

Understanding business

“Regulators have little understanding of a really small business and the pressures that we face”

“Our Partnership organised business insight training in 2015 and business mentoring training in 2016, which was open for all regulators across the partnership to attend. This gives regulators a better understanding of the business world.”

Inconsistent enforcement

“Regulators seem heavy handed on some issues and let others off with no action”

“Regulators across all enforcement areas conduct training in accordance with national guidelines and peer review exercises are fully supported to ensure consistency.”

More business engagement

“More meeting forums between business and regulators”

“The Partnership has an up-to-date calendar of local business events that we try to attend to improve our visibility and availability to businesses”

Online support

“One crystal clear, authoritative and consolidated website”

“A single point of contact”

“The partnership is investigating online support opportunities including linking in with the new Growth Hub provider.”

Plain English and jargon free letters

“Confusing rules” “Clearer advice” “...inspectors are always so negative and unsympathetic”

“Many partners are changing the language used in letters to be friendly, supportive, and jargon free. Some Councils are part of a Communications Compliance Pilot and the Devon and Somerset Fire & Rescue Service have changed their letters to reflect this concern.”