

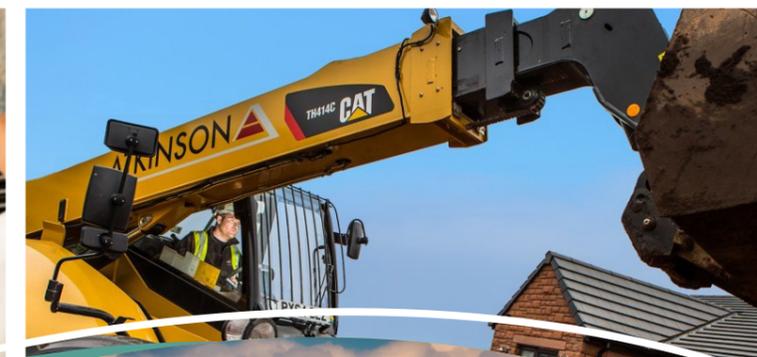


# Inspiring Eden

CREATING JOBS THROUGH INNOVATION AND ENTREPRENEURSHIP

## BUSINESS CHARTER

ACHIEVING RURAL EXCELLENCE



For more information about Inspiring Eden,

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# Eden

District Council

INSPIRING EDEN BUSINESS CHARTER

[www.investineden.co.uk](http://www.investineden.co.uk)



## WHY A CHARTER?

We are living in ever changing and uncertain times characterised by a range of global events and trends that impact on local economies and places, all of which demands the better use of finite resources within and between the public sector and businesses.

In recognising the unique rural landscapes and communities that Eden embraces, that includes a strong visitor economy and distinct cultural offer, this Business Charter has been designed to strengthen the working relationship between Eden District Council and all sectors of the local economy. In doing so, this Business Charter will contribute to achieving rural excellence that uplifts, diversifies and modernises Eden as an exemplar for rural living in the 21st Century.

### OUR COMMITMENT THROUGH THIS CHARTER

- Promote and support local businesses
- Deliver the highest quality of service for businesses
- Provide value for money
- Seek the views of businesses to help plan services
- Deal with businesses honestly and with integrity

This commitment will be delivered through joint working arrangements including

- A business support group (made up of council officers from across all services) to deal with issues raised by businesses to ensure that the Charter remains fit for purpose
- An external Economic Development Group (made up of representatives from the Council and businesses to help shape and review the Charter)

This stronger relationship with businesses will be facilitated by the Council's economic development service and will include a programme of local events and campaigns. The table opposite lists the key functions of the council and how they support the local economy along with what we expect from business as part of the service delivery.



COUNCIL ROLE	HOW WE SUPPORT BUSINESSES	WHAT WE ASK OF BUSINESSES
<b>Policy maker and shaper</b>	<ul style="list-style-type: none"> <li>• Identification of land for employment and housing</li> <li>• Making the Council business friendly</li> <li>• Reducing crime and creating safe and pleasant neighbourhoods</li> <li>• Influencing county and national policy</li> <li>• Promoting and nurturing the local economy</li> </ul>	<ul style="list-style-type: none"> <li>• Respond to consultations regarding policy, projects and funding bids which may affect local businesses</li> </ul>
<b>Regulator</b>	<ul style="list-style-type: none"> <li>• Advice on planning and building regulations, community safety and licensing matters</li> <li>• Consideration of applications (i.e. planning, building control and licensing)</li> <li>• Enforcement against illegal activity</li> <li>• Advice on Environmental Health including food safety and health and safety at work</li> </ul>	<ul style="list-style-type: none"> <li>• Follow our advice and guidance to avoid the need for any formal enforcement action</li> <li>• Report areas of concern such as fly tipping and graffiti</li> </ul>
<b>Landowner and landlord</b>	<ul style="list-style-type: none"> <li>• Maintain and improve public spaces and make the District an attractive place to live and do business</li> <li>• Make best use of assets to support businesses</li> <li>• Provision of land and premises for business</li> <li>• Provision of venues to hire for events</li> </ul>	<ul style="list-style-type: none"> <li>• Inform and support development proposals</li> <li>• Show patience when improvement works are underway</li> <li>• Inform the Council of your land and accommodation needs</li> <li>• Seek to maintain and improve the appearance of buildings and spaces in your ownership</li> </ul>
<b>Service provider</b>	<ul style="list-style-type: none"> <li>• Waste collection and recycling</li> <li>• Maintaining public spaces</li> <li>• Provision of quality sports facilities, activities and events</li> <li>• Support for individuals on low income</li> <li>• Provide business support and grants</li> </ul>	<ul style="list-style-type: none"> <li>• Keep us informed of any change in contact details</li> <li>• Treat our staff with courtesy</li> <li>• Encourage staff with housing needs to contact the Council</li> <li>• Trade waste collections, collected by a contractor on our behalf</li> <li>• Promote and make use of Council leisure facilities</li> </ul>
<b>Buyer of goods and services</b>	<ul style="list-style-type: none"> <li>• Provide opportunities for local business to bid to supply goods and services to the Council</li> <li>• Pay bills promptly</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise that the Council looks to secure value for money for its customers</li> <li>• Attend training and follow guidance to understand how to bid to supply goods and services to the Council</li> </ul>
<b>Employer</b>	<ul style="list-style-type: none"> <li>• Supporter of training and development within the local workforce</li> <li>• Support the local labour markets through taking on apprentices and offering work experience and traineeships</li> </ul>	<ul style="list-style-type: none"> <li>• Tell the Council how you think it could support your business needs</li> <li>• Consider taking on apprentices</li> <li>• Consider offering work experience and traineeships</li> </ul>
<b>Community leader</b>	<ul style="list-style-type: none"> <li>• Voice for business on strategic partnerships</li> <li>• Development of plans to deal with emergencies</li> <li>• Listening and acting on views of local business</li> <li>• Securing investment into business infrastructure</li> <li>• Developing partnerships and deliver agreed actions</li> <li>• Signpost to services provided by other public bodies</li> <li>• Working with education providers to meet the skills need of the local economy</li> </ul>	<ul style="list-style-type: none"> <li>• Make the Council aware of the needs of the business community</li> <li>• Put in place business plans to keep your business functioning in the event of an emergency of crisis (bad weather, power cuts, damage to buildings, pandemic)</li> <li>• Participate and promote events and activities aimed at supporting businesses</li> </ul>
<b>Business rate recovery and support</b>	<ul style="list-style-type: none"> <li>• Collection of rates and support for those facing difficulties</li> </ul>	<ul style="list-style-type: none"> <li>• Speak to the Council as early as possible regarding any payment or account problems</li> </ul>

