

## **Business Point of Access to the Local Authority**

### **Summary**

NNR's report 'Business Point of Access to the Local Authority' is the first in a series of four reports on simplification of regulations at local authority level and addresses whether or not the local authorities have a point of access for business and what businesses consider the function should comprise. Other reports in the series address turnaround times, service guarantees and fees charged by local authorities to businesses in the areas of alcohol licences, environmentally hazardous operations and building permits. Summaries in English of all four reports are available on NNR's website [www.nnr.se/inenglish/publications.html](http://www.nnr.se/inenglish/publications.html)

The local authorities supervise a number of laws and spheres of activity. Since businesses, in the course of their operations, are subject to various rules and regulations, and with them various licensing and inspection procedures, they need to familiarise themselves with many different rules and regulations and have contact with several local authority departments and officials, which means that the process can become extremely long and time-consuming. One way of managing this is for the local authority to establish a function in the form of a one point of access to the local authority for business.

NNR's study shows that the overwhelming majority (172 out of 197) of the local authorities responded in the affirmative to NNR's question asking whether they had a dedicated person or function able to guide businesses to the right person or information within the local authority administration. At present there is no definition of such a function and what it should do. This has led to substantial variation in the organisation and content of the local authorities' 'point of access' for business schemes. This is demonstrated not least by the comments the local authorities themselves made in connection with their answers.

NNR has not studied the content and quality of the 'point of access' schemes in the individual local authorities, only whether the local authorities claim to have some form of 'point of access' in place. Businesses and the organisations representing them want local authorities to establish a single point of contact for information, service and licences. NNR therefore makes the following recommendations to Sweden's local authorities:

#### **All local authorities shall have a point of access for businesses.**

The 'point of access' shall provide a body of information on the rules applicable to businesses' operations and how these are to be fulfilled. The pilot shall co-ordinate various applications and communicate information between different departments on behalf of the individual business. One person should have overall responsibility for ensuring that the business' matter is followed up and dealt with within a reasonable period, which will probably lead to a better business climate in the form of improved service and more efficient administration.



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**The local authorities' websites shall contain clear and easily accessible information on regulations, requirements and fees applicable to businesses' various operations.**

Information on regulations, requirements, fees and contact persons must be easily accessible on the local authority's website and tailored to businesses' needs, so that they can quickly and easily access knowledge on terms and conditions relevant to their operations.