



## PROVE YOUR WORTH: IMPACTS AND OUTCOMES TOOLKIT

Regulatory services have a new means to demonstrate the benefits of their work for businesses and consumers, allowing them to engage in more informed discussions about budgets, priorities and resources. A step by step guide is now available on the selection and development of meaningful indicators to assess the impacts and outcomes of operations, and the gathering and display of the resulting information. It is based on detailed interviews and workshops with regulatory services, and builds on current best practice. For further background, see:

[www.lbro.org.uk/lbro-projects-impacts-and-outcomes-toolkit.html](http://www.lbro.org.uk/lbro-projects-impacts-and-outcomes-toolkit.html)

## LBRO NEWS

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**News and useful links for everyone involved with or interested in the regulation of businesses by local authorities.**

## REP BUSINESS PERSPECTIVES: CRED REPORT

Case studies highlighting the experiences of six companies varying in size, sector and geographical location are included in a new publication detailing the research undertaken to review and assess the methodology of the retail enforcement pilot (REP) in a business environment. The REP initiative involved clusters of regulatory services cooperating more closely to better coordinate inspection and enforcement activities and focus resources on higher risk companies. Produced by the Centre for Regional Economic Development (CRED) at the University of Cumbria, the report draws conclusions that will complement the release of the REP 'Lessons Learned' material anticipated in November. To read it, and our summary of its key themes, see:

[www.lbro.org.uk/lbro-projects-retail-enforcement-pilot.html](http://www.lbro.org.uk/lbro-projects-retail-enforcement-pilot.html)

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## IT UPGRADE: PRIMARY AUTHORITY

Our bespoke IT system has been enhanced, enabling it to manage all the timescales for procedures, and allowing Primary Authorities to maintain their own data and record post-enforcement actions more effectively. In addition, local authorities now handle access control themselves. This has entailed a switch to individual user names, and the original shared user ones will become invalid on 9 November. For more information on the system upgrade and our user administration guide, see:

[www.lbro.org.uk/lbro-projects-improvements-to-the-pa-it-sys.html](http://www.lbro.org.uk/lbro-projects-improvements-to-the-pa-it-sys.html)

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## HAVE YOUR SAY: LARS SURVEY

Comment from those working in regulatory services on our efforts to support better local regulation is always welcome and valued. Please spend ten minutes telling us what you like and don't like in our questionnaire. Your answers will inform our consultation process and the content of key LBRO documents. All the feedback we receive is considered confidential and is not revealed to any third parties without express permission. To participate in our survey, for which we thank you at the outset, see:

[www.surveymonkey.com/s.aspx?sm=HNAMUSPPIUL6aWkKkIU\\_2baw\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=HNAMUSPPIUL6aWkKkIU_2baw_3d_3d)  
(Closing date: 9 November)

**STOP PRESS:**

**This is the final chance to enter the Local Innovation Awards Scheme, launched to reward partnerships that bring real benefits to citizens. For further details, see:**  
[www.beacons.idea.gov.uk/idk/core/page.do?pagelId=5096164](http://www.beacons.idea.gov.uk/idk/core/page.do?pagelId=5096164)

Improving the local regulation of business by environmental health, fire safety, licensing and trading standards services