

*Una manera de hacer Europa*



**BUENAS PRÁCTICAS**  
**Actuaciones Cofinanciadas**

**ENTREPRENEUR SERVICE CENTRE-  
ONE-STOP BUSINESS SERVICE IN  
SANTA CRUZ DE TENERIFE-2018**  
Chamber of Commerce of Santa Cruz de Tenerife

**Programa Operativo  
de Canarias**

**Año 2019**

**Fondo Europeo de Desarrollo Regional**



## GOOD PRACTICE

### **ENTREPRENEUR SERVICE CENTRE - ONE-STOP BUSINESS SERVICE IN SANTA CRUZ DE TENERIFE-2018**

The Entrepreneur's Service Centre - One Stop Business Service of Santa Cruz de Tenerife, set up in December 1999, allows any business promoter who wishes to start up in the world of business to receive a free and personalized service for the implementation of his/her project. This is an initiative of the Public Administrations and the Official Chamber of Commerce, Industry, Services and Shipping of Santa Cruz de Tenerife.

The implementation of this service facilitates the administrative procedures for starting up a business activity, through advice on tax and labour issues at the time of registration, administrative processes and the identification of procedures that can be simplified.

In this way, the Chamber of Commerce of Santa Cruz de Tenerife offers entrepreneurs a "unique space" to formalize the incorporation of their company, under the chosen legal form, as an individual entrepreneur, a trading company, a civil society, etc.

This Project is possible thanks to the collaboration of the public administrations in their different fields of action, such as the Ministry of Industry, Trade and Tourism; the Government of the Canary Islands, through co-financing from the European Regional Development Fund; the Island Council of Tenerife and the City Council of Santa Cruz de Tenerife. Furthermore, this service has the collaboration of the State Agency of the Tax Administration in Santa Cruz de Tenerife, the General Treasury of the Social Security and the Commercial Registry of Tenerife.

Eligible Public Expenditure: 2018: 40,000 euros

Co-financing (85%): 34,000 euros.

The companies impacted by this One-Stop Business Service amount to 1,363 companies in the province of Santa Cruz de Tenerife, in 2018.

#### **Justification of the Good Practice Criteria:**

**1- The role of the ERDF in the action has been suitably disseminated among the beneficiaries, potential beneficiaries and the general public.**

#### **Tenerife's Chamber of Commerce Website:**

<https://www.camaratenerife.com/servicios/empresarial/pae-ventanilla-unica-empresarial>

PAE-VUE Santa Cruz de Tenerife

La PAE-VUE de Santa Cruz de Tenerife ofrece la posibilidad de realizar los trámites de creación de una empresa en un solo lugar. Con la centralización de este servicio, el nuevo emprendedor evita el calvario burocrático, ahorrando tiempo y dinero. Tramitación integral que incluye los trámites generales de constitución y alta de actividad de sociedades limitadas, sociedades civiles y de empresarios o profesionales individuales.

Dependiendo de la forma jurídica que hayas elegido, la actividad a desarrollar y las particularidades y necesidades de tu empresa, te tramitamos la constitución de tu iniciativa a través de la modalidad telemática (Documento Único Electrónico) o bien presencial, según convenga.

Esfúrzate en sacar adelante tu empresa porque para poner en marcha tu iniciativa estamos nosotros.

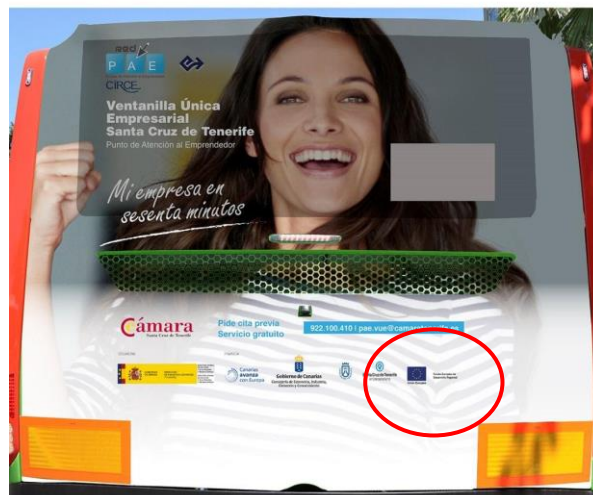
Tenerife  
Plaza de la Candelaria, 6  
4ª Planta 38003. Santa Cruz de Tenerife  
pae.vue@camaratenerife.es  
922 100 410



Information leaflet:



Publicity on interurban buses in Tenerife (TITSA).



Folders about the Project handed to the entrepreneurs that are undergoing the process of creating their company, where the collaborating and financing entities appear.



**In Facebook:**

[https://www.facebook.com/search/top/?q=tenerife%20ventanilla%20%20unica&pa=SEARCH\\_BOX](https://www.facebook.com/search/top/?q=tenerife%20ventanilla%20%20unica&pa=SEARCH_BOX)

**Cámara de Comercio de Santa Cruz de Tenerife**  
 26 de noviembre de 2019 · 🌐

Mañana, 27 de noviembre la Cámara de Comercio de Santa Cruz de Tenerife, organiza en La Gomera, dentro del Programa Red Insular -PAE Ventanilla Única Empresarial, la Jornada de Derechos y Obligaciones del RETA. Esta acción informativa #gratuita tiene como propósito detallar no solo las obligaciones que tienen los empresarios individuales sino todos los derechos que ostentan por estar registrados en el Régimen Especial del Trabajador Autónomo, hablaremos sobre asuntos como la jubilación, incapacidad temporal, nacimiento y cuidado de menores y protección por desempleo. La acción tendrá lugar en el Centro Juvenil de San Sebastián de la Gomera en horario 11.00 a 13.00 horas.

[Cabildo Insular de La Gomera Ayuntamiento San Sebastián de La Gomera Gomeraverde La Gomera Ahora](#)

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**JORNADA DE PROMOCIÓN DE LA RED INSULAR PAE- VENTANILLA ÚNICA EMPRESARIAL Y SOBRE DERECHOS Y OBLIGACIONES DEL RETA**

SAN SEBASTIÁN DE LA GOMERA, 27 DE NOVIEMBRE DE 2019.  
11.00-13.00

1. Presentación y promoción del Proyecto de RED INSULAR PAE- VENTANILLA ÚNICA EMPRESARIAL SANTA CRUZ DE TENERIFE.

- Presentación del programa.
- Explicación de los servicios.
- Demos de servicios de la iniciativa.

- IT por contingencias comunes, derecho a recibir prestación por enfermedad común (En caso de incapacidad temporal o accidente no laboral).
- Absencia Sanitaria.
- Cotiza a efectos de jubilación (se puede realizar una simulación en el enlace <https://sede.caja.comercio.es/empresarios/>)
- IT por accidente de trabajo o enfermedad profesional, derecho a recibir prestación en caso de accidente de trabajo o enfermedad profesional.
- Prestación por Riesgo durante el embarazo y durante la lactancia natural.
- Derecho a recibir prestación por nacimiento y cuidado del menor (antigua maternidad y paternidad)
- Prestación en caso de que se produzca la situación legal de cese de actividad.
- Incapacidad permanente para la profesión habitual.

4. Consultas de los asistentes.

Fin de la jornada

**Digital press:**







*En la imagen La Directora General de Promoción Económica del Gobierno de Canarias, Cristina Hernández Carricer, el Consejero Delegado de Industria, Comercio y Consumo del Cabildo Insular de La Gomera, Emiliano Coello Cabrera junto a la responsable provincial de la Cámara del Punto de Atención al Emprendedor Ventanilla Única Empresarial de Santa Cruz Tenerife, Leonor Herrera Benítez, y la técnica de la delegación de La Gomera, Cristina Ventura*

– La Red Insular de Puntos de Atención al Emprendedor Ventanilla Única Empresarial es un proyecto que arranca en la isla de La Gomera en el año 2014, gracias a la financiación de la Dirección General de Promoción Económica del Gobierno de Canarias y del Fondo Europeo de Desarrollo Regional, y a la colaboración del Ministerio de Industria, Comercio y Turismo, que aporta el soporte telemático.

La reapertura en el segundo semestre del año 2016 de la Delegación de la Cámara en la isla colombina- posible gracias al apoyo del Cabildo de La Gomera- ha reactivado e impulsado esta importante herramienta de emprendimiento al servicio de la sociedad gomera.

## 2.-Incorporating innovative elements.

This Service, created nineteen years ago, is a project that has evolved considerably over time, both in its internal functioning and in the service provided to the entrepreneur.

It is worth noting the incorporation into the Service of the Single Electronic Document tool that is used to carry out the procedures for the incorporation and start-up of limited liability companies.

All the competent bodies involved in the creation of a company (State Treasury, Canary Islands Treasury, General Treasury of Social Security, Mercantile Registry) are involved in the telematic processing, which allows communication between them and speeds up the process of creating companies and their incorporation. In the case of the incorporation of limited companies, the telematic route also allows the benefit of reduced tariffs, both notary and commercial register.

In view of this scenario and thanks to the reinforcement of personnel that the Red-Insular project of the Entrepreneur Service Centre- One Stop Business Service provides in Tenerife, it was possible to make a qualitative leap by taking the Service, for one day, to the municipality of Granadilla, so that the entrepreneurs of this town were able to materialize their business initiatives, with the collaboration of the Employment and Local Development Agency of the City Council of Granadilla. An innovative practice that will be further developed in the coming years in collaboration with the Councils that show interest and have the capacity to schedule a minimum number of entrepreneurs so that the transfer of the technician that day to that municipality is viable.

### **3.-Adjusting the results obtained to the established objectives.**

The Santa Cruz de Tenerife Business Service Centre is a clear reference point for entrepreneurship in our islands, and is a fundamental tool for the Canarian society members, which are increasingly confident in their possibilities of being entrepreneurs and in creating their own company as a professional option and as a source of income. It is a collaboration project between administrations in their different fields of competence which, thanks to its funding, including that received from the European Regional Development Fund, is maintained and consolidated as a service that generates wealth and jobs in the province.

The result obtained by this Service in 2018 sums up a total of 1,257 companies created on the island of Tenerife and 1,363 in its province, complemented with the Island Network of the Entrepreneur's Service Centre - One Stop Business Service , which is carried out in the islands outside the capital, which represents an increase of nearly 20% with respect to the previous year, a figure that shows the important work of this Project in the economic development of Santa Cruz de Tenerife.

### **4.-Contributing to the resolution of a problem or weakness detected in the area of execution.**

One of the most common complaints among entrepreneurs who want to set up a business is the difficulty in setting it up, since there are several bodies to which they must go, different forms to be filled in and deadlines to be met between one procedure and another that must be carried out on a certain date in order to avoid surcharges.

The Entrepreneur's Service Centre - One Stop Business Service of Santa Cruz de Tenerife offers the possibility of carrying out these procedures in one place. With the centralization of this service, the new entrepreneur avoids excessive bureaucracy, saving time and money and accessing a comprehensive processing that includes the general procedures for the incorporation and registration of activity of limited companies, civil companies and individual entrepreneurs or professionals.

### **5.- A high degree of coverage over the target population.**

It is a free service aimed at entrepreneurs in the province of Santa Cruz de Tenerife, which reaches the non-capital islands through the Island Network Service of the Entrepreneur Service Centre- One Stop Business Service, which is also financed by the European Regional Development Fund.

Although this is a project that concentrates 51% of the registrations in the metropolitan region (Santa Cruz de Tenerife and San Cristóbal de La Laguna), it is promoted, as stated in this report, through advertising and collaboration with local entrepreneurial support centres (city councils and the Cabildo), making this initiative reach entrepreneurs in the North and South of the Island.

### **6.-Consideration of the horizontal criteria of equal opportunities and non-discrimination, as well as social responsibility and environmental sustainability**

The companies that are created, through the Entrepreneur's Service Centre - One Stop Business Service of Santa Cruz de Tenerife, are complemented with specialized and personalized advice on environmental aspects where obligations are identified according to the activity and good environmental practices to be implemented. This project is possible thanks to a collaboration agreement with the Cabildo of Tenerife.

Likewise, in collaboration with the Canary Islands Association for the Promotion of the Economy of the Common Good, and within the project 'Tenerife Island of the Common Good', an economic and management model is promoted in the companies created, based on the values of ecological sustainability, human dignity, solidarity, social justice, democracy and transparency.

On the other hand, the Chamber, together with the Canary Islands Institute of Equality, offers a business advice service for women entrepreneurs, who, once they have received advice and their business project has matured, are referred to the Entrepreneur's Service Centre - One Stop Business Service of Santa Cruz de Tenerife, in order to materialize their business initiative.

### **7.- Synergies with other policies or instruments of public intervention.**

The work of the Entrepreneur's Service Centre - One Stop Business Service of Santa Cruz de Tenerife is part of an integral circuit for entrepreneurs, where, prior to the processing of the company, the entrepreneur receives detailed advice (viability plans, legal forms, subsidies and financing). These services are provided through the Business Creation Service (3,863 advised in 2018) and the Business Support Program for Women (194 users were attended this year), financed by the Canary Islands Government and the Canary Islands Institute of Equality, respectively, co-financed by the European Social Fund.

Once the creation of the company has been formalized, the entrepreneur has the New Business Mentoring Program, a mentoring service offered during the first year of life that allows them to reduce risk and uncertainty in the initial stages of the company. This is an initiative co-financed by the Canary Islands Government and the European Regional Development Fund.

Other complementary services, in addition to environmental and the Economy of the Common Good advice, are provided by the CIDE Network, financed by the Government of the Canary Islands and the European Regional Development Fund, to increase the competitiveness of small and medium-sized enterprises by promoting their skills and innovative attitudes.

In addition to the ecosystem of the entrepreneur that already exists in this Chamber, the Entrepreneur's Service Centre - One Stop Business Service has the challenge of improving inter-institutional coordination and collaboration, fundamentally with the advisory services to entrepreneurs offered generally through the development agencies and services of Promotion of the Development of Economic Activity of the City Councils and the Island Council of Tenerife, insofar as a procedure is established so that the entrepreneur in his locality that has previously been advised from the agency, can materialize his/her business initiative in the fastest and most efficient way possible.



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