

HERE FOR BUSINESS



Commercial Waste Regulatory Support Training Courses Pest Management Grounds Maintenance

wakefield.gov.uk/hereforbusiness

wakefieldcouncil
working for you

REGULATORY COMPLIANCE: SUPPORTING BUSINESSES THROUGH CHALLENGING TIMES

Thank you for having us and thank you to the organisations who have already spoken today.

Here for Business are a team of business minded, environmental health professionals who are passionate about helping businesses succeed.

We provide a range of services from consultancy and primary authority to pest and waste management to support SME and large business across a range of sectors both in Wakefield and nationally.

Business minded, socially responsible.

Hello
my name is

Paige – Business Compliance
Advisor

HERE FOR BUSINESS

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Assured Advice and Training from experts in Food Safety, Pest Control, Waste and Health & Safety

WHAT HOME BUSINESSES DO WE SEE?

Through Animal Health, Food Safety and Environmental Protection, we support those working from home and those affected by those working from home



Childminders – can find support and guidance from the OFSTED website. Noise caused by children can't be considered a statutory nuisance.



Home pet borders – many don't realise they need a license.



Craft professions - Furniture upscalers, jewellery makers. H&S considerations



Beauty - tattooists, Microbladers, hairdressers, spa treatments – massive increase of these.



Food businesses – mainly home bakers but covers a range of models and cuisines



Office workers/general home workers – ergonomic considerations, rise of nuisance reports from people WFH.

Massive rise in nuisance complaints following lockdowns and increase of people working from home.

Not just individuals: We received several complaints all from one street reporting nuisance from a large company. We ended up working with the company to change their daily working procedures to remove that nuisance.

PLANNING PERMISSION – How are home workers affected?

- Not just for building extensions or garages
- Assessed on a case-by-case basis
- If a business frequently attracts people to their home e.g. beauticians, personal trainers etc. it is likely that they will need planning permission
- If a home business gets reported as a nuisance they could be asked to apply for planning permission after they've already started trading, preventing them from trading while they wait causing them to lose customers and money. In their best interests to be considerate
- Visit the Planning Portal on the Wakefield Council website to check and submit your application

STEPS WE'VE TAKEN

- Factoring consideration of neighbours into their business strategy!
- Offered free Business Advice calls to newly registered food businesses and incorporated planning tips into our advice pro-forma
- We put a video How To guide together with top tips on how to be considerate, safe and compliant (a more accessible format, engaging with smaller businesses, YouTube automatically generates subtitles)
- Recognised areas for improvement – more synergy between departments needed



Aside from checking with the planning department some practical measures home businesses can consider are...



Keep your neighbours in the loop about your business and reassure them that it's not going to cause any problems for them. Legitimise your business!



Think about where your customers are going to park – make sure there's enough space for them and they're not obstructing your neighbours e.g. parents collecting children



Be mindful of noise – car doors, people in garden, equipment? Consider staggering your appointments/projects



Make sure you have enough space for any extra waste you're producing so it doesn't look messy or attract pests



We encourage mobile workers e.g. carers, hairdressers, nail technicians, to take considerations when attending others' homes

HEALTH AND SAFETY

Managing Risk when working from home

Another big focus for us has been getting businesses to think about risk - covid has helped raise people's awareness of control measures

As part of the Welcome Back Fund, I've been seconded part-time to a role focused on business recovery and a large feature of that was Risk Assessment and giving businesses the resources and knowledge to manage risk going forwards.



Challenge: For home businesses with no employees (<5) a written RA isn't a legal requirement, but it is good practice – should at least conduct a dynamic risk assessment.

You do a risk assessment every time you cross the street!

We hosted a **Risk Assessment for Beginners webinar**. Free and available to all business types

We launched a **Risk Assessment Check-and-Send service** where businesses could send in their RA's and gather feedback from professionals

Easier to engage when resources are free.



HM Government



European Union

European Regional
Development Fund

Home furniture repairer

Turning hobby into profession

- H&S considerations using tools and equipment safely – PAT testing, manufacturers instructions
- Manual handling and work-related injuries
- Paints and varnishes means COSHH considerations
- Environment - are there children? Where/how are chemicals and tools stored?
- Responsibility for H&S falls on business owner
- Must let landlord/home insurer know about home business in case of incidents such as fire
- Getting insurances e.g. product liability, public liability

Thinking about the whole process from start to finish and identifying the risks

Challenge: Engaging with businesses going from hobby to more than that. Many don't know to come to Env. Health or what support we can offer.

Working from home offices

A new way of life

- Risk Assessment for home offices includes ergonomic considerations to prevent work related injuries e.g. work related upper-limb disorder
- Eye strain
- Head aches
- Mental Health is included in IOSH Managing Safely courses now and it is an employer's responsibility to manage it like any other foreseeable risk
- Some controls to support positive mental health can include staggering appointments, work-life balance, regular breaks e.g. going for walks, some companies offer morning exercise classes. These considerations can be applied to many home businesses

Working from home is a way of life now and everyone is adapting – including us! There are many types of home business and there isn't a one size fits all solution to business advice.

Going forwards: move from webinars to pre-recorded resources so people can work around their schedules and access help in their own time.

Thank You!

LINKS AND RESOURCES

[Here for business - Wakefield Council](https://www.wakefield.gov.uk/business/here-for-business)

<https://www.wakefield.gov.uk/business/here-for-business>

[Risk assessment: Template and examples – HSE](https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm)

<https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm>

<https://www.hse.gov.uk/simple-health-safety/risk/steps-needed-to-manage-risk.htm>

[HSE: Asbestos - health and safety in the workplace](https://www.hse.gov.uk/asbestos/)

<https://www.hse.gov.uk/asbestos/>

[Help | Planning Portal](https://www.planningportal.co.uk/info/200206/help)

<https://www.planningportal.co.uk/info/200206/help>

[Home | Business Companion](https://www.businesscompanion.info/)

<https://www.businesscompanion.info/>

[Acas | Making working life better for everyone in Britain](https://www.acas.org.uk/)

<https://www.acas.org.uk/>

Top tips

Insurance; public liability, product liability

Planning Portal

Mortgage? Inform mortgage provider

Renting? Inform landlord

Inform HMRC

Working from home is a way of life now and everyone is adapting. There are still hurdles to cross e.g. personal safety – people knowing your address – food businesses having to label products with address if they're supplying to other businesses.

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