

Support Agency Information

Name	Address	Telephone/Fax/Email	Website
ACAS Advisory, Conciliation & Arbitration Service provides valuable information about labour related issues	Westminster House 125 Fleet Road Fleet Hants GU51 3QL	National Helpline: 08457 47 47 47 Managing equality in the workplace: 08456 00 34 44 Order ACAS publications: 08702 42 90 90	http://www.acas.org.uk/
British Banking Codes Standards Board	33 St James Square London SW1Y 4JS	Tel: 020 7661 9694	http://www.bankingcode.org.uk/
British Bankers Association - Information on banks for small businesses			http://www.bba.org.uk/
British Franchise Association advice for franchisees and franchisers	Thames View Newtown Road Henley on Thames Oxfordshire RG9 1HG	Tel 01491 578050 Fax 01491 573517	http://www.british-franchise.org.uk/
British Safety Council	70 Chancellors Road London W6 9RS	press@britsafe.org	http://www.britishsafetycouncil.org/
British Standards Institute	389 Chiswick High Street London W4 4AL	Tel: 020 8996 9000 Fax: 020 8996 7001	http://www.bsi.org.uk/ Email: cservices@bsi-global.com
Companies House Information & guidance on company matters and information on current & recent companies	Crown Way Cardiff CF14 3UZ	Tel: 0870 3333636	http://www.companieshouse.gov.uk/
Connexions Offers guidance and support for young people 13 -19 could fill SME vacancies		E-mail: connexions.service	http://www.connexions.gov.uk/
Countryside Agency Offers advice and operates regeneration	John Dower House Crescent Place Cheltenham	Tel: 01242 521381 Fax: 01242 584270	http://www.countryside.gov.uk/

Glos GL50 3RA

Criminal Records Bureau (CRB)	PO Box 110 Liverpool L3 6ZZ	Tel: 0151 676 1000	www.crb.gov.uk www.disclosure.gov.uk
Data Protection Commissioner	Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	Tel: 01625 645745	http://www.dataprotection.gov.uk/
Department of Education & Skills Holds responsibility for education, training and lifelong learning.	Sanctuary Buildings Great Smith Street London SW1P 3BT	Tel: 0870 000 2288 Fax: 01928 794248 (contact mainly through Business Link)	http://www.dfes.gov.uk/
Department for Environment Food and Rural Affairs	Defra Helpline Department for Environment, Food and Rural Affairs Ergon House 17 Smith Square London SW1P 3JR	Helpline- Tel: 08459 33 55 77 Tel: 020 7238 6000 Fax: 020 7238 3329 E-mail: helpline@defra.gsi.gov.uk	http://www.defra.gov.uk/
Department of Health the latest on the Department's work, as well as health and social care guidance, publications and policy	Richmond House 79 Whitehall London SW1A 2NL	Tel: 020 7210 4850	http://www.doh.gov.uk/
Department of Trade & Industry DTI helps businesses (including small firms) to grow, invest, develop skills and adopt best practice.	DTI Enquiry Unit 1 Victoria Street London SW1H 0ET	Tel: 020 7215 5000 Enquiries@dti.gsi.gov.uk	http://www.dti.gov.uk/
DTI Factsheets for Small Firms helpline		Tel: 0870 150 2500	www.dti.gov.uk/publications
Department for Work & Pensions Offers a range of information on pension planning and provision for businesses and employees	Correspondence House Room 540 The Adelphi 1-11 John Adam Street London WC2N 6HT	Tel 020 7712 2171 Fax 020 7712 2386	http://www.dwp.gov.uk/

Driver and Vehicle Licensing Agency (DVLA)	Longview Road, Morrison Swansea SA6 7JL	Tel: 01792 782341 Fax: 01792 782793 Email: dvla@gtnet.gov.uk	http://www.dvla.gov.uk/
DTI Export Credit Guarantee Dept - the UK's official export credit agency. Offers advice on exporting capital goods and services or investing overseas	PO Box 22002 Exchange Tower Harbour Exchange Square London E14 9GS	Tel 020 7512 7000 Fax: 020 7512 7649 help@ecgd.gov.uk	http://www.ecgd.gov.uk/
Employer Direct help on filling vacancies		Tel: 0845 601 2001	http://www.jobcentreplus.gov.uk/
Jobseekers Direct Provides access to jobs in all local jobcentres		Tel: 0845 606 0234	http://www.jobcentreplus.gov.uk/
Environment Agency	Rio House Waterside Drive Aztec West Almondsbury Bristol BS32 4UD	Tel: 01454 624 400	environment-agency.gov.uk
Export Credit Guarantee Department (DTI)	2 Exchange Tower Harbour Exchange Square London E14 9GS	Tel: 020 7512 7887	http://www.ecgd.gov.uk/
Export Market Information Centre (EMIC) Library of overseas market intelligence	Kingsgate House 66-74 Victoria Street London SW1E 6SW	Tel: 020 7215 5444	
Financial Services Authority (FSA)	25 The North Colonnade Canary Wharf London E14 5HS	Tel: 020 7676 100 Fax: 020 7676 1009	http://www.fsa.gov.uk/
Food Standards Agency (FSA)	Aviation House 125 Kingsway London WC2B 6NH	Tel: 020 7276 8000 Email: helpline	http://www.foodstandards.gov.uk/
Franchise Advise Centre	The Franchise Business		

18 Chulsdow Way
Purbrook
Hants PO7 5DT

Government Office for the South East Aims to strengthen the co-ordination of main Government policies at local level	Bridge House 1 Walnut Tree Close Guildford Surrey GU1 4GA	Tel: 01483 882255 Fax: 01483 882259	http://www.go-se.gov.uk/
Health & Safety Executive- provides information and advice on improving health and safety in businesses.	3 East Grinstead House London Road East Grinstead RH19 1RR	Tel: 01342 334200 Fax: 01342 334222 National Infoline: 08701 545500	http://www.hse.gov.uk/
HM Customs & Excise Information and helpline, business advice and VAT queries	National Advice Service Bradfield House Bradfield Close York Road Woking GU22 7RD	Tel: 0845 010 9000	http://www.hmce.gov.uk/
House of Commons Information Office	House of Commons London SW1A 0AA	Tel: 020 7219 4272 Email: hcinfo@parliament.uk	www.parliament.uk/commons
House of Lords Information Office	House of Lords London SW1A OPW	Tel: 020 7219 3107 Fax: 020 7219 0620 Email: hlinfo@parliament.uk	www.parliament.uk/lords
Inland Revenue For information and guidance on all aspects of NI including SSP, Maternity Pay and general PAYE as well as basic VAT registration	Somerset House Strand London WC2R 1LB	Enquiries: Tel: 020 7667 4001 NI Self Employed help line: Tel: 08457154655 Self Assessment Help line: Tel: 0845 9000 444	http://www.inlandrevenue.gov.uk/
Learning & Skills Council (National) Responsible for planning and funding post-16 education and training in England	Cheylesmore House Quinton Road Coventry CV1 2WT	Freephone Tel: 08000 150 750 Helpline Tel: 0870 900 6800 Fax: 024 7649 3600 Email: info@lsc.gov.uk	http://www.lsc.gov.uk/

Learning & Skills Council Berkshire			http://www.llsc.org.uk/
National Weights and Measures Laboratory	Stanton Avenue Teddington Middlesex TW11 0JZ	Tel: 020 8943 7272 Fax: 020 8943 7270 Email: info@nwml.gov.uk	http://www.nwml.gov.uk/
National Minimum Wage Helpline		Tel: 0845 600 0678	
Office of Fair Trading (OFT)	Fleetbank House 2-6 Salisbury Square London EC4Y 8JX	General Enquiries: 020 7211 8000 Competition legislation enquiries: 020 7211 8989 E-mail: enquiries@oft.gov.uk	http://www.oft.gov.uk/
Office of the Data Protection Commissioner	Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF	Tel: 01625 545745 Fax: 01625 524 510	http://www.dataprotection.gov.uk/
OFGEM Regulator for Britain's gas and electricity industries	130 Wilton Road London SW1V 1LQ	Tel: 0800 887777	http://www.ofgem.gov.uk/
Office of Telecommunications - OFTEL Regulator for the UK telecommunications industry	Export House 50 Ludgate Hill London EC4M 7JJ	Tel 020 7634 8700 Fax: 020 7634 8845 Email: infocent@oftel.gov.uk	http://www.oftel.gov.uk/
OFWAT The economic regulator for the water and sewerage industry in England and Wales	City Centre Tower 7 Hill Street Birmingham B5 4UA	Tel: 0121 625 1300	http://www.ofwat.gov.uk/
Patent Office responsible for Intellectual Property (Copyright, Designs, Patents and Trade Marks) in the UK.	Harmsworth House 13 - 15 Bouverie Street London EC4Y 8DP	Tel: 0845 950 0505 Fax: 01633 813600 Email: enquiries@patent.gov.uk	http://www.patent.gov.uk/
Royal Mail		Tel: 08457 950 950	http://www.royalmail.com/
Small Business	Kingsgate House	Tel: 0114 259 778	http://www.sbs.gov.uk/

Service

66-74 Victoria
Street
London SW1E 6SW

Email:
enquiries@sbs.gsi.gov.uk

**The Small Business
Bureau**

Lobbying organisation

Curzon House
Church Road
Windlesham
Surrey GU20 6BH

Tel: 01276 452010
Fax: 01276 451602

smallbusinessbureau.org.uk

Trade Partners UK
information on
exporting, self-service
library and research
facility

Kingsgate House
66 - 74 Victoria
Street
London SW1E 6SW

Tel: 020 7215 5444/5
Fax: 020 7215 4231

<http://www.tradepartners.gov.uk/>

Trading Standards

4/5 Hadleigh
Business Centre
351 London Rd
Hadleigh
Essex SS7 2BT

Tel: 0870 872 9008
Fax: 0870 872 9025
Email:
institute@tsi.org.uk

<http://www.tradingstandards.gov.uk/>

**UK Accreditation
Service**

National accreditation
body recognised by
government to assess,
against internationally
agreed standards,
organisations that
provide certification,
testing, inspection and
calibration services.

Feltham
Middlesex
TW13 4UN

Tel: 020 8917 8400
Email: info@ukas.com

<http://www.ukas.com/>

**UKOnline for
Business**

Government initiative
offering advice on
online technology
through Business Link

Room 291
151 Buckingham
Palace Rd
London SW1W 9SS

Tel: 0845 715 2000

ukonlineforbusiness.gov.uk

**UK Trade
Information**

Authoritative and up
to date knowledge on
UK imports and
exports

HM Customs and
Excise
Statistics and
Analysis of Trade
Unit (SATU)
Alexander House
21 Victoria Avenue
Southend on Sea

Tel: 01702 367 485
Fax: 01702 367 331
Email:
uktradeinfo@hmce.gsi.gov.uk

<http://www.uktradeinfo.com/>

**National Advice
Service**
Tel: 0845 010 9000

The Valuation Office
The Valuation Office is

Union House
ErIDGE Road

Tel: 01892 796700
Fax: 1892 796799

<http://www.voa.gov.uk/>

the Government Tunbridge Wells
agency at the heart of TN4 8HF
the rating system

Envirowise

Government funded
prog. offering free,
independent
environmental advice.

Help line 0800 585794

<http://www.envirowise.gov.uk/>

Action Energy

Government funded
programme offers free
in depth advise,
energy reviews and
interest free energy
loans.

Free help line
0800 58 57 94

<http://www.actionenergy.org.uk/>

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