

Business Advice and the Primary Authority Scheme

Advice, Information and Guidance to Business Customers and Traders

Whether your business is already established in Nottinghamshire, or you are thinking of starting up a new venture, we can help you to get it right first time. The information below details the flexible ways we can provide you with clear, reliable advice on your responsibilities under current trading laws; from leaflets to bespoke packages tailored to your business needs.

Business information leaflets

The majority of advice is provided through our range of leaflets which you can find on our website:

<http://www.nottinghamshire.gov.uk/living/business/tradingstandards/>

Nottinghamshire County Council's Trading Standards Service has a range of responsibilities which focus on promoting a fair and safe trading environment for consumers and traders alike. The Service will provide guidance as a result of routine inspection of traders' premises and respond to individual enquiries from traders. Much of this work involves ensuring compliance with legislation about the quality, quantity and safety of goods and services. One method of achieving compliance is through our provision of information and advice to Nottinghamshire's traders. Where there are obligatory requirements we will clearly distinguish these from advice on "good practice". Our advice will always include reference to the relevant legislation under which it is given.

The Regulators Compliance Code requires that businesses are advised on their legal obligations and compliance and in most

instances this basic advice is provided by referring businesses to guidance on our own or government websites. Requests for basic advice can be met without charge where the information is readily available.

Chargeable Advice

If you would like an officer to answer a specific query in relation to your business, please contact our office on **01623 452005**.

If your query is relatively simple and we are able to answer it there and then, we may be able to do so free of charge.

It may be that you require more comprehensive, tailored business advice. There will be a charge for more detailed advice. If the advice is chargeable, we will provide a quote. Any charge we make for advice is worked out on a 'cost-recovery only' basis.

Nottinghamshire County Council Trading Standards offers two options for detailed advice and guidance:

- you can ask for a quote each time and pay as and when you need the advice
- to businesses whose activities have impact outside the Council's borders, we can offer a bespoke package of advice and support as part of a formal Primary Authority Partnership

Primary Authority Partnerships with Nottinghamshire County Council Trading Standards

Cut red tape for your business: you should be able to rely on advice received from local

authorities, assured that it is expert opinion applicable across the UK.

Businesses trading across local authority boundaries that are regulated by more than one local authority can enter into a legal partnership with a single authority which becomes their 'Primary Authority'. Primary authority partnerships can reduce costs by providing certainty to businesses, reducing risk and aiding compliance.

Nottinghamshire County Council Trading Standards can offer such partnerships, chargeable on a cost-recovery basis, tailored to your business's needs, providing:

- Robust, reliable advice and expertise to reduce risk and the cost of failure
- Allocation of a dedicated officer who will get to know your business
- Liaison with other councils to provide a single point of contact
- Assured advice to the business: local regulators must respect the advice of the Primary Authority which can, if necessary, block proposed enforcement action by other local authorities that it regards as inconsistent with its advice or guidance
- Where appropriate, a national inspection plan can be produced, to avoid unnecessary checks and tests to ensure inspections by other regulators or local authorities are co-ordinated saving time and resources
- Partnerships can cover the full range of regulatory services or specific functions such as food standards. Nottinghamshire County Council Trading Standards has in-house expertise on all areas and we can work in partnership with other district councils as needed
- We can review processes and procedures and offer staff training
- The Better Regulation Delivery Office maintains a central register of partnerships which provides an

authoritative reference source for businesses and councils

Nottinghamshire acts as primary authority to a variety of businesses ranging in size, the sectors they trade in and the type and frequency of advice and support they need. To get an idea of the range of types and sizes of businesses already benefitting, visit <http://www.bis.gov.uk/brdo> to view a public list of registered primary authority partnerships and for more information on the scheme.

Nottinghamshire County Council's **policy** on forming Primary Authority Partnerships with businesses is available on our web pages. It includes the full list of regulatory functions on which we can offer expertise.

If you think your business could benefit from forming a Primary Authority Partnership, please contact us on **01623 452005** to find out more or to arrange for one of our officers to visit you.

Contact information:

Phone: **01623 452005**
Monday to Friday: 8.30am to 5pm

Email: trading.standards@nottscc.gov.uk

Website:
<http://www.nottinghamshire.gov.uk/living/business/tradingstandards/>

If you need the information in a different language or format, please contact us on 01623 452005.