



REGULATORY SERVICES

2016 - 2019

CONTENTS

Section	Item	Page
	Introduction	3
1	Inputs	3
1.1	Budgets	3
2	Outputs and Outcomes	5
2.1	Performance management	5
2.2	Projects	7
2.3	Risk Management	8
	Version Control	10

INTRODUCTION

The progress of this service plan will be monitored in the following ways:

- Through regular discussion at departmental management team (DMT) and Section Heads meetings and logged in the version control section of this document
- Performance indicator monitoring by the Council's Management Board on a quarterly basis
- By Committee reports twice a year (at the end of quarters two and four)

Service Plans will be formally updated on an annual basis, taking into account internal and external influences arising from monitoring arrangements throughout the year.

SECTION 1: INPUTS

1.1 Budgets

	2016/17 Latest £	2017/18 Latest £	2018/19 Latest £
Net Cost of Service (Direct cost / Income Only)			

SECTION 2: OUTPUTS AND OUTCOMES**2.1 Performance management****2.1.1 Contribution to the Councils' Strategic Aims and Objectives**

Strategic Plan Priority theme	Strategic Plan objective (inc. ref)	Measure (including the reference)	Target
Safety and Wellbeing	1.2 Safe & Healthy Environment	<ul style="list-style-type: none"> • Through enforcement of the Building Regulations (structure, fire, drainage, electrics, gas etc) • Through monitoring and control of dangerous structures and demolitions • We will incorporate the specialist consultee comments in all Planning Committee and delegated reports for major and larger minor applications. • We will carry out planned inspections of food premises according to risk rating and inspect high risk establishments at least once per year • We shall respond appropriately to notifications of accidents, dangerous occurrences, notifications of infectious disease and complaints of unsafe workplace conditions • We will continue to carry out the Council's duties in relation to street naming and numbering 	<p>Contribute towards TRDC targets</p> <p>100% of planned inspections. (PI EH08) of high risk premises.</p>

Clean and Green	2.1 minimise energy and water consumption, reduce CO2 emissions and increase use of renewable energy	<ul style="list-style-type: none"> • Through enforcement of the Building Regulations Parts H (water conservation) and Part L (energy consumption and CO2 reduction) • Promote use of renewable energy (likely to be included in future Building Regulations) • We will achieve this by assisting with developing, and through implementing, LDF policies, by encouraging the use of C-Plan by developers to assess and reduce the carbon footprint of developments, and by applying policies to concentrate development on brownfield land. 	Contribute towards TRDC targets
Economic opportunities	3.1 Work In Partnership	<ul style="list-style-type: none"> • Our working in partnership with other Hertfordshire County BC services • Working nationally with LABC services to provide training and marketing • Working with our private sector partners • Continue to support the Better Regulation initiative in Hertfordshire • Promote Regulatory Services within the Three Rivers District. 	Contribute towards TRDC targets
Customer Service	<p>4.1.1 We will strive to improve and maintain service standards for all services</p> <p>4.1.2 We will strive to improve and monitor customer</p>	<ul style="list-style-type: none"> • We will publish standards on the website and in CsC reception and monitor performance (including complaints). We will actively encourage and learn from our customer feedback. 	<p>Contribute towards TRDC targets</p> <p>Meet team service targets for customer satisfaction</p>

	<p>satisfaction</p> <p>4.1.3 We will inform and update customers about the Council's work and services</p>	<ul style="list-style-type: none"> • We will regularly compare performance and costs with adjoining authorities and our 'family group'. • We will regularly review our processes and procedures to ensure best practice is complied with. • We will ensure that the training needs of staff and members are recognised through PDRs and met. Vacancies will be monitored against workloads and temporary staff employed if required and within budget. 	<p>Maintain RTPi Learning Partner status.</p>
--	--	---	---

2.1.2 Performance indicators

Performance indicators are used to aid the decision making process as well as assess the efficiency and effectiveness of service delivery. The data that we use must be accurate, reliable and timely. To meet these requirements we have adopted the Audit Commission's Standards for Better Data Quality. Further details of the Council's commitment to data quality can be found in the Strategic Plan.

Ref	Description	2014/15 Actual	2015/16 Target (Current year)	2016/17 Target (Next year)	2017/18 Target	2018/19 Target
BC01	Building Control - Full plans applications vetted within 10 days	97%	95%	95%	95%	95%
BC02	Building Control - Full plans determined within statutory timescales (national PI)	90.4%	95%	95%	95%	95%
BC03	Building Control - Inspect the same day if notified by 10.00am	99.5%	95%	95%	95%	95%
BC05	Building Control - Inspect with 24 hours of notified dangerous structures	100%	95%	95%	95%	95%
DM01	Issue decisions for major planning applications within 13 week period.	100%	60%	60%	60%	60%
DM02	Issue decisions for minor planning applications within 8 week period.	89.17%	65%	65%	65%	65%
DM03	Issue decisions for other planning applications within 8 week period.	97.58%	80%	80%	80%	80%
DM08	Percentage of planning application appeals allowed.	31.03%	35% or lower	35% or lower	35% or lower	35% or lower
SU01	Land and Property Services – Turn-around all land and property searches within 5 working days	76.63% (3 working day target)	85%	85%	85%	85%
EHC03	Respond to all requests for service within 24 hours (food inspection, disease control, notified accidents and related enquiries no.)	99%	95%	95%	95%	95%
EHC04	The % of food premises inspections due that were carried out for high risk premises	100%	95%	95%	95%	95%
EHC05	The % of food premises inspections due that were carried out for other risk premises	82.6%	95%	95%	95%	95%

Appendix 2a

EHC10	Respond to all requests for service within 24 hours (Health & Safety enforcement)	100%	95%	95%	95%	95%
EHC11	Of those taken, the number of successful prosecutions / sanctions against food business operators and other employers who fail to comply with hygiene and occupation health law, expressed as a percentage	100%	100%	100%	100%	100%
NI 184	Food establishments in the area which are broadly compliant with food hygiene law	91.74%	91.2%	91.2%	91.2%	91.2%

The Rebecca Emmett, Head of Regulatory Services is responsible for the source data, data entry and checking the data. The purpose of collating this data is to ensure that our services improve.

2.2	Projects

Project details		Project timescales		
Project title	Proposed outcome	2016/17	2017/18	2019/20
Embedding the new Herts7 Building Control service.	A more streamlined and efficient Herts Building Control Service. Improved customer satisfaction. Cost neutral building control services.	Ongoing until end of 2016/17		
Supporting the creation of an Approved Inspector arm within the new Herts7 model.	Recovery of costs and redirection of resources		Ongoing until end of 2017/18	
Developing environmental the health service to provide a commercial service to new food businesses, including continuing to offer Primary Authority arrangements for large or established businesses.	Recovery of costs and redirection of resources. Improved partnerships and regulation for large scale businesses within the district.	Ongoing until end of 2016/17		
Developing and establishing a licensing pre-application service.	Recovery of costs and redirection of resources.		Ongoing until end of 2017/18	
Review of Council parking services.	A more rational and tailored service. Improved enforcement. Cost neutral service.	Ongoing until end of 2016/17		
Transfer of Licensing and Environmental Health case management data from M3 Northgate to Uniform.	Improve joined up working and increasing efficiencies in working.		Ongoing until end of 2017/18	
Support the Land Registry in transferring Land Charges service.	Smooth transition of Land Charges provision to new agency with minimal customer disruption.			Ongoing until end of 2019/20

Review and restructure of facilities and property management services.	Create a streamlined and efficient service that makes best use of its resources.	Ongoing until end of 2016/17		
--	--	------------------------------	--	--

2.3 Risk Management

RISK REGISTER

Service Plan:							
Risk Ref	Risk	Impact	Impact Classification	Likelihood Classification	Reason for Assessment		
	<i>Brief Description – Title of Risk</i>	<i>See Impact Table</i>	<i>See Impact Table</i>	<i>See Likelihood Table</i>	<i>Use this box to describe how the score has been derived</i>		
a) Common Risks - shared across the whole section							
1	Insufficient staff	Service Disruption	III	E	Staff numbers have been reduced over last two years. New corporate projects cannot all be supported without temporary staff.	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2014
		Reputation	III			Next Milestone Date	01/10/2016
		Legal Implications	III			Next Review Date	01/10/2016
		People	III			Date Closed	-
2	failure of ICT systems	Service Disruption	III	E	Critical systems SafetyNet for ASB	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2015
		Reputation	III			Next Milestone Date	01/10/2017
		Legal Implications	III			Next Review Date	01/10/2017
		People	III			Date Closed	-

Appendix 2a

3	Loss of accommodation	Service Disruption	III	E	Could impact on service to high risk families.	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2014
		Reputation	III			Next Milestone Date	01/10/2016
		Legal Implications	III			Next Review Date	01/10/2016
		People	III			Date Closed	-
4	Fraudulent activity	Service Disruption	III	E	No income managed. Grants managed and some petty cash for family casework.	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2014
		Reputation	III			Next Milestone Date	01/10/2016
		Legal Implications	III			Next Review Date	01/10/2016
		People	III			Date Closed	-
5	Loss of partner or agreed partnership funding (revenue or capital)	Service Disruption	IV	E	Partnerships are under financial pressure	Requires Treatment	Yes
		Financial Loss	II			Last Review Date	17/02/15
		Reputation	III			Next Milestone Date	1/3/16
		Legal Implications	-			Next Review Date	31/10/15
		People	-			Date Closed	
b) Regulatory Service Risks							
6	That Members from one or more authorities decide that the Herts7 Building Control Business Plan is not viable.	Service Disruption	II	D	Consistent communication through monthly board meetings.	Requires Treatment	No
		Financial Loss	II			Last Review Date	01/10/2015
		Reputation	II			Next Milestone Date	01/10/2017
		Legal Implications	II			Next Review Date	01/10/2017
		People	II			Date Closed	
7	That the Herts7 Building Control company fails or is not profitable and has to be disbanded	Service Disruption	III	E	Commercial financial analysis.	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2015
		Reputation	III			Next Milestone Date	01/10/2017
		Legal Implications	III			Next Review Date	01/10/2017
		People	III			Date Closed	

Appendix 2a

8	The Three Rivers Museum will continue to occupy Basing House at a cost the Council.	Service Disruption	II	A		Requires Treatment	No
		Financial Loss	II			Last Review Date	01/10/2015
		Reputation	II			Next Milestone Date	01/10/2017
		Legal Implications	II			Next Review Date	01/10/2017
		People	II			Date Closed	
9	Reputational risk from continuing to support the Three Rivers Museum as an external organisation outside of any agreed policy	Service Disruption	III	C		Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2015
		Reputation	III			Next Milestone Date	01/10/2017
		Legal Implications	III			Next Review Date	01/10/2017
		People	III			Date Closed	
10	The parking programme may not be completed in full, due to the consultative and iterative nature of the legal process for introducing parking restrictions, and limited resources within the council.	Service Disruption	II	C		Requires Treatment	No
		Financial Loss	II			Last Review Date	01/10/2015
		Reputation	II			Next Milestone Date	01/10/2017
		Legal Implications	II			Next Review Date	01/10/2017
		People	II			Date Closed	
11	Parking bay schemes may not be completed in the order requests were received.	Service Disruption	I	E		Requires Treatment	No
		Financial Loss	I			Last Review Date	01/10/2015
		Reputation	I			Next Milestone Date	01/10/2017
		Legal Implications	I			Next Review Date	01/10/2017
		People	I			Date Closed	

Appendix 2a

12	Near term Air Quality Action Plan projects not progressed	Service Disruption	III	E		Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2015
		Reputation	III			Next Milestone Date	01/10/2017
		Legal Implications	III			Next Review Date	01/10/2017
		People	III			Date Closed	
13	Long term Air Quality Action Plan projects not progressed	Service Disruption	II	C		Requires Treatment	No
		Financial Loss	II			Last Review Date	01/10/2015
		Reputation	II			Next Milestone Date	01/10/2017
		Legal Implications	II			Next Review Date	01/10/2017
		People	II			Date Closed	
14	Improving economy leading to an increase in major planning applications submitted.	Service Disruption	III	B	Current planning statistics are already indicating an increase.	Requires Treatment	No
		Financial Loss	III			Last Review Date	01/10/2015
		Reputation	III			Next Milestone Date	01/10/2017
		Legal Implications	III			Next Review Date	01/10/2017
		People	III			Date Closed	
15	Disruption to services during transfer of Land Charges function to Land Registry.	Service Disruption	III	B		Date Closed	
		Financial Loss	III			Requires Treatment	No
		Reputation	III			Last Review Date	01/10/2015
		Legal Implications	III			Next Milestone Date	01/10/2017
		People	III			Next Review Date	01/10/2017

Appendix 2a

Likelihood	A		8			
	B			14 15		
	C		10 13			
	D		6			
	E	11		1 2 3 4 5 7 9 12		
	F					
		I	II	III	IV	V
Impact						

Impact
V = Catastrophic
IV = Critical
III = Significant
II = Marginal
I = Negligible

Likelihood
A = ≥98%
B = 75% - 97%
C = 50% - 74%
D = 25% - 49%
E = 3% - 24%
F = ≤2%