

BUSINESS SUPPORT

ACAS (Advisory, Conciliation and Arbitration Service)

ACAS provides an advisory, conciliation and arbitration service on a wide range of employment related issues. It also gives free confidential help and information on a wide range of employment issues through its National Helpline. The ACAS website has an A-Z of Work covering all sorts of employment related issues. It also has a specific section on Rights at Work. ACAS cannot give advice on personal situations or queries by email. Please use the National Helpline for these.

08457 47 47 47 8am to 6pm from Monday to Friday
08456 06 16 00 Textphone Helpline, hours as above
Website: www.acas.org.uk

ACAS provides seven free e-learning packages to help individuals and businesses on: bullying and harassment, contracts and written statements, discipline and grievance, information and consultation, managing absence, redundancy handling and working parents. You can access these from the website by clicking E-learning on the home page at www.acas.org.uk

Business Debtline

This is a free, confidential helpline for people with cash flow and debt problems. They provide practical advice to callers, backed up by a free self-help pack, designed to help you manage your way through financial difficulties. Their advisors will provide telephone support along the way. You can download sections of the pack from the website.

0800 1976 026 10am to 4pm weekdays
Website: www.bdl.org.uk

See also the entry for Payplan Small Business Department.

Business Development Services

This is the Enterprise Agency for Braintree, Harlow and Uttlesford. For advice or to book an appointment in Harlow, ring 01376 340 770.

Business Link Essex

This service provides information, advice and support to all businesses in Essex. It offers independent, impartial and confidential business advice to sole traders, new and established businesses and those starting in business.

Alexandra House, 36a Church Street, Great Baddow, Chelmsford CM2 7HY
08457 17 16 15 Fax: 01245 241500
Email: info@bl4e.co.uk
Website: www.bl4e.co.uk

Business Service Hotline

Their experienced business advisors can help if you are considering self-employment, looking to start a new business or developing a business opportunity. They offer free advice and guidance for businesses in Harlow and Loughton with one to one consultations and small business clubs for new and existing businesses.

(01279) 868274
Email: businessdevelopment@harlow-college.ac.uk

Chamber of Commerce, Harlow and District

This represents the interests of local businesses and is the focal point for business networking. |

2 Wych Elm, Harlow CM20 1QP

0845 685 0010 - ask for Angela Peppiatt.

Email: angela.peppiatt@harlowchamber.co.uk

Website: www.harlowchamber.co.uk

Co-operative Development Agency

This agency is part of the Harlow Consortium for Business Support and offers free, confidential advice and guidance on setting up co-operative and social enterprises.

2 Wych Elm, Harlow CM20 1QP

01279 308154 - ask for Cliff Moore

Email: cliffmoore@harlowcda.co.uk

Greenway Business Centre

The Centre offers modern managed office suite, studio, commercial workshop and light industrial space with free parking and an on-site café, all available on a flexible monthly licence. The Centre Manager offers a full range of business support services, including meeting rooms and conference facilities, as well as a complete virtual office service for start-up businesses and home workers.

Harlow Business Park, Greenway, Harlow CM19 5QE

01279 408100

Website: www.capitalspace.co.uk

Harlow Centre for Business Support (HCBS)

This was based in Harlow College but has closed.

HM Revenue and Customs (HMRC)

HMRC runs employers' helplines which give free expert advice on national insurance, statutory adoption pay, statutory maternity pay, statutory paternity pay, statutory sick pay, general Pay As You Earn enquiries, stakeholder pensions, student loan repayments and VAT registration enquiries. They are both open 8am to 8pm on weekdays and 8am to 5pm at weekends.

0845 607 0143 for new employers

0845 714 3143 for established employers

There is a separate helpline for the newly self-employed to enable them to register for national insurance, tax and VAT. It arranges advice and support via seminars and visits from Business Support Teams. It is open 8am to 8pm weekdays and from 8am to 4 pm at weekends.

0845 915 4515 for the newly self-employed

Website: www.hmrc.gov.uk

Insolvency Service

The enquiry lines provide initial information on insolvency and redundancy legislation and procedures, including details of the work of the official receivers and redundancy payments office. You may be able to find the information you require online or find enough information to make any subsequent phone enquiry more specific. For more information, see next page.

The Insolvency Service enquiry lines are open weekdays from 9am to 5pm.

020 7291 6895 Insolvency
0845 145 0004 Redundancy
Email: through a link from the website
Website: www.insolvency.gov.uk

Market Stalls in Harlow

There is a full market on Tuesday, Thursday, Friday and Saturday and a bric-a-brac market on Monday. If you are interested in hiring a pitch on Harlow Market, visit the Market Inspector's Office in the Market Square on days when the market is open or contact their Head Office in Reading.

Hughmark International, 47 Littleheath Road, Tilehurst, Reading, Berkshire RG3 5TY
0118 945 1799

Patent Office Central Enquiry Unit

If you invent something that could be commercially successful, contact this Unit for advice on how to protect your idea. A patent is not the only way and may not be the best way. You can download a booklet "Patents: Basic Facts" from the website. Mail should be sent to the Welsh address but appointments can be arranged in London through the telephone helpline.

Concept House, Cardiff Road, Newport, South Wales NP10 8QQ
08459 500 505 Text: 0845 222 250
Email: enquiries@patent.gov.uk
Website: www.patent.gov.uk

There is also useful online information about protecting business ideas on the Business Link Essex website at www.bl4e.co.uk

Payplan Small Business Department

If you are struggling with business debt and your company could be heading towards insolvency, don't delay in seeking professional advice as to whether you should continue to trade. Arrange a free business review to look at all the available options such as a company voluntary arrangement, administration order, liquidation or, if possible, an informal arrangement.

01476 584584 Ask for Ken Marland
Email: ken.marland@payplan.com
Website: www.payplan.com

Seedbed Business Centre

The Centre offers managed office, commercial workshop, warehouse and light industrial space with free designated parking and an on-site café. The business units are available on a flexible monthly licence. Secretarial support is available.

REM Properties, Unit C7, Harlow Seedbed Business Centre, off Coldharbour Road, Pinnacles East, Harlow CM19 5AF
(01279) 429644 Fax: (01279) 453220
Email: info@harlowbusinesscentre.co.uk
Website: www.harlowbusinesscentre.co.uk

TaxAid

TaxAid is a UK charity providing free tax advice to anyone with a tax question or problem who cannot afford to pay an accountant or tax adviser. If you have a question about your business tax and you cannot find the answer on the website, call the Helpline and ask to speak

to an adviser or make an appointment. You can also email your query from the website.
Detailed advice can only be given if you are on a low income.

0845 120 3779 Helpline between 10am to 12 noon, Monday to Thursday

020 7803 4959 Alternative number for the Helpline

Website: www.taxaid.org.uk

TaxAid will also help staff in advice agencies to help them advise their clients on tax issues.
See the website for more information.