

## REGULATORY AND BUSINESS PARTNERSHIP CHARTER

### Partnership Charter

**This is a charter agreed by local authorities, national regulators and the business community within the Worcestershire 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.

Local authorities and national regulators will work in collaboration and align their service to deliver the following aims: We will work together to:

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.
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 and to improve business understanding among staff.
5. Take a risk based approach to all compliance and enforcement activities, with earned recognition for 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.





**Worcestershire**  
Local Enterprise Partnership

**Worcestershire**  
**Regulatory Services**  
*Supporting and protecting you*

**The Local Enterprise Partnership** will encourage the business community 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 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 and 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.

Worcestershire LEP, Worcestershire Partnership and Worcestershire Local Authorities have a parallel Planning Charter to shape a business friendly planning system and culture which supports business growth. Delivering both Planning and Regulatory Charters together will ensure co-ordinated, simplified and constructive help to businesses as they establish, develop and grow.

[www.wlep.co.uk](http://www.wlep.co.uk)

For business advice or support ring **01905 346180**

[www.worcsregservices.gov.uk](http://www.worcsregservices.gov.uk)

For business advice or support ring **01905 822799**

[www.hmrc.gov.uk](http://www.hmrc.gov.uk)

[www.employment-advice-bureau.co.uk](http://www.employment-advice-bureau.co.uk)

[www.hwfire.org.uk](http://www.hwfire.org.uk)

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

[www.acas.org.uk](http://www.acas.org.uk)

**Worcestershire -  
A central location**

