



Useful information to support your business

Information correct at February 2024



Contents

Supporting City Centre and High Street Businesses	4
Business Newsletter	6
Supporting City Centre and High Street Businesses	7
Business Support Programmes	9
Skills and support for the hospitality and the night-time economy sectors	11
Employment, Skills and Learning	12
Accreditations for your business	16
Mental health and wellbeing	18
Sustainability and net zero	20
Preparing your business for challenging times	22
Advice and support organisations	24
Notes	26

Supporting City Centre and High Street Businesses

The last two years have shown how important it is to work with our high street businesses providing advice and support, and to encourage people to shop locally to build stronger resilient independent businesses, supported by their own communities.

Not sure where to start? Get in touch.

We appreciate different businesses have different needs. Whether you are opening your first business, looking to expand or facing financial challenges, our business development officers can provide tailored advice to meet your needs.

To help you access business support, services and opportunities our business development officers are engaging with businesses on Bristol's high streets. We will be in your area on a regular basis. If you would like to arrange a meeting or if you have any queries you can contact:

Sean McTiernan

sean.mctiernan@bristol.gov.uk

Tel: 07471 447380

Chanelle Greenwood

chanelle.greenwood@bristol.gov.uk

Tel: 07471 447356

Areas we can help you with:

- Support for new businesses
- Support to grow or expand your business
- Funding and grants
- Business rates
- Recruitment, training or skills development
- Apprenticeships
- Health and safety
- Looking after you and your team's mental health
- Becoming a Real Living Wage employer
- Business waste and recycling
- Signposting to a council service or department
- Promoting your business on social media

We can also provide sector specific guidance including:

- Hospitality
- Food and drink
- Night-time economy
- Markets

For a full list of available support and services go to:

www.bristol.gov.uk/business

www.bristol.gov.uk/highstreetsrecovery

Business Newsletter

To receive the latest news, information and updates, we recommend signing up to the business newsletter:

[www.bristol.gov.uk/
businessnewsletter](http://www.bristol.gov.uk/businessnewsletter)

The fortnightly newsletter provides relevant and timely information to businesses in Bristol and the surrounding area, across a broad range of topics that businesses may find useful, including:

- News
- Grants and funding opportunities
- Business support
- Events and webinars
- Training and networking opportunities
- Education, skills and learning
- Links to council partners including WECA and YTKO
- Policy-related developments
- Consultations
- Transport and travel updates
- Health and wellbeing resources, tools and training
- City centre and high street events and campaigns

Regular updates are also given across our social channels:

twitter.com/ShopLocalBris

www.facebook.com/shoplocalbris

[www.instagram.com/
ShopLocalBris](https://www.instagram.com/ShopLocalBris)

Supporting City Centre and High Street Businesses

Vacant Commercial Property Grant

Grants from £2,500 up to £10,000 are available to help new and expanding businesses trade from a city centre or local high street property.

The amount of funding applicants can apply for depends on the length of lease or rental agreement, and is available for long term, temporary or meanwhile use.

All organisations can apply including businesses, sole traders, charities, CICs, voluntary organisations, and arts and culture groups.

Funding can be used for structural works to a property or equipment to be used in the property (capital expenditure). The funding needs to be matched by 20%.

Visit our website for the latest guidance notes, application form and an opportunity to learn more about the organisations who have received this funding so far.

Applications are now open until 11:59pm on Friday 29 March 2024.

www.bristol.gov.uk/vcpg



Where's it to? Bristol

The Where's it to? campaign is an invitation to explore the city's high streets and to get to know the traders behind some of Bristol's much-loved businesses.

The campaign highlights the diversity of its traders and the areas of the city, to help encourage people to shop locally and to build stronger resilient independent businesses that are supported by their own communities.

The campaign website features nearly 400 traders across 47 high streets and invites people to explore the hidden gems on their doorstep.

Businesses interested in being added onto the Where's it to? website can email business@bristol.gov.uk to arrange a visit.

Business rates

Through the council website, ratepayers can self-serve to check and manage details.

You can:

Check your account: Use the balance checker to monitor your account, view liability, payments and reliefs.

Tell us you're moving: You can complete the online moving form to advise us of any changes in liability having moved out of your premises, moved into a new premises or if your property has become empty.

Discounts and exemptions: Use the online forms to find out if you're exempt from paying business rates or if you can get a discount, called a 'relief'.

Visit the business rates page on the council website:

www.bristol.gov.uk/rates

Business Support Programmes

Our business development officers can refer you to council partners who provide free business support programmes.

The West of England Combined Authority: Growth Hub

The West of England Combined Authority's dedicated business support service, the Growth Hub, provides small and medium sized enterprises (SMEs) with tailored one-to-one advice and access to finance, support programmes and expert guidance.

The service offers the same level of free, impartial support to businesses from all sectors.

The Growth Hub offers support under the following pillars:

- Financial and Business Support
- Leadership and Management
- Technology and Innovation
- Workforce Development

The team of expert Enterprise Advisors offer free one-to-one business support, and can help you:

- Access development programmes and funding
- Connect to support, advice and guidance from the Growth Hub's expert partners
- Identify your business challenges and opportunities
- Benefit from support networks, events and peer support

The Growth Hub supports businesses throughout Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire.

Visit the website

www.wearegrowth.co.uk or

request a call-back: 0117 456 6955

Bristol Business and Enterprise Support

The Bristol Business and Enterprise Support (BrisBES) service combines inclusive and sustainable advice, mentorship, business support and funding opportunities for new entrepreneurs and existing SMEs throughout Bristol.

BrisBES is the Bristol element of Universal Business Support, a West of England Combined Authority initiative, delivered in partnership with Bristol City Council to support businesses across the region. This project is part funded by the UK government through the UK Shared Prosperity Fund.

BrisBES is being delivered by YTKO Ltd who bring extensive experience of supporting start-ups and existing businesses across Bristol. The service will offer grant schemes for enterprises and community partners supporting connection with priority communities across the city.

BrisBES will include specialist, technical support and some start up grants to a limited number of food sector businesses as part of a linked project delivering a food sector support hub at St Nicholas undercover market.

westofengland.ytko.com/brisbes

Business and Intellectual Property Centre (BIPC)

BIPC Bristol offers free help to start-ups and young businesses, as well as SMEs. It supports entrepreneurs from all walks of life to start, protect and grow successful businesses.

The main Business and Intellectual Property Centre (BIPC) is located at Central Library with three local centres at Knowle, Junction 3 and Southmead Libraries.

It offers four core services:

- A wide range of one-to-one sessions with advisors and experts, workshops and networking events
- Intellectual Property guidance, help and legal advice
- Free access to a wide range of business intelligence resources and databases
- Spaces to meet, study and research business planning

W: www.bristol.gov.uk/BIPC

T: 0117 922 3999

E: BIPC@bristol.gov.uk

Events: bipcbristol.eventbrite.co.uk

Skills and support for the hospitality and the night-time economy sectors

Funded by the council and run by the Night Time Economy Advisor, Bristol Nights is at the heart of supporting Bristol's night-time economy and all businesses who operate between 6pm and 6am.

The sector accounts for a third of Bristol's workforce, supporting over 116,000 people, or 41% of the city's jobs.

Bristol Nights work in collaboration with nightlife stakeholders across the city and champion essential issues which support better jobs, safer environments, and practical advice or training for night workers.

Women's Safety Charter: a call to action for all organisations to join us in tackling gender inequality to make Bristol a fair and inclusive city, where everyone is welcome.

Anti-harassment training: a citywide invitation to all those employed in the night-time economy to sign up to the anti-harassment training session to take a zero-tolerance stance on harassment and hate crime in night-time spaces.

End drink spiking: The objective is to educate Bristol on the procedure of reporting and collecting evidence of drink spiking, to increase the prosecution rates of the people who carry out these crimes. Free Drink Spiking testing kits available for all licenced premises.

Harm reduction: provides a practical guide for venue owners and managers on how to embed harm reduction into your nightlife space, with a step-by-step approach to implementing training as a team and designing for safety into your working practices.

www.bristolnights.co.uk



Employment, Skills and Learning

The Employment, Skills and Learning Team (ESL) brings together key council services. As one team we are able to plan and coordinate opportunities that support employment and education by matching people with job opportunities.

ESL includes: Apprenticeships team, Adult and Community Learning, Employment Support Services and Young Careers and Pathways.

Email: esl@bristol.gov.uk

Apprenticeships support initiatives in the city that develop apprenticeship opportunities as long-term sustainable employment and we provide access to council levy funding for employers adding social value through apprenticeships.

Email: Bristol.apprentices@bristol.gov.uk



On Site Bristol Construction Apprenticeships

support hundreds of young people and construction firms of all sizes to provide high quality skills:

www.onsitebristol.co.uk

Email: onsitebristol@bristol.gov.uk

Food Talent Pathway Project

is supporting small and medium-sized enterprises (SMEs) in the food sector to help them develop their workforce and grow their business. SMEs are being supported to provide experience of work for young people and to develop apprenticeships to grow their workforce. The project contributes to the Mayor's commitment of inclusive economic growth and equalising education and skills outcomes, connecting people to jobs and opportunities in their local community.

Email:

darren.perkins@bristol.gov.uk

Young Careers and Pathways:

This team comprises of Bristol WORKS and the Post 16 service aimed to specifically support young people at risk of becoming NEET.

Bristol WORKS – provides young people (11-16) with meaningful experiences of work so they can make the best career choices for them. We bring employers and education providers together to inspire young people and prepare them for the future.

www.bristolesl.com/bristolworks

Phone: 0117 922 3318

Email: works@bristol.gov.uk

Community Learning: Offers predominantly free courses to support residents of Bristol who are 19 or over with no or low qualifications to develop the functional skills and knowledge they need to progress into work or progress within work. We also work with employers to develop bespoke courses for their employees in English, maths, IT and English for speakers of other languages. Alternatively, we can develop courses linked to specific work sectors to support recruitment.

communitylearningwest.net

Email: lct@bristol.gov.uk

Adult Learning: provides fee-based leisure learning. The team could work with businesses of any size to develop team building opportunities using a range of disciplines from cooking, arts and crafts or gardening skills. Alternatively, our venue at Stoke lodge can be used for team meetings or events that would benefit from taking employees out of their usual working space.

www.bristolcourses.com

Email: StokeLodge@bristol.gov.uk

Employment Support

help residents of Bristol find employment and improve their wider career prospects. It links together support agencies, colleges, and employers in the area to help residents secure employment and employers to fill vacancies.

As part of this support, they regularly run free Job Fairs and Community Pop Up events across the city, throughout the year, to connect people directly to their local employers and to all the training, upskilling and support organisations we have in Bristol.

Services include:



- **Ways2Work Network** links employers, training providers and jobseekers in Bristol and the West of England. We share training opportunities, events and job vacancies for network members daily and run network meetings throughout the year.
Email: ways2work@bristol.gov.uk
Website: www.onefrontdoor.org.uk/ways2work-2



- **One Front Door** offers employment support and guidance to help people take positive steps forward, whatever their situation may be. It links with employers and support organisations across Bristol to enhance individuals' employment aspirations, giving them the skills and confidence they require to participate in the labour market.
Email: onefrontdoor@bristol.gov.uk
Website: onefrontdoor.org.uk
Phone: 0117 922 3440



- **Future Bright** offers career coaching and advice, as well as signposting and advice to other services and personally tailored support. They help adults who are in work (including zero hours and self-employed) to improve their skills, get careers advice and achieve their potential.
Email: futurebright@bristol.gov.uk
Website: www.westofengland-ca.gov.uk/what-we-do/employment-skills/future-bright
Phone: 0117 922 2250
- **WE Work for Everyone** helps people with Learning Difficulties, Learning Disabilities or Autism to find paid employment. They link with existing and new provision to maximise and enable new opportunities for individuals.
Email: weworkforeveryone@bristol.gov.uk
Website: weworkforeveryone.org
Phone: 0117 922 3330

- **Inclusive Career Pathways**

links people in our most disadvantaged communities to career opportunities within the Health and Social Care and Horticulture sector. The project assists key employers and partners to engage those from our most disadvantaged communities and link them to employment and skills development opportunities.

Email: ICP@bristol.gov.uk

- **Move On, Move In, Move**

Up supports the city's rough sleepers to access housing, benefits, healthcare and paid employment. Its aim is to support Homeless participants toward a successful, independent life using a unique approach which combines career coaching, support services and learning expertise in one delivery model

Website: www.bristolesl.com/blog/2022/11/move-in-move-on-move-up

Accreditations for your business

Bristol Eating Better Award

The Bristol Eating Better Award supports and rewards food businesses that take action to offer healthier food options and promote sustainability.

The free award promotes the use of local suppliers and the move to carbon neutrality to help to tackle the climate and ecological emergencies, inviting businesses to make small changes, such as providing free drinking water or minimising their food waste. By signing up you can help local people eat more healthily and sustainably.



Actions to achieve the award include:

- making small changes, such as the ingredients they use or how they prepare food and serve the food.
- offering healthier alternatives, such as more plant-based foods or less sugary products
- encouraging customers to choose these alternatives, for example by making healthier options cheaper and highlighting them on your menu.
- encouraging customers to bring their own reusable cups and containers to reduce single use plastic.

To find out more about the award, visit:

www.bristol.gov.uk/bristol-eating-better-award or contact bristoleatingbetter@bristol.gov.uk for help achieving the award.

The Real Living Wage

After a successful first three years, Bristol has received Living Wage City status for a further three years.

By paying the real Living Wage, employers are taking a stand to ensure their employees can earn a wage which is enough to live on. This is currently £10.90 per hour outside of London (increased annually).

Becoming a Living Wage accredited employer can bring advantages to you as a business and to your staff:

- enhanced reputation for your organisation
- improved staff commitment and motivation
- improved recruitment and retention of staff

If you already pay all your staff the real Living Wage you can become accredited and gain recognition for your commitment to being a quality employer.

To find out more, visit the Living Wage Foundation website: www.livingwage.org.uk or email livingwage@bristol.gov.uk to see how Bristol City Council can help you achieve it.



Mental health and wellbeing

Thrive at Work

The Thrive at Work programme gives practical help and information, as well as the tools and training that business and organisations need to help promote good mental health practices in the workplace and support their employees.

Developed in partnership with Mind, the leading mental health charity, the programme includes free e-learning for managers called 'Managing Mental Health at Work'. The course emphasises the importance of looking after your and your employees' mental health and is designed to build your confidence in supporting your employees.

Employees can also benefit from a range of resources including Wellness Action Plans, suicide awareness training and 24/7 support and connect.

www.westofengland-ca.gov.uk/growth-hub/workforcedevelopment/thrive



Thrive at Night

Thrive at Night is a new initiative by Bristol Nights to provide free mental health and wellbeing support for all those working in the night-time economy, from 6pm to 6am.

In response to the night-time community calling out for sector-specific support, a comprehensive package of support has been designed to empower compassionate leadership across the sector and help to create mentally healthy workplaces, including:

- A managers guide to creating mentally healthy workplaces
- A mental health workbook for night workers
- In-person participatory training, on a wide range of subjects
- More to come

Free training sessions are running monthly throughout the year.

- The hands-on introductory workshop will give you a framework relevant to your own business on how to get started on creating a mental health and wellbeing policy.
- The “Deep-Dive” mental health training sessions cover a range of topics around wellbeing in the night-time economy.

Explore the full range of resources, workshops and training:

www.bristolnights.co.uk/projects/thrive-at-night

**Thrive
at
Night**

Sustainability and net zero

Travelwest

Travelwest offers free sustainable travel advice and support to businesses in the West of England. Key offers include:

- Travel Audit – understand your workforce’s travel behaviour and identify areas for improvement. Ideal for businesses that do not have an existing travel plan.
- 50 per cent match funded grants – to improve facilities: cycle stands and shelters, lockers, business pool bikes, accessibility improvements and signage.
- Business electric pool bikes – loans are for 3-6 months, with accessories, delivery and maintenance all covered by us. We also loan ebike and trailer combination for businesses moving larger loads.

- Active Travel Champions – champions lead the way and encourage staff to walk and cycle. We support Champions with information on walking and cycling, guidance, events and equipment.
- Staff travel support – free loan bikes, cycle training, bike servicing, bus taster tickets, and journey planning to support staff getting to work.

Email:

travelwestbusiness@bristol.gov.uk

Web: www.travelwest.info/for-businesses

Tel: 0117 35 76241

Bristol's Climate Ask: play your part

Since becoming the first city in the country to declare a climate emergency, Bristol has taken huge strides towards becoming carbon neutral by 2030.

The decarbonisation of our economy will generate substantial business opportunities and will require all individuals, businesses and organisations to make changes, in the bid to avoid the worst effects of climate change.

The Bristol One City Climate Ask encourages businesses to **declare your net zero climate ambition** and offers support to develop a plan to reduce carbon emissions:

www.bristolonecity.com/climate-ask

To help inspire others to take action, if your business or organisation has a story to tell on its journey to net zero, publicise it on your website and social channels using the hashtag #BristolClimateAction

Your business might not have all the answers but promoting the steps you are taking is an easy way to reach new customers, to future proof your business and to support the city-wide effort.

Find out more:

www.bristolonecity.com/climate-offers

www.bristolonecity.com/climate/business-stories

The logo for Bristol One City Climate Ask features the word "BRISTOL" in a bold, dark blue, sans-serif font. The letter "O" is replaced by a green circular graphic with a white outline and a textured, leaf-like pattern. Below "BRISTOL" are the words "ONE CITY" in the same dark blue font, and "Climate Ask" in a larger, bold, dark blue font at the bottom.

Preparing your business for challenging times

The rising cost of living is impacting people and businesses across Bristol in different ways.

The council's **Cost of Living hub** looks to support the people most impacted, including those who have not faced financial challenge before.

The hub provides advice and guidance on topics including housing, help with fuel bills, benefits and associated financial help, employment and skills, mental health and wellbeing, and provides links to useful websites and community organisations.

www.bristol.gov.uk/costofliving

The government's **Help for Households** website brings all the government support on offer together in one place so the public can see what support they could be eligible for.

helpforhouseholds.campaign.gov.uk

The government's **Energy Efficiency campaign** for businesses, outlines actions that can be taken, ranging from quick and easy and no cost to longer term investments.

businessenergyefficiency.campaign.gov.uk

The **Federation of Small Businesses** (FSB) are continuing to campaign and support their members and the small businesses community during the cost of doing business crisis.

www.fsb.org.uk/resources-page/cost-of-doing-business-crisis

The **Business Debtline** website includes the latest information on any help that is available, including making the most of your money, dealing with debt and high energy process.

See if you can pay less for your cost of living and find out about any extra help that might be available.

www.businessdebtline.org/cost-living-hub-ew

Green Street is an organisation that helps smaller retailers and hospitality businesses work together to cut their carbon footprint, become more sustainable and make savings that would help with the cost of doing business.

Green Street's planet-friendly guide has around 30 practical actions you can take, grouped under six easy-to-remember principles.

[greenstreet.org.uk](https://www.greenstreet.org.uk)

Ciphr have produced a guide including seven ways employers can support the financial wellbeing of their employees.

www.ciphr.com/features/cost-of-living-crisis-7-ways-employers-can-support-employees

The **Charities Aid Foundation** charity resource hub includes resources to help you navigate the cost-of-living crisis and help communities. From governance and planning to attracting new funding, they can help you gain insight and plan for uncertainty.

www.cafonline.org/charities/resource-hub



Advice and support organisations

To help you access business support, services and opportunities, or for any enquiries you may have, contact our business development officers:

Sean McTiernan

sean.mctiernan@bristol.gov.uk

Tel: 07471 447380

Chanelle Greenwood

chanelle.greenwood@bristol.gov.uk

Tel: 07471 447356

Or email business@bristol.gov.uk

Visit the council website for list of useful businesses and organisations who can help to support your business: www.bristol.gov.uk/usefulbusinesscontacts

Federation of Small Businesses

With a strong local presence, the Federation of Small Business (FSB) offers its members a wide range of vital business services including advice, financial expertise, support and a powerful voice heard in government.

If you are self-employed or own a small business, membership is built from the ground up to help you achieve your ambitions.

www.fsb.org.uk



Business West

Business West aims to make the greater West of England region the best part of the UK to start, run and grow a business and a great place to live, work and learn.

They are a leadership organisation, representing and working with 24,000 businesses. They can help by connecting businesses through Chambers of Commerce, challenging national and local business policy, providing business learning opportunities, supporting businesses to start-up and grow, and connecting businesses overseas.

www.businesswest.co.uk



Visit West

Visit West is the Destination Management Organisation responsible for the visitor economy in the West of England.

- Provides a range of services to individual businesses, consumers, visitors, the travel trade and conference, meeting, and incentive travel market. They also represent the region and its destinations with national and international strategic partners.
- Delivers the Visit Bristol consumer channels through social media and visitbristol.co.uk as well as dedicated campaigns.
- Operates the Meet Bristol and Bath Convention Bureau, that provides dedicated services to event organisers, supporting bids and providing expert advice.
- Membership scheme and training opportunities for local businesses to maximise the visitor market in Bristol and surrounding region.

W: www.visitwest.co.uk

T: 0117 946 2207



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