



Teignbridge District Council Business Partnership Charter

Purpose of the Charter

The commitment made by this charter is to establish and maintain a new collaborative relationship between Teignbridge District Council, regulators and local businesses. It serves to facilitate a positive, productive and practical environment for business to seek advice and for us to improve our standard of delivery for the business community. Building trustful and resourceful relationships of this nature is key to achieving economic prosperity and laying the foundations for long-term economic growth.

Our commitments:

- ✓ Converse with businesses in an honest and cooperative manner
- ✓ Promote and encourage new and existing businesses in the district
- ✓ Tailor-make our advice and support in an easily accessible fashion
- ✓ Endeavour to deal with potential issues in the business community before they escalate
- ✓ Provide efficient and effective public services that offer value for money
- ✓ Create an environment that allows innovation to flourish
- ✓ Work within a mutually agreed timescale to answer business enquiries
- ✓ Improved signposting between council services
- ✓ Offer fair opportunities for businesses to bid for council procurement
- ✓ Encourage the use of The Growth Hub to advise and support local enterprise
- ✓ Follow the principles of the Better Business For All initiative

Council service	How we support business	What we ask of businesses
Business Rates	<ul style="list-style-type: none"> • Enable businesses to pay their business rates easily and effectively • Support those facing difficulty in a fair and understanding manner 	<ul style="list-style-type: none"> • Contact us as quickly as possible before payment difficulties start to take shape • Contact us as quickly as possible when moving in or out of your premises
Economy and Assets	<ul style="list-style-type: none"> • Advising business on multiple issues, from procuring investment to securing suitable commercial space • Creating a favourable environment to grow and prosper 	<ul style="list-style-type: none"> • Inform us of issues preventing growth and expansion • Taking part in council sponsored events and surveys
Environmental Health and Licensing	<ul style="list-style-type: none"> • Build rapport with the business community to develop a friendly and informative service • Support government initiatives to improve standards 	<ul style="list-style-type: none"> • Actively follow the advice and guidance we provide • Taking part in events aimed at delivering a better understanding of the regulation for business
Leisure, Tourism and Green Spaces	<ul style="list-style-type: none"> • Nurturing and maintaining clean and desirable public spaces • Promoting our natural environment and supporting our pioneers in the leisure and tourism sectors 	<ul style="list-style-type: none"> • Contact us with new ideas on how to advance tourism and our leisure industry • Encourage employees to engage in healthy living/working activities
Planning and Building Control	<ul style="list-style-type: none"> • Offer sound advice on planning and building regulations • Guide business through the planning system with a solutions based approach 	<ul style="list-style-type: none"> • Advise us of your plans as early as possible • Take part in shaping and supporting plans to develop and regenerate Teignbridge District