

THE VALE OF GLAMORGAN COUNCIL

CABINET: 9TH MAY, 2016

REFERENCE FROM SCRUTINY COMMITTEE (HOUSING AND PUBLIC PROTECTION) - 13TH APRIL, 2016

“997 SERVICE PLAN 2016-20: SHARED REGULATORY SERVICES (DEHS) -

Committee were requested to consider the Environment and Housing, Shared Regulatory Services Service Plans 2016-20.

Prior to consideration of the report, the following note was circulated for the consideration of the Committee:

Please note that as a result of feedback from the Leader, Managing Director and Head of Human Resources. **all** Service Plans (2016-20) will now include some additional actions and information as follows:

CP2	Align the workforce plan to the Reshaping Services strategy ensuring staff have the necessary skills and training to adapt to the changes in how services are planned and delivered.	<ul style="list-style-type: none">• Review and strengthen the performance management and support arrangements in relation to sickness absence within the service.• Deliver our key workforce development priorities for the coming year as outlined in Appendix B.
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This action will be added to the final version of the Shared Regulatory Services Service Plan at page 6 and included as specific action at Appendix B of the Service Plan at page 17.

And...

Ref	Action	Outcome & Key Milestones	KPI (where relevant)	Officer responsible	Start Date	Finish Date	Resources Required
WRS4 FIN1	Continue to respond to budget savings targets as required.	Year on year savings targets for 2016/17 achieved.		Miles Punter	1st April 2016	31st March 2017	Within the context of existing savings

This action will be added to the final version of the Shared Regulatory Services Service Plan

Service Plans for 2016-20 specifically identified how each Head of Service would contribute towards achievement of Corporate Plan Wellbeing Outcomes by asking two questions:

- 'Which wellbeing objectives does the service contribute to and what actions will we be taking this year to achieve these?'
- 'How will we manage our resources to achieve these actions and support our service?'

Informed by the Self-Assessment, the Service Plans also comprised a brief overview of the issues facing the service against each of the Corporate Health perspectives (risk, customer focus, resources-workforce, finance, assets, ICT).

The Council was currently consulting widely on proposed Improvement Objectives for 2016/17 and these would be reflected within relevant Service Plans once approved by Council in April 2016. The proposed Improvement Objectives and associated actions for 2016/17 reflected the four wellbeing outcomes in the Corporate Plan, ensuring that the Council was focussing on the areas in need of the most improvement.

Appendix 1 to the report contained the Service Plan for the Shared Regulatory Service. Key areas of note within the Service Plan were:

- Section 1 - Introduction: Set the context for the Service Plan and provided an overview of the service area, the purpose of the Plan and the key service considerations which had informed the development of the Plan.
- Section 2 - Our Priorities for 2016-20: Outlines the specific actions that the service would be taking during 2016/17 to contribute towards the corporate wellbeing objectives and outcomes. It also identified the key enabling actions the service would be taking to support its achievement of the wellbeing outcomes for example through reshaping of its services.
- Section 3 - How we work and the resources: Describes how the service will use its resources to deliver its priorities in the Service Plan and outlined key workforce development priorities, significant ICT projects, required budget savings and areas of focus in relation to assets, procurement and major capital projects. This section also identified how the service would engage with stakeholders and work in partnership/collaboration to achieve its priorities and incorporates a service risk evaluation.
- Appendices A and B within the Service Plan contained the Service Improvement Action Plan for 2016/17. This identified planned service actions, intended outcomes and key milestones, relevant performance measures to demonstrate progress, responsible officer, timescales for completion and the anticipated resource requirements of planned actions.
- The revised Service Plan format, which took on board comments and feedback received by the Policy and Performance Team in the past, was intended to be easier to complete and would facilitate clearer links with Team Plans. It was recognised, however, that the format would continue to evolve over the next few years as the new performance management arrangements were bedded in.

In considering Action Ref IS012 'Extend the Rapid Response System to protect vulnerable people from the activities of rogue traders', Members enquired if the availability of this service would be publicised.

The Head of the Shared Regulatory Services advised that press releases would be issued and awareness raising would take place with carers.

Members suggested that awareness sessions be also held with:

- Neighbourhood Watch organisations
- the Voluntary Sector Joint Liaison Committee
- the Community Liaison Committee.

Members were advised that, whilst a Service Plan for the Shared Regulatory Service as a whole had been produced, the production of a Service Plan for the Vale of Glamorgan area was a useful tool that fed into the Vale of Glamorgan Council's Corporate Plan. Members did express concern about the potential duplication of the Plans and the potential to reduce costs.

Having considered the contents of the report, it was

RECOMMENDED -

- (1) T H A T the Shared Regulatory Services Service Plan 2016/20 be endorsed.
- (2) T H A T the Service Plan be forwarded to Cabinet for their consideration.
- (3) T H A T consideration be given to awareness raising presentations to take place at the Voluntary Sector Joint Liaison Committee and the Community Liaison Committee regarding the Action 'Extend the Rapid Response system to protect vulnerable people from the activities of rogue traders'.

Reason for recommendations

(1&2) To confirm the Service Plan as the primary document against which performance for the Shared Regulatory Services would be measured and to allow Cabinet to consider the views of the Committee, ensuring that the approved Service Plan appropriately reflects improvement priorities.

(3) To increase the level of awareness of the availability of the Rapid Response System to protect vulnerable people from the activities of rogue traders."

Attached as Appendix - [Report to Scrutiny Committee \(Housing and Public Protection\): 13th April, 2016](#)