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**4<sup>th</sup> October 2016**

## **Decision Session**

### **Executive Member, Economic Development and Community Engagement (Deputy Leader)**

*Report of the Director of City and Environmental Services*

## **Business Friendly Council: Progress update**

### **Summary**

1. The Council Plan, agreed by Executive in October 2015, includes the ambition to become a business friendly Council. This is included as a priority in the joint administration's twelve point plan.
2. Reports to you on December 2015 and in April 2016 fed back on the various activities undertaken to establish what our definition of 'business friendly' is, and the steps we need to take to achieve this.
3. You also requested a review of the services we currently provide for business. This is included in this report, and has been combined with an assessment of our internet presence on the Council website.
4. As a result of ongoing work, and after various consultations and workshops, further initiatives and proposals are now planned to expand upon the findings from businesses and Council staff alike, and to build on and optimise what we already do as an authority.
5. Potential next steps based are set out in full in the report conclusion, and opportunities include:
  - Review how we consult with businesses with the aim of launching a new business consultation approach by April 2017

- Use our working relationships with partners such as the Business Improvement District and the Chamber to open a robust dialogue on what we can do better as an authority, and how we can improve our relationships, including better management of our business relationships with key account holders.
- Signposting – for example, work to eliminate the confusion between the role of Make it York (York Means Business, Visit York, Science City York) and City of York Council
- Website – review the findings from the staff and business surveys with ICT and the Web Team
- Business ‘journey’ experience with the Council – Explore the capacity and potential uses of the CRM system ICT
- Promotion – looking at ways to promote our business services with Marketing and Communications

### **Recommendations**

6. The Executive Member is asked to:

- a) Note progress on work that has been undertaken to reach the objective of becoming a business friendly Council since the last Decision Session
- b) Advise which, if any, of the ‘next steps’ set out above and in this paper should be explored further and agree to a programme of monitored work to deliver some of the recommended outcomes
- c) Agree that work continues to develop ‘business friendly’ ideas and projects as a whole, and that ‘business friendly’ becomes best practice procedure within the authority

### **Reason:**

- i. To continue work on business friendly Council and to foster stronger, more supportive working relationships with local businesses
- ii. To provide the best possible service for internal and external customers

- iii. To deliver tangible results for positive change and to support continuous service improvement
- iv. To streamline existing processes where possible to produce better quality results
- v. To demonstrate to the business community and staff that we have learned from their feedback
- vi. To show ongoing commitment to transparency and accountability to residents and business.

### **Consultation**

7. As outlined in previous reports, we have been working closely with a number of partners including our staff, businesses and business groups in the City including the Federation of Small Businesses (FSB), the Chambers of Commerce and York Professionals.

8. The FSB have already expressed an interest in lending their valuable support to some of the projects that follow in this report, including potential ICT and business consultation enhancements.

9. Since the last report, we have also carried out a survey with Council staff who deal directly with businesses on a regular basis and have asked their views on what would make the most difference to our services. The findings from that exercise appear later on in this report.

### **Options**

10. It is essential that 'business friendly' behaviour is carried out as a matter of course, an ethic practised and demonstrated in all Council dealings, rather than being a one-off exercise

11. This paper highlights a number of options with which we might proceed. These are detailed in the 'next steps' section of this report.

### **Analysis**

12. Following feedback from the Executive Member session in April, we are focusing on a number of different areas. These are:

- Review of existing services
- Assessment of internet presence and;
- Networking events

13. Each of these areas has now been worked through and findings are within this paper. A number of additional subjects worthy of pursuit have also come to light during the course of this work.

14. City of York Council is continuing to make progress towards becoming a Business-Friendly Council. There is always room for improvement in how any organisation conducts their business, and the concerns and frustrations reported in the original business survey are reflected in the feedback in the recent internal staff survey.

15. The emerging picture, given the efforts made over the course of the last year and work currently ongoing, is that we are steadily gaining momentum towards becoming a business friendly Council, and we will continue to work towards that goal.

### **Staff survey results**

16. To generate a more balanced picture of how business friendly the Council is, not only did we consult with businesses, but also the staff who deliver our services.

17. According to the results, we need to aim to improve on several major elements including:

- Promoting our services: setting out clearly what we can and cannot do for businesses
- Being clear about rules and regulations over which we have no control, but by which businesses feel they are constrained
- Information sharing, signposting and communication
- Inter-departmental working and best practice sharing

18. Staff were canvassed online through a survey which was also promoted through the staff newsletter *Buzz* to boost engagement. A total of 50 responses were received.

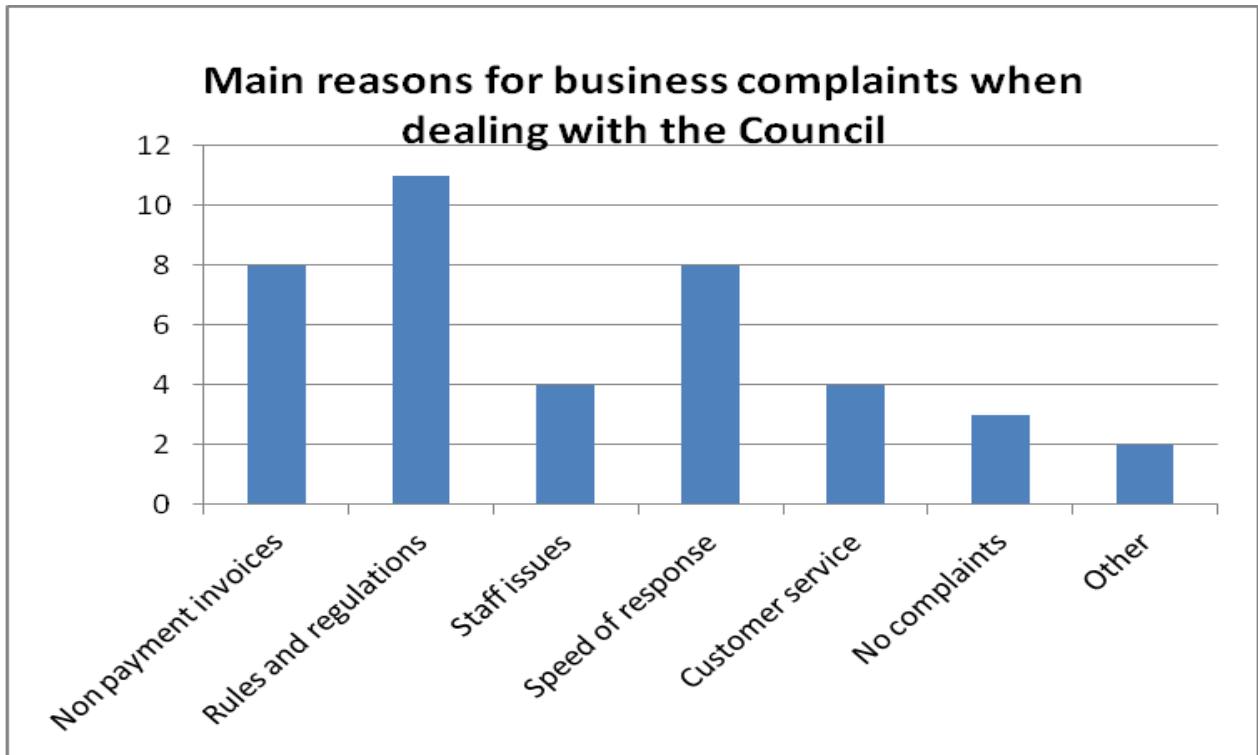
19. The introduction to the survey stated:

*'We have already asked several hundred businesses across the region what they think (about how business friendly we are), and to present a balanced picture, we would now like staff input. Even if you don't deal with businesses, you may have some good ideas or comments that we could use, either way all feedback is welcome.'*

20. A number of questions were asked, including frequency of working with businesses, if a designated business support officer was

available, ease of access to their service area through the internet and what examples of best practice they were able to share.

21. There were a broad range of responses, and areas of particular note included negative perceptions around the way in which we work with businesses:



22. Anecdotal evidence from the service areas spoken to since the start of this work in 2015 identifies that complaints are often generated that are beyond our control, usually because we are bound by constraints placed upon us through mandatory or legal parameters. This theme brought the highest response rate as per the graph above.

23. Whilst we are unable to change most of these restrictions, we can improve how we communicate them to the people who do business with us, and set expectations at appropriate levels.

24. Other issues identified might suggest a review of processes may be necessary, such as speed of invoice payment, but it would also be useful to find out if, again, there are issues around communication.

25. Staff issues and customer service problems appear to be interlinked, so this raises the question of need for training and awareness sessions. This could perhaps be addressed through our Workforce Development Unit, although their prospectus does not currently offer any customer service based courses for staff.

26. Other ideas for improvement and best practice have been offered and a number of them are worthy of further investigation to see how valid they might be.

27. Suggestions include:

- a) Review the CYC website. Survey feedback suggests some issues with the ease of navigation and timely updates from services to keep information current.
- b) Marketing and promotion –frustration that we do not do enough to ‘sell’ our services. There is insufficient promotion of the Council ‘offer’ and the full range of what we do.
- c) Some services receive routine calls which they feel could easily be picked up by the Customer Contact Centre giving officers more time to carry out their daily role.
- d) Access to basic information for staff – There have been several comments about how a directory of businesses and employer networks may be helpful.
- e) Business Champions – something similar was also suggested by the businesses themselves when they were surveyed. The role could be developed in a number of ways, including understanding which Council service existing businesses needs to access, speaking to the right people in the right departments and responding with a 'Council' response that covers all the queries raised.

(This would be practical assistance, as distinct from the business support function carried out by Make it York.)

### **Review of existing services and information for business on the Council website**

28. A review of services on the Council offers for business via the website has been carried out and the findings of content appear in Annex 1.

29. It should be emphasised that website work relating to the ‘business friendly’ concept is in the very earliest of stages, and is currently focussing largely around information gathering and finding out what developmental work is already taking place as part of a programme of priorities for ICT. Meetings are taking place to ensure to keep lines of communication open.

30. ICT functions are often complex, and so it has been recommended by them that any work taken forward should fall into one of two categories, those being either 'transactions' or 'website navigation' the latter of which is of the greater interest in this instance.

31. There is much evidence to support the quality of the CYC website, not least commendations from Microsoft, SOCITM and other surveys carried out by the team.

32. There is some data from the two surveys done for the purposes of this report, however, this shows some users feel that it can be difficult to navigate round the Council website.

33. The Council website does not divide services into 'residential' and 'business', meaning a detailed amount of information must be navigated in order to reach what is being looked for, and the 'Business' section appears at the bottom of the page which is hidden until the user has clicked on 'More'. Digital Services are looking into how we might split the website in terms of business and residents to resolve this issue

34. A quick search of the internet shows that other authority websites vary widely in how they present their 'Business' sections, and it is clear that condensing all business information into an easily navigable resource is a challenge.

### **Social media and general business promotion**

35. There have been a number of queries around the benefits of social media to support the business friendly concept.

36. At present there is no agreed Social Media Policy in place, although this is anticipated for sign off in September this year. This means that various nuances of how Communications might support local business are not legislated for, and can be tricky to negotiate.

37. The social networks most used by the Council are Twitter and Facebook, with use of Flickr and You Tube as well.

38. There is an example of a City Centre business asking if they might use the noticeboard outside the Guildhall to promote their business, but the request was declined as the City of York Council logo appears on the board.

39. Charities often ask for our support, but to support a single charity might be construed as inequitable by other organisations. The Lord

Mayor's Office, however, do sponsor some events directly, and every year a specific charity is named as the Lord Mayor's Charity.

40. The general perceived rule for the authority to promote any event or organisation is that it should endorse York as a City overall, rather than an individual enterprise. For example, we might show our support for a festival, or an event such as Illuminating York, so we would share news of the event, but in conjunction with some of our other services, such as buses and Park and Ride. We would also strongly support jobs fairs and recruitment events, which tend to be run in conjunction with business, latterly Hiscox.

41. Based on this, it would be expected that external organisations with key business and inward investment roles would be more likely to use social media for these purposes, including Make it York, Visit York, the Business Improvement District and York Means Business.

42. There is an acknowledgment that this type of restriction may have to evolve as income generation becomes an increasingly important pillar of Council business.

### **Role of Make it York (MiY)**

43. In 2015, Make it York was established as the main gateway for businesses in the City to access support of any kind. Although accountable to the Council via a service level agreement, they lead as a destination management organisation, including business support and inward investment.

44. Their website, under the banner of *YorkMeansBusiness*, states:

*We offer a comprehensive information and signposting service and can help businesses navigate the complex support arena to access a wide range of services. These include start up and growth advice, training and recruitment support, access to finance, property search, international trade and business innovation.*

45. This includes running a variety of 'business friendly' initiatives, including a Masterclass Series providing events such as 'Business Plan in a Day' and 'Become the PR Expert In Your Business', as well as a calendar of events that aims to link businesses across York.

46. Make it York also parents Science City York which 'brokers connections, encourages innovation, enables collaboration and accelerates business development' for the creative, IT, Digital and Bioscience sectors, and other organisations which both support and



are supported by businesses are now in play, including the York Business Improvement District, York Professionals and the Federation of Small Businesses.

47. Whilst Make it York offers a package of business support and networks, the Council deals with frontline services such as procurement, business rates and commercial waste collection.

48. In view of these distinctions, it is recommended that clearer signposting is put in place to avoid confusion between the roles of the two, with the Council the first point of contact on statutory, operational and regulatory functions, and Make it York for business support services.

### **Other business friendly opportunities**

49. During the course of the last tranche of work, several unconnected opportunities for improving our presence in the business community have arisen that might be considered in future:

- The role of organisations in fulfilling the Action Plan outcomes of the recently launched York Economic Strategy. This is a business-led document and would allow for us to advise and support delivery.
- Managing Business relationships – interaction with key account holders, setting up the right working relationships with engagement from the right Members and officers, including the Chief Executive to the Leader of the Council.
- York Business Week (14<sup>th</sup> – 18<sup>th</sup> November 2016) – there may be a facilitating role for the Council, and scope for the Council to stage practical events as part of the overall programme, such as the role of Procurement or how Licensing works.

50. These are in the earliest stages of development, and a watching brief should be kept on progress.

### **Areas of success**

51. The review requested of Council business services (See Annex 1) was telling in that it seems we are a business friendly authority, but we are not good at sharing that message.

52. There is much work designed to support and engage businesses within service areas, however it is clear that generally there is no differentiation between residential customers and businesses.

***Best practice example:***

*The Procurement Team can be held up as one of many examples of best practice within the authority. They have an excellent reputation with local business and within the local area, and a small team delivers a broad remit.*

*Despite business opinion becoming skewed by the constraints and restrictions about what the service can provide, and although bound by strict procurement rules, of the contracts awarded in the last year, around half have gone to local businesses with an estimated value of around £56m.*

*The team have a published Procurement Strategy on the Council website, and have also developed a Procurement Toolkit.*

*They work closely with the Chamber and local businesses to raise their profile with peers. They have also run a number of events, such as breakfast meetings and stakeholder events to encourage closer working relationships, both of which are good models for the Council perpetuate where possible to promote transparency of, and accessibility to, our services*

53. Annex 2 provides examples of stakeholder events that take place to allow networking, dialogue and guidance to happen. There are more instances of this work.

54. Services across the Council are proud of the levels of care they provide to their customer, and are often working with reducing resources. Nevertheless other examples of best practice, as evidenced by the comments in the staff survey, include:

- We pay attention to detail and liaise with customers regularly regarding current jobs and usually meet their deadlines, despite that fact that most jobs come in late. We constantly prioritise the work load.
- We pay on time!

- We are constantly looking at our procedures to ensure that we are meeting customer and client needs.
- Simply following up to check things have gone through is always appreciated, as is having a single named point of contact.
- We offer support for SMEs who wish to recruit apprentices, as well as assisting training providers develop their offer.
- We set service standards: Target times for responses to complaints/ emails/ letters/ tel calls.

55. It should be noted that, even if we do offer Council support to business, we should prepare for the fact that we can not expect take up. For example, an event at York St John University earlier this year in conjunction with York, North Yorkshire and East Riding LEP saw several Council officers with expertise across a range of subjects – Environmental Health, Procurement, Planning and Trading Standards – offer free surgeries for local business to seek advice and guidance. Even though this was well promoted and in a central location, no businesses came along, despite requests from the business community for such events to take place.

### **Consulting with businesses**

56. This is an area that requires careful and delicate balance. It is essential that businesses and key stakeholders are, and feel that, they have been properly and genuinely engaged in key decisions, and that their feedback has been given due consideration in outcomes and proposals.

57. It is also important that Members can be confident that local businesses have been allowed suitable input into decisions affecting them in case of challenge and to mitigate any ill-feeling around exclusion through offering rationale.

58. A robust and fair consultation process is essential to building trust in the Council's approach to accountability and transparency of decision making.

59. The Federation of Small Business has expressed a keen interest in supporting any work that we may undertake to strengthen and improve business consultation, and we will ensure that they are included as appropriate.

60. Current business consultation methods vary across the authority, as indeed they do with other local authorities that were researched

but, most commonly, businesses are consulted at the same time as residents.

61. Usual methods include online surveys, group meetings, one to one sessions, exhibitions and, on the odd occasion, breakfast meetings.

62. Some consultations do, however, still require tailored consultation depending upon the audience, and will use specific contact networks who only work within that distinct area.

63. There is also a question about usefulness the database of businesses to be consulted with. There is no central business consultation list, although it is widely felt that this would be best practice. Any centrally held list would need to be tightly administered to ensure that it is kept up to date, as complete as possible and error free. Adverse examples, a recent invitation to take part in consultation was sent to a deceased person, and another consultation only approached 'key stakeholders' rather than all businesses, leaving some feeling resentful and excluded.

64. Consideration could be given to other methods, such as establishing a Business Panel prepared to give their input, similar to the Residents' Panel that is already in place.

65. It is highly recommended that a piece of work is taken forward to strengthen our consultation methods, taking greater steps to ensure that as many businesses as possible are engaged and included, and that rationale and reasons behind any decisions taken are made absolutely clear. It may also be beneficial to develop a supporting consultation protocol to ensure as much uniformity and consistency of approach, and therefore fairness, as possible.

66. We propose to set out a new approach to consult with businesses to be rolled out across the council by April 2017.

**Next steps:**

67. The 'business friendly' concept grows each time new avenues are explored, presenting new challenges and opportunities to continually improve the services we offer and how we relate to those who use our services.

68. Behavioural change is needed in workplace culture and attitudes and that should be encouraged in Members and Officers to enable us to enhance our working relationships with businesses and to nurture a business friendly environment.

69. On the basis of the topics and suggestions that have arisen since April, and are covered in this report, the recommended next steps to pursue as part of a rolling programme of gradual and incremental change.

70. Some of these changes can be started upon immediately, other which, for example, may be dependent upon the priorities of other service areas and might be addressed as part of a longer term programme:

**Immediate:**

Undertake work to strengthen our business consultation methods with the support of organisations such as the FSB. Take greater steps to ensure that as many businesses as possible are engaged and included, and that rationale and reasons behind any decisions taken are made absolutely clear.

Provide basic contact and networking information for staff – a Directory of employer networks and businesses

Look at diverting routine telephone calls from the services to the Customer Centre to optimise available working time for teams.

Monitor the progress of organisations in fulfilling the Action Plan outcomes of the recently launched York Economic Strategy. This is a business-led document and would allow for us to advise and support delivery.

Use our working relationships with partners such as the Business Improvement District and the Chamber to open a robust dialogue on what we can do better as an authority, and how we can improve our relationships, including better management of our business relationships with key account holders. This includes setting interaction with key account holders at the right peer level to ensure engagement with Members and officers, including the Chief Executive and the Leader of the Council

Signposting – work to eliminate the confusion between the roles of Make it York (York Means Business and Science City York) and City of York Council.

## **Longer term work:**

71. This largely involved working with other stakeholders

Website – review with ICT and services to continue improvements and enhancements that are already underway. Potential input from the FSB
Business ‘journey’ experience with the Council – Explore the capacity of the CRM system to package individual business histories
Promotion – looking at ways (with M&C) to promote our business services

72. Methods to robustly monitor and/ or performance manage these actions to show true benefit also must also be considered.

## **Implications**

### **Financial**

73. Some of the recommendations to deliver against a business friendly council may require further funding, but there will also be potential changes to processes and culture that could be made in a revenue neutral way in the context of the current local Government funding environment.

### **Human Resources (HR)**

74. Not known at this point, will become clearer the further the chosen options are developed.

### **Equalities**

75. Not applicable

### **Legal**

76. Not applicable

### **Crime and Disorder**

77. Not applicable

### **Information Technology (ICT)**

78. There are changes required from an ICT perspective, some of which are currently ongoing and have already been outlined in this report.

79. It is envisaged that some of the work suggested will need to be carried out in partnership with ICT, particularly around web and process changes, depending upon the outcome of any reviews.

**Property**

80. Not applicable

**Other**

81. Not applicable

**Risk Management**

82. There are no known risks at the time of writing this report.

**Author's name**

Phil Witcherley

**Title**

Group Manager,  
Policy and Strategy Team  
(Economy and Place)

**Dept Name**

City and Environmental  
Services

**Tel No.**

553343

**Co-Author's Name**

Penny Nicholson

**Title**

Policy and Strategy Officer  
(Economy and Place)

**Dept Name**

As above

**Tel No.**

551506

**Executive Member responsible for  
the report:**

***Cllr Keith Aspden***

Deputy Leader,  
Economic Development & Community  
Engagement

**Report**

**Date** *Insert Date*

**Approved**

**Chief Officer's name**

Neil Ferris

Director, City and Environmental  
Services

**Report**

**Date** *Insert Date*

**Approved**

**Specialist Implications Officer(s)**

Not applicable

**Wards Affected:**

All

**For further information please contact the author of the report**



## **Background Papers:**

### ***Business Friendly Council reports–***

Report to the 3<sup>rd</sup> December 2015 Executive decision session from the Office of the Chief Executive

Report to the 12<sup>th</sup> April 2016 Executive decision session from the Office of the Chief Executive

### ***Procurement update -***

Report to the 25<sup>th</sup> July 2016 Corporate and Scrutiny Management Policy and Scrutiny Committee

### ***Annexes***

**Annex 1** - Review of the City of York Council website Business section. Content and links to other services and websites

**Annex 2** - Examples of 'business friendly' events organised by teams within the Council -

## Review of the City of York Council website 'Business' section

Category	Topics	Key categories	Sub-topics
<b>Business rates</b>	<b>Headline: WAYS TO PAY</b>	Paying Council Tax online, Direct debits, Pingit, PayPoint, by card over the phone, instalment plans	Numbers and email for Self-service payments, Council Tax, Business rates
	<b>Who pays business rates?</b>	Pay online, calculating business rates, rateable value, ratings list, Transitional relief scheme and the 2010 revaluation, % increase/ decrease calculator, extension transitional relief for SME properties, moving expanding or closing a business, changes to rateable values, protecting your personal data.	Small business rate relief (SBRR), rateable value, Valuations Office, business rates deferral scheme, business rate appeals, having difficulty paying your bill, email and number for the Business Rates contact.
	<b>Small business rate relief</b>	Apply for SBRR, Small Business Rates relief from 1st April 2010 to 31st March 2016, and from 31st March 2016 to 31st March 2017. SBRR on second properties.	Business rates deferral scheme, business rate appeals, difficulty paying your bill, email and number for the Business Rates contact.
	<b>Mandatory and discretionary reliefs</b>	Retail rate relief, discretionary rate relief, temporary discretionary rate relief, hardship relief, relief for charities, charities discretionary top up, non-profit organisations, community amateur sports clubs, relief for rural businesses, rural top up, rural discretionary, Acomb business development district, Temporary occupation between 01 April 2014 and 31 March 2016, Flood support scheme	Retail rate relief, discretionary and hardship relief, relief for charities and non-profit organisations, community amateur sports clubs, relief for rural businesses, Acomb business development district, temporary occupation relief, Flood Support Scheme, business rates, business rate appeals, difficulty paying your bill, SBRR, empty property reliefs.

	<b>Empty property reliefs</b>	Partly empty business properties, temporary empty property relief for newly built premises, reoccupation relief.	Business rates, business rate appeals, difficulty paying your bill, SBRR, mandatory and discretionary relief
<b><i>Business licences</i></b>	<b>Headline: APPLY FOR OTHER LICENCES OR PERMITS</b>	Club premises certificates, gambling licences, child performing licences, taxi licences, personal alcohol licences, street and market licences, other business licences.	Licensing fees, The Licensing Act 2003, York Licensing Policy, Gambling Act 2005, Regulator's Code and Enforcement Policy, where to send licensing applications, taxi ranks, the openness of local government bodies regulations, Public Protection Annual reports.
	<b>Hackney carriage and private hire vehicle licences</b>	Applying for a vehicle licence Vehicle testing Taxi meters Hackney carriage vehicle licences Smoking in licensed vehicles	Private hire vehicle licence application form Smoke free Driver's licences Licence fees Taxi ranks Lost property in taxis Complain about taxis
	<b>Get and entertainment and alcohol licence</b>	Advertising your application Tacit consent	Premise licence application form Additional guidance notes The appropriate fee A premises plan Where to send application forms A press pro forma Provisional statement application form Licensing Act 2003 York's licensing policy
	<b>Get a street or market trading licence</b>	Restrictions Applying for consent Processing your application Cost Cost outside the City Walls Tacit consent Renewal	Business licenses Occasional Street trading Business Email and number for the Licensing Team

<b><i>Register your food business</i></b>	<b>Headline: FOOD PREMISES REGISTRATION</b>	Inspection	Food premises registration form Health and Safety Laws Starting a new food business Advice for new food businesses Food and safety standards Business Email and number of the Food Safety Unit
	<b>Starting a new food business</b>	Suitable premises Registering your business Food safety procedures Prepare a food safety management system Safer Food, Better Business Health and Safety	Food Standards Agency Food standards Food premises registration form Hazard Analysis Critical Control Point (HACCP) checklist Safer Food, Better Business Food Safety Training List of training providers Food hygiene training in other languages Health and Safety made simple Food safety and standards Business Starting a new business in York City Centre Email and phone number for the Food Safety Unit
	<b>Food safety and standards</b>	Register new food premises Food complaints and enquiries Food hygiene Food safety and standards Food poisoning and diseases	Largely linked to all the topics above. i.e. Food premises and registration, Food hygiene rating scheme etc Plus links to advice pages such as exporting food and unfit food, flooding advice for businesses, EColi, and links to various different external pages, such as the Food Standards Agency
<b><i>Temporary event notice</i></b>	<b>Headline:APPLY FOR A TEMPORARY EVENT NOTICE</b>	Late temporary event notices Limitations of a temporary event notice Objections to a temporary event notice Temporary event notice register	Submit a temporary event notice application (TEN) Temporary event notice register Holding an event in York Supply of alcohol at community, church and village halls Occasional street trading consents Other licence information Email and telephone number for the Licensing Team

<b><i>Tender for Council work</i></b>	<b>Headline: HOW TO TENDER FOR COUNCIL WORK</b>	Tendering for contracts European Union (EU) Directives Public Health Primary Care services	Tips for tendering Link to Yortender Link to live Contracts Register FOI publication scheme link Payment of invoices for suppliers Procurement Equality Charter How we buy goods and services (procurement) Email address and phone number for the Procurement Team
	<b>Payment of invoices for suppliers</b>		Payments to suppliers system Procurement Equality Charter How we buy goods and services (procurement) How to tender for Council work Contracts register

	<p><b>How we buy goods and services (Procurement)</b></p>	<p>Our procurement strategy</p>	<p>Procurement Strategy  Links to the York LinkedIn network, and the Procurement Twitter feed and:  • Purchase Order Terms and Conditions  • Overview on selling to government  • A Plain English Guide to the Localism Bill  • GOV.UK Information for businesses and self-employed - The UK government's online resource for businesses  • Working With the Council - York Means Business Website  • Capital and Assets Pathfinder Programme 2010-11: Customer demand workstream  • Capital and Assets Pathfinder Programme 2010-11: Position statement  • The Efficiency and Reform Group - Cabinet office efficiency and reform group  • Federation of Small Businesses - Organisation promoting and protecting the interests of the self employed and small business owners within the UK  • Local Partnerships - Local partnerships is a 50-50 joint venture between the local government association and HM Treasury providing a single source of commercial expertise and know-how for all local public bodies  • Open Public Services - Open public services white paper  • Localism Bill: Community Right to Buy – Impact assessment - Community right to buy and challenge  • Public Bodies Act 2010-12 - Public bodies bill  • Public Services (Social Value) Act 2010-12 - Public services (Social Value) Bill  • Payment of invoices for suppliers  • Procurement equality charter  • How to tender for council work  • Contracts register</p>
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	<b>Procurement Equality Charter</b>		Equality Charter • Payment of invoices for suppliers • How we buy goods and services (procurement) • How to tender for council work • Contracts register Link to the email address and phone number of the Procurement Team.
	<b>Contracts Register</b>		YorTender Contracts Register for CYC • How to tender for work with us • Payment of invoices for suppliers • Procurement equality charter • How we buy goods and services (procurement)
<b><i>Buy or rent a Council property</i></b>	<b>Asset Management</b>	Property and land asset register	2011 to 2016 Corporate Asset Management Plan Property and Land Asset Register York Open Data • Assets of community value • Community asset transfers • Transport asset management plan • Buy or rent council property • Commercial premises for sale or rent Number and address for the Asset Management Team
	<b>Assets of Community value</b>	Nominations for assets of community value	<ul style="list-style-type: none"> <li>• community asset nomination form</li> <li>• community asset nomination guidance note</li> <li>• nominations being considered</li> <li>• successful nominations</li> <li>• unsuccessful nominations</li> <li>• Asset management</li> <li>• Community asset transfers</li> </ul>

	<b>Commercial premises for sale or rent</b>	Commercial property for sale or rent Privately owned land and commercial premises	Links to several current commercial properties for sale York Means Business website • More information for businesses in York • Business licences • Start a new business in York • Find temporary staff for your business • Hire an apprentice • Make it York • York Means Business Number and address for the Asset Property Management Team
<b>How to become a market trader</b>	<b>Headline: APPLY TO BECOME A MARKET TRADER</b>	How to become a market trader	www.shamblesmarket.com Links to Markets Office via email and telephone.
	<b>Shambles Market</b>	Shambles Market	
	<b>Farmers Market</b>	Farmer's Market	
<b>Advice on business continuity</b>	<b>Why have a Business Continuity Plan?</b>	The benefits: What incidents? What could go wrong? Things to consider Why bother?	Contact details for the Emergency Planning and Business Continuity Advisor
	<b>Help with business continuity planning</b>		Business continuity templates Contact details for the Emergency Planning and Business Continuity Advisor
	<b>Business continuity advice</b>	Is your business prepared for the worst? What is business continuity? What does business continuity planning involve? Business continuity - useful websites	Business Continuity Institute • Environment Agency • Global Continuity • Home Office • The Institute of Risk Management • MI5 • The Emergency Planning Society • Business Continuity Institute <b>Pages in Business continuity</b> Business continuity Stage 1 - Understanding your business Stage 2 - Assess the risks Stage 3 - Developing the response Stage 4 - Developing your plan Stage 5 - Exercising and plan maintenance Contact details for the Emergency Planning and Business Continuity Advisor



<b><i>Other business information</i></b>	<b>Accidents at work</b>	Workplace accidents that need to be reported Reporting an accident under RIDDOR	Health and Safety Team Health and Safety Executive (HSE) Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), 2013. HSE forms Health and Safety at Work Health and Safety Procedures Contact details for the Health and Safety Regulation Team
	<b>Food, agriculture and animal feed</b>	Feed hygiene regulations How to apply	Link to 'food standards' •Animal feed businesses - How to apply for apply for approval/registration•Animal feed legislation and guidance•Advice for the food/drink industry supplying material for animal feed use Application form for food/drink industry premisesFood safety and standardsContact details for the Food Safety Unit
	<b>Cooling towers and condensers</b>	Notification of cooling towers and evaporative condensers Registering premises	Notification of Cooling Towers and Evaporative Condensers Regulations, 1992' Registration form • Health and safety procedures • Water Systems • Food and safety standards • Business Contact details for the Health and Safety Regulation Team

	<b>Sunday trading</b>	Sunday trading restrictions Frequently asked questions about Sunday Trading	Opening hours for retailers Sunday trading licences 1. I own a large shop and want to change the hours that I trade on Sunday, do I need to notify you? 2. I own a restaurant; do the Sunday trading restrictions apply to me? 3. Some large shops open for customers to have 'browsing time' before starting to trade, is this allowed? 4. I own a large shop, what can I do about customers who are in my shop after my closing time? • Trading standards and consumer advice • Business licences Contact details for the Health and Safety Regulation Team
	<b>Hiring an apprentice</b>	Funding and incentives The benefits of hiring an apprentice	Email address for york.apprenticeships@york.gov.uk Video about the benefits of hiring an apprentice. York Apprenticeships on Facebook and @yorkapprentices on Twitter • Apprenticeships with us • Apprenticeships in York • Creative apprenticeships and internships • Apprenticeship case studies • Jobs, training and volunteering • Information for employers about apprenticeships Contact details for Business Engagement Officer
	<b>Acupuncture, electrolysis, piercing and tattooing</b>	Guidelines and byelaws Registration fees	Local Government (Miscellaneous Provisions) Act, 1982 ' Health and safety laws Guidelines covering body piercing, ear piercing and electrolysis • Business • Health and safety at work Contact details for the Health and Safety Regulation Team

	<b>Health and safety at work</b>	Health and safety inspections Our responsibility Health and Safety Executive responsibility The Health and Safety Executive	Health and Safety Executive website Contact details for the Health and Safety Regulation Team. COSHH Essentials website. • Health and safety procedures
	<b>Smoke free work</b>	Report illegal smoking	Smoke free website Business Health and wellbeing NHS Smoke free services in York Contact details for the Smoke-free Team
	<b>Commercial waste</b>	Commercial waste disposal responsibilities Businesses 'duty of care' for waste Waste transfer note Waste carrier's licence	Dispose of commercial waste Hazel Court Section 34 of the Environmental Protection Act 1990 Environment Agency • Commercial waste disposal sites • Commercial waste collections • Commercial bins and containers • Waste and recycling Contact details for Commercial Waste

Examples of Council-associated events for local businesses

**CITY OF YORK COUNCIL** **York Apprenticeship Hub**

# YORK APPRENTICESHIP RECRUITMENT EVENT

Grow your career with an apprenticeship in York

**Wednesday 24 August 2016**  
**4pm - 7pm**

**City of York Council**  
**West Offices**  
**Station Rise**  
**York, YO1 6GA**

Come along and talk to:

- Employers with vacancies
- Training providers with vacancies
- Current apprentices
- National Careers Service & Connexions
- Job Centre Plus

**Jobs in: business & finance, construction, retail, hospitality & catering, engineering, IT & social media, law, childcare and many more**

1:1 advice on CVs, job applications and interview techniques

**For more information:**

✉ [york.apprenticeships@york.gov.uk](mailto:york.apprenticeships@york.gov.uk)

f [yorkapprenticeships](https://www.facebook.com/yorkapprenticeships)

**crombie wilkinson solicitors**

**ROYAL AIR FORCE**

**Nestlé**

**Unity HEALTH**

**DAVID WILSON HOMES**  
WHERE QUALITY LIVES

**Network Rail**

**McDonald's**

**northern**

**intuitions**  
COLLEGE OF HOSPITALITY & BEAUTY THERAPY

**CITY OF YORK COUNCIL**

**Leeds College of Building**

**S Y L SIMPSON**

Example of Procurement event invitations for businesses to discuss tenders - organised through Eventbrite:

1. Glen Lodge Extra Care Scheme
2. Guildhall Operating Partner

The screenshot shows a web browser window with the URL <https://www.eventbrite.co.uk/edit?eid=19683749625>. The page title is "1 Event Details" with a "Tips" link. The form fields are as follows:

- EVENT TITLE \***: Glen Lodge - Extra Care Scheme
- LOCATION**:
  - Snow Room
  - West Offices
  - Station Rise
  - York
  - North Yorkshire
  - YO1 6GA
  - United Kingdom
- EVENT DATES \***: Schedule dates

Additional features include a "Reset location" link, a checked "Show map on event page" checkbox, and a "Learn more!" link. A map of York is visible on the right side of the location section.

Browser address bar: <https://www.eventbrite.co.uk/edit?eid=19683749625>

Page title: Eventbrite - Edit Glen Lodg...

Navigation: File Edit View Favorites Tools Help

Suggested Sites: ProContract Login Web Slice Gallery

City of York Council logo

[Adjust](#) [Remove](#)

We recommend using at least a 2160x1080px (2:1 ratio) image that's no larger than 10MB. [Learn more.](#)

**EVENT DESCRIPTION** [HTML Editor](#)

**B I** Paragraph [List icons] [Image icon] [Link icon] [Unlink icon] [More icon]

Glen Lodge extension

The building of an extension to the Glen Lodge Extra Care scheme in Heworth is part of a wider review of Older People's Accommodation in the city. The completed accommodation will provide 25 new 1 bedroom apartments in an extension to the existing building, and 2 new 2 bedroom bungalows in the grounds. The apartments will be dementia care ready and will have access to the communal lounges and services that already form part of the scheme, as well as including new lounge areas and roof terraces.

Please register an Expression of Interest and get more details via Yortender under this reference number: A4JH-EHIUXA: Glen Lodge - Extra Care Scheme.

[Add FAQs](#)

**ORGANISER NAME**  
[Edit this organiser](#) | [+ Add new](#)

City of York Council

**ORGANISER DESCRIPTION**  
City of York Council


https://www.eventbrite.co.uk/edit?eid=21447223222&preview=1#p

Messages Eventbrite - Edit Guildhall ...

File Edit View Favorites Tools Help

Suggested Sites ProContract Login Web Slice Gallery

This event has ended.



WED 9 MAR AT 10:00

# Guildhall Operating Partner

By: City of York Council

CITY OF YORK COUNCIL

SALES ENDED [DETAILS](#)

City of York Council will be holding a bidders day for a possible lease opportunity for an Operating Partner at the Guildhall, York. For more information you must register an Expression of Interest on Yortender on the below URL.

https://www.eventbrite.co.uk/edit?eid=21447223222&preview=1#preview

https://www.eventbrite.co.uk/edit?eid=21447223222&preview=1#p

Messages Eventbrite - Edit Guildhall ...

File Edit View Favorites Tools Help

Suggested Sites ProContract Login Web Slice Gallery

[https://www.yortender.co.uk/procontract/supplier.nsf/firm\\_opportunity/openForm&contract\\_id=CONTRACT-A6XE-QWHVOX&opp\\_id=OPP-HIS-A6XF-PYFOGD&search\\_id=&org\\_id=ORG-YORE-9FFK6W&from=supplier\\_home](https://www.yortender.co.uk/procontract/supplier.nsf/firm_opportunity/openForm&contract_id=CONTRACT-A6XE-QWHVOX&opp_id=OPP-HIS-A6XF-PYFOGD&search_id=&org_id=ORG-YORE-9FFK6W&from=supplier_home)


**WHEN**  
Wednesday, 9 March 2016 from 10:00 to 12:00 (GMT) - [Add to Calendar](#)

**TAGS**


[Seminar](#) [Business](#)

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**SHARE WITH FRIENDS**



**FRIENDS ATTENDING**



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**City of York Council**  
Organiser of Guildhall Operating Partner

City of York Council.

https://www.eventbrite.co.uk/edit?eid=21447223222&preview=1#preview