

# Better Regulation of Essential Services



One-week professional development workshop  
28 April to 2 May 2025 in London



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BRITISH ACCREDITATION COUNCIL  
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PAi is accredited by the  
British Accreditation Council  
for Independent Further and Higher Education

### About the workshop

This workshop concentrates on better regulation, including the regulation of public safety and consumer protection. It will cover both the theory and practice of regulatory innovation, drawing on experience in the UK and elsewhere.

The key objectives are to:

- Provide an overview of effective government regulation, with an emphasis on lessons learnt, good practice and developing a better regulation agenda
- Explore the strengths and weaknesses of public safety and consumer protection legislation, inspection and enforcement
- Explore the role of post-implementation reviews, for example on the effectiveness in practice of regulatory activity
- Examine regulatory alignment and divergence within countries and across borders
- Consider the design of incentives for minimising the risks of corruption in the inspection and enforcement of regulations
- Explore with tutors and practitioners current UK and international views and experience of regulatory best practice, including the scope for developing “model manuals” for regulators.

### Who is the workshop for?

The workshop is for policy advisers and senior decision-makers in governments responsible for regulation and regulatory policy.

### How participants will benefit

The workshop will:

- Provide you with a broad overview of regulatory options and best practice
- Examine the better regulation agenda and risk-based approaches
- Develop a critical and exploratory dialogue on key regulatory options
- Introduce you to key practitioners in regulatory offices, regulated industries, government departments and consumer protection organisations
- Familiarise you with the UK framework within which regulators operate, for example on health and safety at work, food safety and consumer protection
- Examine the UK experience of harnessing the private sector to improve public services while safeguarding consumers’ interests and promoting agreed social and environmental objectives.

### What the workshop will cover

The workshop has two main components:

- You will be briefed about regulatory regimes in the UK and elsewhere. We will explore the changes which the UK has made in order to protect consumers and the environment more effectively
- You will meet practitioners in government, regulatory bodies and industry to examine and discuss latest approaches and trends.

You will be invited to give brief informal presentations on your own country’s regulatory system and its current issues of particular interest or significance and share your experiences with other workshop participants. It will include briefing sessions, discussions and visits.

**Programme outline:**

	AM	PM
<b>Day 1</b>	<p>Welcome and introductions:</p> <ul style="list-style-type: none"> <li>• Workshop objectives</li> </ul> <p>The regulatory state in context:</p> <ul style="list-style-type: none"> <li>• Overview of regulatory options, regulators and competitive markets</li> <li>• Who regulates? Government Ministers, independent regulators and mechanisms</li> <li>• Principles of good regulation: avoiding regulatory failure</li> </ul>	<p>The role of post-implementation reviews of regulation</p>
<b>Day 2</b>	<p><i>Visit to the Better Regulation Executive, Department for Business and Trade</i></p> <p>Making regulation work</p>	<ul style="list-style-type: none"> <li>• Participants' roundtable 1: international perspectives</li> <li>• Promoting an efficient and effective better regulation agenda</li> <li>• Regulatory alignment and divergence across borders</li> </ul>
<b>Day 3</b>	<ul style="list-style-type: none"> <li>• The role of behavioural economics ("nudge theory") in regulation</li> <li>• Developing a model manual for regulators</li> </ul>	<p><i>Visit to a public safety regulator</i></p>
<b>Day 4</b>	<ul style="list-style-type: none"> <li>• Environmental regulation and sustainability</li> <li>• Consumer focus: how consumers get a voice in the regulatory system</li> </ul>	<ul style="list-style-type: none"> <li>• Participants' roundtable 2: the relevance of international experience</li> </ul> <p><i>Visit to a transport regulator</i></p>
<b>Day 5</b>	<p>Accountability and governance:</p> <ul style="list-style-type: none"> <li>• Regulatory governance and accountability: due process, scrutiny and appeals</li> <li>• The National Audit Office</li> </ul>	<ul style="list-style-type: none"> <li>• Key lessons for better regulation</li> <li>• Review and evaluation</li> <li>• Presentation of certificates of attendance</li> </ul>

We reserve the right to change the programme as necessary.

**Workshop Director**

The Workshop Director is Matthew Cocks, who has twenty-four years' experience in the UK Civil Service and has worked in the UK Government's Better Regulation Executive on relations between local and national regulators. Matthew currently works as an independent consultant advising on policy, regulation and governance internationally.

**How to apply**

Please complete the PAI application form online via our website:

<https://public-admin.co.uk/booking-form/>.

You can also complete our hard copy application form. Please contact us at [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk) to obtain a copy. Once completed please return to Amanda Anderson, Programme Manager, at the same email address.

If you would like to discuss this workshop, any of our other international workshops or our consultancy services, please contact Claire Cameron, Director. We also have extensive experience of designing tailor-made training (from one day to two or three weeks) which can be run in your own country or in the UK to meet the specific needs of groups or individuals at all levels within your organisation. Please contact us if you would like further information.

### Language

The workshop is conducted in English. You will need to have a good working knowledge of the language.

### Location and arrival arrangements

The workshop is based in central London. We can arrange travel to and from one of the London airports into central London if you let us have your flight arrival details in good time. The cost of airport transfers is included in the fee.

### Fees

The fee for the workshop will be £2,550 and is payable at least 21 days before the first day of the workshop. It includes tuition, travel to and from the airport in London, travel on scheduled visits which form part of the programme<sup>1</sup>, presentation material and other documentation. It also includes an Android tablet for you to use during the workshop and take home with you for future reference and follow up. We provide lunch and refreshments during each working day as part of the fee.

### Other costs

Airfares and daily travel to and from the workshop venue are not included. Our workshops are non-residential and you are responsible for your accommodation costs. We can help you with booking hotel accommodation so please let us know if you would like us to advise you or make a reservation. We suggest that you should allow approximately £160 per day for a modest standard of hotel (for example, three-star), local travel in the UK, meals (apart from lunch on working days) and other incidental expenses.

### Value Added Tax

We do not have to charge UK Value Added Tax (VAT) if you can provide written confirmation from your government or its accredited representative that you are "employed by the government in furtherance of its sovereign activities". In all other cases, we will have to charge VAT (currently 20%) in addition to the fee.

### Ways to pay

You, or your government agency, can pay by bank transfer or by cheque, made payable to Public Administration International. We also accept payment by credit or debit card. Please contact us if you would like to pay by credit or debit card.

### Discounts

We offer a 10% reduction on the full tuition fee if we receive payment no later than 28 days before the first day of the workshop. If we receive payment after that, we will charge the full tuition fee.

### Cancellations

If you have to cancel your booking, you must let us know in writing and we will acknowledge in writing your cancellation. For cancellations received up to 29 days before the start of the workshop we will refund the tuition fee, minus a charge of £200 to cover our administration costs. For cancellations received within 28 days or fewer of the start of the workshop, we will charge the full tuition fee. If you have paid the tuition fee and have subsequently been refused a visa to enter the UK, we will refund the tuition fee, minus a charge of £200 to cover our administration costs, providing you send us the original letter from the British High Commission/Embassy confirming refusal of a visa and providing you have not entered the UK.

### Substitutions and transfers

If you have booked a place on a workshop and are not able to attend, we will accept an appropriate substitute at any time without penalty but our normal terms and conditions will apply. Also, it is possible to transfer to a future workshop but only one transfer is permitted. Please get in touch with us and we will advise you about transfers.

*Please see our website for our full terms and conditions. If you would prefer a hard copy of our full terms and conditions please let us know.*

[\(http://www.public-admin.co.uk/terms-and-conditions-for-booking/\)](http://www.public-admin.co.uk/terms-and-conditions-for-booking/)

### Insurance

We advise you to arrange travel and health insurance cover before you leave your home country.

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<sup>1</sup>Travel to and from the airport in London and on scheduled visits during the workshop are provided at cost.

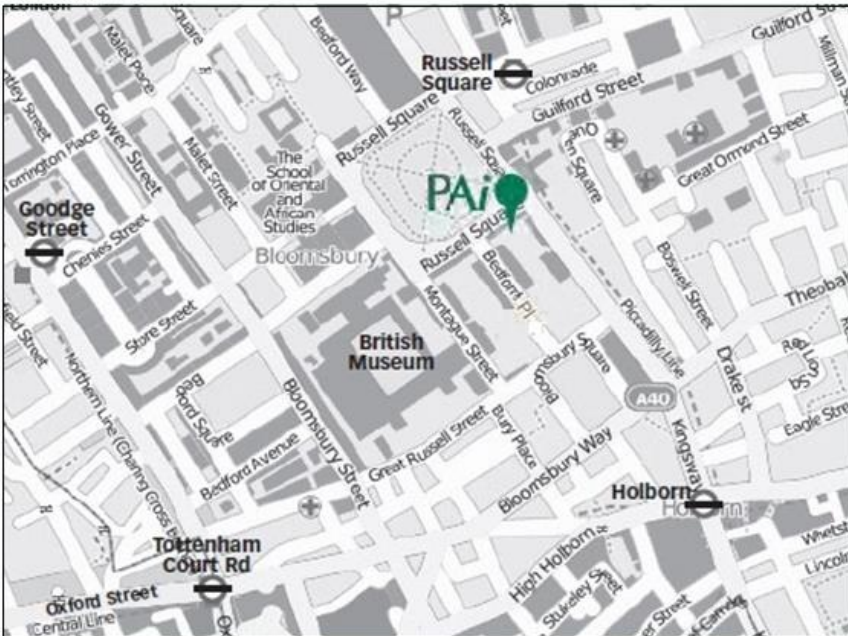
## Who we are

PAI (Public Administration International) specialises in management consultancy, training and development services for organisations in, and associated with, the public sector worldwide. We provide advice and support for governments going through political, economic, structural and legislative change. Our extensive network of associates includes practitioners, academics and independent consultants. Our key objectives are promoting good governance and good practice in delivering public services. This workshop is one of a number of specialist UK-based professional development workshops designed to meet the needs of public services worldwide.

We pride ourselves on our:

- High quality, practical advice and support for our clients
- Professionalism and integrity
- Ability to offer excellent value for money
- Sound experience and track record internationally
- Networks and partnerships across the world
- Flexible, collaborative approach
- Friendliness and focus on putting people first.

## Where we are



## Public Administration International

56 Russell Square London WC1B 4HP UK

T: + 44 (0) 20 7580 3590 F: + 44 (0) 20 7580 4746 E: [pai@public-admin.co.uk](mailto:pai@public-admin.co.uk)