



D2N2 Local Enterprise Partnership

Regulator and Business Partnership Charter

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December 2013



Partnership Charter

This is a charter agreed by local authorities, national regulators and the business community within the D2N2 Local Enterprise Partnership.

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 businesses 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 work together to:

1. Provide support for business through a programme of advice and through participating in Primary Authority¹.
2. Create an environment where businesses feel confident to seek advice from a regulator without fear of attracting enforcement activity².
3. Partners will adopt the Regulators Code in delivering their Regulatory Services.
4. 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 single point of contact.
5. 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 amongst staff.
6. 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.
7. Improve transparency by publishing our approach to compliance and enforcement that explains what the regulator will do and why.
8. Consult with local businesses to shape service delivery and develop innovative regulatory approaches that promote business success.
9. Be accountable to business, giving them confidence to make comment and criticism through the proposed LEP feedback mechanism.

¹ '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.

² Authorities, including the Fire Authority, will always have to respond to life safety issues in a proportionate manner.

The D2N2 Local Enterprise Partnership, 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 web/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 improve 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.

www.d2n2lep.org

www.thebusinessadvicewebsite.co.uk

For business advice or support ring 0844 225 4089

www.hmrc.gov.uk

www.employment-advice-bureau.co.uk

www.environment-agency.gov.uk

www.acas.org.uk

Partnership Charter – Signatories



