

# Regulatory Services Service Plan 2014/15

## Council Service Delivery Ethos

**Our Priorities  
and Goals  
2011-2015**



**Melton  
Borough  
Council**

### **People**

**Supporting the most vulnerable in the Borough**

1. Support people and businesses through the economic downturn.
2. Improving the well-being of vulnerable people.
3. Reduce re-offending and the impact of offending on the community.
4. Encourage people to take an active role in their communities.

### **Places**

**Improving the places within the Borough**

5. Meet the Economic needs of Borough.
6. Maximise the potential of Melton Mowbray Town centre.
7. Improve quality of life for people living in the most disadvantaged neighbourhoods.
8. Increasing public confidence & pride in neighbourhoods
9. Help provide a stock of housing accommodation that meets the needs of the community.

### **A well run Council**

**Good services that are value for money**

10. To provide high performing services that are efficient and meet customers' needs.

### **Our Values**

- Resilience
- Customer Care
- Performance
- Respect
- Flexibility

SECTION

1

## Description of Service

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Heads of Services were tasked with reviewing their structures to ensure effectiveness and further efficiency. The initial proposals for changes to the approved establishment were circulated to the Policy, Finance and Administration Committee on the 7<sup>th</sup> October 2013. The approved proposals for all areas agreed for further, more detailed consultation with effected staff, following which members approved the changes to the establishment on 3<sup>rd</sup> December 2013. The description for each service reflects that review and change.

### LONGER TERM VISION FOR SERVICE DELIVERY

*Key area of focus for the service and what it is specifically working towards this year and over the Corporate Plan period (or other long term period – i.e. Melton Community Partnership, Melton Local Development Framework period)*

### APPLICATIONS AND ADVICE

- **Development Control:** processing of planning applications (including the securing of improved outcomes and developer contributions to infrastructure), planning enforcement (including s106), high hedges legislation, giving of advice to prospective developers about the need for permission, the factors affecting whether permission will be granted and planning law and procedures.
- **Building Control:** checking plans for compliance with the Building Regulations, inspection of works on site, advice and assistance to developers. Dangerous Structures. Street naming and numbering. Energy Assessments for new and existing dwellings.
- **Conservation:** grant assistance, specialist advice regarding works to historic buildings, specialist advice for input into Development Control service, conservation policy development, Council funded projects.
- **Licensing:** provision of the Licensing Act 2003; miscellaneous licensing (caravan sites, scrap metal dealers, animal welfare etc); hackney carriage and private hire.
- **Emergency Planning/Civil Contingencies:** ensuring that the Council is in a state of preparedness to respond to the extraordinary events that may affect either the community or its own functions.
- **Land Charges:** The maintenance of the Local Land Charges Register and the provision of a local search and enquiry service to the public.

**ENVIRONMENTAL PROTECTION AND SAFETY**

- **Environmental Health:** inspection of commercial premises for food and health & safety related issues; investigation of nuisance and other pollution matters; dog warden and animal licensing services; rented housing complaints and provision of disabled facilities grants to the private sector.
- **Waste Management:** collection of household waste and recyclables from domestic properties; collection of green waste for composting; cleansing of streets highways and all ‘relevant land’; management of abandoned vehicles, fly-tipped waste and graffiti.
- **Enforcement:** Investigation and enforcement of breaches of planning and licensing legislation together with associated hearings, appeals and Court proceedings

**PLANNING POLICY**

- **Melton Local Plan and other Planning Policy:** Planning policies which guides decisions on planning applications and set a long term vision, priorities and policies for development in the area
- **Research and Evidence Gathering:** Planning policy must be supported by technical evidence covering subjects such as housing, economic, development and transport. This evidence is also used to inform decisions on planning applications and assist with effective implementation of the corporate plan.
- **Housing Policy:** Main activities of the Planning Policy team are advising and assisting with the negotiation of developer contributions and maintaining the evidence base on housing needs.
- **Community Infrastructure Levy and Infrastructure Delivery Planning:**
- **Neighbourhood Planning:** Supporting communities preparing Neighbourhood Plans.

**SECTION**

**2**

**Recent Achievements**

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*List of main projects or service areas delivered over previous year - detailing contribution to achievement of corporate priorities*

<b>Service Area/ Project</b>	<b>Corporate plan area</b>	<b>Values</b>	<b>Outcomes</b>
<i>Name of project/service area or initiative</i>	<i>Named priorities under People, Places and/or well-run council</i>	<i>Link to the values</i>	<i>Specific outcomes delivered – indicators, physical projects, financial investment/saving etc</i>

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<b>DEVELOPMENT CONTROL</b>			
Overall levels of performance maintained	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	Performance	Performance levels meeting and exceeding 'turn around' times
Successful settlement of Ombudsman complaint	<b>As above</b>	Performance	Ensuring statutory compliance and inclusion in decision making
Significant improvement in appeal record	<b>As above</b>	Performance Customer Care	Confirmation of service quality, decision making and avoidance of compensation
Liaising with business and developers to promote opportunities and linkages to training/skills secured through negotiation and the use of S106.	<b>PLACES:</b> Meeting the economic needs of the Borough	Performance	Assisting employment development and economic development
Involvement in County wide SUDs group, looking at national standards and the design process. Joined up approach with planning, ecology, Environment Agency, biodiversity and Highway Engineers.	<b>PLACES</b> Increasing public confidence and pride in neighbourhoods	Performance Customer care	Joined up approach to drainage and the public realm
Continual review of statutory requirements to enable streamlining/efficiencies	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	Customer Care	Meeting efficiency and customers service level expectations
Promotion of Building Control and Local Plans through electronic mechanisms.		Customer care	Joined up approach/promotion
Delivering 40% affordable housing through negotiation and the use of S106		Performance	Delivery of affordable housing
Delivering sustainable patterns of			

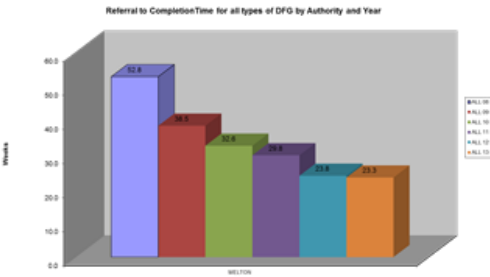
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development and sustainable buildings  Officer involvement in new Local Plan reference group meetings  Achieved national “Smarter Planning Champion” status. Accreditation awarded in recognition of the use of electronic planning processes. First authority in Leicestershire to have achieved this status.		Performance  Performance  Performance/ efficiencies	Sustainability  Joined up approach  Meeting efficiency and customers service level expectations
<b>CONSERVATION</b>			
Successful negotiations to extend PSiCA into year 7          Continued to modify existing TPO orders.	<b>PLACES</b> Maximise the potential of Melton Mowbray Town Centre  <b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers’ needs	Performance Customer care    Performance Customer care	Further funding has been secured for further improvements in the Conservation Area and Town Centre      Provision of a more reliable base for tree conservation issues
<b>LICENSING</b>			
Maintained Levels of performance at target levels  Successful outcome of appeals  Review of website information  Participation in Alcohol and Enforcement Improvement Project resulting in updating of Licensing Act 2003 procedures and Implementation of new training packages , model conditions and redefining of role of County Forum.  Customer Services training resulting in improvement in first contact responses to licensing queries.  Review of Gambling Act 2005 Statement of Principles.	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers’ needs	Customer Care	Ensured reliable and up to date foundations for the discharging of Licensing responsibilities.



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Implementation of Taxi Tariff Change			
<b>BUILDING CONTROL</b>			
Maintained performance levels	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Customer Care</i>	Ensuring service levels are maintained.
Maintained a 'joined up' approach between BC and DC/EH/Enforcement		<i>Customer Care</i>	Providing a better service - 'One Stop' Approach
Successful implementation of the web forms enabling online Building Regulation application submission		<i>Customer Care</i>	Meeting customer service level expectations
Updated the questionnaires to receive improvement suggestions		<i>Customer Care</i>	
Encourage the use of Local Authority Building Control by individually determining fees thus being more competitive with private sector building control		<i>Flexibility</i>	To increase market share and to exceed budget
Continued technical knowledge – Amendments to the Approved Documents and associated legislation		<i>Resilience</i>	Ensuring all Building work complies with current standards
<b>ENVIRONMENTAL HEALTH</b>			
<b>Housing</b>	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs  <b>PLACES</b> Help provide a stock of housing accommodation that meets the needs of the community	<i>Customer care</i>	Warmer more energy efficient homes for residents of the Borough
Leicestershire Authorities were awarded £3m from Department of Energy and Climate Change (DECC). This was used to install energy saving measures in eligible properties. These included 51 properties with solar panels, 16 new heating systems and numerous other insulation and energy savings measures.  Funding from Scottish Power has enabled a Project called 'Energy Action for Melton' and Warm Homes Officers were employed in each District Council in Leicestershire with funding from the Department of Health. The Officers from both projects have carried out 600 energy audits to achieve an actual saving of £3400 for residents by tariff switching		<i>Performance</i>	“

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<p>alone and an average of approx. £100 across the project. This is in addition to saving energy and therefore saving additional household expenditure.</p> <p>Number of disabled adaptations continues to rise. Benchmarking of Disabled Facilities Grant process has demonstrated a continued improvement in Melton each year since 2008 (see bar chart below).</p>  <p>This shows the time taken from referral from Social Care to completion. It is particularly relevant for level access showers and stairlifts. This is as a result of new ways of working for both MBC and LCC.</p>			<p>Ensure that those needing adaptations to their homes receive the appropriate assistance in a timely fashion.</p>
<p><b>Food Safety</b></p> <p>For 2013/14, we reported the following food law enforcement activity to the Food Standards Agency:</p> <ul style="list-style-type: none"> <li>• 7 Food Hygiene Improvement Notices served;</li> <li>• 2 voluntary surrenders of unsatisfactory food from food businesses in the District;</li> <li>• 91% of establishments were broadly compliant with food law (462 out of 507);</li> <li>• 99% of due intervention visits were completed (424 out of 429);</li> <li>• 66 food and food contact material samples were taken;</li> <li>• 25 complaints about food and food establishments were investigated.</li> </ul> <p>Worked with and approved two local food businesses (an artisan cheese dairy and a</p>	<p><b>A WELL-RUN COUNCIL</b></p> <p>To provide high performing services that are efficient and meet customers' needs</p> <p><b>PLACES</b></p> <p>Increasing public confidence &amp; pride in neighbourhoods</p>	<p>Performance</p> <p>Customer Care</p> <p>Resilience</p>	<p>Ensuring that food safety arrangements are promoted and properly understood. Prevent food safety issues from affecting public health.</p> <p>To aim to achieve higher compliance levels in food businesses. This should improve</p>

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<p>pie manufacturer) to sell animal based foods in accordance with European food law.</p> <p>Success with coaching sessions funded by the Food Standards Agency to target poor food hygiene performers those with a food hygiene rating score of 0,1,2.</p> <p>Continued to work with Leicestershire Environmental Health Best practice groups in all areas to provide consistency through the authorities</p>			<i>quality of food businesses in the area and better for consumers.</i>
<p><b>Infectious Diseases</b> Two incidents which lead to successful partnership with Public Health England, the first involved nitrates in a private water supply to a commercial business, and the second involved a case of Paratyphoid with a potential link to a food business</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<i>Performance</i>	<i>Ensuring safety of the public</i>
<p><b>Health &amp; Safety</b> Joint operation with the Police and brought about a successful prosecution under The Tattooing of Minors Act 1969, as a result of EH staff obtaining a Part 2A Order from the Magistrates Court. A number of youths had been tattooed in unhygienic conditions.</p> <p>Participation in a Coroners Inquest following a fatality - the result of which was 'accidental death'.</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<i>Customer care</i>	<p><i>Ensuring safety of the public (particularly vulnerable young people)</i></p> <p><i>Ensuring a safe working environment the working population..</i></p>
<p><b>Pollution</b> The annual air quality return to DEFRA was accepted. The levels of pollution within the Borough remain within statutory guidelines.</p> <p>Satisfactory compliance this year with environmental permits under IPPC.</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<i>Performance</i>	<i>Preventing nuisance and adverse conditions for residents.</i>
<p><b>Dog Warden</b> The contracted out Dog Warden service continues to be a success. They achieved their performance indicator - dogs were collected within 2 hours of receiving the call.</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Customer care</i></p> <p><i>Performance</i></p>	<i>Repositioning the service to accrue savings whilst meeting statutory requirements.</i>
<b>ENFORCEMENT</b>			



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<p>The Enforcement Service has carried out two taxi vehicle inspections with the Police and VOSA. These checks included the inspection of over 60 vehicles and the results show that the standard of vehicle compliance is increasing.</p> <p>Officers have been involved in a number of cross agency licensing operations including a vehicle inspection at East Midlands Airport and a commercial vehicle operation with Leicestershire Police, Trading Standards and HM Customs and Excise</p> <p>The Hackney Carriage Bye-laws have been published and are in force.</p> <p>First Aid training has been provided for staff employed in Licensed premises which was sourced externally and provided through the Borough Council.</p> <p>In a Joint Project with the Police drug drop boxes have been purchased through Safer Melton Partnership to enable licensed premises to safely store any drugs seized and to enable an amnesty for users. Police will lead on drug issues.</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p> <p><b>PEOPLE</b> Encourage people to take an active role in their communities.</p>	<p><i>Resilience</i></p> <p><i>Resilience and flexibility</i></p> <p><i>Performance</i></p> <p><i>Performance</i></p> <p><i>Flexibility</i></p>	<p>Providing a more joined up service to customers across a range of regulatory regimes ensuring a safe and improving quality of taxi service in the Borough</p>
<b>EMERGENCY MANAGEMENT</b>			
Integrated the WOW Partnership into the wider Leicestershire Resilience Partnership; provision of 24/7 cover for Emergency Incidents	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Resilience</i></p> <p><i>Flexibility</i></p> <p><i>Performance</i></p>	<p><i>Measures in place to provide a comprehensive emergency response provision</i></p>
Updated the suite of response plans and staff training (SCG, TCG and Emergency Centre volunteers	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p>	<p><i>Successful management and recovery from major incidents and threats</i></p>
<b>CORPORATE</b>			

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Full participation in the Transformation Project – leading on the EDM project and ‘Digital First - Planning’ and participating in CRM and website projects.	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers’ needs	<i>Performance Flexibility</i>	<i>More accessible services and improved efficiency</i>
<b>PLANNING POLICY</b>			
<b>Implemented a service review following the withdrawal of the Melton Core Strategy</b> <i>Planning Policy moved from Communities and Neighbourhood to regulatory Services, with a mandate to prepare the new Local Plan in a manner which engages and seeks buy-in from all stakeholders in the process. the review also included the recruitment of a new Local Plan Manager and Regulatory Services Manager.</i>	<i>PEOPLE</i> <i>Encourage people to take an active role in their communities.</i>  <i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i>  <i>A WELL-RUN COUNCIL</i> <i>To provide high performing services that are efficient and meet customers’ needs</i>	<i>Resilience</i> <i>Customer Care</i> <i>Performance</i> <i>Respect</i> <i>Flexibility</i>	<i>Provide the dedicated resource to produce a new Local Plan.</i>
<b>Delivered the first Melton Local Plan Conference</b>	<i>PEOPLE</i> <i>Encourage people to take an active role in their communities.</i>  <i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i>  <i>A WELL-RUN COUNCIL</i> <i>To provide high performing services that are efficient and meet customers’ needs</i>	<i>Resilience</i> <i>Customer Care</i> <i>Performance</i> <i>Respect</i> <i>Flexibility</i>	<i>Communication of the proposals and principles for the new Local Plan and encouraged people to get involved in Reference Groups.</i>
<b>Established Melton Local Plan</b>	<i>PEOPLE</i>	<i>Customer</i>	<i>Reference group</i>

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<p><b>Reference Groups</b></p> <p>Undertook three rounds of meetings with the Reference Groups:</p> <p>1. Vision for the Borough 2. Meeting Housing Needs for All Melton Residents 3. Assessing potential Development Sites</p>	<p><i>Encourage people to take an active role in their communities.</i></p> <p><i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i></p> <p><i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i></p>	<p><i>Care Performance Respect</i></p>	<p><i>Members will travel the journey of the Local Plan preparation, developing understanding, shaping policies and creating a plan which meets the needs of the communities, with a clear understanding and audit trail as to why certain decisions have been made.</i></p>
<p><b>Established a Local Plan Member Working Group</b> to oversee the delivery of the Melton Local Plan</p> <p>The Member Working Group met on a number occasions over the year and have shaped the agendas for Reference group meetings and Full Council meetings on Local Plan Matters.</p>	<p><i>PEOPLE Encourage people to take an active role in their communities.</i></p> <p><i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i></p> <p><i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i></p>	<p><i>Resilience Customer Care Performance Respect Flexibility</i></p>	<p><i>The Working Group has recommended to Full Council that the Vision, Local Development Scheme and Statement of Community Involvement be approved.</i></p>
<p><b>Preliminary engagement on the Local Plan undertaken with Local Communities and Young People</b> (Regulation 18 of the Town and Country Planning Regulations 2012)</p> <p>Public events undertaken in Bottesford, Long Clawson, Asfordby, Waltham on the Wolds and Melton Mowbray.</p>	<p><i>PEOPLE Encourage people to take an active role in their communities.</i></p> <p><i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i></p>	<p><i>Resilience Customer Care Performance Respect Flexibility</i></p>	<p><i>Well attended and feedback was received on the key issues that the Local Plan needs to address.</i></p>

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	<i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i>		
<b>Concluded Melton Local Plan Vision</b>	<i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i>	<i>Resilience Customer Care Performance Respect Flexibility</i>	<i>This sets a draft vision to feed into the Local Plan Issues and Options Consultation</i>
<b>Concluded statutory preparation for new Local plan:</b> <ul style="list-style-type: none"> <li>• Melton Local Development Scheme April 2014</li> <li>• Melton Statement of Community Involvement April 2014</li> </ul>	<i>PEOPLE Encourage people to take an active role in their communities.</i>  <i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i>  <i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i>	<i>Resilience Customer Care Performance Respect Flexibility</i>	<i>Approved by Full Council on the 30 April, this sets out a clear explanation and timetable for the formal stages of Local Plan preparation</i>  <i>This sets out the methods of engagement with communities on the preparation of planning policy and dealing with planning applications.</i>
<b>Neighbourhood Planning</b> Actively supporting Asfordby Parish Council, Waltham on the Wolds and Thorpe Arnold Parish Council, and Bottesford Parish Council.	<i>PEOPLE Encourage people to take an active role in their communities.</i>  <i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i>	<i>Resilience Customer care Respect Flexibility</i>	<i>More people actively taking part in shaping the Place where they live.</i>
<b>Developed the Planning Policy GIS data</b> to allow its use in developing new Local Plan evidence	<i>A WELL-RUN COUNCIL To provide high performing</i>	<i>Resilience Performance Flexibility</i>	<i>GIS has been used to assist with establishing the baseline</i>

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<ul style="list-style-type: none"> <li>• Melton Transport Evidence base</li> <li>• Strategic Housing Land Availability (SHLAA) Assessment 2013/14 Annual Update</li> <li>• Leicester and Leicestershire Strategic Housing Market Assessment (SHMA)</li> <li>• Leicester and Leicestershire Strategic Distribution Study</li> </ul>	<i>services that are efficient and meet customers' needs</i>		<i>information for the Sustainability Appraisal Framework. Furthermore it has also been used to automatically assess constraints in the development of the Strategic Housing Land Availability Assessment.</i>
<b>Community Infrastructure Levy and infrastructure Delivery Planning</b>	<p><i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i></p> <p><i>A WELL-RUN COUNCIL</i> <i>To provide high performing services that are efficient and meet customers' needs</i></p>	<i>Resilience</i> <i>Customer Care</i> <i>Performance</i> <i>Flexibility</i>	<i>Commenced work on the first stage Infrastructure Delivery Plan to be used in part to evidence the CIL but also to assist with funding infrastructure needed to support the Local Plan and development in the area.</i>
<b>Commenced work on the Melton Local Plan Sustainability Appraisal</b> incorporating Equalities Impact Assessment	<i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i>	<i>Resilience</i> <i>Performance</i>	<i>Made significant progress on the Sustainability Appraisal Scoping Report. Including establishing a framework to include Equalities indicators.</i>
<b>Landscape Capacity and Sensitivity Study</b>  Procured a study in partnership with Rushcliffe Borough Council which will look at the sensitivity and capacity of the landscape to accommodate wind energy development.	<i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i>	<i>Resilience</i> <i>Performance</i>	<i>Produce landscape evidence for use in applications, appeals and policy development.</i>
<b>Car Parking Strategy</b>	<i>PLACES</i> <i>Increasing public confidence &amp; pride in neighbourhoods</i>	<i>Resilience</i> <i>Performance</i>	<i>Final Draft report received</i>



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<b>Annual Monitoring Report</b>	<p><i>PLACES Increasing public confidence &amp; pride in neighbourhoods</i></p> <p><i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i></p>	<p><i>Resilience Customer Care Performance Flexibility</i></p>	<i>Published the document compiling performance of planning policies in respect of development, including housing land supply.</i>
<b>LICENSING</b>			
<p>Disclosure and Barring Service – update procedures in line with new service requirements</p> <p>Member training</p> <p>Licensing Act 2003 – Review of Policy in the light of new legislation</p> <p>Gambling Act 2003 : reviewed all procedures and Inspection regime as a result of LLEP Project.</p> <p>Full review of Hackney Carriage and Private Hire Policy</p> <p>Development of House to House and Street Collection Policy</p>	<p><i>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</i></p>	<p><i>Performance Customer care</i></p>	<p><i>Ensured reliable and up to date foundations for the discharging of Licensing responsibilities.</i></p>
<b>WASTE MANAGEMENT</b>			

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<b>Service Area/ Project</b>	<b>Corporate plan area</b>	<b>Values</b>	<b>Outcomes</b>
<i>Name of project/service area or initiative</i>	<i>Named priorities under People, Places and/or well-run council</i>	<i>Link to the values</i>	<i>Specific outcomes delivered – indicators, physical projects, financial investment/saving etc</i>
Textile bring site network Promotion of the greatly increased number of bring sites throughout the borough where residents can take textiles for recycling and or reuse	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	<i>Completed review, consolidated list accurately meet the Borough's requirements.</i>
Review Recycling Bring site network usage to ensure EEE's.	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	<i>Publicity and promotion campaign determined discussions underway with relevant manufacturers looking to provide subsidised units to the residents.</i>
Review of assistance scheme To ensure appropriate services and being provided where and when they are genuinely needed	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	
Home composting; Proactively expand publicity and practical options and raise the profile of home composting Continue to promote 'Johannes' and other ways of food and meat products.	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	
Batteries; look to maximise and expand upon the existing network of collection sites, to include more schools, post offices, and other suitable publically accessible places	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	<i>Additional sites for battery banks have been identified. Receptacles have been installed and collections take place on a regular basis.</i>
Recycling Reuse and Reduce Continue to maintain a high level of publicity in regards to the 3 'r with a focus on reduction	<b>A WELL-RUN COUNCIL</b> To provide high performing	<i>Performance Customer Care Resilience</i>	

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<b>Service Area/ Project</b>	<b>Corporate plan area</b>	<b>Values</b>	<b>Outcomes</b>
<i>Name of project/service area or initiative</i>	<i>Named priorities under People, Places and/or well-run council</i>	<i>Link to the values</i>	<i>Specific outcomes delivered – indicators, physical projects, financial investment/saving etc</i>
Complete refresh of waste management on the councils web site	services that are efficient and meet customers' needs  <i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs	<i>Performance</i> <i>Customer Care</i>	<i>Waste Minimisation tips and best practice added to waste pages. Web site review- Completed, streamlined and simplified</i>
Develop a solution for the increasing number of clinical collections	<i>A WELL-RUN COUNCIL</i> <i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs	<i>Performance</i> <i>Customer Care</i> <i>Resilience</i>	<i>Review of service, which led to a revised collection system. Developed advanced notice of collection dates to reduce administrative burden. Introduced additional containers as a health and safety measure.</i>
Review the current WEEE collection service	<i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs	<i>Resilience</i> <i>Customer Care</i>	<i>Revised collections using Biffa, to increase financial benefit to the co</i>
Review Waste Management Depot site Plan			<i>Completed – amended site plan complies with Biffa ISO 14001 requirement and EA requirement</i>

## SECTION 3 The Next Steps

During 2014/15 the following short-term actions are to be completed:

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
Name of project, initiative, service area	<i>Named priorities under People, Places and/or well-run council</i>	<i>Link to the values</i>	<i>Specific outcomes targeted – indicators, physical projects, financial investment/saving etc</i>
<b>DEVELOPMENT CONTROL</b>			
Continue to maintain levels of performance against PI measures	<b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs	<i>Performance</i>	<i>Meeting efficiency and customers service level expectations</i>
Implement new document management system for Development Control through use of the EDM, Public Access and 1APP	Contribution towards "digital first", facilitation of channel shift and efficiencies.	<i>Performance/ Customer Care</i>	<i>Meeting efficiency and customers expectations</i>
Implementation of Digital First – Planning project to review end to end processes involved in the determination of planning and associated applications.	Contribution towards "digital first", facilitation of channel shift and efficiencies.	<i>Performance/ customer care</i>	<i>Meeting efficiency and customers expectations</i>
Involvement in design and review of a new Landscape Character Assessment in respect of renewable energy.		<i>Performance/ Resilience</i>	<i>Provide a more reliable evidence base for decision making</i>
Continued involvement in Local Plan		<i>Performance/ resilience</i>	<i>Joined up working and decision making</i>
Continue supporting Economic Development through liaison with business, promotion of training/skills through the use of S106 and involvement in BBFA		<i>Performance</i>	<i>Economic Development and employment skills</i>
Delivering Affordable		<i>Performance</i>	<i>Delivery of affordable housing</i>

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
<p>Housing through negotiation and the use of S106</p> <p>Continual review of processes and efficiencies to enable streamlining</p> <p>Review of procedures and practice for the publicity of larger scale planning applications</p>		<p><i>Customer care</i></p> <p><i>Customer Care</i></p>	<p><i>Meeting efficiency and customers service level expectations</i></p> <p><i>Meeting efficiency and customers service level expectations</i></p>
<b>CONSERVATION</b>			
<p>Undertake negotiations to extend PSiCA into Year 8 and continue to target town centre properties.</p> <p>Continue to modify existing TPO orders</p> <p>Investigate the potential for internal training around Conservation and Heritage issues.</p> <p>Consider the feasibility of requests for new Conservation Areas in Plungar and Barkestone le Vale.</p>	<p><i>PLACES</i> Maximise the potential of Melton Mowbray Town centre</p> <p><i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs</p>		<p><i>Secure further capability for further improvements in the Conservation Area and Town Centre</i></p> <p><i>Provide a more reliable base for tree conservation issues</i></p> <p><i>Up skilling of Officers/Technicians ; succession planning</i></p>
<b>BUILDING CONTROL</b>			
<p>Continue with developing the web forms to enable the attachment of plans etc.</p> <p>Investigate the use of the Planning Portal for Building Control online submissions and direct integration with Uniform</p> <p>Promote the Local Authority Building Control quality awards by nominating at least five projects. Increase the</p>	<p><i>A WELL RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs</p> <p><i>Contribution towards "digital first", facilitation of channel shift and efficiencies.</i></p>	<p><i>Customer care</i></p> <p><i>Customer care</i></p> <p><i>Resilience</i></p>	<p><i>Meeting efficiency and customers expectations</i></p> <p><i>Meeting efficiency and customers expectations</i></p> <p><i>Promotion of the Building Control service</i></p>



Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
<p>Council's awareness of the awards.</p> <p>Explore the LABC's bursary scheme to educate and train a young person in Building Control</p> <p>Re-visit the paper-light initiative to reduce even more paper use</p> <p>Further integration of Building Control throughout the whole Council – social media, cooperate messenger etc</p> <p>Create an online questionnaire which relates to the Building Control service</p>	<p><i>PEOPLE</i> Encouraging people to take an active roll in their communities</p> <p><i>A WELL RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs</p> <p>Contribution towards "digital first", facilitation of channel shift and efficiencies.</p>	<p><i>Resilience</i> <i>Customer care</i> <i>Respect</i></p> <p><i>Performance</i></p> <p><i>Resilience</i></p> <p><i>Customer care</i></p>	<p><i>Encourage young person or long time unemployed back to work</i></p> <p><i>Meeting efficiency and customers expectations</i></p> <p><i>Joined up working and decision making</i></p> <p><i>Meeting efficiency and customers expectation</i></p>
<b>LICENSING</b>			
<p>Implement Improvement Plan comprising:</p> <p>Review and streamline procedures ,including introduction of CAPs system</p> <p>Develop use of website to encourage self-service and submission of electronic applications</p>	<p><i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs</p> <p>Contribution towards "digital first", facilitation of channel shift and efficiencies.</p> <p>As above</p>	<p><i>Resilience</i> <i>Customer care</i></p> <p><i>Resilience</i> <i>Customer care</i></p> <p><i>Resilience</i> <i>Customer care</i></p>	<p><i>Meeting efficiency and customers expectation</i></p> <p><i>Meeting efficiency and customers expectation</i></p> <p><i>Meeting efficiency and customers expectation</i></p>
<b>ENFORCEMENT</b>			
<p>Implement Improvement Plan comprising:</p>	<p><i>PLACES</i> Maximise the potential of Melton Mowbray Town centre</p>	<p><i>Customer Care</i> <i>Resilience</i></p>	<p>Ensure that all premises are run in line with their license and promote responsible gambling throughout the Borough to protect the public</p>

Regulatory Services Plan 2014/15

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
To carry out checks of all premises that carries a Gaming license from MBC to ensure compliance with the conditions of the licence.	<i>PLACES</i> Maximise the potential of Melton Mowbray Town centre	<i>Customer Care Respect</i>	Tackle the issue of drug use in the pubs and clubs of the Town Centre
Place drug drop boxes within 10 of the town centre public houses, thereafter to determine the effectiveness of providing in more (or all) pubs.	<i>A WELL RUN COUNCIL</i> <i>To provide a high performing service that are efficient and meet customers needs</i>	<i>Customer Care Performance</i>  <i>Performance</i>	To provide a more resilient and transparent enforcement service and support for officers to ensure investigations are appropriate and successful where action is expedient
To review existing separate policies and then to compile a new Planning Enforcement Policy, to include the requirements of the 'Regulator's Code'	<i>PLACES</i> Maximise the potential of Melton Mowbray Town centre	<i>Customer Care Resilience Flexibility</i>	Providing a more joined up service to customers across a range of regulatory regimes ensuring a safe and improving quality of taxi and licensed premises in the Borough.
Create an Enforcement Procedure guide for Licensing and Planning Enforcement activity.	<i>PLACES</i> Maximise the potential of Melton Mowbray Town centre	<i>Customer Care</i>	As above
Carry out test purchasing operations in conjunction with Leicestershire Police and other Authorities on taxis and licensed premises.	<i>A WELL RUN COUNCIL</i> <i>To provide high performing services that are efficient and meet customers needs</i>	<i>Customer Care Performance Flexibility</i>	
Carry out an operation with Leicestershire Police to combat and limit anti-social behaviour during the World Cup 2014.	<i>PLACES</i> Maximise the potential of Melton Mowbray Town centre	<i>Customer Care</i>	Ensure safe events during the World Cup 2014.
Implement on-line complaints submissions for Planning and Licensing Enforcement enquiries.	<i>A WELL RUN COUNCIL</i> <i>To provide high performing services that are efficient and meet customers needs</i>  <i>Contribution towards "digital first" , facilitation of channel shift and efficiencies.</i>	<i>Resilience Customer Care</i>	To increase access to enforcement services and make reporting simpler
Work alongside Leicestershire County Council, Town Centre	<i>A WELL RUN COUNCIL</i> <i>To provide high performing services that</i>		Deal with ongoing problems in the Town Centre that can hinder and injure persons with

Regulatory Services Plan 2014/15

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
<p>Managers and the Melton Access Group with regards to appropriate placement and management of pavement advertising and seating areas.</p> <p>Refresh project to delegate planning enforcement to parish councils</p>	<p><i>are efficient and meet customers needs</i></p> <p><i>A WELL RUN COUNCIL To provide high performing services that are efficient and meet customers needs</i></p>	<p><i>Resilience</i></p>	<p>disabilities and</p> <p>Increased number of parish Councils participating; increase the involvement of PC's and resilience of the service.</p>
<p><b>ENVIRONMENTAL HEALTH</b></p>			
<p>Through Better Business for All initiative (BBfA) we will work with businesses to support business growth</p>	<p><i>PLACES</i> Increasing public confidence &amp; pride in neighbourhoods</p>	<p><i>Resilience</i></p>	<p><i>To encourage economic growth in the Borough.</i></p>
<p>Continue to use laboratory food sampling credits to support where possible micro and emerging local food manufacturing businesses</p>	<p><i>PLACES</i> Increasing public confidence &amp; pride in neighbourhoods</p>	<p><i>Resilience</i></p>	<p><i>To encourage economic growth in the Borough.</i></p>
<p>Continue to target poor food hygiene performers those with a food hygiene rating score of 0,1,2 with a range of interventions.</p>	<p><i>PLACES</i> Increasing public confidence &amp; pride in neighbourhoods</p>	<p><i>Customer Care</i> <i>Resilience</i></p>	<p><i>To aim to achieve higher compliance levels in food businesses. This should improve quality of food businesses in the area and better for consumers.</i></p>
<p>Continue to undertake Food Hygiene Inspections in line with the FSA requirements including attendance at events as appropriate.</p>	<p><i>A WELL-RUN COUNCIL</i> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p>	<p><i>To ensure we comply with FSA requirements, which in turn keep the standards of food businesses to a higher standard.</i></p>
<p>Conduct food sampling programme in line with regional and national studies</p>	<p><i>PLACES</i> Increasing public confidence &amp; pride in neighbourhoods</p>	<p><i>Performance</i></p>	<p><i>To ensure food sold is of a satisfactory standard.</i></p>
<p>Undertake a review of the risk assessments for private water supplies and reassess supplies as necessary. Conduct check and audit sampling of appropriate PWS</p>	<p><i>PLACES</i> Increasing public confidence &amp; pride in neighbourhoods</p>	<p><i>Performance</i></p>	<p><i>To ensure water supplied is of a satisfactory standard.</i></p>
<p>Complete focused health &amp; safety Legionella</p>	<p><i>PLACES</i> Increasing public</p>	<p><i>Performance</i></p>	<p><i>To ensure the risk of a Legionella outbreak is</i></p>

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
<p>project with regards to hotels, spas, garden centres.</p> <p>To engage in the Health &amp; Wellbeing Agenda on a County wide basis to ensure best use of resources within this field</p> <p>Engage with the Lightbulb Project across the County to enable effective delivery of disabled facilities grants and associated services through the Better Care Fund process.</p>	<p>confidence &amp; pride in neighbourhoods</p> <p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p> <p><b>PLACES</b> Help provide a stock of housing accommodation that meets the needs of the community</p>	<p><i>Customer Care</i></p> <p><i>Resilience</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>minimised.</i></p> <p><i>To ensure housing is brought into this agenda as living conditions have a significant impact on health and wellbeing.</i></p> <p><i>To ensure the best outcomes for those needing assistance in the Borough to be able to remain in their own homes. This prevention is also beneficial to health and care services.</i></p>
<b>WASTE MANAGEMENT</b>			
<p>Current Integrated Waste Management contract expires on March 31<sup>st</sup> 2017. Accordingly initial steps to be taken in regards to the potential for joint working or delegated service transfer with neighbouring authorities and also commence OJEU tender process</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>Determine the options available for the future ( post 2017 ) delivery of the councils Integrated Waste Management service</i></p>
<p>Fully consider implications of TEEP</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>Provide some evidential / detailed report that identifies the basis in regards to opting for a co-mingled recycling collection service, workingwith the LWP.</i></p>
<p>Fully consider food waste collections</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>Revisit the options ,costs , implications and outcomes from collecting food waste to be recovered as a separate service</i></p>
<p>Recycling for Occupiers of Flats (many do not recycle) Trial options identified with a view to establishing the best economically efficient and effective outcomes (EEE).</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>As a minimum to identify systems that work and ones that don't. Understand the cost and performance implications for systems, Identify where funding may come from. Produce a forward plan or programme to address the issue.</i></p>
<p>Produce a survey seeking customer satisfaction levels in regards to a range of waste management services</p>	<p><b>A WELL-RUN COUNCIL</b> To provide high performing services that are efficient and meet customers' needs</p>	<p><i>Performance</i></p> <p><i>Customer Care</i></p> <p><i>Resilience</i></p>	<p><i>Better understand the needs and desires of the customer, allow limited resources to be appropriately focussed</i></p>

Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
Liaise with the Local (CCG's) Clinical Commissioning Group, to identify any opportunities for joint or partnership working	A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs	<i>Performance Customer Care Resilience</i>	<i>Ensure the system we are using to manage this expanding service meets the 3EEE's.</i>
<b>PLANNING POLICY</b>			
<p>Melton Sustainable Community Strategy</p> <p>Melton Local Plan Housing Requirement Figures</p> <p>Strategic Housing Land Availability Assessment (SHLAA) review</p> <p>Statement of Community Involvement review</p> <p>Transport Modelling</p> <p>Annual Monitoring Report</p> <p>Affordable Housing Viability Model review</p> <p>Open Space, Sport and Recreation Study update</p> <p>Retail Expenditure Study Update</p> <p>Car Parking Strategy</p> <p>Town Centre Masterplan</p>	<p>A WELL-RUN COUNCIL To provide high performing services that are efficient and meet customers' needs</p> <p><b>PLACES</b> Help provide a stock of housing accommodation that meets the needs of the community</p>	<p><i>Resilience Customer Care Performance Respect (all steps)</i></p>	<p><i>Complete a focused refresh of the Melton Sustainable Community Strategy</i></p> <p><i>Previous work on housing requirements for Melton will be updated to form the basis for a new Melton Local Plan.</i></p> <p><i>Publish a comprehensive revised SHLAA including employment sites re-examining methodology used.</i></p> <p><i>Revise the Statement of Community Involvement to co-ordinate engagement in planning policy preparation.</i></p> <p><i>Undertake revised transport modelling to inform Melton Local Plan</i></p> <p><i>Publish the statutory document compiling performance of planning policies in respect of development</i></p> <p><i>Update affordable housing viability model to inform Melton Local Plan</i></p> <p><i>Update sport and recreation study to inform Melton Local Plan</i></p> <p><i>Update retail expenditure study to inform Melton Local Plan</i></p> <p><i>Review car parking strategy to ensure best use and performance of Melton's car parks.</i></p> <p><i>Produce a new town centre masterplan which will coordinate development across the town</i></p>



Action	Links to corporate plan. (People, Places and/or well-run council)	Values	Outcome targets
Melton Local Plan Reference Groups			<i>centre and ensure vitality.</i>
Infrastructure Delivery Group			<i>Create and coordinate reference groups which will inform development of the Melton Local Plan</i>
Community Infrastructure Levy			<i>Complete and implement strategies for the funding and delivery arrangements of major road infrastructure and affordable housing associated with new development.</i>
Refresh Housing Strategy			<i>Prepare and publish a CIL Charging Schedule in line with infrastructure requirements in the Melton Local Plan.</i>
Refresh of Rural Housing Need Surveys			<i>To ensure the strategy is proactively working towards the corporate plan and key values.</i>  <i>To ensure the continued delivery of rural affordable housing and refreshing the housing need surveys to obtain up to date and robust data.</i>

## MBC's APPROACH TO EQUALITY AND DIVERSITY AND SERVICE PLANNING

Equality and Diversity issues are a key consideration in service and financial planning and need to be clearly integrated into the service planning framework.

Following on from the successful Achieving Level Diversity Peer Review led by Local Government Improvement and Development (LGID), at the end of March 2012, ten (10) recommendations for improvement were identified.

Recommendation 8 was, *“Cascade equality and diversity objectives through service plans and down to individual objectives within the annual appraisal process to ensure that they are owned by staff. This will improve both staff engagement and effective delivery”.*

The following action plan below should be used to capture the improvement action and tasks that have come out of the Equality Impact Assessments that have been conducted within the service or the assessments that will be carried out during 2013/2014.

Name of Service/Team	Equality Impact Assessment	Improvement Action	Completion by quarter	Responsible officer
Development Control	Dealing with customer enquiries	Promotion of other forms of assistance	3	A and A Manager
Applications and Advice	Speaking at Committee	Promotion of other forms of assistance	3	A and A Manager/Licensing Officer

		where letters ineffective		
<b>Enforcement</b>	<b>Investigating enforcement complaints</b>	Promotion of other forms of assistance where letters ineffective	<b>3</b>	<b>Lead Enforcement Officer</b>
<b>Env Health</b>	<b>Private Sector Housing</b>	Promotion of other forms of assistance where letters ineffective	<b>3</b>	<b>EPS Manager</b>
<b>Development Control</b>	<b>Advertising Planning Applications</b>	1. Consult with representative groups regarding how to best alert neighbours to applications other than in traditional letter form  2. Investigate ways to promote the availability of additional assistance and translation services	<b>3</b>	<b>A and A Manager</b>

**KEY:**

- Equality Impact Assessment – please state which area's EIA the action has originated from OR state which service and which EIA will be completed during 2013/2014.

*If you are not sure about which EIA's in your service are due for completion in 2013/2014, please refer to the 3 year EIA Test of Relevance found in the Q drive.*

<Q:\19 Management\Strategic Planning\Equalities\EIA's\EIA list- Jan 2013v3.xls>

- Improvement Action – please detail here the action that will be taking place as a result of the EIA
- Completion by quarter – enter here the date for completion of the improvement action OR date of the EIA

Responsible Officer – this must be the Third Tier Manager OR Head of Service

### **MBC's APPROACH TO SAFEGUARDING AND SERVICE PLANNING**

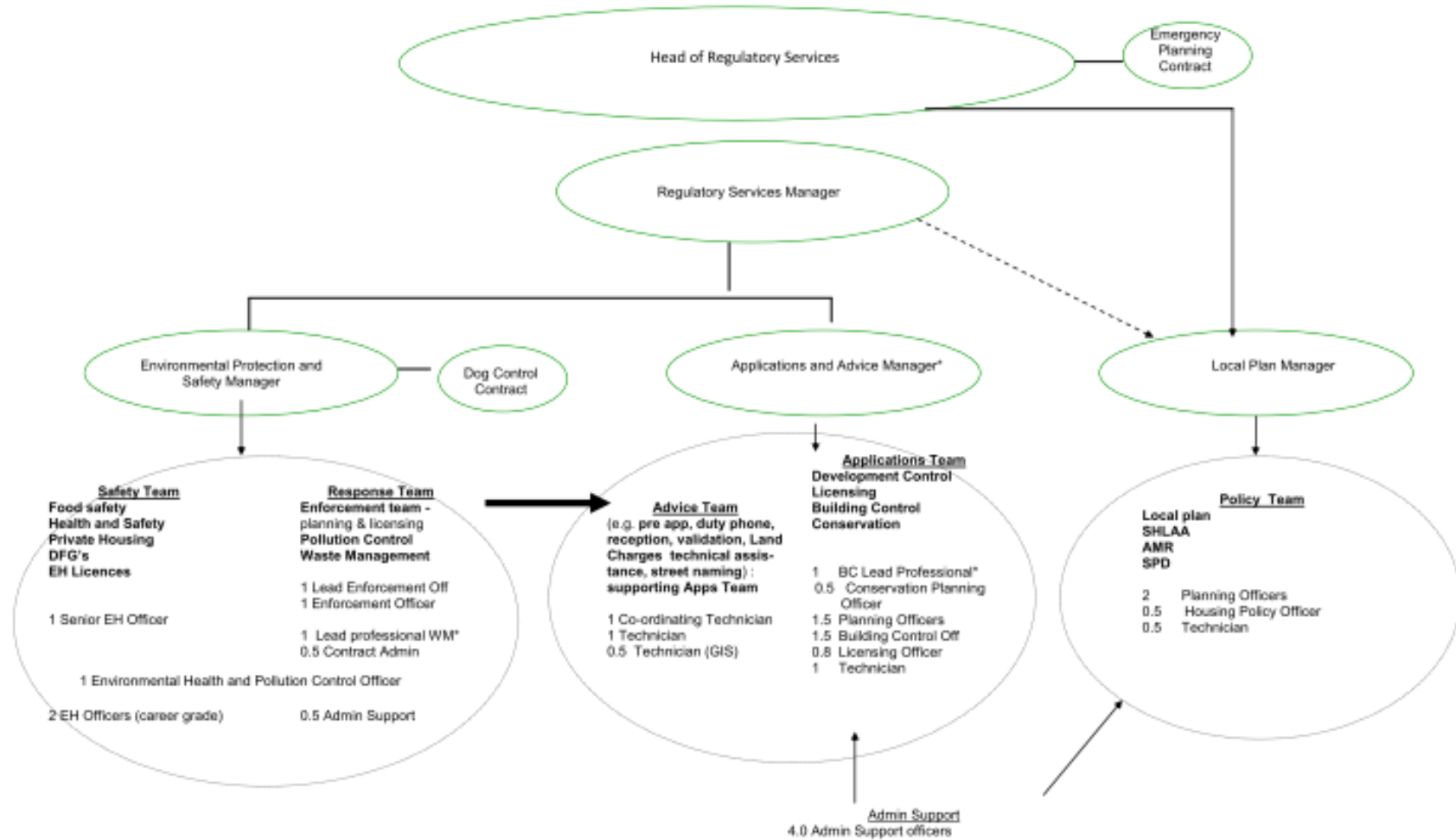
Melton Borough Council has an approved Safeguarding Children and Vulnerable Adults policy which includes an action plan designed to ensure compliance with safeguarding protocols. Services are asked to consider the policy through the link, when identifying projects for 2014/15 that may have links to safeguarding, either through operations or policy development. The link to the strategy can be found from:-

[Q:\2 Children & Family Services\Safeguarding\Policy](#)

# Resource Utilisation

Resources to support this Service Plan are available through the Council's Budget Book

<Q:\11 Finance\Financial Provisions Management\Financial Publications\2014-15>



SECTION

# 5

## Risk Management

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Corporate Risks are managed through the corporate risk register, however, service risk are identified within respective service plans.

Risks have always been dealt with and risk management is not a new responsibility but simply the formalisation of what is good working practices. A number of key risks for the Service have been identified that could affect the Council's ability to achieve its objectives, perform its duties or meet the expectations of its stakeholders.

These risks capture those previously managed through the Council's Risk management Team and include those identified in the Priority Action Plans.

The table below sets out the key risks and the action being taken to manage them.

Likelihood	A				
	B		46, 9, 21		
	C		1, 18	20	
	D			19,22	
	E		26		
	F		3		
		IV	III	II	I
		<b>Impact</b>			

## Regulatory Services Service Plan 2014/15

Risk No.	Description	May 2014	Target Risk rating	Mitigation
1	Growth and fluctuations in 'core businesses' prevent key staff from dedicating resource to improvement initiatives	C3	D3	Experience shows adequate progress on improvement initiatives. and permanent measures. Reopen 'frozen' posts in DC and BC if workload recovers
3	Loss of key staff resource	F3	F2	Reduced by down turn in economy; recent staff development measures have incentivised staff retention : No new actions
9	Workload fluctuations not accommodated by resource levels	B2	D3	Closely monitor workload trends and respond swiftly to fluctuations Increase in income to used secure additional resources in times of increased demand
18	Admin support : ability of Admin support team to maintain processing capacity and vulnerability of team to absence and fluctuations in workload.	C3	E4	Continuous review of roles and responsibilities and development of supervisor to be able to re-assign staff to shifting priorities. Development of technical/professional staff to be able to assist with admin work when required. Development of stand by staff to be invited to cover/supplement at difficult times
19	Waste costs and income	B2	E2	Close monitoring of commodity values
26	Risk 26: Effective business contingency planning which meets regulatory requirements.	E3	F2	BCP requires updating – measures arranged and commenced.
46	Risk 46: Costs at appeal arising from unreasonable behaviour at planning appeals, i.e inability to defend reasons for refusal due to absence of supporting evidence.	B3	D2	Recent record has improved including successfully resisting claims for costs. However, new makeup and reduced experience of the Committee may increase the propensity for costs claims Measures to reduce risk were refreshed in June 2010.
20	Duty to cooperate /MAG – implications : ability to respond to unforeseen challenges (e.g. variation to planning assumptions); disruption/extension of timetable	C2	D2	Careful monitoring and engagement in agenda to be 'sighted' early and maximise ability to respond.  Flexibility in the programme
21	Reference Groups – engagement and effectiveness; resource implications ; disproportionate and unrepresentative influence	B3	C4	Management of activity and review of Membership and activity
22	Delay or inability to deliver Local Pla: continued pressure for unplanned development with limited opportunities for infrastructure contributions	D3	F3	Maintain momentum on Local Plan; steps taken to provide a robust understanding of infrastructure and optimise our position to demonstrate need and therefore negotiate and secure contributions



SECTION

# 6

## Performance Management

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In order to be able to measure the progress that is being made in providing better quality services and real value for money a number of performance indicators have been established and targets set for the service:

The Service has included a number of performance Indicators that will inform how well the service is performing. (Please see inserts).

Indicators should be chosen from the 3 levels of indicators collected as part of the Council's Performance Reporting Framework – Corporate Plan metrics (the most strategic level), Service Standards metrics (the ones principally used for service-level performance) or Supplementary metrics (which services can use, service by service, to help inform their scorecards where services do not have Corporate Plan metrics or Service Standards metrics)

Indicators selected from these sets should be divided in the Service Plan in the following way:

### **Contextual indicators**

Contextual indicators describe the background against which the service is delivered.

*List those indicators that provide the baseline situation, and are those which the service is intended to assist – i.e. number of unemployed, homeless, houses required, council tax raised etc*

### **Output indicators**

Output indicators assess the performance of the service.

*List those indicators that provide information on what the service has delivered and how well it has performed – i.e. number of people housed, application processing stats, income secured etc*

Services should seek to replicate the corporate scorecards and reporting methodology as they capture their respective key performance indicators.

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SERVICE AREA	SERVICE STANDARD	CORPORATE PLAN THEME	CORPORATE PLAN PROMISE	FREQUEN CY (Monthly, Quarterly etc)	TARGET	APR	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
<b>Building Control</b>	Sites will be visited on the same day of the inspection request if the request is made prior to 10am, or within 24 hours if the call is made after 10am.	A Well-run Council	10	Monthly	90%	100	100	100	100	100	100	100	100	100	100	100	100
<b>Building Control</b>	Applications will be acknowledged within 48 hours.	A Well-run Council	10	Monthly	90%	41	49	93	93	44	86	68	90	93	81	89	72
<b>Building Control</b>	Plans will be checked and a decision made within 8 weeks of receipt of the full plans.	A Well-run Council	10	Monthly	90%	100	100	100	100	80	100	100	100	100	100	100	100
<b>Building Control</b>	We will attend to a report of a dangerous structure posing an imminent hazard within 2 hours of notification.	A Well-run Council	10	Monthly	100%	100	100	N/A	100	N/A	N/A	N/A	100	N/A	100	100	100
<b>Building Control</b>	A completion certificate will be issued within 1 week of a completion inspection.	A Well-run Council	10	Monthly	100%	100	100	100	100	100	100	100	100	100	100	100	100
<b>Building Control</b>	All telephone and email messages will be responded to within 24 hours.	A Well-run Council	10	Monthly	100%	94	94	99	94	93	97	97	99	99	97	97	99

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<b>Development Control</b>	We will determine 60% of major applications within 13 weeks of (valid) receipt.	A Well-run Council	10	Quarterly	60%			67			80			60			33.33
<b>Development Control</b>	We will determine 65% of minor applications within 8 weeks of (valid) receipt.	A Well-run Council	10	Quarterly	65%			68			67			54			65
<b>Development Control</b>	We will determine 80% of other applications within 8 weeks of (valid) receipt.	A Well-run Council	10	Quarterly	80%			86			91			82.19			78
<b>Development Control</b>	On major pre-application applications we will respond to you or arrange an appointment with you in 10 days of your request and subsequently respond within 28 days.	A Well-run Council	10	Monthly	80%	100	NA	NA	100	100	100	NA	100	NA	NA	0	100
<b>Development Control</b>	On all other general pre-application advice we will respond to you or arrange an appointment with you in 10 days of your request and subsequently respond within 28 days.	A Well-run Council	10	Monthly	80%	50	50	92	87.5	100	86	67	62.5	55	89	14	83
<b>Development Control</b>	We will deal with dead and dying tree enquiries within 5 days	A Well-run Council	10	Monthly	100%	100	100	100	86	100	100	89	86	100	100	80	50

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<b>Environmental Health</b>	A premise with a poor hygiene risk rating (0,1,2) will receive an intervention from EH three times per year	A Well-run Council	10	Quarterly	100%			100			95			100			98
<b>Environmental Health</b>	We will visit your premises within 28 days of receiving the registration	A Well-run Council	10	Monthly	100%	100	100	98	98	97	97	98	99	100	100	100	100
<b>Environmental Health</b>	We will initiate food complaints within 2 hours of a member of the food team receiving them.	A Well-run Council	10	Monthly	100%	100	100	100	100	100	100	100	100	N/A	100	100	N/A
<b>Environmental Health</b>	A found stray dog should be collected by our contractor within 2 hours of it being reported to them.	A Well-run Council	10	Quarterly	100%			98			98			98			98
<b>Environmental Health</b>	We will respond to your complaint to agree how to address the problem within 3 days of receipt.	A Well-run Council	10	Monthly	100%	99	100	99	98	98	95	100	100	95	98	98	100
<b>Environmental Health</b>	We will process applications for improvement grants within 4 weeks of receipt of the complete application.	Places	9	Quarterly	100%			100			100			100			100
<b>Enforcement</b>	We will acknowledge receipt of your report within 3 days of its receipt.	A Well-run Council	10	Monthly	90%	94	87	100	93	92	94	100	94	100	94	87	100
<b>Enforcement</b>	We will explain the results of our investigation and our intended course of action within 8 weeks of your complaint. If this is not possible, we will explain why and estimate when we will	A Well-run Council	10	Quarterly	70%			84			74			81			90

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	be able to let you know																
<b>Waste management &amp; recycling</b>	We will empty missed bins within 24 working hours of them being reported to us.	Places	8	Quarterly	100%			90			100			100			100
<b>Waste management &amp; recycling</b>	We will supply a replacement bin/box(es) within 10 working days of receiving your request.	Places	8	Quarterly	100%			81			91			100			97
<b>Waste management &amp; recycling</b>	We will give at least 1 month's notice of changes to collections dates (e.g. bank holidays)	Places	8	Annually	100%												100
<b>Waste management &amp; recycling</b>	We will respond to complaints about unacceptable refuse collections within 10 days	A Well-run Council	10	Monthly	90%	100	100	100	100	100	100	100	100	100	100	100	100
<b>Licensing</b>	Licensing Act 2003 - Unopposed applications - We will issue the licence within 2 working days of the expiry period for representations.	A Well-run Council	10	Quarterly	100%			100			100			100			100
<b>Licensing</b>	Licensing Act 2003 - Opposed applications - We will set up a Hearing into the application within 28 days of receipt and hold it within a further 20 working days. We will issue the determination of the application within 2 working days of the decision.	People	4	Quarterly	100%			100			100			100			100

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<b>Licensing</b>	HC and PH/other licensing - We will issue your licence within 5 working days of receiving all the necessary information (application and satisfactory returns from CRB and DVLA checks, inspections, etc).	A Well-run Council	10	Quarterly	100%			100			100			100			100