

Primary Authority Scheme Feedback

Feedback: Small business

"All queries from enforcing authorities are now referred to our primary authority. These queries are quite frequent and in the past took up a great deal of our time. Our primary authority gives advice that is now entirely consistent and the time we spend on regulatory activity has reduced dramatically. Issues are resolved better, faster and more consistently – for us Primary Authority is a much more efficient way of proceeding."

"...there is now regular contact between us, either face-to-face or by phone, on average around every six months. There is far more contact, and far more 'activity', than there would be in the absence of Primary Authority, but this is entirely beneficial and welcomed by us. Crucially, the kind of contact we have has changed. Whereas all a regulator can usually do is say something about what is happening at present, now our primary authority is actively involved in advising us on what we intend to do in the future."

Feedback: Large business

"Our relationship with Trading Standards has gone from being defensive and reactive to positive and proactive. We now have grown-up conversations with the regulatory authorities on a regular basis; these are usually extremely helpful to us."

"The open and honest relationship we have with our PA Officer also allows us to discuss in advance new business ideas and opportunities in confidence to be sure that we can effectively land these across our business in a compliant manner and be right first time." ^[1]

^[1]Department for Innovation and Skills (BIS), Better Regulation Delivery Office, Primary Authority Handbook, December 2013.

To get an idea of the range, types and sizes of businesses already benefitting and view a public list of registered primary authority partnerships or for more information on the scheme visit

<https://primaryauthorityregister.info/par/index.php/home>