

WRS Board
13th February 2020

Worcestershire Regulatory Services Service Plan 2020/21

Recommendations

That members of the Board:

- (i) Approve the WRS service plan for 2020/21
- (ii) They specifically note the level of work to be undertaken by the service this year in relation to the partners' roles as local food authorities.

Report

The Board signs off on the service plan for WRS each year. The process helps to make members aware of what the service is proposing for the relevant financial year and provides a sign off that some central government bodies like to see in relation to service delivery plans e.g. the Food Standards Agency.

The plan follows very much the pattern of previous years and has an Executive Summary to pick up the main points. The service will continue to shape its work around the strategic priorities for local authority regulatory services provided more than 5 years ago now, by the BEIS Regulatory Delivery team, as these provide a framework that allows WRS to have a golden thread back to the priorities of the partners and also to link to the requirements of the various national bodies that oversee our work.

A range of high level activities are identified within the plan so that members will be aware of the general focus of activity. Below this will sit a number of team plans that will be used to drive the actual business activities.

The plan has been devised in the face of on-going financial uncertainty in local government generally. Working with businesses and other partners is a key theme for both generating income to mitigate financial risk but also to ensure that outcomes are delivered that match the priorities of partners and stakeholders.

Delivery for other local authorities remains a key income generation strategy, supported by work for the private sector and specific grant monies. Whilst the service has yet to be impacted by competitors entering the market pace, it is likely

that other authorities or groups of authorities may come into the market creating a need for WRS to remain competitive and to retain its particular expertise to sell

The structure provided at Appendix A of the plan reflects the current management arrangements. With the retirement of the previous Licensing and Support Services Manager, a vacancy was created. We will look for much of this year to cover this with the post-holder from the Business and Relationships Manager role. Whilst this will create some pressure on management capacity, it will lead to a saving that will help to reduce the pressure on income generation at least temporarily. The situation will be reviewed in September 2020.

Following consultation with Board members, the performance indicators suite generated for 2017/18 are retained to give continued comparability of performance across the years. In the same consultation members indicated a number of things that they would like to see. From an operational perspective, closer working with other regulatory colleagues at the districts and a cross service focus on premises licensed for alcohol and entertainment are both to be included in next year's work plan.

The Risk Register has been updated to reflect the current position in areas like IT provision and development, staffing levels, and our reliance on contractual relationships for income.

As with last year, more detail than in the plans before 2018 is provided in relation to the Food Hygiene work of the service. This is to meet one of the recommendations of the auditors from the Food Standards Agency who visited the service in May 2017. They were keen that members have a better understanding of the demand in this service area when they authorised the plan for this and future years. Members are particularly asked to note the proposed numbers of inspections and similar activities proposed for the new financial year that will be undertaken to discharge the statutory duties of the 6 partners in relation to food control.

Financial Implications

The budget provided in the plan document reflects the one agreed by the Board at its November meeting.

Sustainability

NA

Contact Points

Simon Wilkes
Tel No: 01562-738088
Email Address:simon.wilkes@worcsregservices.gov.uk

Background Papers

Service Plan 2020/21 including Risk Register
