



OUR COLCHESTER

A BID to make new history



WELCOME PACK

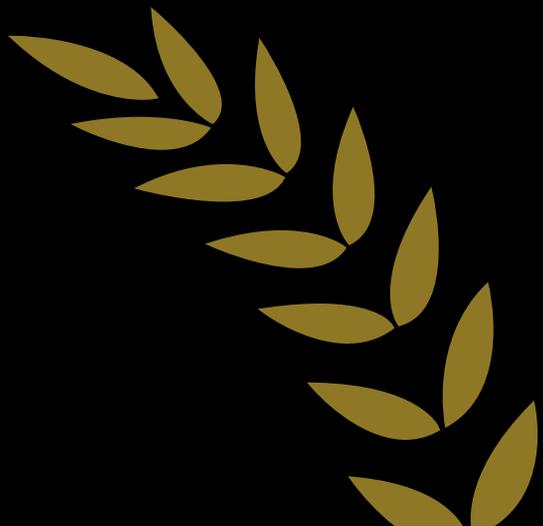
WELCOME PACK

Our Colchester Business Improvement District (BID) would like to welcome you to Colchester!

This welcome pack has been created to assist you in providing the necessary information to make the most of your business and will be available to all businesses within the BID area.

The information has been compiled to help you start and continue your business journey. We hope that this will be useful to you.

Colchester Borough Council (CBC) have many services that can provide help and assistance and most of the information you might need you will be able to find on www.colchester.gov.uk.



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OUR COLCHESTER
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Our Colchester

Our Colchester Business Improvement District (BID) is an organisation that represents more than 400 businesses across Colchester town centre and aims to make a difference to our streets. By building relationships and partnerships with key stakeholders across the town, we see Colchester moving in a positive direction through Invigorating, Imagination and Connecting.

Our projects over the next five year will be targeted towards making Colchester a better place to work, live and visit. Our goal is to add value through business

👉 ourcolchester.co.uk

👉 Click here to subscribe <https://ourcolchester.co.uk/contact-us/>

support, making Colchester cleaner and greener, town centre marketing and events.

The BID provides sustainable, consistent investment for Colchester and its businesses. Businesses decide and direct what they want for the area by having a voice on issues affecting the area. A BID charge (known as a levy) is ring-fenced for use only in the BID area – unlike business rates which are paid into, and redistributed, by Government. It brings additionality of services not replacement services.

✉ sam@ourcolchester.co.uk



InColchester

InColchester is our consumer brand designed to be the go-to brand for everything taking place in the town centre. This ranges from events, offers, business directory and a selection of different blogs.

👉 incolchester.co.uk

👉 Click here to subscribe <https://incolchester.co.uk/contact>

InColchester is a consumer-facing brand which aims to bring footfall and spend into the town, becoming the go-to website for town centre information.

We promote all BID businesses on this website and build a positive representation for Colchester town centre.

✉ marketing@incolchester.co.uk

BUSINESS RATES AND PLANNING

1. Business Rates

Getting started with Business Rates. If you have recently taken on a business premises in Colchester it is important that you register for business rates as soon as possible. You may be eligible for business rates relief which would mean that you have a reduced bill or don't have to pay anything. Being registered will help the Council to keep accurate records of local businesses, ensure you are billed correctly and will avoid any unexpected costs later down the line. It will also ensure that you are able to access any government support as quickly as possible.

👉 <https://bit.ly/3nBCDz8>

✉ business.rates@colchester.gov.uk

☎ 01206 282300 (select option 2)

2. Rateable Value

The Valuation Office Agency (VOA) is responsible to give each business premises a rateable value. If you feel that your rateable value is incorrect you are able to complete a check, challenge or appeal directly with the VOA.

The link below will take you to the page where you can check the valuation of any property – just put in the postcode of the property you are interested in.

👉 <https://bit.ly/3C8PdLj>

3. Rate Reductions and Reliefs

There are several Business Rate reductions that you may be eligible for, information including eligibility criteria and how to apply can be found on the Council's website

👉 colchester.gov.uk/businessrates

4. Planning, Building Regulations and Licensing

Planning requirements for alterations and adverts
Do I need Planning Permission and where can I get advice?

Step one: Contact the Duty Planner for initial advice via the customer team – Email the team here:
planning.services@colchester.gov.uk

Or you can call using the number below where a member of the team will be happy to help: 01206 282424

For Building Control, please contact:
01206 282436 or email building.control@colchester.gov.uk

Step two: If you need formal advice on draft proposals – submit a Request for Pre-application advice via our website 24/7: <https://www.colchester.gov.uk/planning-pe-form/>

Step three: If you need planning advice on matters relating to the latest Government advice on Covid-19 (i.e., extension of hours of operation, provision of temporary buildings etc.) then please email: temp.structures@colchester.gov.uk or contact Planning Services via the customer service centre (details above)

👉 bit.ly/3lv45gY

✉ planning.services@colchester.gov.uk

✉ temp.structures@colchester.gov.uk

✉ building.control@colchester.gov.uk

☎ 01206 282424 | 01206 282436

5. Do I need building regulation permission?

For information on regulations, you may need to consider if you are making any changes to your property, use the link below:

👉 <https://bit.ly/2Xjy01G>

6. Do I need a license for my business?

For general enquiries regarding licenses or permits covering Animal Licenses, Riding Establishments, Caravan Sites, Food Premises, Motor Salvage Operators, Scrap Metal Dealers, and Skin Piercing.

👉 <https://bit.ly/3lt37lk>

7. Do I need a liquor or entertainment license for my business?

If you propose to provide licensable activities at a premises, including the sale and supply of alcohol, provisions of regulated entertainment and provision of late-night refreshments you may be required to hold a premises license.

👉 <https://bit.ly/3yqRaQK>

8. Pavement Licenses

If you intend to serve food and drink from your business on any part of the public highway, you will need to apply for a licence.

👉 <https://www.colchester.gov.uk/licensing/>



POLLUTION AND ENVIRONMENTAL INFORMATION

9. What should I do about Health and Safety in my property?

The Health and Safety Team aims to ensure that work premises in the borough are safe for both employees and visitors.

👉 <https://www.colchester.gov.uk/health-and-safety/>

10. Do I need to register my food business?

If you are going to open a food business, even if you're just serving coffee etc., then you must register it. This can be done online via the CBC web site. There is no charge to register:

👉 <https://www.colchester.gov.uk/food-businesses/>

11. How do I deal with my business rubbish and waste and recycling?

CBC operate a reliable and flexible recycling and waste collection service for Colchester businesses.

With over 30 years experience, they passionate about delivering cost-effective waste solutions that are tailored to your needs.

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

12. Fly Tipping

To report an incident of Fly Tipping click here:

👉 <https://bit.ly/3xIVbVy>

☎ 01255 686768

13. Land and Boundary Ownership Enquiries

For all enquiries relating to land ownership and boundaries to your property, contact the Land Registry office.

👉 landregistry.gov.uk

☎ 0844 892 1111

14. Environment Agency

Environment Agency For information on the risk of flooding and managing water resources.

👉 environment-agency.gov.uk

✉ enquiries@environment-agency.gov.uk

☎ 03708 506 506





TOWN GROUPS AND ASSOCIATIONS

15. Colchester Business Against Crime (COLBAC)

COLBAC is a non-profit making exclusion and crime prevention scheme for retailers and local businesses working in partnership with Colchester Police.

✉ info@colbac.org
☎ 0845 838 12 29

16. Safety Partnership

The Safer Colchester Partnership consists of the Council, Police, Probation, Health and Fire Services and aims to develop and implement a strategy to tackle the problems in the area.

✉ safercolchester.co.uk/

17. We Are Colchester

✉ <https://www.colchester.gov.uk/we-are-colchester/>

18. OneColchester

✉ <https://www.community360.org.uk/>

19. Essex Chamber of Commerce

✉ <https://www.essexchambers.co.uk/home.htm>
☎ 01206 390145





NETWORKING OPPORTUNITIES

20. Networking Essex

Free monthly networking events. Everyone is welcome at this FREE monthly networking event held at Chelmsford City Football Club which alternates between breakfast and lunch. These events are open to both members and guests looking to experience what is on offer.

📍 networking-essex.co.uk
 ☎️ 07802 807197

21. Business Time

Business Time in Essex- is a one stop shop for the Essex business community to share news, views and information.

📍 businesstimein Essex.co.uk
 ✉️ peter@pjrcomms.co.uk
 ☎️ 07778 067614 | 01206 843225

22. Essex Chamber of Commerce

Essex Chamber of Commerce, whose offices are in Colchester, is an accredited Chamber with the British Chambers of Commerce network. They hold bi-monthly breakfast meetings in Colchester.

📍 essexchambers.co.uk
 ✉️ enquiries@essexchambers.co.uk
 ☎️ 01206 765277

23. Recommendations from CBC for networking

📍 <https://bit.ly/3ful6mt>

24. Essex FSB (Federation of Small Businesses)

The FSB is the UK's largest campaigning pressure group promoting and protecting the interests of the self-employed and businesses. They hold regular networking events at the Balcerne Gate, Colchester. Contact Martin Tapper.

📍 <https://www.fsb.org.uk/>
 ✉️ fsb.org.uk/essex
 ☎️ 01206 331697

OTHER AGENCIES

25. Business Link

Whether you are already running a business or just starting out, Business Link is the place to go. All their support is independent and impartial, and many services are provided free of charge.

👉 <https://www.gov.uk/browse/business>

☎ 0845 600 9006

26. COLBEA

Colchester Business Enterprise Agency provides business advice, support and training to new and existing businesses.

👉 <https://colbea.co.uk/>

27. Essex Libraries Business Information Service

The Business Information Service (BIS) provides quality information to help start or grow your business.

👉 <https://libraries.essex.gov.uk/>

28. Job Centre Plus

For assistance with recruiting staff locally, contact Job Centre Plus for details about recruitment, apprenticeships, work experience and to advertise any vacancies go to:

👉 <https://www.jobcentreplusoffices.com/jobcentre/colchester-jobcentre/>

☎ 0800 169 0190

29. The Princes Trust

Helps young people (18-30) through training, skill building, business loans, grants and personal development East of England Office

👉 princes-trust.org.uk

30. Start Up Britain

'Start Up Britain' is designed to make it easier for new companies and innovations to flourish and encourage people who aspire to start new businesses to work for themselves.

✉ info@startupbritain.org



INLAND REVENUE, VAT AND INSURANCE

31. National Insurance Information

Including advice on PAYE, National Insurance Contributions, Statutory Sick Pay, Maternity and Paternity Pay

➤ hmrc.gov.uk/ni

32. Businesses and Corporations

➤ hmrc.gov.uk/businesses/index.shtml

➤ hmrc.gov.uk/vat/index.htm

33. Trading Standards

Essex County Council Trading Standards is responsible for ensuring that both businesses and consumers understand their legal rights and responsibilities and help protect businesses and the public from rogue traders and illegal practices.

✉ trading_standards@essexcc.gov.uk

☎ 08456 03 76 26

34. Office of Fair Trading

Understanding the laws that affect you is an important part of running a successful business and the web site is a quick guide to the main rules covering how you sell, how you treat your customers, how you compete and how you can protect your business from scams.

➤ oft.gov.uk/business-advice

✉ enquiries@oft.gsi.gov.uk

☎ 08454 04 05 06

35. How can I become a supplier to Colchester Borough Council?

The Council purchases a range of goods and services to support their operations and to deliver high-quality services to local residents, businesses and visitors.

➤ <https://bit.ly/3ic5R4e>

36. Do I need to register under the Data Protection Act?

If you keep records and details of your clients, suppliers and staff in any format, paper or electronic, you may be required to register.

➤ <https://ico.org.uk/>

37. Do I need to have Employers or Public Liability Insurance?

If you employ anyone, or are leasing or renting a property, you must obtain both Employees and Public Liability Insurance.

➤ **Contact your insurance company direct or gov.uk**





MAIN ELECTRICITY AND GAS PROVIDERS FOR BUSINESSES

N Power

📍 npower.com
☎ 0845 166 3360

British Gas

📍 britishgas.co.uk/business

Who is my Electricity Supplier?

EDF Supplier Network Supply Identifier
☎ 0845 601 5467

N Power Electricity

📍 npower.com
☎ 0845 166 3320

E.ON

📍 eon-uk.com
☎ 0333 202 4586

Who is my Gas supplier?

📍 British Gas Contact
☎ 0870 608 1524

MAIN WATER PROVIDERS FOR BUSINESSES

Affinity Water

(was Veolia Water East)

📍 affinitywater.co.uk
✉ commercial.central@affinitywater.co.uk

Anglian Water

📍 anglianwater.co.uk
☎ 0845 791 9155

Essex and Suffolk Water

📍 eswater.co.uk
☎ 0845 782 0111

OurColchester resource portal

For more information and recommended suppliers, see the OurColchester website.

📍 <https://ourcolchester.co.uk/>

Colchester Borough Council Contact Information

📍 Colchester Borough Council (CBC)

Rowan House
33 Sheepen Rd
Colchester
CO3 3WG

☎ 01206 282222

New and growing businesses

For new and growing businesses, we recommend using www.gov.uk

You can contact the government's Business Support Helpline for free advice.

You can also find free support, advice and sources of finance through your local 'growth hub'. Click on the link for 'Business & Self Employed'

Business Support Helpline (England)

✉ enquiries@businesssupporthelpline.org

☎ 0800 998 1098

🕒 Monday to Friday, 9am to 6pm



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For more information visit us online at www.ourcolchester.co.uk, or email us on hello@ourcolchester.co.uk

