

Worcestershire  
Regulatory Services

# **Worcestershire Shared Regulatory Service**

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## **What is WRS?**

**A shared service representing all  
Councils, including the County, within  
Worcestershire, covering Trading  
Standards, Environmental Health and  
Licensing functions**

## Functions

- Air Quality
- Burial/Cremation of Persons Deceased at Public Expense
- Contaminated Land
- Consumer and Business Advice
- Dog Warden Service
- Drainage
- Environmental Permitting
- Exhumations
- Fair Trading (Pricing, Descriptions, Counterfeiting)
- Farmed Animal Health and Welfare/Disease Control
- Weights and Measures

- Filthy and Verminous Investigations
- Food Safety
- Food Standards including Animal Feed
- Gambling Act 2005 – Administration and Enforcement
- Hackney Carriage and Private Hire Vehicle Licensing
- Health and Safety at Work
- Health and Wellbeing/Health Promotion
- Infectious Diseases
- Land Drainage
- Licensing Act 2003 – Administration and Enforcement
- Licensing of Petroleum, Poisons and Explosives
- Licensing and Registration – Many different businesses

## Background

- Strong and Prosperous Communities white paper
- Worcestershire Enhanced Two Tier Programme (WETT)
- Key principles:
  - Delivery of service improvements and improved performance for all stakeholders,
  - Reduced pressure on the budget both overall and for each participating local authority,
  - Increased resilience to meet the demands placed on the service.
- Regulatory Reform (Hampton, LBRO, etc)
- Future public sector funding climate

## Vision

**'A fully integrated Regulatory Services function, more effectively focussed on businesses and consumers, with all partners operating within one Management Structure'**

## Business Model

- Single management structure
- Integrated teams delivering County and District services seamlessly
- Focused on key customer groups – businesses and consumers/ residents
- Service standardisation with local distinctiveness
- Dispersed workforce, locally based,
- Risk based and intelligence led
- Transformational service delivery through 'Systems Thinking'

## Benefits

Business Case	Now
Improve delivery to customers	Noise – improved end to end times biggest demand over 50% of nuisance complaints 2,250/pa
Greater resilience	Larger pool of staff
Cost reduction through efficiencies	23% reduction in costs
Economies of scale	Air quality and contaminated land
Consistent approach in service delivery	Yes, where appropriate single policies
Reduce burdens on local businesses	Yes, reduces unnecessary inspections

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Business Case	Now
Standardise performance, quality, policy and processes	Standard performance across service for all partners, single processes in most cases and policy harmonisation where appropriate.
Business transformation improving self-service and reducing avoidable contact	New IT system, move to self help and Duty Officer

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<h2>Governance Arrangements</h2> <ul style="list-style-type: none"> <li>• Head of Service reports to Joint Committee (Local Government Act 1972 s.101)</li> <li>• Delegation of policy and executive functions from partners to Joint Committee and Head of Shared Service</li> <li>• Service specifications detail partner delegations and operational arrangements</li> <li>• Special arrangements for Licensing Act 2003 functions (retain local Licensing Committees)</li> <li>• Partners retain determination of fees and charges</li> </ul>	

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## Financial Implications

Business Case	Now
£1.26m (17.25% like-for-like revenue saving (09/10))	13/14 Revenue Budget now £5.626m (23% saving)
£438k saving 2011/12, £1.26m saving 2012/13	Exceeded in both years
Capital investment £1.2m (net of grant) for ICT and transformation	£282 savings already returned
Return on investment in 4 <sup>th</sup> year	Achieved before end of year 2
Costs/savings sharing in proportion to partner current gross revenue budgets	No costs – all savings

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Potential for further £355k savings in partner internal recharges/overheads (equivalent to 20%)	Up to individual partners. Not aware of level of savings partners have made as a result of us coming together
Risks if financial assumptions have been/are not realised	Financial risks mitigated

## Bromsgrove is Host Authority

Bromsgrove provides key support:

- Human Resources
- Information Technology
- Finance
- Legal
- Payroll

## Progress to Date

- 23% SAVING + extra £900k over 10 years in accommodation costs
- £1m returned to partners in underspends since 2010
- Multi functioning Teams
- 115 FTE, down from 154
- Transformation project delivering improvements
- Number of councils coming to us re advice
- Performance remains positive

## Lessons Learnt

- Bringing everyone in under the same roof has been beneficial but challenging
- IT could have been implemented earlier – too much reliance on Systems Thinking
- Systems Thinking approach was right but had to be adapted
- Service no longer has a voice in individual councils
  - Out of sight - out of mind
  - Portfolio Holder regular meetings
  - Communications with wider Members
- Partners attitude to WRS particularly early on regarding budgets
- How critical the roll of WRS is to the local economy and Health and Wellbeing Agenda. WRS is a critical service

## Performance

- Main stats – satisfaction rates, complaints and compliments,
- Financial performance
- Outcome measures
- Handling 25,000 service requests pa
  - Slight drop in nuisance complaints - poor summer
  - Some increases in demand ie planning up 20-30%
  - Licensing demand gone up

## Next Steps

- IT Implementation
- Financial pressures
- Business Growth – other partners, generating income
- Governance review
- Service transformation continues

**Thank You**

**Questions?**

