

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO PARTNERSHIPS AND GOVERNANCE OVERVIEW AND SCRUTINY COMMITTEE

4 JULY 2016

REPORT OF THE CORPORATE DIRECTOR OF OPERATIONAL AND PARTNERSHIP SERVICES

REPORT ON THE REGULATORY SERVICES COLLABORATIVE PROJECT AND BUSINESS PLAN 2016-17

1. Purpose of Report

1.1 This report provides an update on the development of the Shared Regulatory Service (SRS) between Bridgend, Cardiff and the Vale of Glamorgan Councils and Business Plan 2016-17.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities

2.1 The Joint Regulatory Service contributes towards the aims of the Single Integrated Partnership Plan (SIPP), Bridgend County Together 2013-18, 'Bridgend County is a great place to live, work and visit'. Additionally, all Corporate Plan Priorities are supported, as illustrated in the business plan, namely:

- Priority 1. Supporting a successful economy
- Priority 2. Helping people to be more self-reliant
- Priority 3. Smarter use of resources

3. Background

3.1 On 22 September 2014, the Vale of Glamorgan's Cabinet approved the proposal to create a shared Regulatory service with approval also being gained from the Bridgend and Cardiff Cabinets on October 7 and 9 respectively. As some of the functions undertaken by the Regulatory Service are "non-executive" functions these proposals also needed to be considered and approved by the full Council at each Authority. The proposal was approved by Bridgend Council on 15 October, by Cardiff Council on 23 October and by the Vale of Glamorgan on 12 November 2014.

3.2 The scope of the regional service is captured in a Joint Working Agreement (JWA) between the local authorities plus a joint Business Plan and a Core Services document which sets out exactly what is in scope and what is not. Crucially, the model of delivery places the customer at the centre of all that the organisation does,

and the key role of administration and support is clearly recognised as the vital interface between service users and the delivery of the services they require.

- 3.3 The Joint Working Agreement provides the constitution for a Joint Committee to be formed and begin its role of overseeing the implementation, development and on-going operation of the Shared Regulatory Service, and the first meeting took place on 20 April 2015.
- 3.4 The Joint Working Agreement specifies (at clause 14) that each year the Head of Regulatory Services will develop a draft Business Plan under the direction of the Management Board.
- 3.5 The purpose of the draft Business Plan, specified by the JWA, is to update the information contained in the previous Business Plan; and to identify the proposals for service activities, business and financial objectives, efficiency targets, business continuity planning, risk management, indicative staffing levels and changes, performance targets, costs and income.
- 3.6 The 2016-17 Business Plan builds upon last year's, which was primarily focussed on the creation of the Shared Service with a mix of 'business as usual' and new service delivery planning for the 2015-16 financial year. The 2016-17 Plan reflects the new Operating Model and sets out the full range of services provided by SRS with an indication of the activities planned for the 16/17 period; together with the various elements identified by the JWA.

4 Current Situation

- 4.1 The SRS Business Plan reflects the aspirations set out in each of the participant Council's corporate planning processes, along with the national priorities identified for Regulatory Services in Wales; and identifies activities that support these aspirations and priorities.
- 4.2 The SRS Business Plan forms part of the 'golden thread' or 'line of sight' ethos providing clear links between the corporate priorities of the respective Councils and the strategic themes of the Shared Service, right through to the areas of work to be delivered in support of these.
- 4.3 The Business Plan was brought before the Joint Committee on the 18 May 2016 following consultation across a range of stakeholders, and revised as appropriate in light of comments received, where it received approval by members.
- 4.4 Following conclusion of the consultation, the draft 2016-17 Plan was revised in line with a number of the comments and suggestions raised by stakeholders. The amended and approved Business Plan is attached as the Appendix to this report.

- 4.5 The key changes have been made to the draft Business Plan in the light of consultation feedback were:
- a) References to the Vale of Glamorgan Council as the host authority for the Service have been amended to better reflect the delivery of services across the three local authority areas.
 - b) The original wording of the objectives contained in the Action Plan at **Appendix 1** of the Business Plan contained both actions and outcomes. This was reviewed in the light of a consultation response and has been clarified to set out the required outcomes together with a series of milestones to demonstrate the measurable actions the Service will take during the year.
 - c) Risks contained within the Risk Register is within the appendix of the Plan have been amended to show the scale and potential consequences of identified risks in relevant order of significance. They have also been more clearly aligned to the challenges for the Service in Section 5 of the Plan.
 - d) Challenges and risks have also been separated into two distinct strands, namely those relating to the *development of the Service* and those relating to *service delivery* to make clear the added challenges facing SRS in its ongoing development as a new Service.

5 Effect upon Policy Framework & Procedure Rules

- 5.1 None directly arising from this report and its recommendations, details on how the new arrangements will operate are within the Joint Working Agreement signed by each authority.

6. Equality Impact Assessment

- 6.1 The Shared Regulatory Service aims to treat all users fairly and in line with specific needs. An Equalities Impact Assessment has been carried out prior to the Service coming into effect and as such there are no equalities concerns.

7. Financial Implications

- 7.1 There are no significant resource implications associated with this report at this time and programmes of work will be delivered within budget.
- 7.2 The financial and human resource implications associated with the creation of the new service were contained in the relevant Cabinet and Council reports. These projections were refined further to take account of some minor changes to the scope of the services provided and a one month delay in implementation.

8. Recommendation

- 8.1 It is recommended that Partnerships and Governance Overview and Scrutiny Committee note the contents of the report and business plan.

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Background Documents

Joint Working Agreement between Bridgend, Cardiff and the Vale of Glamorgan Councils on the provision of a Shared Regulatory Service.