



Olivia,
works in Soho
#MySoho
#MyWestminster

Westminster Business Handbook

Information and support
for your business

2017 – 2018



City of Westminster

Introduction from Cllr Robert Davis MBE DL

Global City, strong neighbourhoods, thriving community.

Welcome to the 2017/18 Business Handbook which will point you and your business in the right direction when you need to contact the council.

Westminster is a city with global clout, and the powerhouse of the UK – contributing more than £55bn a year to the nation’s economy. The 47,000 businesses that have chosen to make Westminster their home employ many of our 175,000 working age residents.

With 8,250 flourishing start-ups in the city last year, I am proud to say that Westminster is very much the home of the entrepreneur. In order to support new and established entrepreneurs to nurture and grow their businesses, the council is driving forward the provision of high quality enterprise space. To date 145,000 square feet of enterprise space has been created, with more to follow this year.

In the coming year we will also continue to create the right conditions to meet the aspirations of our residents and workers throughout the city. Last year our second annual Westminster Enterprise Week reached out to over 2,800 local young people, giving them first-hand experience of how to develop their ideas.

A strong business community remains a top priority for us and we are committed to investing in our services to you. Whether you are an established business or just starting out on your own, the Westminster Business Unit provides one front door for all your business needs, offering guidance and information on a wide range of issues.

This year I want to work with you to see how business can make even more of a contribution to their communities. With your support, we can continue to realise the benefits of living and working in the heart of the nation’s capital. By encouraging local residents to succeed, you can play a part in creating a City for All.

Westminster City Council wants to support you and your business. I want to hear from you as to how we can ensure that Westminster remains a place of unrivalled economic success.



Cllr Robert Davis MBE DL
Deputy Leader and Cabinet Member for Business, Culture and Heritage

✉ business@westminster.gov.uk



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Karen,
principal designate of the Sir Simon Milton University Technical College

#MySutherlandStreet
#MyWestminster



Nabila and her daughter Nada,
live in Lisson Grove

#MyLissonGrove
#MyWestminster

Corporate Social Responsibility

Businesses of all sizes already contribute a huge amount to the city by reducing their emissions, helping those who need extra support to get into work and providing direct support to local voluntary and community organisations.

Residents have told us that we need to do more to integrate businesses into the Westminster community.

Through our exciting new awards, the Westminster Lion Awards, we will recognise those businesses already doing their bit for Westminster and provide support to help those new to corporate social responsibility to get involved to make Westminster an even better place.

The Westminster Lion Awards

Good work deserves to be recognised. If you are changing lives through your organisation's corporate social responsibility work, get the recognition you deserve with the Westminster Lion Awards.

Whether you're in the early stages of your corporate social responsibility programme or are well on the way to making a positive contribution to local people and communities, get in touch to find out more.

📄 westminster.gov.uk/lion-awards



Westminster
Lion Awards


City of Westminster



Tim,
musical theatre actor
in the West End

"The West End is vibrant – buzzing with life. Absolutely everything goes on here. You can do anything, be anyone you want to be, see anything you want to see – it's a pretty amazing place."

#MyWestEnd

#MyWestminster

This is Tim's Westminster, what's yours?

#MyWestminster



Pest activity affecting your business?

Call us FREE on 0800 358 0514

to book a free no-obligation survey.

Pest activity is a risk to a business' reputation as well as public health.

We offer tailored solutions ranging from one-off treatments to annual contracts.

For a free no-obligation survey undertaken by a trained pest control officer please contact us at pestcontrol@westminster.gov.uk or call us on the number above.

For more details about the service visit westminster.gov.uk/pestcontrol



Westminster City Council westminster.gov.uk

Westminster City Hall
64 Victoria Street
London SW1E 6QP



City of Westminster
PEST CONTROL

Business rates

Westminster is a special place – the seat of democracy, royalty and a major international business centre and home to over 240,000 people. Westminster also plays host to 697,000 jobs – 14% of all jobs in London. Our 47,000 businesses range from micro start-ups to global corporations.

Non-domestic rates, otherwise known as business rates, are taxes levied on non-domestic properties.

Westminster City Council collects around £2 billion in business rates per annum from its 35,000 non-domestic properties. However, the council currently only retains a small proportion of this sum, around £78 million or 4% of what the council collects.

Viewing and paying your business rates online

It's quick and easy to view your Westminster business rates online. The most convenient way to pay is by direct debit and you can apply online at:

westminster.gov.uk/paying-your-business-rates

You can also pay online using your debit card, over the phone or by bank transfer.

If you're new to Westminster, or moving out, let us know online. You can also switch to paper-free billing or apply for exemptions and relief.

westminster.gov.uk/businessrates

The Westminster Business Unit

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The Westminster Business Unit makes it easier for businesses to navigate through council services and get the information and advice they need.

Whether you are just starting a new business, or looking to grow, contact the Business Unit for all the support you need, when you need it.

✉ businessunit@westminster.gov.uk

🌐 businesswestminster.com

☎ 020 7641 2070

WESTMINSTER
BUSINESSUNIT



City of Westminster



Vegard,
entrepreneur, Piccadilly

#MyPiccadilly
#MyWestminster

Up to

3 waste and recycling collections every day



CALL: 020 7641 6180
westminster.gov.uk/commercialwaste



Moving towards a more sustainable City Hall

Westminster City Hall on Victoria Street will be closed for refurbishment from the end of June 2017 until early 2019.

The refurbishment will result in a greener and more energy efficient building, which will deliver substantial savings and provide new income to support frontline services.

During this period, the offices on 64 Victoria Street will not be open to the public.

- Westminster City Hall will be based at 5 Strand, where the majority of council committee meetings will take place.
- Licensing meetings will take place at Portland House, Bressenden Place, SW1E 5RS.
- Registrar services, including giving notice of intention for marriage and civil partnerships, will move to 317 Harrow Road, W9 3RJ, from March 2017.
- Citizenship ceremonies will move to Mayfair Library and 5 Strand whilst the registration of births and deaths will take place at Harrow Road as usual.
- Services delivered from 215 Lisson Grove, NW8 8LW, will continue to operate as usual and will not be affected.

For more information and the latest updates visit: westminster.gov.uk/cityhallrefurb



Eva,
lives in Marylebone
#MyMarylebone
#MyWestminster

Contact the council

📧 businesswestminster.com

☎ Call our Business Unit, our one-stop-shop for businesses, on **020 7641 2070**

Contact the council to get the information you need on everything from licensing and training, health and safety, commercial waste, business rates and more.

You can also go online to find the information you need quickly and at a time that suits you.

Useful websites

Business rates

📧 westminster.gov.uk/businessrates

Pay your business rates online, notify us of a change of address and apply for exemptions and relief.

Commercial waste and recycling

📧 cleanstreets.westminster.gov.uk

Sign up to our commercial waste services, order more bags and find out how to dispose of bulky items.

City promotions, events and filming

📧 westminster.gov.uk/events-and-filming

Apply to film or hold an event.

Food safety

📧 westminster.gov.uk/food-safety-businesses

Register your food business with the council, report a concern about food safety and sign up for food safety training.

Health and safety

📧 westminster.gov.uk/health-and-safety

Report health and safety concerns, sign up for training courses and find the latest advice.

Licensing

📧 westminster.gov.uk/licensing

Apply for a licence, request pre-application advice and pay your annual fee.

Noise

📧 westminster.gov.uk/noise

Report noise concerns and find the permitted hours at which work can be carried out.

Parking

📧 westminster.gov.uk/parking

Apply for a trade parking permit, parking bay suspensions and skip licences.

Pest control

📧 westminster.gov.uk/pest-control

Request advice and treatment to get rid of pests, rodents and other potential health hazards.

Report It

📧 westminster.gov.uk/report-it

Go online to report problems with the streets around your business directly from your mobile phone or tablet. Just fill in a few details using our Report It tool, upload a photo of what you have seen and send it to us.

Planning

📧 westminster.gov.uk/planning

Apply for planning permission, comment on planning applications and apply for a temporary structure, road closure or crane licence.

Street cleansing

📧 westminster.gov.uk/street-cleansing

Find your street's cleaning schedule and report street cleansing issues.

Street trading

📧 westminster.gov.uk/street-trading

Become a licensed market trader, pay market pitch fees and apply for a tables and chairs licence.

Trading standards

📧 westminster.gov.uk/trading-standards

Get advice and guidance on consumer protection legislation affecting your business and protect your business from scams.



Maristela,
street sweeper
in Mayfair

#MyMayfair
#MyWestminster

Get the skills to get the job

WAES is Westminster's adult college, offering training in English, maths and key skills needed for work. Choose from hundreds of qualifications and short courses to upskill or prepare you for employment.

- Apprenticeships and traineeships
- Computing and digital skills
- Creative arts and vocational studies
- English and maths
- Employability skills
- General interest courses

Call us, go online or visit a WAES centre today to see how we can help. Plus, speak to an adviser to find out if you're eligible to receive funding for your studies.

Business support

Support and networking

Business Improvement Districts

westminster.gov.uk/westminster-bids

The BIDs are business-led and business funded bodies formed to improve a geographically defined area. The BIDs provide your business with a voice in creating a more appealing environment and promoting and marketing your local area.

Business Information Points

westminster.gov.uk/bip

Located in libraries across Westminster, Business Information Points provide a range of high-quality resources to help you develop and build your business – all for free. Access market research databases including Mintel, regular events and workshops with guest speakers, and fantastic networking opportunities.

Federation of Small Businesses

fsb.org.uk/benefits

[@FSB_Policy](https://twitter.com/FSB_Policy)

The FSB promotes and protects the interests of the self-employed and owners of small firms. Members can make use of a wide range of member benefits including networking events, legal protection insurance and a financial health check.



Patrice and Alan,
tourists from Scotland

#MyLittleVenice
#MyWestminster

London Chamber of Commerce

📧 londonchamber.co.uk
 🐦 @LondonChamber

London Chamber of Commerce and Industry (LCCI) is the capital's largest independent networking and business support organisation. Representing the interests of thousands of companies, we connect thousands of business people every year and offer our members a wide range of practical and professional services.

Mayor's International Business Programme

📧 gotogrow.london
 🐦 @GotoGrow_London

The Mayor's International Business Programme helps ambitious high growth businesses from London's Technology, Life Sciences and Urban sectors, to expand their businesses internationally. The scheme gives businesses a 12-month exclusive programme providing a bespoke mentoring scheme, delivered by leading entrepreneurs and business leaders; expert advice and workshops.

National business support initiatives

📧 greatbusiness.gov.uk
 🐦 @BusinessisGreat

Connect to expert advice and sources of information to help you build and grow your business through the government's Great Business programme.

Westminster Business Council

📧 westminsterbc.org.uk
 🐦 @WestminsterBC

A membership organisation helping business to grow through meetings with potential clients, industry insights, networking and mentoring. Companies with a turnover of less than £1 million a year can apply for free SME membership.

Westminster Enterprise Centre

📧 westminster-enterprise.org.uk
 🐦 @EnterpriseW9

Free and low-cost business training workshops and qualified business advisers providing confidential, one-to-one business advice. Meeting rooms are also available for hire.

Places of work

You can find all the enterprise spaces that are available in Westminster online at:

📧 lep.london/growthhub/workspaces

Great Western Studios

📧 greatwesternstudios.com
 🐦 @GW_Studios

Affordable small business workspace and studio space in West London for creative industry businesses. The building is made up of 104 studios as well as communal access to the garden and courtyard.

Impact Hub Westminster

📧 westminster.impacthub.net
 🐦 @HubWestminster

Flexible access to workspace in one of the largest of a global network of locally-owned collaborative working spaces. Located minutes from Trafalgar Square, Impact Hub Westminster also hosts events and programmes to provide on-going learning and networking opportunities for its members.

Maida Hill Place

📧 maidahillplace.co.uk
 🐦 @MaidaHillPlace

A unique space for food entrepreneurs with a fully equipped kitchen, event space and state of the art sound systems and art cinema projection. Run or test a business idea without the overheads that a normal business set up would incur. Westminster City Council won a business friendly council award from the Federation of Small Businesses based on our support of this initiative.

TrueStart

📧 truestart.co.uk
 🐦 @TrueStartUK

If you have an innovative product, service or business in the retail or consumer sector you can apply to join the TrueStart programme. Successful applicants gain access to office space, retail space and financial investment in return for an equity stake in their business.

Creative industries

Somerset House

📧 somersethouse.org.uk
 🐦 @somersethouse

Somerset House Studios is a new experimental workspace in the centre of London connecting artists, makers and thinkers with audiences.

The Studios are a platform for the development of new creative projects and collaboration, promoting work that pushes bold ideas, engages with urgent issues and pioneers new technologies. The Studios are also home to Makerversity and a number of groups working with critical design and emerging technologies.

Suzanne,
 flower trader at
 Maida Hill Market
 #MyMaidaHill
 #MyWestminster



Financial support and grants

Creative Industry Finance

creativeindustryfinance.org.uk
[@CIFinance](https://twitter.com/CIFinance)

Free expert business advice and access to loan finance from £2,500 to £2.5m+ for creative enterprises.

London Business Angels

lbangels.co.uk
[@LondonBAngels](https://twitter.com/LondonBAngels)

One of Europe's leading Angel Investment Networks connecting fast growth technology companies to equity finance.

London Co-Investment Fund

lcif.co
[@Capital_List](https://twitter.com/Capital_List)

The London Co-Investment Fund will invest over £80m, from 2014 to 2017, in 150+ science, technology or digital companies that are committed to creating jobs in London. LCIF is founded and managed by Funding London and Capital Enterprise with an initial investment of £25m from the Mayor of London's Growing Places Fund.

Start Up Loans

startuploans.co.uk
[@StartUpLoansUK](https://twitter.com/StartUpLoansUK)

Work with Start Up Loans' partners to develop a business plan before securing a loan to build your business. Once you have your loan you'll also be given access to an expert mentor, free training courses and business offers.

Recruitment

Apprenticeships

getingofar.gov.uk/employers
[@GetInGoFar](https://twitter.com/GetInGoFar)

Taking on an apprentice can bring fresh ideas to your business, and help you to maintain a skilled workforce. The central government Get In Go Far service will support you to recruit, fund and train a new apprentice member of staff.

Recruit Westminster

westminster.gov.uk/recruitwestminster

Get help finding the right candidates for your business with Recruit Westminster, who will organise the screening and training of candidates as well as continued mentoring once they have started work.

Tendering for council services

capitalEsourcing

capitalEsourcing.com

Stay on top of opportunities to supply services, goods or works to the council and other London boroughs by registering your company details at capitalEsourcing.

Training

Food safety, health & safety, licensing

westminster.gov.uk/training-programme

The council offers professional training courses in food safety, health and safety, licensing and more to equip you and your team with the knowledge to protect your customers and business. Online and bespoke courses are also available.

Westminster Adult Education Service

waes.ac.uk
[@WAESonline](https://twitter.com/WAESonline)

WAES is Westminster's adult college, offering tailored, affordable training programmes, workplace learning and apprenticeships to help small and medium businesses upskill their workforce and face business challenges.

Playing your part – greener and healthier

We want to maintain and improve the environment for residents, businesses and visitors. Your business can play a key role in creating a healthy and sustainable environment in Westminster. We'd like you to help us with this important agenda, for example by getting the message across about reducing personal deliveries to workplaces, consolidate freight, encouraging active transport, reduce engine idling, move away from diesel vehicles and how we can create a healthier workplace for workers and customers.

Find out more at businesswestminster.com



Mahmoud,
works as an Air Marshal
in central Westminster

#MyMarylebone
#MyWestminster

WESTMINSTER city save

PROMOTE YOUR BUSINESS

Since launching in early 2013, over 600 businesses and leading attractions across Westminster and London have provided fantastic offers and great savings to those who live, visit and work in Westminster as part of the council's award-winning City Save scheme.

65% of Westminster households currently have a Westminster City Save card, and this number is growing daily.

Promote your business for free, whether it's a new service, an event or your existing offer. Increase enquires, sales, web hits and attendees at events. Choose from long-term or short-term offers, and choose the terms and conditions that suit you.



Last year we received over 7,000 visitors to the site from City Save and took over £1,700 in revenue in our first week.

Theatre People

ADVERTISING OPPORTUNITIES

Advertise your business in one of our award-winning magazines. Opportunities include our quarterly Reporter magazine to all homes in Westminster, as well as Children First for parents of young children, Edit for teenagers and Westminster Plus for the over 65s.

westminster.gov.uk/advertising

Provide an offer or discount to Westminster residents, and your business could be seen by:

- 65,000 subscribers to our fortnightly newsletter.
- Over 35,000 visitors to the City Save website each month.
- 22,000 followers on social media.
- Thousands of households across Westminster that subscribe to our publications.

westminster.gov.uk/citysave

How local recruitment could improve your corporate social responsibility

Reducing long-term unemployment is a big task, but we know that businesses across Westminster are committed to promoting growth and creating jobs.

That is why we are launching the Westminster Employment Service, a new council service which will work with businesses to get long-term unemployed residents into employment.

Hiring locally can bring substantial benefits to your business, while shorter commutes can increase productivity and reduce absences. In certain industries, having people on board who possess a strong knowledge of the local area can help you to be more in tune with your audience.

To find out how the Westminster Employment Service could benefit your business and fit in with any corporate social responsibility programme you may be running, please visit: westminster.gov.uk/employment


City of Westminster

**Westminster
Employment
Service**



Vonley,
Harrow Road
Community Champion

#MyHarrowRoad
#MyWestminster



City of Westminster
COMMERCIAL WASTE

Prices from 75p

for waste and recycling
collection
and disposal*



*based on one bag of recycling

CALL: 020 7641 6180
westminster.gov.uk/commercialwaste

