

6<sup>th</sup> August 2009

All Local Authority & Competent Authority  
Primary Liaison Points (PLPs)

Dear Primary Liaison Points,

**EU Services Directive: Point of Single Contact - overview of tasks - August to December 2009**

1. As the December deadline for implementing the Directive comes into sight, I thought it would be helpful to provide a more detailed overview of the tasks to be done over the next five months and the information we will need you to supply in respect of your authority and the Point of Single Contact (PSC). The attached Annex also indicates when you can expect to receive other advice and guidance. We hope that this will help in your project planning and preparation. I have also included a few more general points of interest about future help and issues relating to wider Services Directive implementation work that may be of interest.

Brand Update:

2. In response to requests from Member States, the Commission has now agreed to have a single brand name for PSCs across the EU, i.e. "EU-GO". The UK will use this in co-branding the PSC on the Businesslink site. The intention is that having a single, recognisable brand will give both businesses and consumers confidence when they use the UK or other Member States' PSCs that the information provided is reliable and from an official source.

3. In addition, BIS has decided that the authority facing side of the PSC, which will enable authorities to pick up their applications and configure information specific to their own authority, for example, fees, length of time it will take to process applications, contact details etc, will now be called ELMS – the Electronic Licence Management System.

Business communications and other support:

4. BIS is aiming to publish Business Guidance on the draft regulations in early September. We are also working with LACORS in order to produce advice and information that local authorities will be able to use with their local business communities when promoting the benefits the Directive. BIS will also provide a list of legislative changes at both national and devolved level that will impact on the work of local authorities, and we are aiming to publish this in October.

Internal Market Information (IMI):

5. The Services Directive requires all competent and local authorities to cooperate and mutually assist each other with requests for information regarding services providers. In

order to facilitate this, the European Commission has developed an electronic, web based tool called the **Internal Market Information (IMI) System** that is only accessible to registered authorities. The system is currently being tested during a 'pilot phase' and will become 'live' on the 28th December. BIS is encouraging **ALL** authorities to register for the pilot phase as this will allow each authority to practice using the system without fear of making mistakes. In addition, the increased time will allow each authority to examine their internal structures and establish how many users within the authority need to be registered and trained. **To register your authority for the pilot stage, please email [sdimi@bis.gsi.gov.uk](mailto:sdimi@bis.gsi.gov.uk).** Further information about the IMI can be found on the IMI webpage at:

<http://www.berr.gov.uk/whatwedo/europeandtrade/europe/services-directive/implementation/page52185.html>

Tasks that should be completed/already underway:

6. If you haven't already done so, I should be grateful if you would: i) complete the online Survey for your authority and return it to BIS as soon as possible; and ii) ensure that your authority is screening its administrative processes and, for local authorities, also screening any local legislation and bye-laws to ensure that these too are compliant with the Directive.
7. In addition, if you are a competent authority that has decided to use the BIS forms service; please ensure that you return the relevant form template to BusinessLink as soon as possible.

Next Steps:

8. The Implementation Team aims to produce a monthly update of the attached task list, which will not only flag things to be done but also act as a reminder of things that should already be in hand. I hope you find this note helpful and please do not hesitate to let me have feedback – in particular, whether you would like more or less detail or indeed, something completely different.
9. Finally, I would like to say a very big thank you for your continuing help and support - and that of your colleagues – in helping to deliver the Services Directive successfully within the UK.

Yours sincerely,

Kerry Jones, Assistant Director  
EU Services Directive Implementation Team

**Annex A**

<b>Month</b>	<b>Activity</b>	<b>Issue / Request date</b>	<b>Completion Date</b>
<b>August</b>	i) Guidance on Payment	03/08	To be underway by w/c 31 <sup>/08</sup>
	ii) Local Authority PLPs in Scotland, Wales & Northern Ireland requested to nominate a web manager/Web Portal Officer (WPO)/web manager for their authority	mid August	mid September
	iii) Guidance on input of "deep link" URLs issued to English Local Authorities including a links spreadsheet for completion.	w/c 17/08	ongoing task
	iv) BIS request additional formality configuration information from Competent Authorities; CAs to complete & return spreadsheet to Businesslink. (Principally, this will require a final decision for each formality on whether an authority supplied transaction will be used, or the BIS forms service once the system goes live.)	September	by 31/10
	v) Completion of Questionnaires	URGENT/ASAP	

<b>September</b>	i)	Consultation on remaining local authority forms designs (in batches)	August to early October	for info/action
	ii)	BIS issues September Action Note, including information on user roles matrix	w/c 7/09	for info/action
	iii)	BIS publishes Business Guidance on draft Regulations	early September	for info
	iv)	Advice on deep links published for Northern Irish, Welsh and Scottish Local Authorities and Competent authorities	mid September	ongoing task
	v)	Rollout of syndicated material for LA to use on their own websites	tbc	tbc
	vi)	BIS publishes Internal Market Information (IMI) system policy	w/c 7/09	LAs to sign up September-October
	vii)	SOCITM issues information on training courses to be run for LAs in October & November (and subsequently as necessary)	mid September	for info/action
<b>October</b>	i)	Documentation on how to use the PSC available.	w/c 28/09	for info/action
	ii)	Demonstration site available to trial and test use of PSC	tbc	tbc
	iii)	BIS issues October Action Note, containing further details of training and support on how to use the PSC	w/c 28/09	for info/action
	iv)	BIS publishes list of legislative changes	mid October	for info

<b>November</b>	i)	BIS issues November Action Note, including overall update, support information, task reminder and statistics on readiness levels	w/c 2/11	for info/action
<b>December</b>	i)	BISD issues December Action Note, including updates on information provided in November	w/c 30/11	for info/action
<b>January 2010</b>	i)	BIS issues January Action Note, including updates on information provided in December	w/c 11/01	for info/action