

JOINT COMMITTEE

23rd February 2012

Worcestershire Regulatory Services Service Plan 2012/13

Recommendation

That Members approve the Worcestershire Regulatory Services 2012/13 Service Plan.

Contribution to Priorities

The Service Plan outlines the way in which the Service's activities link to National Priorities relevant to regulatory services. These National priorities can be mapped across the partners' local priorities.

Introduction/Summary

The purpose of this report is to introduce the Service Plan for 2012/12 to Members. The Plan is to provide Members with a picture of the rapidly changing operating environment within which the Service operates.

The Plan also identifies key outcomes and measures with which to measure the performance of the Service. Many of these measures are a result of consultation with Members and customers based on 'what matters' to the customer.

Background

Under the Service Level Agreement, Worcestershire Regulatory Services has to produce a 3 year Service Plan, for adoption by all partners.

As the operating environment is undergoing rapid change and the outputs of the transformation programme have not been fully implemented yet, a 3 year Plan at this stage of the process is premature.

The attached Service Plan does however provide Members with a clear picture of the challenges ahead, National priorities driving the Service and the high level activities designed to meet partners stated Service requirements.

Also included in the Plan are the Service's financial arrangements, the Service's current structure, operating environment and risk register.

Financial Implications

A suite of outcomes and measures are detailed in the body of the plan. The measures are a further departure from the more usual local Government performance indicators but this new approach is an essential part of the Service's transformation work, more accurately reflects what is important to the customer and have been developed through both the Management Board and Joint Committee.

Contact Points

Financial arrangements are included in the Plan together with the budget, reported separately to this meeting. Failure to deliver within the budget would have implications for partners and the Service going forward.

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Background Papers

Service Plan
Risk Register
