

## JOINT COMMITTEE

21 February 2013

### Worcestershire Regulatory Services Service Plan 2013/14

#### **Recommendation**

That Members approve the Worcestershire Regulatory Services 2013/14 Service Plan.

#### **Contribution to Priorities**

The Service Plan outlines the way in which the Service's activities link to National and Local Priorities relevant to regulatory services. Local priorities are taken from the relevant Sustainable Community Strategies.

#### **Introduction/Summary**

The purpose of this report is to introduce the Service Plan for 2013/14 to Members. The Plan provides Members with a picture of the rapidly changing operating environment within which the Service is expected to deliver.

The Plan also identifies key outcomes and measures with which to measure the performance of the Service. Many of these measures resulted from consultation with Members and customers based on 'what matters' to the customer. Numbers have been streamlined by combining some measures where there was overlap, so that only the 12 key indicators are retained. Essentially the same level of service will be delivered and it will be measured in the same way.

#### **Background**

Under the Service Level Agreement, Worcestershire Regulatory Services would normally have to produce a 3 year Service Plan, for adoption by all partners. As the operating environment is undergoing rapid change and the financial situation beyond next year is so uncertain, a 1 year plan has been produced with the agreement of the Management Board.

The attached Service Plan does however provide Members with a clear picture of the challenges ahead, national and local 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.

A suite of outcomes and measures are detailed in the body of the plan. When created, these measures were a departure from the more usual Local Government performance indicators but this new approach was an essential part of the Service's transformation work, more accurately reflected what is important to the customer and have been developed through both the Management Board and Joint Committee. Hopefully, members are now comfortable with this approach to performance reporting.

## **Financial Implications**

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.

## **Contact Points**

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## **Background Papers**

Service Plan  
Risk Register

