

New Business Starter Pack

A guide to doing business in Southwark

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Southwark
Council
southwark.gov.uk

Southwark - creating a strong local economy

Southwark is open for business and Southwark means business.

We are committed to supporting business growth, making our borough a great place to do business.

As a council, we recognise that our business community is central to what makes a strong local economy with thriving town centres and high streets. When our economy is strong, then all our residents benefit. It brings more opportunities for people in Southwark to find work, get into training and achieve their aspirations.

Local businesses contribute towards services provided by the council by paying business rates and we are continuing to invest in good quality local services like clean streets and safer communities. To make Southwark an even better place to start and grow a business – which is a key priority in the council's Economic Wellbeing Strategy – we are:

- Taking forward the Southwark Business Forum, where local businesses play a key role in the economic wellbeing of the borough
- Supporting our five business improvement districts across Southwark
- Investing in more affordable business space, street markets and encouraging pop up shops to help start up businesses
- Delivering an hour's free parking in our shopping parades to support our town centres and high streets to attract more customers
- Working with employers to support 5,000 local people into jobs and create 2,000 new apprenticeships



This brief guide is designed to help you navigate all the key council business services, including how to report problems and get support with growing your business.

We all have a major role to play in making Southwark an attractive and successful business location. I look forward to working with you in realising this objective.

Councillor Ian Wingfield

Deputy Leader and Cabinet Member for Business, Employment and Culture



Key council contacts

Business Rates

To set up your business rates account and for comprehensive information and guidance

☎ 020 7525 5505

✉ businessrates@southwark.gov.uk

Business Desk

Support and advice for Southwark Businesses

✉ SouthwarkBusinessDesk@southwark.gov.uk

🌐 www.southwark.gov.uk/business

Markets and Street Trading

For street trader registration and information about market pitches

☎ 020 7525 6000

✉ streettrading@southwark.gov.uk

Procurement

For information on selling services and goods to the council

☎ 020 7525 0381

✉ procurement@southwark.gov.uk

The Food Team

To register your food business and for advice on hygiene and standards

☎ 020 7525 2000

✉ food@southwark.gov.uk

Parking

To buy parking permits

☎ 0844 800 2736

✉ parking@southwark.gov.uk

Parking Design

For information about new parking bays, car clubs and parking policy

☎ 0800 138 9081

✉ parking@southwark.gov.uk

Commercial Property

To find information on council commercial property for sale or rent

To buy: ☎ 020 7525 5562

✉ property@southwark.gov.uk

To rent: ☎ 020 7525 5487

✉ lettings@southwark.gov.uk

Commercial Waste and Recycling

For information on local commercial waste companies and general advice

☎ 020 7525 2000

✉ sustainable.services@southwark.gov.uk

Business Continuity Management

For information on how businesses should plan for coping in an emergency.

✉ business.continuity@southwark.gov.uk

Trading Standards

Advice on trading standard requirements

☎ 020 7525 2000

✉ tradingstandards@southwark.gov.uk

Health and Safety at Work

Advice on how to ensure your place of work is safe for your employees and customers

☎ 020 7525 2000

✉ ohs@southwark.gov.uk

Planning - Building Control

Advice on complying with building regulations

☎ 0845 600 1285

✉ building.control@southwark.gov.uk

Planning Applications and Enquiries

For enquiries related to planning applications

☎ 020 7525 5403

✉ planning.enquiries@southwark.gov.uk

Highway/ Street Improvements

For enquiries about highways work and reporting disturbances

✉ streetcare@southwark.gov.uk

Street furniture

To report damaged street furniture or a faulty street light [click here](#).

✉ street.furniture@southwark.gov.uk

Traffic Orders

For information on traffic orders

✉ temporarytrafficorders@southwark.gov.uk

Cleaner, Greener, Safer Programme

For information on related projects and grants

☎ 020 7525 2665

✉ cgs@southwark.gov.uk

For all other enquiries, contact the Southwark Council main switchboard on **020 7525 0000**

Business Support and Advice

Business support and advice

If you own a business in Southwark or are thinking about starting a business, and would like to find out more about the business support and advice services available, you can find information on a wide range of services funded by the council and its partners www.southwark.gov.uk/businesssupportandadvice

If you need to speak to someone about any of the business support services on offer, please email:

✉ southwarkbusinessdesk@southwark.gov.uk



Report it

It's easy to report any problems with the streets around your business. Simply visit the 'Report It' section of our website to inform us of issues such as graffiti, noise, anti-social behaviour, potholes, or broken street lights www.southwark.gov.uk/reportit

Understanding Business Rates



Business rates are charged on most non-domestic properties. They are calculated by multiplying the rateable value of your property (which is based on the annual rental value at a specified date and set by the Valuation Office Agency) by the business rates multiplier, or rate in the pound (set by central government). They are collected by the local authority and help to pay for local services.

The amount payable can be reduced in certain circumstances.

Rating advisers

Business rate payers do not have to be represented in discussions about their rateable value or their rates bill. Appeals against rateable values can be made free of charge. However, ratepayers who do wish to be represented should be aware that members of the Royal Institution of Chartered Surveyors (IRRV) www.irrv.org.uk and the Institute of Revenues, Rating and Valuation (IRRV) www.irrv.org.uk are qualified and are regulated by rules of professional conduct designed to protect the public from misconduct.

Before you employ a rating adviser, you should check that they have the necessary knowledge and expertise, as well as appropriate indemnity insurance. Take great care and, if necessary, seek further advice before entering into any contract.

Further Information:

For further information regarding business rates, including applying for rate relief, notifying the council of a change of circumstances or setting up a direct debit, Please visit:
www.southwark.gov.uk/businessrates

Registering a food business

Every local authority keeps a register of all the food businesses in its area. If you're starting a new food business in Southwark you must register with Southwark Council at least 28 days before opening for business. Registering your business is a simple process and doesn't cost anything.

If you use vehicles for your food business in connection with permanent premises such as a shop or warehouse, you need to tell us how many vehicles you have. You don't need to register each vehicle separately. If you have one or more vehicles but no permanent premises, you must tell the authority where they are normally kept.

If you run a food business within Southwark, you must tell Southwark's food team about any premises you use for storing, selling, distributing or preparing food.

Examples of food premises include: Restaurants, hotels, cafes, shops, supermarkets, staff canteens, kitchens in offices, warehouses, guest houses, home caterers including childminders, delivery vehicles, buffet cars on trains, markets and other stalls, hot dog, ice cream vans, etc.

How to register your food business

You can register your food business online by completing an online form at:

www.southwark.gov.uk/foodbusinessreg

However, you must be able to sign the completed form before it is returned. If you are unable to sign the online form, you should download a hard copy of the form, fill it in and sign it. To download it visit:

www.southwark.gov.uk/foodpremisesregform

The signed form should be send back to Southwark's food team at:

3rd Floor Hub 2
PO BOX 64529
London
SE1P 5LX

Further information on registering a food business can be found at:

www.southwark.gov.uk/foodbusinessreg



Food Hygiene Rating Scheme:

Southwark's food team operates the Food Hygiene Rating Scheme (FHRS) developed by the Food Standards Agency (FSA).

This scheme involves the online publication of food hygiene ratings given to a business following inspection.

The vast majority of our food businesses are included in the scheme and based on how well the business is in compliance with food hygiene requirements when inspected, a rating of between 0 to 5 is given where 5 is the best rating.

A sticker with the hygiene rating is given to the food businesses for display on the premises, in order for consumers to see the type of rating it has.

The hygiene ratings of a food business can be viewed <http://ratings.food.gov.uk>

Alcohol and hot food after 11pm:

If you wish to sell alcohol, or sell hot food after 11pm, you will need to apply for a license under the Licensing Act 2003. For more information please visit: www.southwark.gov.uk/licensingact2003

If you require any further information or would like to speak with someone in the Food Safety team please contact:

☎ 020 7525 2000

✉ food@southwark.gov.uk

Health and safety at work

Health and safety enforcement is either the responsibility of the Health and Safety Executive (HSE) or the council, depending on the work activity. The council has a legal duty to enforce legislation around Health and Safety. The regulatory Health and Safety Team aims to ensure that work premises are safe for employees and visitors and that accidents and injuries are prevented wherever possible.

The team is responsible for enforcing health and safety in specific types of commercial properties www.southwark.gov.uk/healthandsafety. As an employer or owner/occupier of a business premises, you have certain legal responsibilities with regards to safety policy and risk assessments, www.southwark.gov.uk/safetypolicyriskassessment fire safety www.southwark.gov.uk/firesafety, accident reporting, and the registration of cooling towers. www.southwark.gov.uk/accidentreporting



Health and safety poster

Employers have a legal duty to display a safety poster in a prominent position in each workplace.

For more information or to order your poster please visit the HSE website at:

www.southwark.gov.uk/hselawposter

What happens when a health and safety inspector calls?

The purpose of an inspection visit is to check that you are complying with health and safety law. Inspectors have the right to enter any workplace without giving notice, though notice may be given on some occasions. The inspection visit will involve looking at the workplace and the work activities, the inspector may also wish to talk to employees and take photographs and samples.

Further information on what to expect can be found www.southwark.gov.uk/hseinspectorcall

Advice and Training

The HSE website is a comprehensive source of information which is regularly updated. You can use it to keep in touch with current campaigns and events, subscribe to free email news, updates, RSS feeds and podcasts by selecting the 'news' tab on the HSE home page. The website also provides free basic advice on health and safety www.hse.gov.uk/business

The Southwark Council health and safety team provides free advice and guidance to businesses and individuals on their duties and are happy to answer any questions you may have.

Health and Safety Enforcement Team

☎ 020 7525 2000 Fax: 020 7525 5735

EHTS Helpline:

☎ 020 7525 4261

✉ ohs@southwark.gov.uk

Parking

Business parking permit:

You can apply for a parking permit in the controlled parking zones www.southwark.gov.uk/parkingpermits where your business is located if your vehicle is being used for business purposes. Full procedures can be found here.

Parking for suppliers to the business

Delivery vehicles are permitted to load or unload in our various parking bays and on yellow lines (where loading is not restricted) on all Southwark Highways. This rule applies to all vehicles delivering within London.

Finding parking

Our interactive map can be used to map the controlled parking zone that covers the area around your business, find pay and display or shared use parking spaces for customer use, or to find cycle parking sites. Simply use the menu on the right to choose the layers that are relevant to your search. For more information visit: www.southwark.gov.uk/parkingmaps



Planning and building control

Planning and building control primarily covers the following areas:

- Processing of applications for planning permission, advertisement consent and listed building consent
- Processing of building control applications
- Preparation of planning policy documents for the council
- Investigating contraventions of Planning and Building Control regulations
- Processing searches in connection with sales of land and property
- Providing information on the lawful use of land and buildings

Key links for planning:

- To report building structural issues please contact building.control@southwark.gov.uk
- Information and contact details for businesses to check planning history before signing a new lease can be found at: www.southwark.gov.uk/searchplanningapplications
- Planning consent for businesses can be found at: www.southwark.gov.uk/businessplanningconsent
- Planning permission details can be found at: www.southwark.gov.uk/businessplanningpermissionother



Apprenticeships and recruitment

Creating a high quality apprenticeship can be a great way of growing your business and investing in your workforce. We have worked closely with local employers to develop apprenticeship information, advice and guidance for businesses.

To find out more about apprenticeships and how they can work for your business, please visit:

www.southwark.gov.uk/employanapprentice

For one-to-one support in everything from deciding whether an apprenticeship is right for you through to planning for the first few weeks, please email SouthwarkBusinessDesk@southwark.gov.uk or call 020 7525 2524.

Recruitment support

Southwark Works offer recruitment support for Southwark businesses. They have a range of local candidates that are ready for work. Advisors will use information about past work experience and future employment expectations to find the right person for your job. If their clients do not have the specific skills needed for the opportunities you have on offer, they will provide additional training to make sure your job requirements are met.

Contact Southwark Works at: Unit 239, Elephant & Castle Shopping Centre, London SE1 6TE.

☎ 020 7740 8200

Free phone 0800 052 0540

✉ info@southwarkworks.org.uk

and ask for the Employer Engagement Team.

London South Bank University Momentum Programme

Momentum: Free expert support for growing SMEs

LSBU's Momentum is designed to offer high-level education and support to growing SMEs. The programme will take 30 business-leaders on a journey that will leave them fully prepared for investment, expansion, and the rigours of running a successful business in an ever-changing economic landscape.

With a unique mix of academic experts and independent consultants, Momentum is able to provide a comprehensive 12 week programme. Successful applicants will have access to:

- 8 core workshops
- 9 optional masterclasses
- 6 mentor sessions
- Online resources
- Alumni events

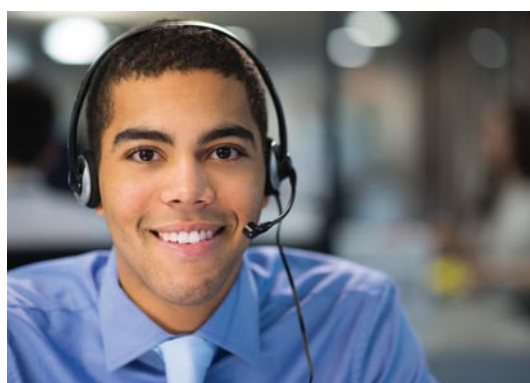
The second cohort begins the week commencing on 16 May. The deadline for applications is Friday 5 May. To apply for the programme please visit:

🌐 www.lsbumomentum.com

If you have any questions please contact:

☎ 020 7815 6904

✉ momentum@lsbu.ac.uk



SOUTHWARK EMPLOYER?

Need more staff?

WANT TO HELP A YOUNG PERSON THRIVE?

If you think you can cultivate potential in someone who's had a challenging start in life then SEEDS has a business proposition you won't want to turn down.

- Give a job to a **young local person** who has struggled to find their place in the job market
- You pay them the London Living Wage and we'll contribute up to **50% of their salary**
- Watch them **blossom** into an invaluable member of your workforce
- Receive **mentoring, business support** and more as part of the SEEDS package.

For more information on eligibility and how SEEDS can help your business bloom visit www.southwark.gov.uk/sowandgrow

southwarkworks



Tree Shepherd



SOUTHWARK
EMPLOYMENT
ENTERPRISE
DEVELOPMENT
SCHEME &

Southwark Business Networks

Organisation	Contact details
Better Bankside BID	 www.betterbankside.co.uk  info@betterbankside.co.uk  020 7928 3998
Camberwell Business Network	 www.se5forum.org.uk  cbn@se5forum.org.uk
Federation of Small Businesses	 http://www.fsb.org.uk
Latin Elephant	 http://latinelephant.org  info@latinelephant.org
Rye Lane Trader's Association	 www.peckhamvision.org/wiki/RLTA  ryelanetraders@gmail.com
South Bank BID	 www.southbankbid.co.uk  bid@southbanklondon.com  020 7202 6900
Southwark Association of Street Traders	 streettrading@southwark.gov.uk  www.southwarkcommerce.com
Southwark Chamber of Commerce	 admin@southwarkcommerce.com  07477 581 977
Team London Bridge BID	 www.teamlondonbridge.co.uk  info@teamlondonbridge.co.uk  020 7407 4701
The Blue Bermondsey BID	 www.thebluebermondsey.com  info@thebluebermondsey.co.uk
Tower Bridge Road Alliance	 www.towerbridgeroad.com  info@towerbridgeroad.com
WeAreWaterloo BID	 http://wearewaterloo.co.uk  info@wearewaterloo.co.uk  020 7620 1201