



Department for
Business & Trade

The Growth Duty Performance Framework

May 2024

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Purpose of the Growth Duty Performance Framework

In the delivery of their work, regulators must always be cognisant of the impact that they have on regulated entities: typically, businesses. It is essential that when regulators and government engage with businesses we do so with a 'service' mindset. This means making it crystal clear to businesses on the steps that they need to take to comply and demonstrate compliance with regulations, working collaboratively with them where necessary to ensure reporting is proportionate, and responding to their requests in a timely and consistent manner.

Given their importance for economic growth, many regulators were given a duty in 2017 to have regard to the desirability of promoting economic growth when exercising certain regulatory functions, and ensuring regulatory actions are necessary and proportionate – the 'Growth Duty'. In 2024, the government updated and revised the statutory guidance relating to the Growth Duty. [The Growth Duty Statutory Guidance](#) sets out how regulators can better support sustainable economic growth through the decisions they take and through the way in which they regulate. The refreshed statutory Growth Duty Guidance has increased focus and higher expectation on regulator performance, agility, and responsiveness.

Responsive and agile regulators can drive growth and make it easier for businesses to start and grow with prompt and timely decisions. Quick and consistent decisions can give more certainty and assurance to businesses and investors. Similarly, regulators have a key role to play supporting innovation and removing any barriers or obstacles to new products or services. A good regulatory environment emerging from the attentive and responsive stewardship of an effective regulator can create the conditions for business confidence and investment, proportionate risk-taking and innovation. Government believes that regulators should continually strive to deliver a better and more efficient service to their customers.

The information collated from regulators through the Growth Duty Performance Framework will therefore enhance transparency, promote accountability, and foster greater trust between government, regulators and the regulated. The data will also provide valuable insights into regulator operations, identify and share areas of best practise and encourage continuous improvement.

Our approach to regulatory performance reporting

The government recognises that regulators are extremely varied in their compositions, legal powers and functions and that as such, a single set of metrics cannot give a comprehensive picture of a regulator's performance. This Performance Framework therefore uses a mixture of quantitative data and qualitative narrative to give as full a picture as possible.

We are aware, and would emphasise, that this Framework will only provide a snapshot of Growth Duty regulatory performance and cannot capture all activities of regulators in their entirety or provide a picture of complete regulatory performance.

Government encourages regulators to answer all sections in the Performance Framework pro-forma. However, as is reflected in the Growth Duty statutory guidance, some of the Drivers and Behaviours may not apply to every regulator. In such instances, regulators should note the reason for any nil response against any part of the pro-forma.

Government also acknowledges and values highly the autonomous nature of regulators. This independence is also fundamental to business and investor confidence and the Growth Duty Performance Framework is not designed to impact this. Government will therefore work with regulators on the development and implementation of the Framework iteratively to highlight successes and drive-up performance. In order to aid greater transparency, it is anticipated that completed Growth Duty Performance Framework proformas will be published in future.

Section A: statement on delivery against the Growth Duty

ensuring that they consider the Growth Duty statutory guidance. The guidance states that there are multiple drivers of growth and outlines some of them. As such, to foster growth regulators should consider Innovation; Infrastructure & Investment; Competition; Skills; Efficiency & Productivity; Trade; Environmental Sustainability and any other relevant drivers.

In this section, regulators should outline the key decisions or actions they have taken in the past year which have contributed to delivering economic growth. The Government expects that the level of detail in responses in this section will be proportionate to the context and size of each regulator

A1. Overarching statement on how you have appropriately considered the impact of your activities and decisions on economic growth.

Regulators should outline the actions they have taken in the last year to have regard to the desirability of economic growth. You should consider how you have delivered on the Drivers of Economic Growth and the outcomes of your approach.

A2. Economic growth and your wider duties and guidance.

Regulators should consider how the delivery of their statutory duties and consideration of guidance has helped to ensure you have had regard to the desirability for promoting economic growth, and how this interacts with your delivery of other duties

Section B: Performance against the Behaviours of Smarter Regulation

The Growth Duty guidance outlines how the Behaviours of Smarter Regulation will help foster economic growth. Regulators should outline their performance against each Behaviour and consider their effectiveness. You may wish to provide a score 0-5 by way of self-assessment:

- n/a = if a Behaviour is not applicable, please outline why
- 0 = no action taken on this Behaviour
- 1 = initial scoping of future intended action
- 2 = initial experimentation
- 3 = developed, mature and effective processes but with limited coverage
- 4 = comprehensive delivery with a strong performance covering multiple indicators
- 5 = best in class performance with established, effective approaches

The Government expects that responses in this Section will be proportionate to the context of each particular regulator.

B1: Pro-Innovation

Regulator statement	
Regulator self-assessment	

B2. Skilled & Capable

Regulator statement	
Regulator self-assessment	

B3. Business Aware

Regulator statement	
Regulator self-assessment	

B4. Proportionate, Efficient & Responsive

Regulator statement	
Regulator self-assessment	

B5. Collaborative

Regulator statement	
Regulator self-assessment	

B6. Internationally Aware

Regulator statement	
Regulator self-assessment	

B7. Consistent, Transparent & Accountable

Regulator statement	
Regulator self-assessment	

Section C: Data and Metrics

You may wish to supplement data and metrics with narrative or case studies of your work

Metrics	Data and Optional Narrative
<p><u>Regulatory Approvals</u> C.1. Where applicable, how many regulatory applications / licenses / authorisations were:</p> <ul style="list-style-type: none"> - C1.1. Received - C1.2. Approved - C1.3. Rejected - C1.4. Incomplete - C1.5. Withdrawn <p>C.1.6. What percentage were for new firms? C.1.7. What percentage required any variation of permissions?</p>	
<p><u>Regulator Performance</u></p> <p>C.2. Where you have Service Level Agreements or targets (either published or internal) relating to (but not limited to) business or stakeholder engagement, business applications / license processing and/or regulatory responses, please provide:</p> <ul style="list-style-type: none"> - C2.1. a breakdown of these engagements (i.e. provision of guidance, provision of a service etc). - C2.2. a breakdown of where you have met / missed targets. 	
<p><u>Industry and Stakeholder Engagement</u></p> <p>C.3. How often do you engage with industry stakeholders to understand their needs and challenges?</p> <p>C.3.1. Where you have annual surveys or feedback sessions conducted with stakeholders, businesses, consumers, and the public: Please provide:</p> <ul style="list-style-type: none"> - C.3.1.1. Response rate of last satisfaction surveys - C.3.1.2. Satisfaction rate of respondents based on interactions with the regulators, broken down by type of interaction, or any other relevant metric. <p>C.3.2. Do you collect data on complaints received from stakeholders? If so, provide detail on number, origin, outcomes, and how has this changed over time?</p>	
<p><u>Policy Implementation</u></p>	

<p>C.4. Where applicable, how many regulatory barriers, regulations or outdated guidance have been:</p> <ul style="list-style-type: none"> - C.4.1. Identified - C.4.2. Reviewed - C.4.3. Adjusted or Removed <p>C.4.4. Please set out:</p> <ul style="list-style-type: none"> - C.4.5. Number of, and details of rule reviews undertaken. - C.4.6. Number of, and details of rules streamlined, relaxed, or revoked. - C.4.7. Number of, and details of, post-implementation reviews (PIRs) undertaken. 	
<p><u>Innovation</u></p> <p>C.5. What innovations have you implemented which may foster economic growth?</p> <p>C.5.1. What proportion of regulatory interventions resulted in / will result in measurable impacts on economic indicators. For example: employment rates, GDP growth, or business productivity.</p> <p>C.5.2. Provide any further details of innovative steps taken or applications you have received in innovative areas (including but not limited to): sandboxing, innovation service, innovation hubs.</p> <p>C.5.3. Where you have provided details in relation to question C.5.2 – provide detail (where applicable) on:</p> <ul style="list-style-type: none"> - C.5.3.1. No. of applications received. - C.5.3.2. No. of applications accepted. - C.5.3.3. Percentage of accepted firms vs number of applications received. - C.5.3.4. No. of sandbox applications authorised and/or with new/varied permissions to conduct their sandbox test. - C.5.3.5. Percentage of sandbox firms who launched a new product or service post completion of test. - C.5.3.6. Were there any policy changes as a result of your findings in the sandbox. 	
<p><u>Regulatory Burdens</u></p> <p><i>Government views that regulators should not place undue burdens upon businesses via duplicative information requests.</i></p>	

<p>C.6. Across the year, how many data requests have you made of the businesses you regulate?</p> <p>C.6.1. What steps have you taken, (including but not limited to coordinating with other regulators), to reduce the number of data requests made of the businesses you regulate?</p>	
<p><u>International Approvals</u></p> <p>C.7 Where applicable and permitted by your regulatory framework, do you offer an expedited approval process for products or services approved in comparable international jurisdictions? If yes:</p> <ul style="list-style-type: none"> - C.7.1. How many decisions were subject to this process? - C.7.2. What impact did this have on average approval times? - C.7.3. Which international comparators or benchmarks do you use? 	

Department for Business and Trade

We are the UK’s department for economic growth. We support businesses to invest, grow and export, creating jobs and opportunities across the country.

We are responsible for:

- Redrawing our rules to ensure businesses thrive, markets are competitive and consumers are protected.
- Securing investment from UK and international businesses.
- Advising, supporting, and promoting British businesses to grow and export.
- Opening up new markets for businesses by removing barriers and striking trade deals.
- Promoting free trade, economic security and resilient supply chains.

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