/>

Fenland:

envhealth@fenland.gov.uk

<https://www.fenland.gov.uk/environmentalhealth>

East Cambridgeshire DC

EnvironmentalHealth@eastcambs.gov.uk

<https://www.eastcambs.gov.uk/content/environmental-services>

Cambridge City

commercial@cambridge.gov.uk

<https://www.cambridge.gov.uk/contact-us>

South Cambridgeshire DC

env.health@scambs.gov.uk

<https://www.scambs.gov.uk/environment/>

Huntingdonshire DC

environmental.health@huntingdonshire.gov.uk

www.huntingdonshire.gov.uk/environmental-issues/contact-us-environmental-health/



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

**PRIMARY
AUTHORITY**

COMMERCIAL WASTE ONLY

or more inc

COMMERCIAL WASTE

How we can help your business?

Waste laws place a duty of care on all businesses, regardless of size, to manage and dispose of their waste responsibly.

We offer a full commercial recycling and waste collection service to all businesses.

The council provides an excellent, reliable and competitively priced service commercial recycling and waste collection service.

We also provide free information and guidance to help maintain your business compliance with current waste legislation. We give advice on commercial waste and your duty of care.

Local Authority Economic Development Contacts

Peterborough:

<https://www.peterborough.gov.uk/forms/general-enquiry-form/>

<https://www.peterborough.gov.uk/business/business-waste/>

Fenland

<https://www.fenland.gov.uk/article/10919/Commercial-Trade-Waste-enquiry>

<https://www.fenland.gov.uk/tradewaste>

East Cambridgeshire DC

customerservices@eastcambs.gov.uk

<https://www.eastcambs.gov.uk/waste/business-waste>

Cambridge City

wasteandstreets@cambridge.gov.uk

<https://www.cambridge.gov.uk/commercial-waste>

South Cambridgeshire DC

trade@scambs.gov.uk

<https://www.scambs.gov.uk/bins/commercial-waste-and-recycling-collection-service/>

Huntingdonshire DC

mail@huntingdonshire.gov.uk

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

Further information

The Environment Agency: <http://www.environment-agency.gov.uk/>

Gov.uk – www.gov.uk

Contact your local council



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**



FIRE SAFETY

How we can help your business?

The Regulatory Reform (Fire Safety) Order 2005 (FSO) covers virtually every type of building, structure and open space: a major exception being single private dwellings, including individual flats in a block or house.

Responsibility for fire safety lies with the Responsible Person, who may be the employer, a self-employed occupier of premises, those responsible for buildings with public access and any person who exercises a degree of control over premises that fall within the FSO. Those with duties under the FSO include persons with responsibilities for maintenance and repair, or safety of any premises by way of a contract or tenancy. Responsible persons and duty holders have a legal obligation, within the scope of their responsibilities, to ensure the safety of those persons using their premises, or who are in the immediate

vicinity, who may be at risk should a fire occur.

In order to meet the legal requirements, mitigate the effect of a fire and safeguard those affected it is necessary to carry out a fire risk assessment. Guidance explaining how to conduct a fire risk assessment is available from <http://www.cambsfire.gov.uk/business-safety-391.aspx>

A fire risk assessment for small to medium sized premises would not normally be expected to be complex. The following gives some tips on areas for consideration: Read through the guidance available before completing your fire risk assessment. Our website will provide you with advice and guidance on making your premises safe from fire and covers all the relevant steps to achieve this for most types of smaller premises and is available on our website.

We run regular 'Free Fire Safety Business Seminars' to help businesses better understand and conform to fire safety legislation relevant to their trade and the premises in which they operate. To book your place on a business seminar click here: <http://www.cambsfire.gov.uk/free-fire-safety-561.aspx>

It could be useful to consult your insurers who may require enhanced fire safety provision in your premises, or in some cases may offer discounts in consequence of existing provision.

Consider business continuity when completing your fire risk assessment. It is an unfortunate fact that 80% of premises suffering a serious fire never fully recover.

Your premises may require a fire safety audit, which will either be programmed in advance in accordance with our risk based audit programme, following a fire or a concern brought to our attention. The audit will give a good opportunity to seek confirmation and advice regarding all aspects of fire safety compliance.

Further information and guidance

Peterborough:

Fire Protection Policy Team:

fireprotectionpolicy@cambsfire.gov.uk

For Cambridge City, East Cambridgeshire and South Cambridgeshire:

fireprotectionsouth@cambsfire.gov.uk

For Peterborough City, Huntingdonshire and Fenland:

fireprotectionnorth@cambsfire.gov.uk

General enquiries:

Telephone: 01480 444500

Email: growthhubenquiry@cambsfire.gov.uk

Guidance explaining how to conduct a fire risk assessment is available from the gov.uk website and can be downloaded free of charge:

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



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH**
COMBINED AUTHORITY

**PRIMARY
AUTHORITY**



FOOD SAFETY

How we can help your business?

Advice and information on food safety law.

Where appropriate, we can make an advisory visit to your business premises.

We help you to comply with the law and support you in the development of good practice.

We work closely with food manufacturers who have to be formally approved by the council before they can sell food to retail shops and supermarkets.

We can advise on labelling requirements.

Local Authority Contacts

Peterborough:

<https://www.peterborough.gov.uk/forms/general-enquiry-form/>

<https://www.peterborough.gov.uk/business/environmental-health/>

Fenland

envhealth@fenland.gov.uk

<https://www.fenland.gov.uk/environmentalhealth>

East Cambridgeshire DC

EnvironmentalHealth@eastcambs.gov.uk

<https://www.eastcambs.gov.uk/content/>

Cambridge City

commercial@cambridge.gov.uk

<https://www.cambridge.gov.uk/contact-us>

South Cambridgeshire DC

env.health@scambs.gov.uk

<https://www.scambs.gov.uk/environment/>

Huntingdonshire DC

environmental.health@huntingdonshire.gov.uk

www.huntingdonshire.gov.uk/environmental-issues/contact-us-environmental-health/

Web

<https://www.food.gov.uk/business-guidance/registering-and-managing-a-food-business>

<https://www.food.gov.uk/business-guidance/safer-food-better-business>

<https://www.gov.uk/food-business-registration> <https://www.food.gov.uk/business-guidance/hygiene-requirements-for-your-business#training>

Further information

The Food Standards Agency: <http://www.food.gov.uk/>

National Food Hygiene Rating Scheme: <http://ratings.food.gov.uk/>

Safer Food Better Business Pack: <http://www.food.gov.uk/business-industry/caterers/sfbb/>

Food Standards Agency (FSA): <http://www.food.gov.uk/businessindustry/>



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**



HEALTH AND SAFETY

How we can help your business?

Local authorities cover Health and Safety in shops, offices, hairdressers, cinemas, hotels, leisure activities, warehouses, tyre and exhaust centres, consumer services, e.g. launderettes, churches, banks, beauty parlours, residential care homes. HSE cover Health and Safety in other businesses.

There are a number of health and safety requirements which need to be considered when running a business, but for most businesses it is not complicated. You work out what risks you have and then put in a plan to manage them.

We can help you identify which regulation is relevant to your business and where to get appropriate information.

We offer advisory visits which are particularly suitable if you are starting a new

business, thinking of moving your business to different premises or introducing new work activities.

We can give advice on what you need to know about health and safety, and assist you in complying with the legislation.

All businesses are covered by the same main Health and Safety Act but depending upon the complexity and type of business a variety of differing regulations may apply. Local Authorities and the Health & Safety Executive (HSE) are responsible for enforcing Health & Safety Legislation within workplaces. The main activity of your business will determine which of these bodies regulates your business. HSE are responsible for manufacturing businesses.

Local Authority Contacts

Peterborough:

<https://www.peterborough.gov.uk/forms/general-enquiry-form/>

<https://www.peterborough.gov.uk/business/environmental-health/>

Fenland

envhealth@fenland.gov.uk

<https://www.fenland.gov.uk/environmentalhealth>

East Cambridgeshire DC

EnvironmentalHealth@eastcambs.gov.uk

<https://www.eastcambs.gov.uk/content/>

Cambridge City

commercial@cambridge.gov.uk

<https://www.cambridge.gov.uk/contact-us>

South Cambridgeshire DC

env.health@scambs.gov.uk

<https://www.scambs.gov.uk/environment/>

Huntingdonshire DC

environmental.health@huntingdonshire.gov.uk

www.huntingdonshire.gov.uk/environmental-issues/contact-us-environmental-health/

Further information

Health and Safety Toolbox: <http://www.hse.gov.uk/toolbox/index.htm>

The Health & Safety Executive: <http://www.hse.gov.uk/>



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**



LICENSING

How we can help your business?

A number of licensing requirements may need to be considered when running a business. We can help you identify what might be relevant to your business and where to get appropriate information. We can also assist you in completing and submitting your licence application and complying with relevant legal requirements.

If your business involves any of the following, please contact us: Alcohol and entertainment (personal and premises), 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 (tattooing, ear piercing, acupuncture).

Advisory visits which are particularly useful if you are starting a new business, thinking of moving your business to different premises or introducing activities which may be licensable.

Online applications are also possible via the website.

Local Authority Contacts

Peterborough:

<https://www.peterborough.gov.uk/forms/general-enquiry-form/>

<https://www.peterborough.gov.uk/business/licences-and-permits/>

Fenland

<https://fenland.gov.uk/licensing>

licencing@Fenland.gov.uk

East Cambridgeshire DC

Licensing@eastcambs.gov.uk

<https://www.eastcambs.gov.uk/licensing/licences-permits-registration>

Cambridge City

commercial@cambridge.gov.uk

<https://www.cambridge.gov.uk/contact-us>

South Cambridgeshire DC

licensing@scambs.gov.uk

<https://www.scambs.gov.uk/licensing/>

Huntingdonshire DC

licensing@huntingdonshire.gov.uk

<http://www.huntingdonshire.gov.uk/licensing/contact-us-licensing/>

Further information

Home Office: www.gov.uk/browse/business/licences



**Better Business
for All**



HM Government

signpost2grow
|



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**



TRADING STANDARDS

How we can help your business?

Trading Standards cover an enormous breadth of legislation, ranging from product safety to food labelling/composition, from weights and measures to terms and conditions.

We understand that the range of legislation we cover is complex and can be difficult for business to navigate.

Cambridgeshire and Peterborough Trading Standards are committed to supporting businesses, helping them to get things right through the provision of a comprehensive advice service.

Whether you wish to receive advice by telephone, email or face to face, our specialist advisers can help your business understand what is required of them and how to put that into practise.

Business sectors that Trading Standards frequently provide business advice to include:

- Food and drink (manufacture/production, labelling/descriptions, importation/distribution/retail)
- Toys and products intended for children (cots, playpens etc)
- Electronics/electrical products
- Furniture and furnishings
- Retail of age-restricted products
- Items sold by weight/volume
- Selling away from business premises
- Domestic services and repairs
- Leisure services
- Explosives
- Storage of fuel at business premises

This list is not definitive. If you believe your business may be regulated by Trading Standards please contact us and we will be happy to discuss any applicable legislation.

Local Authority Contacts

www.cambridgeshire.gov.uk/regulatoryadvice

www.peterborough.gov.uk/business/trading-standards

For expert advice please contact regulatory.advice@cambridgeshire.gov.uk or call 0345 0455206 or 01733 453512.

Further Information

Comprehensive advice for businesses: www.gov.uk/business

Trading Standards law explained: <http://www.businesscompanion.info/>



**Better Business
for All**



HM Government

signpost2grow



**CAMBRIDGESHIRE
& PETERBOROUGH
COMBINED AUTHORITY**

**PRIMARY
AUTHORITY**