



Working *Together*

**Stratford-on-Avon and Warwick District Councils**

**Regulator and Business Charter**

**September 2021**

## **Aim**

The aim of this charter is to make arrangements between the regulatory services (Appendix A) of Stratford-on-Avon and Warwick District Council's and the local business community to provide a regulatory environment that;

- Advises and supports businesses to understand their regulatory responsibilities, which are often complex, whilst maintaining public protection as the main purpose
- Promotes dialogue between businesses and regulatory services
- Improves the business perception of regulators
- Encourages the right balance between encouragement, education and enforcement
- Develops a joint offer of support from regulatory services for businesses.
- Builds trust between regulators and businesses

Delivery of the charter will help promote 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.

## **Implementation**

Local regulatory services first and foremost must provide public protection, but they can also directly influence prosperity and well-being of our community.

Regulation, delivered effectively and efficiently, can help businesses grow and, in turn, generate jobs and the tax revenues that benefit the whole community.

Local regulatory services will support business by advising on legal requirements and pointing out any potential areas for concern to be addressed in the application.

The District Councils will work in collaboration with other local authorities and national regulators to align their services to deliver the following commitments:

### **Local regulatory services will:**

1. Support businesses by providing advice and guidance that helps them understand and meet their responsibilities.
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 an appropriate response is made. Make advice about regulation accessible to business through a website/phone app single point of contact. If the enquiry is not within the responsibility of the local authority (i.e. responsibility of HSE) we will assist the enquirer to make contact with the appropriate agency or person.

4. Ensure that all service delivery staff are competent and adopt a professional attitude when engaging with business. Where appropriate, consistency training will be provided to ensure that regulation is applied fairly and effectively across the district, and to improve business understanding among staff.
5. 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.
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.
8. We work with business to give them confidence to make comment and criticism through the feedback mechanisms.

**The Chambers of Commerce, Chambers of Trade, Federation of Small Businesses and trade organisations will encourage the business community, through publicity, forums, social media and mailshots to:**

1. Access regulatory advice by asking any regulator a question.
2. Be confident in approaching regulators for advice without fear of enforcement activity.
3. Use the feedback mechanisms 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 district.
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 identification of support networks and mechanisms.
7. Engage in business and Regulator forums, and other opportunities, to shape regulation delivery within the district.

## How to Contact Us

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	Health and Safety	Email: <a href="mailto:envhealth@stratford-dc.gov.uk">envhealth@stratford-dc.gov.uk</a>
	Licensing	Email: <a href="mailto:licensing@stratford-dc.gov.uk">licensing@stratford-dc.gov.uk</a>
	Environmental Protection	Email: <a href="mailto:envhealth@stratford-dc.gov.uk">envhealth@stratford-dc.gov.uk</a>
	Private Sector Housing	Email: <a href="mailto:PSHT@stratford-dc.gov.uk">PSHT@stratford-dc.gov.uk</a>
	Planning	Email: <a href="mailto:planning.applications@stratford-dc.gov.uk">planning.applications@stratford-dc.gov.uk</a>
	Enforcement	Email: <a href="mailto:streetscene@stratford-dc.gov.uk">streetscene@stratford-dc.gov.uk</a>
	Waste Enforcement	Email: <a href="mailto:performance@stratford-dc.gov.uk">performance@stratford-dc.gov.uk</a>
	Procurement	Email: <a href="mailto:performance@stratford-dc.gov.uk">performance@stratford-dc.gov.uk</a>

<b>Warwick District Council,</b> Riverside House, Milverton Hill, Royal Leamington Spa, CV32 5HZ	Food Safety	Email: <a href="mailto:Foodsafety@warwickdc.gov.uk">Foodsafety@warwickdc.gov.uk</a>
	Health and Safety	Email: <a href="mailto:hcphealthandsafety@warwickdc.gov.uk">hcphealthandsafety@warwickdc.gov.uk</a>
	Licensing	Email: <a href="mailto:licensing@warwickdc.gov.uk">licensing@warwickdc.gov.uk</a>
	Environmental Protection	Email: <a href="mailto:ehpollution@warwickdc.gov.uk">ehpollution@warwickdc.gov.uk</a>
	Private Sector Housing	Email: <a href="mailto:privatesectorhousing@warwickdc.gov.uk">privatesectorhousing@warwickdc.gov.uk</a>
	Planning	Email: <a href="mailto:planning.enforcement@warwickdc.gov.uk">planning.enforcement@warwickdc.gov.uk</a>
	Enforcement	Email: <a href="mailto:contract.services@warwickdc.gov.uk">contract.services@warwickdc.gov.uk</a>
	Waste Enforcement	Email: <a href="mailto:contract.services@warwickdc.gov.uk">contract.services@warwickdc.gov.uk</a>
	Procurement	Email: <a href="mailto:procurement@warwickdc.gov.uk">procurement@warwickdc.gov.uk</a>

### In addition, support can be obtained from:

Coventry & Warwickshire Local Enterprise Partnership Growth Hub (CW Growth Hub)

Tel: [0300 060 3747](tel:03000603747) / [0300 456 3565](tel:03004563565)  
 Email: [contact@cwgrowthhub.co.uk](mailto:contact@cwgrowthhub.co.uk) / [enquiries@cwgrowthhub.com](mailto:enquiries@cwgrowthhub.com)  
 Website: <http://www.cwgrowthhub.co.uk>

Coventry & Warwickshire Chamber of Commerce (CWC)

Website: <https://www.cw-chamber.co.uk/>

Federation of Small Businesses (FSB)

Website: [www.fsb.org.uk](http://www.fsb.org.uk)

## **Appendix A: Summary of Regulatory services and priorities**

### **Our Priorities**

- The assessment of the adequacy of the protection of persons' health, safety and welfare at workplaces, by business operators, by license holders, housing providers and services.
- To promote high standards of food hygiene, health, safety, welfare, environmental protection, housing and compliance with licensing objectives.
- To offer advice to duty holders and to those who are owed a duty.
- To take action where there is persistent non-compliance, rogue trading or substandard performance in order to seek an economic advantage.
- To contribute to the Business Improvement Agenda; support economic growth in Warwickshire.
- To protect the health & wellbeing of consumers in Warwickshire.

### **Our Core Regulatory Areas:**

#### **Environmental Protection**

- We investigate alleged complaints of nuisance.
- We act as an impartial body which evaluates complaints of nuisance and work with businesses to address established nuisances.
- We provide a statutory consultation service to planning and licensing with reference to nuisance, air quality, and contaminated land issues which may issue from applications submitted.
- We provide a charged pre-application advice service.
- We provide a Primary Authority, Home/Originating Authority services. This means that businesses can enter into a contract with us to provide assured advice which is accepted by all Environmental Protection Officers across the UK. This does not replace the regulatory responsibility of the duty holder/business to undertake its own statutory risk assessment management duties nor does it give the Council the right to veto any other Local Authority or other statutory organisations' enforcement action decisions.
- We permit and inspect those businesses which require a specialist schedule under which to operate due to the risk of environmental pollution and the risk to human health.
- We operate a graduated enforcement policy giving businesses the chance to correct themselves before intervention.
- We inspect and take samples of private water supplies in order to determine that they are safe to drink.
- We sample and monitor air quality: working in partnership with other stakeholders to secure improvements.
- We ensure the remediation of contaminated land.

## **Food safety**

- We provide tailored start up advice to new food businesses.
- We provide ongoing advice to existing food businesses.
- We routinely inspect and revisit food businesses located within the district.
- We provide advice to and inspect temporary food businesses trading at events and festivals throughout the year and liaise with their respective home authorities.
- We liaise with other regulators and the emergency services regarding event safety.
- We operate the National Food Hygiene Rating Scheme including carrying out rescore revisits as requested by the businesses wishing to improve their rating.
- We use alternative inspection strategies for dealing with very low risk businesses outside of the scope of the National Food Hygiene Rating Scheme.
- We (WDC) operate the Heartbeat Award for businesses who offer healthy options and maintain very good standards of food hygiene. We also administer the award on behalf of other local authorities.
- We participate in all Food Standards Agency campaigns.
- We operate as Home Authority for food safety matters for a number of food manufacturers based in the District and as a Primary Authority for some district based food businesses who also have units across the country. This means that a business can enter into a contract with us to provide assured advice and we will liaise with other environmental protection officers for the advice to be accepted by all across the UK. This does not replace the regulatory responsibility of the duty holder/business to undertake its own statutory risk assessment management duties nor does it give the District Council the right to veto any other Local Authority or other statutory organisations' enforcement action decisions.
- We routinely participate in national, regional and local sampling programmes ensuring that food produced and sold in the District is fit to eat.
- We respond to food alerts when a nationally produced foodstuff had been found unsafe to eat, as directed by the Food Standards Agency.
- We participate in the Coventry and Warwickshire Safety Liaison Group to ensure consistency and contribute to the Regional Technical Group and sub-groups.

## **Health and safety**

- We provide tailored advice to start-up businesses.
- We provide ongoing advice to existing businesses.
- We carry out targeted interventions at high risk businesses as identified by the Health & Safety Executive and by local intelligence.
- We operate as a Primary Authority for Health and Safety matters for some district based businesses who also have nationally based outlets.
- We liaise with other regulators and emergency services regarding event safety.
- We (WDC) operate a Firework Display Registration Scheme.
- We inspect new licensed skin piercers and tattooists.
- We promote the use of Safer Workplace Better Business.
- We participate in the Coventry and Warwickshire Liaison Group to ensure consistency and contribute to the Regional Technical Group and sub-

groups.

### **Licensing**

- We are responsible for providing advice to and issuing licenses, consent or permits to licence holders/applicants.
- We provide advice to prospective and new licence holders. Our advice is tailored to each business.
- We are able to provide Primary Authority, Home/Originating Authority services. This means that businesses can enter into a contract with us to provide assured advice which is accepted by all Licensing officers across the UK.
- We use a variety of interventions to ensure we are aware of current trends, issues and concern within the industry. i.e. seminars and directed project.
- We investigate reported breaches of licences. For example, trading passed licenced hours or not complying with licence conditions.
- We participate in the Coventry and Warwickshire Liaison Group to ensure consistency and contribute to the Regional Group and sub-groups.

### **Planning Enforcement**

- We ensure that building and engineering works undertaken where necessary with planning permission.
- We ensure that material changes in the use of land or buildings are undertaken with planning permission.
- We ensure that works are undertaken in accordance with planning permission, are not materially different and have the relevant permissions.
- We ensure the protection of listed buildings, trees subject to Tree Preservation Orders and within designated Conservation Areas and rural hedgerows.

### **Private Sector Housing**

- The Private Sector Housing Team provide advice on property standards, health & safety and legal compliance for letting property.
- Officers investigate complaints of safety concerns and disrepair in dwelling houses.
- We provide advice to prospective landlords who are looking to enter the lettings market and help support the economy to grow and prosper.
- The team are responsible for the licensing of Houses in Multiple Occupation and providing advice to prospective licence holders.
- We are responsible for the licensing and inspection of caravan and campsites in the district.
- We work with owners of empty properties to bring them back into use.
- We consult with Planners, Building Control and private individuals on planning applications and property conversions.
- Officers provide property inspections for the purpose of immigration applications; this is a chargeable non-statutory service.

## **Procurement**

- We offer opportunities for local businesses to supply up to 9 councils with goods, services, and works i.e. building contracts.
- We manage a one stop information portal to assist businesses in accessing the opportunities.
- We provide advice to businesses to support local businesses in positioning themselves to apply for opportunities.
- We offer free training sessions to support local businesses in positioning themselves to apply for opportunities.

## **Waste Management**

- We provide tailored advice to businesses.
- Officers investigate complaints of fly tipping and waste management.

## **In all cases**

- We operate a graduated enforcement policy, giving businesses the chance to comply prior to formal enforcement action.
- We promote best practice and provide compliance information through various outlets including drop-in, telephone advice, inspections, Forums, printed materials, events, e-newsletters, social media and email campaigns.
- We promote professionalism through training opportunities and membership of professional bodies.