

BETTER BUSINESS FOR ALL CASE STUDIES

Better Business for All is about working with the business community to improve how regulatory services are delivered. It aims to show how working with your local regulators can save you time and money, improve your competitiveness and help you grow your business.

Here's how it is has been working for Winchester based businesses.

ScenterBarks: business support teams and regulators working together

ScenterBarks is a doggy day care centre in the Winchester District which opened in September 2014.

The owner, Lucy Lloyd, liaised with the Environmental Health team who adapted the boarding animal licence guidance to apply to a dog day care centre, as this was the first of its kind to open in the District.

The Environmental Health Officer suggested temperature control for the welfare of the dogs, and sound insulation to avoid causing noise disturbance to local residents. The dog warden also helped the business to ensure they had the correct type of acoustic fencing for noise control in their outdoor area.

The Economy and Arts team liaised with the Environmental Health team to fund heating for the business, and other essential equipment needed at business start up stage, via the council's business grant scheme. The Environmental Health team provided advice on noise management and improving the sound insulation. Both teams also liaised with the local taxes team over business rate relief, which was granted while the business was not operating.

As a result, the business was fully briefed as to what animal welfare standards they needed to meet and was quickly able to obtain an Animal Boarding Licence.

Lucy Lloyd, co-owner of the business said:

“This help and support was crucial in the early days of developing our business. The business has grown from strength to strength and now employs seven local people as well as providing dog care for around 300 dogs a year.”

Two Hoots Campsite: helping a business to expand with planning advice

The Economy and Arts and Tourism teams have worked with the Development Management (planning) team to produce guidance for businesses located in rural areas that are looking to apply for planning permission. The advice can be downloaded here:

www.winchester.gov.uk/planning/planning-applications/

They supported Two Hoot Campsite’s application to have two shepherd huts on site, to add to their successful camping pods which were often full, and planning permission was granted. They also encouraged the business to take part in the council’s Green Business scheme. The business then entered and won the ‘Green Business of the Year Award’ in the 2015 Winchester Business Excellence Awards. The team are now working with the business, and local colleges and universities, to roll ‘Green Impact’ a new self assessment scheme.

Caz and Dave Parham from Two Hoots Campsite said:

“Gaining planning permission has helped us grow and develop commercially, become more viable and sustainable as well as supporting the local rural economy. The process has also put us in touch with many people and organisations we wouldn’t have known about, helping develop our services, links and opportunities.”