

FLINTSHIRE BUSINESS INFORMATION GUIDE

Useful information and advice
about establishing a business in

CONNAH'S QUAY TOWN CENTRE



Connah's Quay, the largest town in Flintshire, currently with a population approaching 18,000 and likely to grow over the coming years, is a thriving community. Being a desirable place of residence within easy reach of Merseyside, Chester and the North Wales coastal and inland resorts.

There is a good range of shops and supermarkets and an open-air market on Thursday each week sited on the High Street. The majority of the town is monitored 24/7 by CCTV. There is also a small unit industrial estate set along the west bank of the Dee Estuary with a large proportion of the Deeside Industrial Park on the east bank within the town boundary.



Connah's Quay is a town of great interest and potential, and over the years has gathered a wealth of history and heritage. It embraces wide life and leisure pursuits through its urban parks, estuary bird reserve and green spaces including the largest park - Wepre Park with its visitor's centre and ruined castle. Housing, good schools, Deeside College (ideal for both higher and vocational training) youth club, community centre and other facilities such as the Civic Centre complex, situated near the junction of Wepre Drive and the B5129 coast road includes Council Chamber and County Council Offices, Library, Child Welfare Clinic, Swimming Pool and Civic Hall.

This Business Information Guide has been created to point you in the right direction for helpful information and advice if you are thinking of setting up or relocating a business to the town centre. It will also be a useful resource for existing businesses too. As the town centre manager for Connah's Quay I cover a range of activities and issues concerned with the day to day running of the town centre, as well as special events and promotions. I also seek to attract new business to the centre as well as provide support to existing businesses. The Town Council website also provides access to current information regarding the town centre, and also contains a local business directory. I do hope you will find this leaflet helpful. Please feel free to contact me if you require further information about Connah's Quay town centre.

Lisa Fearn

Connah's Quay Town Centre Manager

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www.connahs-quay.co.uk

ENQUIRY	CONTACT DETAILS
<p>Impartial Business Information Services</p>	<p>Business Eye Telephone: 08457 969798 or 01352 706209 (local office in Mold) www.busesseye.org.uk</p> <ul style="list-style-type: none"> • Business Eye is a 'one stop shop' of business advice with access to a wide range of information, services and support. • Business Eye is managed by the Welsh Assembly Government and has been created to provide free signposting and information for existing, new and potential businesses. • Business Eye is completely impartial in finding the right service providers to meet your needs. • Advice and support is available on any business related queries. • Information on the website is divided into seven main headings: Finance & Tax, HR & Staff, Office & Administration, Sales & Marketing, IT & Commerce, Managing a Business and Starting a Business. • There is also a searchable 'Directory of Business Support Services' on the website.
<p>Environmental Management and Training related Issues</p>	<p>ARENA Network Telephone: 01978 664169 www.arenanetwork.org</p> <ul style="list-style-type: none"> • ARENA Network is an independent organisation providing practical support to businesses and other organisations primarily in Wales on environmental management and training related issues. • They can provide advice and assistance to businesses to reduce their impact on the environment and become more profitable. • Their principal aims are: promote greater environmental awareness, the adoption of best practice and sustainable development whilst improving overall business performance and competitiveness • The work is undertaken on a demonstrably independent, professional, high quality and not-for-profit basis.

ENQUIRY	CONTACT DETAILS
Business Rates	Business Rates Telephone: 01352 704848 www.flintshire.gov.uk (Business → Business Homepage → Developing your Business section → Business Rates → PDF: 'Business Rates 2007/08') <ul style="list-style-type: none"> • The administration and collection of all 'Non Domestic Rates'. • They also provide help and advice on all aspects of Business Rates, including: 'Small Business Rate Relief Scheme', Empty Property Rates, and Charitable & Discretionary Relief.
Business Directory	Flintshire's Business Centres (Greenfield & Deeside) Telephone: 01352 703221 or 01352 702013 www.flintshire.gov.uk (Business → Business Homepage → Business Directory section) <ul style="list-style-type: none"> • A comprehensive database and publication of businesses and companies situated within Flintshire. • Flintshire Business Directory has been created in various formats and can be requested as a hard copy, on CD or viewed on-line at the Council's main website.
Business Development Support	Flintshire's Business Centres (Greenfield & Deeside) Telephone: 01352 703221 www.flintshire.gov.uk (Business → Business Homepage, containing a range of Business information) <ul style="list-style-type: none"> • Flintshire business advisors and consultants have a wealth of knowledge and expertise across a wide range of disciplines and sectors. • The advisors are dedicated to assisting businesses at all stages of development whether micro, small, medium sized enterprises or major employers within the County. • All advice is treated in the strictest of confidence.

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IT Business Advice	<p>Flintshire's Business Centres (Greenfield & Deeside) Telephone: 01352 703224 www.flintshire.gov.uk (Business → Business Homepage containing a range of Business information)</p> <ul style="list-style-type: none"> • The Flintshire IT Business Advisor supports and delivers a broad range of events to promote the use of Information and Communication Technologies, to help develop your business. • Support available includes consultancy, advice, demonstrations and group training sessions.
Commercial Properties available in Flintshire	<p>Flintshire's Business Centres (Greenfield & Deeside) Telephone: 01352 702013 www.flintshire.gov.uk (Business → Business Homepage → Looking for a Commercial Property?)</p> <ul style="list-style-type: none"> • Details of commercial property and land available throughout the County. The Council maintains this list in conjunction with all major Estate Agents and partner organisations. • The team will search the system to match your requirements and provide you with property information in the format you require, either by post or e-mail. • This is a free service and can be accessed as many times as you wish.
Health & Safety	<p>Health & Safety At Work Telephone: 01352 703381 www.flintshire.gov.uk (A-Z Services → Health and Safety at Work)</p> <ul style="list-style-type: none"> • The section covers health and safety in offices, shops, warehouses, catering premises, residential accommodation and leisure/consumer services. • Advice and guidance is available on achieving compliance with health and safety requirements.

FLINTSHIRE COUNTY COUNCIL

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<p>Planning</p>	<p>Applications & Development Control Telephone: 01352 703234 www.flintshire.gov.uk (Planning → Planning Services Online Homepage)</p> <ul style="list-style-type: none"> • Deal with planning applications such as change of use, industrial development and advertisement consent. • Also give general information and advice on planning applications including: the need for planning permission, submitting an application, dealing with your application, application forms, planning fees and appeals.
<p>Trading Standards</p>	<p>Trading Standards Telephone: 01352 703181 www.flintshire.gov.uk (A-Z Services → Trading Standards → Trading Standards Online Homepage)</p> <ul style="list-style-type: none"> • Enforce a wide variety of Trading Standards laws to promote fair, safe and honest trading. • Provide advice and assistance for Flintshire business on Trading Standards issues. • The range of Trading Standards issues includes: Consumer Credit, Food law enforcement, Prices, Product safety, Trade Descriptions, Weights and Measures, Counterfeiting and scams.
<p>Licensing</p>	<p>Licensing Telephone: 01352 703030 www.flintshire.gov.uk (Licensing → Licensing Homepage)</p> <ul style="list-style-type: none"> • The section deals with licensing of pubs, clubs, late night takeaway premises, taxi operators, drivers and vehicles; entertainment premises and pet shops. • The section also covers gambling/gaming in betting shops, bingo halls and amusement arcades; and issues permits for a wide variety of premises. • The section also authorises street collections, house to house collections & small society lotteries.

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ENQUIRY	CONTACT DETAILS
Environmental Health	<div data-bbox="326 117 371 547" data-label="Text" style="writing-mode: vertical-rl; transform: rotate(180deg);"> FLINTSHIRE COUNTY COUNCIL </div> <p data-bbox="388 128 663 153">Environmental Health</p> <p data-bbox="388 168 640 189">Telephone: 01352 703440</p> <p data-bbox="388 205 827 225">www.flintshire.gov.uk (A-Z Services → Environmental Health)</p> <ul data-bbox="388 246 1042 293" style="list-style-type: none"> • Enforcement of legislation related to food safety, health and safety & safety at work, pollution control, environmental control and licensing/registration.
Markets	<p data-bbox="388 311 598 336">Markets Section</p> <p data-bbox="388 352 720 372">Telephone: 01352 703110/703114</p> <p data-bbox="388 388 755 409">www.flintshire.gov.uk (A-Z Services → Markets)</p> <ul data-bbox="388 424 1053 533" style="list-style-type: none"> • A possible cost effective way of starting your own business and testing your product could be as a Market Trader. • For information and advice with regard to regulations, costs and insurance requirements please contact the Markets Section.
Inland Revenue and Customs and Excise	<p data-bbox="388 557 704 582">HM Revenue & Customs</p> <p data-bbox="877 562 1053 583">www.hmrc.gov.uk</p> <p data-bbox="388 598 1060 655">Telephone for Tax, NI, etc queries : 0845 6 070 143 (new employer helpline), 0845 7 143 143 (existing employer helpline) or 0845 302 1489 (Welsh language helpline)</p> <p data-bbox="388 671 1022 717">Telephone for Customs, Excise & VAT queries: 0845 010 9000 or 0845 010 0300 (Welsh language helpline).</p>
Smoking Ban	<p data-bbox="388 743 684 764">www.smokingbanwales.co.uk</p> <p data-bbox="388 780 991 800">Telephone: 0845 300 2525 (English) or 0845 300 2526 (Welsh)</p> <p data-bbox="388 811 741 831">- to report anyone ignoring the ban.</p> <ul data-bbox="388 847 1011 956" style="list-style-type: none"> • The website includes advice and guidance for businesses. • The Health, Safety and Licensing section of Flintshire County Council enforces the smoking ban, which applies to every enclosed public place, work place and work vehicle in the County.

ENQUIRY	CONTACT DETAILS
<p>Crime, Safety & Security</p>	<p>The Flintshire Community Safety Partnership</p> <p>Telephone: 0845 607 1002 extn. 33705 for Flintshire Business Crime Coordinator. 01745 588456 for North Wales Business Arson Warden. 0845 607 1002 (English) to report non-emergency crime</p> <ul style="list-style-type: none"> • The Flintshire Community Safety Partnership is actively establishing measures designed to reduce crime and the fear of crime, improve the detection of crime and to improve personal safety in Flintshire. • Measures include schemes such as the Flintshire Safer Business Scheme, which is a multi partnership scheme, with community engagement, to address any issues collectively. All businesses are welcome to join the scheme and enquiries can be made to the Business Crime Coordinator. • The North Wales Business Arson Warden is running a Fly Tipping and Unsecured Business Waste fire hazard initiative in Flintshire. The initiative involves many agencies working together to help give advice and try to reduce the unsecured business waste.
<p>Recruitment</p>	<p>Jobcentre Plus</p> <p>Telephone: 077795 308223 to speak to the Employer Engagement Manager 0845 601 2001 to place a vacancy with Employer Direct or email EMPLOYERDIRECT-VACANCIES@JOBCENTREPLUS.GSI.GOV.UK www.jobcentreplus.gov.uk</p> <ul style="list-style-type: none"> • Jobcentre Plus is a free service, designed to help any recruitment process run smoothly, whatever the scale. • Jobcentreplus will match vacancies by offering the widest possible range of quality applicants and providing the right people when needed. • Vacancies are displayed on 8,600 touch screen systems and the Jobcentreplus website, and through a telephone service that handles over 120,000 calls every week. • A local contact is provided to work in partnership with employers to help fill vacancies • Specialist help and advice can be provided on training, rates of pay, equal opportunities and employing people with disabilities or from overseas. • Jobcentre Plus can manage the recruitment process so that employers only see the most suitable candidates • Employers can try out prospective candidates for up to 15 days with a Work Trial, completely free and with no obligation on either side.