

Joint Committee

Date 25th November 2010

Title: Worcestershire Regulatory Services 2011/12 Service Plan

Recommendation

To receive this report as an item for information and to endorse the contents of the attached service plan.

Contribution to Priorities/ Recommendations

The Worcestershire Regulatory Services 2011/12 service plan will set out the service's priorities and outcome measures for the next financial year and be the basis for the following 2 years.

Introduction/Summary Background

Under the Worcestershire Shared Service Partnership service level agreement, Worcestershire Regulatory Services is required to submit a 3 year service plan covering business and financial objectives, efficiency targets, business continuity planning, risk management, indicative staffing levels and changes and performance targets.

At its meeting on the 9th September the Joint Committee endorsed the following WRS proposed aims and objectives;

- To protect public health and safety
- To minimise crime and disorder
- To support consumers, businesses and economic development
- To protect the environment and tackle the effects of climate change
- To provide a great service that our customers want

The plan must also include a number of statutory requirements such as how the service is going to monitor compliance in food businesses and enforce health and safety legislation.

With the removal of many of the National Indicators and a move towards a more outcome based approach to performance monitoring, this plan seeks to focus on outcomes and only measure what is important to the customer or what is required statutorily.

This is a very early draft of the proposed plan to give members an idea of the format, nature of activities planned, outcomes and suggested measures of success.

It is anticipated that the final plan will be put before members

at their next meeting for approval.

Report

It is a requirement of the service level agreement that WRS submits a 3 year service plan to the Joint Committee for approval. The plan must cover business and financial objectives, efficiency targets, business continuity planning, risk management, indicative staffing levels and changes and performance targets.

However in the absence of any National Indicators, the removal of LAA targets and a move towards outcome measures it is timely to consider a new approach to performance measures and target setting. The plan therefore seeks to only measure what is important to customers, in relation to expected outcomes.

In developing these outcome measures a series of workshops have been run with the Local Better Regulation Office using their 'Outcomes and Impacts' Toolkit.

This approach has also been discussed with the Food Standards Agency and Health and Safety Executive and received full support.

The activities detailed in the plan are based on the Statement of Partner Service Requirements and include activities that meet our statutory obligations, monitor levels of food business compliance, ensure animal welfare issues are dealt with and enforce health and safety legislation.

It should be noted that any activity undertaken will be on a risk based or intelligence led basis, therefore work will not be undertaken unless there is a solid evidence based reason to do so.

Using this approach combined with transforming the business using a systems thinking approach, the service will become more streamlined, efficient and customer focussed, thereby enabling the service plan to be delivered within existing and anticipated resources.

Financial Implications

The financial implications are contained within the proposed WRS budget.

Sustainability

Performance against the service plan will be reported to the Joint Committee on a quarterly basis and reviewed annually.

Contact Points

Steve Jordan, Head of Worcestershire Regulatory Services

Background Papers

Worcestershire Shared Service Partnership service level agreement

Statement of Partner Service Requirements

Local Better Regulation Office 'Outcomes and Impact Toolkit'

Service delivery plan 2011/2 (attached as appendix A)

