

# Leicester and Leicestershire LEP Charter

## Better Business for All Partnership Charter

This is a voluntary undertaking between Leicester & Leicestershire Regulatory Services and local businesses.

### Aim

To support a relationship between businesses and regulators built upon trust, understanding and a desire to improve together whilst continuing to ensure compliance with regulation and achieve business growth.

### Purpose

Leicester & Leicestershire regulatory services are committed to working with businesses to help meet their statutory requirements and prosper. This Charter sets out the actions and responsibilities of regulatory services and businesses within Leicester and Leicestershire.

### Regulatory Partners will:

- Support and promote the local economy by supporting local businesses
- Encourage businesses to seek advice
- Explain the reason for their visit to businesses
- Carry out regulatory activity in a fair, helpful, transparent, proportionate and consistent way
- Be accountable
- Minimise the cost of compliance for businesses by ensuring that any action taken is proportionate to risk
- Coordinate services to minimise unnecessary overlaps and duplication
- Consult with businesses, including through the Business Focus Panel, when developing policies, plans, procedures and service standards
- Promote Better Business for All with consumers

### Local Businesses will:

- Seek advice from regulatory services on matters of compliance
- Encourage other businesses to contact regulatory services for advice
- Work with regulatory services to achieve a satisfactory outcome and put problems right quickly
- Take part in positive publicity about improvements made to the business through engagement with regulatory services
- Be fair, helpful and transparent in dealing with regulatory services staff
- Provide feedback to regulatory services on improvements to the local regulatory system



## Better Business for All

A local partnership between Businesses and Regulatory Services to promote growth

# Greater Birmingham and Solihull LEP Charter

## Partnership Charter

This is a charter agreed by local authorities, national regulators and the business community within the Greater Birmingham and Solihull Local Enterprise Partnership area.

The partners are committed to working together to provide a regulatory environment that promotes success in business whilst continuing to provide public protection. The charter sets out roles and responsibilities for both regulators and the business community to achieve this aim.

Local authorities and national regulators will work in collaboration and align their services to deliver the following commitments:

## We will

- 1 Provide support for business through a programme of advice and through participating in Primary Authority.<sup>1</sup>
- 2 Create an environment where businesses feel confident to seek advice from a regulator without fear of attracting enforcement activity.
- 3 Take ownership of any enquiry made to us by business until a satisfactory response is made. Make advice about regulation accessible to business through a website / phone app single point of contact.
- 4 Ensure that all service delivery staff are competent and adopt a professional attitude when engaging with business. Consistency seminars will be provided to ensure that regulation is applied fairly and effectively across the LEP area, and to improve business understanding among staff.
- 5 Take a risk and intelligence led approach to all compliance and enforcement activities, ensuring protection of consumers, workers, public health and the environment whilst providing a level playing field for business. Recognition will be given to businesses that can demonstrate effective controls.
- 6 Improve transparency by publishing our approach to compliance and enforcement that explains what the regulator will do and why.
- 7 Consult with local businesses to shape service delivery and develop innovative regulatory approaches that promote business success.
- 8 Be accountable to business, giving them confidence to make comment and criticism through the proposed LEP feedback mechanism.

<sup>1</sup> Primary Authority is a scheme run by the Better Regulation Delivery Office that allows businesses to work with one local authority to agree a consistent approach to regulation across the UK.

The Chambers of Commerce, Federation of Small Businesses and trade organisations will encourage the business community, through publicity, forums, emails and mail shots to:

- 1 Access regulatory advice by asking any regulator a question or through the one stop website / phone app.
- 2 Be confident in approaching regulators for advice without fear of enforcement activity.
- 3 Use the proposed LEP feedback mechanism to provide feedback, good and bad, after interactions with regulators.
- 4 Build a positive relationship with regulators that improves compliance amongst the business community and supports business growth within the LEP area.
- 5 Acknowledge the contribution made by regulators and support positive publicity when there are improvements in business engagement with regulatory services.
- 6 Help other businesses to succeed through participating in a business mentor scheme.
- 7 Engage in business and regulator forums, and other opportunities, to shape regulation delivery in the LEP area.

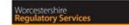
 Birmingham City Council



 Lichfield district council  
www.lichfielddc.gov.uk



 Tamworth Borough Council

 Worcestershire Regulatory Services



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 Federation of Small Businesses  
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 Birmingham Chamber of Commerce

 WEST MIDLANDS FIRE SERVICE



**Better Business for All**

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