



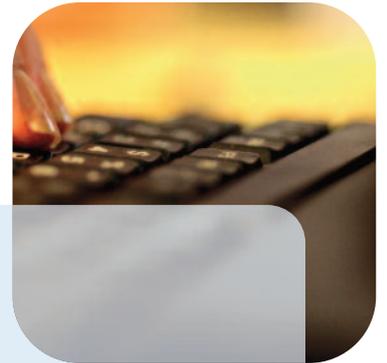
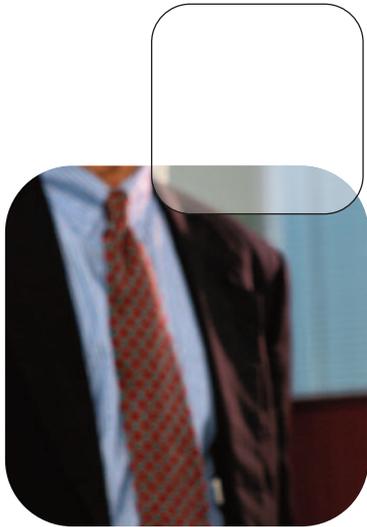
Haringey Business Pack

A guide to the council's services for business

www.haringey.gov.uk



Haringey Council



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Foreword



Haringey is home to over 8,500 diverse and vibrant businesses, the vast majority of them small and medium enterprises that employ between 1 and 250 people.

Through the council's ongoing work to support enterprise in the borough we will enable our businesses to take advantage of the many excellent opportunities that are available throughout Haringey and in the wider region.

The council is committed to a programme of business support that will enable

- Businesses to maintain a competitive edge
- Encourage investment in the borough
- Create new jobs and economic opportunities for all our residents

This guide provides information and contact details of all the council departments that provide services to business. It also provides information on trade associations and local and national support agencies that can offer specialist advice and guidance on business issues.

Most importantly of all this guide provides contact information that will ensure that you get through to the right person in the right department first time, eliminating red tape, saving you time and money and honouring our commitment to support local business.

Business and Enterprise Support

The council's Business and Enterprise team can help you find the right support and advice to help improve your business.

Whatever the stage of your business and whatever your query we can refer you to a wide range of organisations, agencies and trade associations that will be able to assist you.

We can also provide you with information on organisations that provide business funding, loans and grants and you can also search for funding opportunities through the business pages on the council website.

With the 2012 Olympic and Paralympic Games now less than three years away the Business and Enterprise team can also support your business to access the many procurement opportunities that the Games will provide.

Tel

020 8489 2694

Web

www.haringey.gov.uk/business and follow the link to Advice and Support

Email

economic.regeneration@haringey.gov.uk

Business Rates



Business Rates are a tax on business properties that helps to pay for the borough's services. It is also called the National Non-Domestic Rate (NNDR). You will receive a bill from the council at the start of each financial year.

There is a discount for small businesses called the 'Small Business Rate Relief' if you think you qualify for this or wish to

discuss your Business Rate bill use the contact details below.

To make things easier you can make your payments online or over the telephone and view your account details online.

Tel

020 8489 3551

Web

www.haringey.gov.uk/business and follow the link to Business Rates

Email

business.rates@haringey.gov.uk

Commercial Environmental Health

The Commercial Environmental Health team comprises Food Safety, Health and Safety and Pollution Control. We advise and use our enforcement powers to ensure businesses comply with relevant food, health and safety and pollution law.

Food Safety

We inspect and monitor hygiene standards in Haringey food businesses. The frequency of inspection varies from 6 months to 3 years depending upon a number of factors that are assessed at the time of each inspection.

Contraventions are usually dealt with informally where an educative approach is taken, with follow-up inspections to check progress. In more serious cases, we may use Improvement Notices, Formal

Cautions or prosecute. Where there is an imminent risk to health, a premise may be closed by the use of Emergency Prohibition powers. We are committed to supporting food businesses through the provision of advisory visits, leaflets and training for food handlers.

Infectious Disease

We respond to food poisoning notifications or complaints. We aim to prevent transmission by ensuring persons with symptoms (such as food handlers or care workers) do not return to work until they are symptom-free. We also investigate food poisoning outbreaks where a number of people have the same food poisoning-type symptoms associated with the same venue.

Health & Safety

We enforce health, safety and welfare standards in premises including: offices, shops, catering premises and warehouses.

The frequency of inspections is determined on the basis of risk, with the highest risk premises being inspected more regularly. Accidents that occur in premises we enforce are investigated, and appropriate action taken to prevent similar incidents in the future. We also provide advice and information on occupational health and safety to the general public and to businesses.

Email

food@haringey.gov.uk
enforcement@haringey.gov.uk

Web

www.haringey.gov.uk/business and follow the link to Licensing and Regulations

Pollution Control

We respond to a wide range of nuisance enquiries concerning bonfires, asbestos, air pollution, hazardous toxic substances and contaminated land. Light pollution has also been added to the list of nuisances we deal with. Officers also work closely with Planning colleagues to ensure the most effective use is made of the powers available to the council as a whole.

Tel

020 8489 5558

020 8348 3148

(for Emergencies from
5pm-8.45am)

Commercial Property

The Council has a large portfolio of offices, shops, industrial and warehouse units for rent throughout the borough.

Occasionally properties that are surplus to requirement are sold by auction or tender.

The commercial property team can provide details on specific or general information on renting commercial premises from the council. You can also register for email updates when commercial properties become available.

The council also works with North London Business, who are the

official agency for economic development and inward investment in North London. They provide a free database of commercial premises across North London and also offer a free marketing service for any commercial properties that you have for sale or rent in the area.

Email

commercial.lettings@haringey.gov.uk
Anna.nwaka@northlondonbusiness.com

Tel

020 8489 2197
to rent council premises or North London Business on
020 8888 9205 for advice on renting private premises

Web

www.haringey.gov.uk/business and follow the link to Commercial Properties or
www.northlondon.org.uk

Greening your Business

The council's Environmental Resources team can help you to make your business more sustainable and environmentally friendly.

Improving the environmental performance of your business can save you money, improve your businesses reputation and give you the edge over your competitors.

We offer support and information on environmental issues including:

- reducing CO2 emission from your business
- implementing recycling

- improving energy efficiency
- water conservation
- green procurement

All of our support services are provided free of charge. For more information please visit the Haringey Council website or contact us using the number given below.

Tel

020 8489 3528

Email

better.haringey@haringey.gov.uk

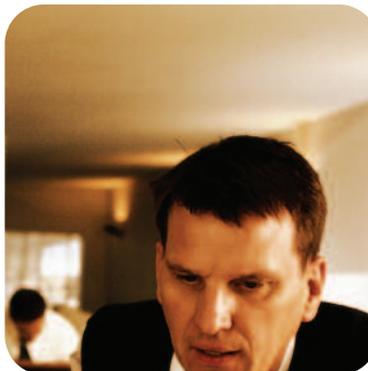
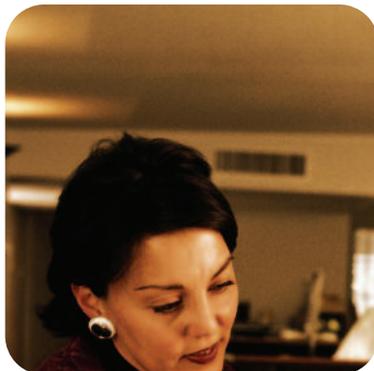
Web

www.haringey.gov.uk/betterharingey

Licensing

Running a business sometimes requires you to hold a license. For example if you wish to sell or supply alcohol, host events or serve hot food late at night you will be required to hold the correct licenses.

The Licensing Team can advise you on licensing issues, provide technical information and can answer your questions on completing application forms and license fees.



Tel

020 8489 5103

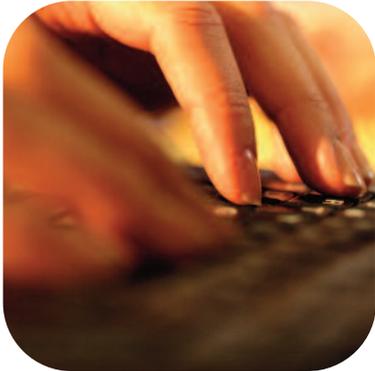
Email

licensing@haringey.gov.uk

Web

www.haringey.gov.uk/licensing

On-Line Services



The council provides a number of services to businesses through our website.

You can use the site to make a business rates or rent payment and you can view your account details twenty-four hours a day. You can also use the website to inform us of a change of business address, view planning

applications, report problems such as dumped rubbish and abandoned vehicles and view bin and recycling collection schedules.

Web

www.haringey.gov.uk/doitonline

Planning

The Planning service is responsible for controlling and promoting development in the borough in order to provide an attractive, efficient and sustainable environment.

As a business you may need planning permission and building control approval to build new premises or to extend or convert existing buildings.

We will be able to give you guidance on what changes do and do not need planning and building control approval. We will also advise on how your design with building and business use ideas should comply with good planning and building principles.



Planning Permission and Building Control

If you want to use or change your businesses premises, it is likely that you will need planning permission and building control approval.

Planning Permission

You will need planning permission to extend or alter your building – or to change its use from one type of business to another – for example from an office to a factory or a storage space.

Building Control

Once you have your planning permission you will need Building

Control approval to ensure you carry out your building works in a safe, healthy and energy efficient manner.

You can submit and pay for planning applications on line through **The Planning Portal** www.planningportal.gov.uk which is the governments planning and building regulation website which is linked to Local Planning authorities. You can also make applications through the councils planning service.

Tel

020 8489 5508

Web

www.haringey.gov.uk/planning

Recruitment and Staff Training

Haringey Guarantee Employer Zone

Haringey Council offers a fee-free staff recruitment and training service called The Haringey Guarantee Employer Zone. The Employer Zone aims to link Haringey's Employers to the full complement of training, education & skills services on offer through the Haringey Guarantee & North London Pledge.

The Employer Zone can source applicants for your vacancies. All you need to do is to send us the job outline and we will find the applicants that meet your criteria. We guarantee that candidates we supply have the skills you need and a positive attitude to work.

There is no obligation to employ the candidates we provide.

You can also take on a participant for an unpaid work placement/trial that would enable you to assess a prospective applicant for jobs that may arise within your business.

Training courses are available to your existing staff through Train2Gain and to applicants for your vacancies. You can agree a programme of courses for your business and staff with a training adviser.

Tel

Employer Zone
020 8275 4249
Haringey Guarantee
020 8489 2691

Email

hanna.sakowicz@haringey.gov.uk

Web

www.employerzone.org

Selling to the Council

Tel

020 8489 2123

Web

www.haringey.gov.uk/sellingtothecouncil

Email

corporate.procurement@haringey.gov.uk

Haringey Council needs to buy a wide range of products, services and works from businesses and you may be able to satisfy these needs.

The Corporate Procurement team publishes a regular list of our requirements. This list is published on our website, along with all the guidance you need on how to proceed. Haringey Council has also implemented a Web-based Electronic Tendering (e-Tendering) System which is used where appropriate to help simplify the bid process.

What are the benefits for suppliers?

- You can see Haringey's tender opportunities over a rolling 18 month period.
- You have plenty of time and the opportunity to prepare your bids

The e-tendering systems allows:

- Tracking of your bid history online
- Faster receipt and submission of quotes and tenders
- Reduced postage, paper handling and courier costs
- Improved security of bid submissions – they won't get lost in the post

Trading Standards

Trading Standards advise businesses on consumer protection laws and investigate breaches of those laws – helping businesses give the best possible service to their customers. Trading Standards can prosecute traders who commit serious offences.

Trading Standards will inspect trade premises to ensure that none of the following is taking place:

- Fair trading malpractices
- Problems with the safety of goods
- Misleading prices
- Counterfeit goods
- False claims on goods and services
- Inaccurate weighing and measuring of goods

Tel

020 8489 5134

Email

tradingstandards@haringey.gov.uk

Web

www.tradingstandards.gov.uk/haringey

Neighbourhood Management

Neighbourhood Management operate across the borough and are there to help communities and businesses tackle local important issues including anti-social behaviour, local planning applications, the environment and other community interests.

There are seven Neighbourhoods in Haringey, please contact the officer for your area:

Muswell Hill

Tim Clark
Tel: 020 8489 4541

Crouch End

Beverley Huie
Tel: 020 8489 4531

Wood Green

Sonia Edwards
Tel: 020 8826 9284

St Ann's and Haringay

Dasos Maliotis
Tel: 020 8489 4936

Northumberland Park and White Hart Lane

Sue Grant
Tel: 020 8489 2458

West Green and Bruce Grove

Bernadette Riganti,
Tel: 020 8489 8804

Tottenham and Seven Sisters

Sade Johnson
Tel: 020 8489 2455

Alternatively email

neighbourhoods@haringey.gov.uk

Visit the website for more information

www.haringey.gov.uk/neighbourhoods

Useful Contacts

The contact details listed here are for organisations that may be of use to you for addressing a wide range of queries and issues. They are in addition to the important contacts listed for specific council areas in the previous pages.

Business Link in London – for all business support enquiries, including start up advice.

Tel: 0845 6000 787

email: info@bllondon.co.uk,

web:

www.businesslink.gov.uk/london

North London Business run a business network in the borough and also assist with property needs.

Tel: 020 8885 9200

web:

www.northlondonbusiness.com

North London Chamber of Commerce is a membership organisation run by business for business, providing a voice for businesses through lobbying and advice.

Tel: 020 8443 4464

email: chamber@nlcc.co.uk

web: www.nlcc.co.uk

Federation of Small Businesses (North London branch), is a campaigning pressure group who speak for the interests of small businesses.

Tel: 020 7794 3236

email: laurie.payne@fsb.org.uk

web: www.fsb.org.uk

For general business support enquiries in Haringey please call the Business and Enterprise team on:
020 8489 2934

Shqip

Ky udhëzues thekson hollësi të të gjitha ekipeve të këshillit që ofrojnë shërbime për biznese, ashtu si edhe informacion mbi shoqatat tregtare dhe agjensitë lokale dhe kombëtare të mbështetjes. Për një kopje në gjuhën tuaj, ju lutem shënjoni ✓ kutinë përkatëse dhe dërgojeni tek adresa e mëposhtme falas.

Français

Ce guide fournit les détails de toutes les équipes municipales fournissant des services aux commerces, ainsi que des informations sur les associations commerciales et les organismes de soutien locaux et internationaux. Pour en recevoir un exemplaire dans votre langue, veuillez cocher la case relative et le renvoyer à l'adresse en port payé ci-dessous.

Kurdî Kurmancî

Ev rêber li ser hemû timên şaredariyê ku ji bo karsaziyan li gel agahiya li ser sazîyên bazirganî û sazîyên piştevaniyê yê herêmi û yê netewî xizmetan ji pêşkêş dikin, agahiya bi kitkit dide. Heke hun kopîyeke wê ya bi zimanê xwe dixwazin, ji kerema xwe qutîka têkildar îşaret bikin û ji navnişana posta bêpere ya jêrîn re bişînin.

Polski

Informator zawiera dane urzędów gminy, które oferują usługi dla przedsiębiorstw. Podaje on także informacje o zrzeszeniach handlowo-usługowych oraz lokalnych i krajowych agencjach oferujących doradztwo i wsparcie dla przedsiębiorstw. Aby otrzymać polską wersję informatora należy zaznaczyć odpowiednią rubrykę i bezpłatnie odesłać formularz na podany poniżej adres.

Soomaali

Hagahani wuxuu tilmaamayaa tafaasisha dhammaan kooxaha kawnsalka ee adeegyada u fidiya ganacsiyada, iyo weliba macluumaadka ku saabsan ururrada ganacsiga iyo hay'adaha taageerada ee mandaqadda iyo kuwa qaranka. Si aad u hesho koobbi luqaddaada ku qoran, fadlan calaamadi sanduuqa munaasibka ah oo ku soo iawaab cinwaanka boostiisua lacaq la'aanta yahay ee hoose.

Türkçe

Bu rehber ticaret odaları ile yerel ve ulusal destek kurumlarıyla ilgili bilgilerin yanında iş yerlerine hizmet veren belediye ekiplerinin detaylarını içermektedir. Kendi dilinizde bir kopyası için lütfen ilgili kutuyu işaretleyip aşağıdaki ücretsiz posta (freepost) adresine yollayın.

Please tell us if you would like a copy of this document in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

In large print

On audio tape

In Braille



In another language, please state:

Name:

Address:

Tel:

Email:

Please return to: Freepost RLXS-XZGT-UGRJ, Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ

Haringey Council offers this translating and interpreting service to Haringey residents. We can translate this document into one language per resident ONLY.

