

Better Business for All – The First 12 Months Progress....

<p>Advice & Support</p> <ul style="list-style-type: none"> ➤ Business Support Scheme: ➤ Business Support Officer ➤ Single point of access ➤ Advice line ➤ Advice packs for start up business ➤ Attendance at business groups ➤ Dissemination of specific advice & guidance ➤ Regulatory Support offer for businesses relocating to Leicester & Leicestershire ➤ Regulatory support offer for businesses relocating to MIRA Enterprise Zone 	<p>Culture & Competence</p> <ul style="list-style-type: none"> ➤ Leadership & culture training for team leaders ➤ Business awareness sessions for 95 operational officers ➤ Acknowledgement by officers of good practice ➤ Reward and recognition scheme drafted ➤ Common approach to competency adopted ➤ Earned recognition pilot with mobile food vendors ➤ Licensing enforcement & consistency project ➤ Leading for change workshop with managers ➤ Development of feedback mechanism
<p>Coordination and Communication across Regulatory Services</p> <ul style="list-style-type: none"> ➤ Regulatory Services Partnership established ➤ Priorities and work programme agreed ➤ Organisational awareness sessions for 167 operational officers ➤ Data sharing protocol 6 month trial ➤ Consistency exercise for complaints procedures ➤ Consistency exercise for enforcement policies ➤ Combined inspection project ➤ Coordinated communication across services through Business Support Officer ➤ Weekly emails to all regulatory staff ➤ Joint training events 	<p>Better Partnerships</p> <ul style="list-style-type: none"> ➤ Business Support Officer to coordinate and facilitate the programme ➤ Steering Group established ➤ Programme priorities and work programme agreed ➤ Partnership Charter agreed and signed ➤ Statement of Support signed by Business partners ➤ Business Focus Panel established ➤ Baseline surveys completed ➤ Wider engagement with additional regulatory organisations including Leicestershire Constabulary and the Care Quality Commission ➤ Inclusion of development control services within programme

Better Business for All – The First 12 Months Outcomes....

Advice & Support

- Businesses have a single point of access into the complex and often daunting regulatory system
- Operational regulatory officers wanting to provide advice and support to business to help them to comply
- Business feeling less afraid to ask regulators for advice and support
- Regulatory officers providing advice and guidance in business friendly style
- Regulatory officers are confident in signposting business to either the most appropriate regulatory service for their needs or the single point of contact

'I now think of myself as a resource as well as a regulator' Duncan Robertson, Oadby & Wigston BC

'The Better Business for All programme by LLEP has the potential to transform the local regulatory system for local small businesses - for example the introduction of one telephone number will improve the likelihood of businesses contacting regulators by reducing the confusing array of contact details. It is my belief this will vastly improve the quantity of businesses positively engaging with regulatory services' Kate Cowan, Spring into Action

Coordination and Communication across Regulatory Services

- Regulatory managers from across the regulatory system working together to find more efficient and effective ways of working and supporting business
- Operational regulatory officers have a better understanding of the system they work in and the roles and responsibilities of other regulators
- Inconsistencies in policies and approach are starting to be recognised and addressed

'I have better knowledge of other regulators and therefore am able to advise' Lisa Westwood, Leicester City Council

"All fire inspectors, without exception gained from the opportunity to meet partner regulators and broaden their awareness, put faces to names and have the opportunity to educate and publicise fire safety to others in the regulatory field". Trevor McIlwaine, LFRS

Culture & Competence

- Operational regulatory officers recognising the role they have in supporting business growth
- Business recognising the positive role regulators have in ensuring a level playing field
- Regulatory services consulting with business on how to approach new projects
- Business know what they are doing right in terms of compliance
- Operational regulatory officers have a greater understanding of the pressures business face
- Regulatory officers giving positive feedback to business

'I now understand what it is like to run a business and the different pressures involved,' Fiona West North West Leicestershire DC

'The most frequently mentioned feature/theme from our partners to... BBfA..is that "we're beginning to feel more like customers rather than potential offenders".' Michael Weir, Skillspoint

Better Partnerships

- Business organisations and regulators meeting, discussing, developing ideas and working together to implement changes to the local regulatory system

'...in my business a meeting between my management team and a number of regulators was quite an eye opener to both sides in terms of the how each saw the problems of the workplace differently, and where discussion prompted by Better Business helped both sides to take a more constructive view of the way forward' James Bowie, Belmont Hotel

'The benefits (of BBfA to businesses) are that business & regulators have stopped seeing issues as them v us and have started to understand each other's points of view.' Phil Bates IOSH