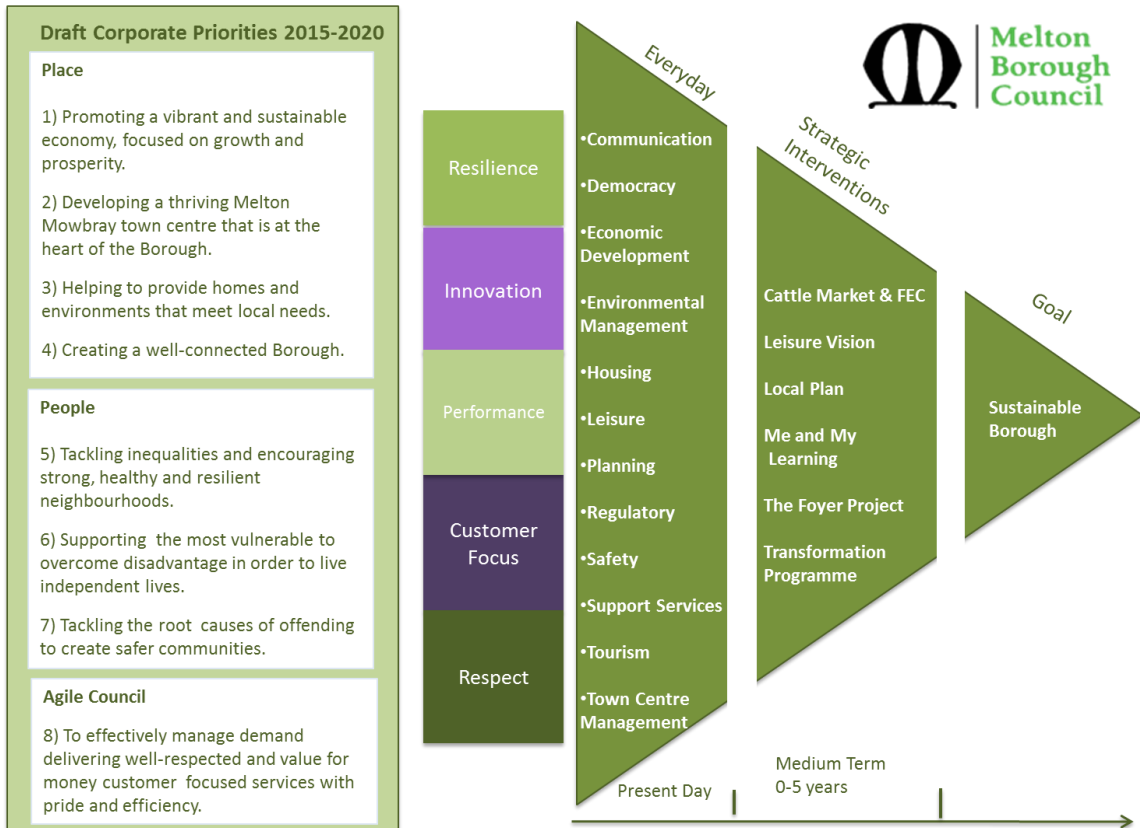


# Regulatory Services' Service Plan 2015/16

## Council Service Delivery Ethos



<b><u>"Making Good, Better"</u></b>	<b><u>"Expanding the Comfort Zone"</u></b>	<b><u>"Two Steps Beyond" (It's not madness)</u></b>
<ul style="list-style-type: none"> <li>• Sweep and Polish the dusty corners. They hold us back.</li> <li>• Get rid of the Ball and Chain. Challenge poor practice/poor performance.</li> <li>• Right First Time.</li> <li>• Make better use of technology to improve.</li> <li>• Giving an opportunity to create capacity.</li> <li>• Emphasis on Teamwork Working Together.</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on Productivity.</li> <li>• Harness new skills and Learn.</li> <li>• Create Confidence.</li> <li>• Encourage Empowerment.</li> <li>• Do things differently.</li> <li>• Tackling failure demand.</li> <li>• Resilience ready to cope.</li> <li>• Flexibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Innovation.</li> <li>• Trying new ideas.</li> <li>• Permission to fail/learn.</li> <li>• Promoting Independence.</li> <li>• Reducing demand.</li> </ul>
Doing the right thing works.	Improving productivity.	CAN DO CULTURE

SECTION

1

## Description of Service

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The Council does not operate stand alone services and the 4 Heads of Services cover a wider area of responsibility, although underpinned by their own specialisms. In this section the Head of Service briefly summaries the various sections within their own Service

### APPLICATIONS AND ADVICE

- **Development Control:** is concerned with the delivery of sustainable development and securing the benefits of growth through the planning application process. This is achieved through the powers available under the planning acts and includes securing benefits through negotiation and s106 agreements and occasionally enforcement. It also provides advice and guidance for businesses and residents regarding the law and procedures and how to develop proposals into their optimum form.
- **Building Control:** ensures that buildings and other works are constructed in a healthy and safe manner and are efficient in their use of energy. This involves checking plans for compliance with the Building Regulations, inspection of works on site, advice and assistance to developers. The service also responds to Dangerous Structures and administers street naming and numbering. Energy Assessments for new and existing dwellings.
- **Conservation:** is concerned with protecting the significance and understanding of our heritage assets. This is achieved through input into the Local Plan and Planning application process and the provision of specialist advice regarding works to historic buildings,

Licensing ensures that the 'licensing objectives' are met and produce a taxi trade to a high standards of which the Borough can be proud. The Licensing objectives are:

- Protection of children from harm
- Public safety
- Prevention of Public nuisance
- Reduction of crime and disorder

This is delivered through the application of powers within the relevant Licensing and general acts.

- **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** is concerned with ensuring a healthy and safe environment and the abatement of pollution. It does so by routinely working with commercial premises for food and health & safety to provide advice and support as to how to ensure safety and good practice. It also investigates nuisance and other pollution matters and is responsible for the dog warden and animal licensing services, rented housing complaints and provision of disabled facilities grants to the private sector.
- **Waste Management** ensures that provision is made for high levels of recycling and the collection of household waste, including the collection of green waste for composting.

It is also responsible for the cleansing of streets management of abandoned vehicles, fly-tipped waste and graffiti.

**PLANNING POLICY**

Responsible for the delivery of the growth and development that the Borough needs through the production of the Melton Local Plan and other Planning Policy. Setting a longer term strategy for the development of the Borough and the key decision making framework for the delivery of growth, protection of the historic and natural environment and the securing of infrastructure.

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 Agile council</i>	<i>Link to the values</i>	<i>Specific outcomes delivered – indicators, physical projects, financial investment/saving etc</i>
<i>Successful application for funding to develop LDO/FEZ in food and farming sector</i>	<i>Place : promoting a vibrant and sustainable economy focussed on growth and prosperity</i>	<i>Innovation, Performance</i>	<i>Platform to develop LDO/FEZ in 2015/16 which will provide boost to this sector of the economy</i>
<i>Installation and use of new technology to improve better customer on line experience</i>	<i>Agile Council</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>A much improved and more efficient on line offer to the customer; facilitating channel shift and securing efficiencies. Introduction of an electronic document management system, 1APP and web forms. Development of new invoicing system.</i>
<i>Review and update of web site content</i>	<i>Agile Council</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>A much improved and more efficient on line offer to the customer; facilitating channel shift and securing efficiencies</i>
<i>Working with developers to secure the growth the Borough needs</i>	<i>2, 3, 4, 5</i>	<i>All</i>	<i>Using planning powers to secure the right development in the right locations with the</i>

<b>Service Area/ Project</b>	<b>Corporate plan area</b>	<b>Values</b>	<b>Outcomes</b>
			appropriate provision of infrastructure; working towards sustainable communities
<i>Ensuring that processes and procedures are correctly followed</i>	8	<i>Performance</i>	<i>Ensuring Statutory compliance and inclusion in decision making. Successfully defending ombudsman complaints and quashing of a Judicial Review challenge</i>
<i>Liaising with businesses and developers in providing training opportunities</i>	1, 2, 5	<i>Performance Innovation</i>	<i>Assisting employment development and economic development</i>
<i>Maintain performance levels</i>	8	<i>Performance Customer Focus</i>	<i>Performance levels good despite increase in levels of activity</i>
<i>Communicating the benefits of development in the Borough and the risk of not meeting development needs for the economy and society</i>	All	All	<i>Positive planning decisions and commitment to a vision for the Borough and to plan to deliver 245 new homes a years between 2011 and 2036.</i>
<i>Supporting communities commencing and developing Neighbourhood Plans</i>	1, 3, 4, 5	<i>Innovation Performance Customer Focus Resilience</i>	<i>6 areas designated as Neighbourhood Plan Areas 1 plan has progressed to Pre Submission Consultation with a clear development strategy</i>
<i>Preparing and engaging on the main issues and options facing the development of Borough and the Melton Local Plan</i>	All	All	<i>Many of the Borough residents and stakeholders are engaged. Strong progress is being made on the Local Plan which is being shaped; understood and owned by communities.</i>
<i>Assisting Elderly and Vulnerable Households to remain in their home</i>	3, 6	<i>Customer Focus</i>	<i>Member of Leicestershire Lightbulb Project which aims provide practical primary housing based prevention support to improve services for vulnerable people and reduce emergency admissions and</i>

Service Area/ Project	Corporate plan area	Values	Outcomes
			<i>delayed hospital discharge.</i>
<i>Joint working with other services and other authorities</i>	1, 2, 3, 8	<i>Resilience Performance Customer Focus</i>	<i>Joined up approach within service area, development of a Landscape and Character Assessment with Rushcliffe Borough Council.</i>
<i>Successful implementation of PSiCA in Year 7</i>	2	<i>Performance Customer Focus</i>	<i>Improvements in the Conservation Area and Town Centre</i>
<i>Delivery of affordable housing</i>	3,5, 6	<i>Performance</i>	<i>Successfully securing affordable housing through negotiations and the use of S106</i>
<i>Working with developers to secure high quality developments</i>	3, 8	<i>Innovation Performance</i>	<i>Three development schemes have been nominated for Local Authority Building Control (LABC) Awards</i>
<i>Supporting Businesses</i>	1,2	<i>Customer Focus</i>	<i>Recent independent business perception survey – 87% of respondents in Melton stated they had a good relationship with Regulatory Officers and 100% stated Officers always explain the reason for their visit (both are highest % in Leicestershire).</i>
<i>Review taxi enforcement policy</i>	1,2,3 & 6	<i>Customer Focus</i>	<i>Production of new penalty points scheme to ensure more equitable and transparent enforcement</i>

## SECTION

## 3

## The Next Steps

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During 2015/16 the following short-term actions are to be completed:

**Please note these are key Next steps, many of the actions and activities of services will be required to deliver the service which are considered 'Business as Usual' and are not included below.**

## Regulatory Services' Service Plan 2015/16

<b>Action</b>	<b>Links to corporate plan. (People, Places and/or Agile council)</b>	<b>Values</b>	<b>Outcome</b>
Name of project, initiative, service area	<i>Named priorities under People, Places and/or Agile council</i>	<i>Link to the values</i>	<i>Specific outcomes targeted – physical projects, financial investment/saving etc</i>
LDO/FEZ project	<i>Place : promoting a vibrant and sustainable economy focussed on growth and prosperity</i>	<i>Innovation, Performance</i>	<i>Delivery of Food and Farming LDO and FEZ status to provide economic stimulus in this sector; measurable outcomes in terms of business expansion and growth, new jobs, upskilling and training.</i>
Consultation and engagement on the Preferred Options Draft Local Plan	<i>All</i>	<i>All</i>	<i>Ensuring the Draft plan is able to deliver the objectives of the Melton Local Plan and is supported by as many people engaged in the process as possible</i>
Delivery of the Local Plan to submission stage	<i>2,3,4,5</i>	<i>All</i>	<i>A new Local Plan providing the growth the Borough requires in the correct locations with provision of infrastructure</i>
Working with developers to secure appropriate growth and infrastructure	<i>Place : promoting a vibrant and sustainable economy focussed on growth and prosperity</i>  <i>Helping to provide homes and environments that meet local needs</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>Alongside the Local plan working with developers to deliver early stages of growth and infrastructure</i>
Transformation: building on new technology to improve customer offer, facilitate channel shift, secure efficiencies and improve staff moral and customer satisfaction	<i>Agile Council</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>Improved digital services processing of data to secure efficiencies</i>
ME2E: a strong internal focus on ME2E at a team and individual level to secure behavioural change and drive up standards of customer focus and innovation. Increased customer awareness using feedback and insight data.	<i>Agile Council</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>A wider contribution to the development of the service's development and more responsive model of service delivery. Evidence that customer feedback is used to shape service development.</i>
ME2E: an 'editorial team' gathering key progress and achievements in order to promote the service area	<i>Agile Council</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>A quarterly bulletin explaining our role and achievements distributed across several media and contact lists</i>
ME2E: re-focussing of regulatory functions towards 'business advice' and promoting business awareness	<i>Place : promoting a vibrant and sustainable economy focussed on growth and prosperity</i>	<i>Innovation Performance Customer Focus Resilience</i>	<i>A safer environment in the workplace, town centre and taxis: securing compliance with regulations by means of advice and support rather than enforcement.</i>

Action	Links to corporate plan. (People, Places and/or Agile council)	Values	Outcome
CSE (Child Sexual Exploitation): Ensuring the profile of this key issue is understood and measures adopted to provide safeguards, e.g. training for practitioners in relevant regulatory functions (Licensing); awareness raising amongst key contacts (taxi trade; licenced premises, hotels)	<i>Place: promoting a vibrant and sustainable economy focussed on growth and prosperity. Providing a healthy Melton Mowbray Town centre that is at the heart of the Borough.</i>	<i>All</i>	<i>Improved awareness of the behaviours displayed by perpetrators of CSE and readiness of key sectors to report and seek assistance.</i>
The new approach to licensing and enforcement is embedded	<i>Providing a healthy Melton Mowbray Town centre that is at the heart of the Borough.</i>  <i>Agile Council</i>	<i>Performance Customer Focus Resilience Respect</i>	<i>Improved standards of taxi and premises licencees and licensed activity. Improved responsiveness and effectiveness to enforcement issues.</i>
Transformation: adoption of EDM for Environmental Health, Licensing and Building Control	<i>Agile Council</i>	<i>Performance Customer Focus Resilience</i>	<i>Improved internal efficiencies</i>
Transformation: investigate potential for live chat and animated assistance for key transactions	<i>Agile Council</i>	<i>Performance Customer Focus Resilience</i>	<i>Improved customer experience; efficiencies derived from 'right first time' submissions. Manage failure demand</i>
Transformation: further progress on digital transactions especially in high volume areas (e.g.) a digital enabled planning 'weekly list', Building Control and facility to submit Licence applications on line.	<i>Agile Council</i>	<i>Performance Customer Focus Resilience</i>	<i>Improved customer experience; efficiencies derived from 'right first time' submissions. Manage failure demand</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".

## Regulatory Services' Service Plan 2015/16

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 2015/2016.

Name of Service/Team	Equality Impact Assessment	Improvement Action	Completion by quarter	Responsible officer
Applications and Advice	'Speaking at committee'	Review	3	JW/KM

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 2015/2016.

<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

### **DIGITAL TAKE UP**

Steps will be taken in relation to service tasks and actions to promote digital take up of services, both as dealt with under the Transformation Programme or ME2E improvements. This will feed into the outcome based approach to promote a continued commitment to digital take up, channel shift and efficiency in delivery.

### **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 2015/16 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>

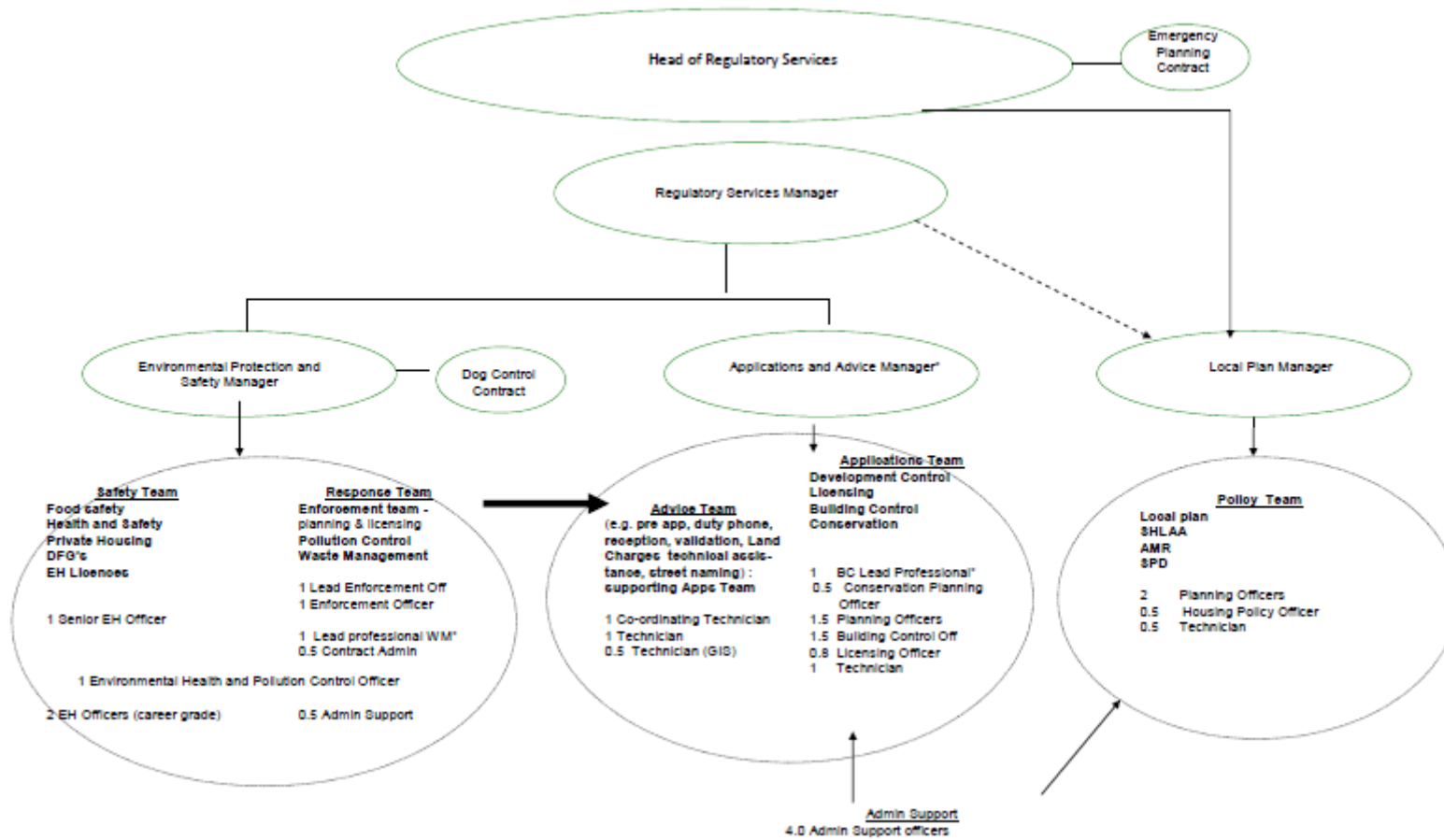
Though safeguarding issues are not so directly encountered in Regulatory Service as perhaps some others, it remains important to the context of our work and there are some areas of high risk. Particularly our work with the Taxi and Licenced Premises is a known area off risk and specific training is intended (please see 'next steps' above).



# Resource Utilisation

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

<Q:\11 Finance\Financial Provisions Management\Financial Publications\2015 -16>



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.

## Regulatory Services' Service Plan 2015/16

Risk No.	Description	Risk Rating (June 2015)	Target Risk rating	Comment/Mitigation
1	Growth and fluctuations in 'core businesses' prevent key staff from dedicating resource to improvement initiatives	C2	D1	Experience shows some evidence of staff having limited ability to participate in improvement initiatives.
3	Loss of key staff resource	B2	D2	Economic conditions suggest turnover of staff is accelerating. Increase in income used to secure additional resources in times of increased demand. Respond swiftly to filling vacancies
9	Workload fluctuations not accommodated by resource levels	B2	D2	Monitoring of workload trends has identified large fluctuations, Increase in income to used secure additional resources in times of increased demand, e.g. planning staff 2014/15
18	Admin support: ability of Admin support team to maintain processing capacity and vulnerability of team to absence and fluctuations in workload.	B2	D2	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 (as at present – Sept 2014 to April 2015)
19	Waste costs and income	B3	B2	Increased: commodity values are depressed and show little sign of recovery. They are already below the level of budget estimates and do not meet haulage/gate fees costs. Expectation that the WDA will remove further credits in due course.
26	Risk 26: Effective business contingency planning which meets regulatory requirements.	E2	E2	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.	D3	E2	Additional training in Autumn 2014 and experience seem to be having a beneficial effect on the propensity of costs. New Committee membership to receive compulsory training.
20	Duty to cooperate /MAG – implications : ability to respond to unforeseen challenges (e.g. variation to planning assumptions); disruption/extension of timetable	C1	E1	Increased: Concerns regarding SHLAA capacity of Leicester CC. Careful monitoring and engagement in agenda to be 'sighted' early and maximise ability to respond. Appointment of Strategic Planning Manager
21	Reference Groups – engagement and effectiveness; resource implications ; disproportionate and unrepresentative influence	C2	D2	Reduced; Management of activity and review of Membership and activity
22	Delay or inability to deliver Local Plan: continued pressure for unplanned development with limited opportunities for infrastructure contributions	C3	D3	Reduced – concerns that the 'direction of travel' is not universally shared and there maybe pressure to revisit some work already carried out following the election appear not to be realised so far. Engagement with proposers of major sites moving forward. Highways and other infrastructure evidence developing the position.
23	Delay or inability to make efficiency savings and improved customer service from 'Digital first – Planning'	D2	D1	Funding is in place for most of the project objectives and strong project management is driving the ambition. Initial stages delivered in Sept 2014 and developed through 2015 to date. Concerns relate to the costs and technical capability associated with the ambition to use new technology for wider automation which would require an adaption of the technology. Also, whether intended savings can be realised within the broader context of workload volatility.
24	Securing of a new waste contract with significant efficiency savings	D3	F3	Procurement timetable is underway and a variety of options are being considered in order to seek best Approach for future contract, including joint commissioning.

L I K E L I H O O D	A	Very High				
	B	High		3,9,18	19	
	C	Significant	20	1,21	22	
	D	Low		23	24,46	
	E	Very Low		26		
	F	Almost Impossible				
			Negligible 1	Marginal 2	Critical 3	Catastrophic 4

**IMPACT**

SECTION

6

**Performance Management**

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The service has included a number of outcome and output based indicators that will inform how well the Council is performing in the context of the Corporate Priorities. 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 whereby the outcomes and outputs are linked to the priorities chosen, driving the activities that take place and demonstrating where staff and managers focus their effort.

There are 3 levels of indicators that form part of the Council's Performance Reporting Framework

- Corporate Level Metrics: the New Corporate Plan has developed both quantitative and qualitative Corporate Level metrics (the most strategic level);
- Service Standard Metrics: to support our Corporate level headline measures a number of service level outcome and output indicators will monitor and track progress across priorities (the ones principally used for service-level performance); and/or
- Supplementary Metrics (which services can use that are linked to more every day or business as usual service activity, these are in addition to service level metrics and help teams inform their scorecards, particularly where services do not have Corporate Plan metrics or Service Standards metrics).

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

**Outcome or output based indicators**

## Regulatory Services' Service Plan 2015/16

These measures will track progress over time and capture the real difference we will achieve by delivering upon these outcomes. Each outcome indicator will have an established baseline or contextual benchmark, as well as a defined short term, medium term or long term focus. (Please see insert overleaf).

**[Outputs** are direct products, activities, processes or services. Outputs are usually counted numerically, i.e. the number of sessions delivered, hours of participation, or accreditations achieved. **Outcomes** are the changes resulting from, or the difference made, by a service or intervention. These may be short, medium or long term.

*List those indicators that provide information on what outcomes the service will deliver and how well it needs to perform to achieve the desired outcome – i.e. number of people housed, application processing stats, income secured etc.*

*Services should seek to link their service level indicators to the 'Next Steps' section of the service plan where it makes sense to do so, and to replicate the corporate scorecards and reporting methodology as they capture their respective key performance indicators for their service.*

# Regulatory Services' Service Plan 2015/16

EXAMPLE: Performance Planning Template for Services																
Service:																
Lead Officer:																
STAGE 1			STAGE 2				STAGE 3									
INTERVENTION OR ACTIVITY	CORPORATE PRIORITY & THEME (People, Place, Agile Council)	STAKEHOLDERS	The Story of Change (INTENTIONAL AND UNINTENTIONAL)	INPUTS		OUTPUTS	OUTCOMES	IDENTIFYING THE INDICATORS								
				Description	Value £			Indicator(s)	Type of Indicator	Frequency	Duration	Target	Financial Proxy	Value £	Source of Proxy	
Description	Description	Who will this have an effect on/who do we have an effect on? Who has an effect on us?	What do you think will change for them?	What is needed in terms of investment - resources etc?	Not to be completed at this stage	Summary of activities (preferably in number form)	How would you describe the change?	How would you measure it? Is there an ability to establish the indicator against a regional/ national benchmark?	Where will you get the information from? Is it reliant on partnership data?	Will this be reported monthly, quarterly or annually?	How long do you think the indicator will be relevant, i.e. is it linked to a short term intervention?	2015/16	What financial proxy would you use to value the change?	What is the value of the change?	Where did you get the information from?	
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																

Not to be completed at this stage

Regulatory Services' Service Plan 2015/16

SERVICE AREA	SERVICE STANDARD NUMBER	SERVICE STANDARDS	CORPORATE PLAN THEME	CORPORATE PLAN PRIORITY	FREQUENCY (Monthly, Quarterly etc.)	TARGET	TOLERANCE	ACTION LEVEL
Building Control	1	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.	Agile Council	8	Monthly	90%	5%	If red for 4 months consecutively - action to be taken in 4th month
Building Control	2	Applications will be acknowledged within 72 hours.	Agile Council	8	Monthly	90%	5%	If red for 4 months consecutively - action to be taken in 4th month
Building Control	3	Plans will be checked and a decision made within 8 weeks of receipt of the full plans.	Agile Council	8	Monthly	90%	5%	If red for 4 months consecutively - action to be taken in 4th month
Building Control	4	We will attend to a report of a dangerous structure posing an imminent hazard within 2 hours of notification.	Agile Council	8	Monthly	100%	5%	If red for 4 months consecutively - action to be taken in 4th month
Building Control	5	A completion certificate will be issued within 1 week of a completion inspection.	Agile Council	8	Monthly	100%	5%	If red for 4 months consecutively - action to be taken in 4th month
Building Control	6	All telephone and email messages will be responded to within 24 hours.	Agile Council	8	Monthly	100%	5%	If red for 4 months consecutively - action to be taken in 4th month

Regulatory Services' Service Plan 2015/16

<b>Development Control</b>	<b>1</b>	We will determine 60% of major applications within 13 weeks of (valid) receipt.	Agile Council	8	Quarterly	60%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>
<b>Development Control</b>	<b>2</b>	We will determine 65% of minor applications within 8 weeks of (valid) receipt.	Agile Council	8	Quarterly	65%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>
<b>Development Control</b>	<b>3</b>	We will determine 80% of other applications within 8 weeks of (valid) receipt.	Agile Council	8	Quarterly	80%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>
<b>Development Control</b>	<b>4</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.	Agile Council	8	Monthly	80%	5%	<b>If red for 4 months consecutively - action to be taken in 4th month</b>
<b>Development Control</b>	<b>5</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.	Agile Council	8	Monthly	80%	5%	<b>If red for 4 months consecutively - action to be taken in 4th month</b>
<b>Development Control</b>	<b>6</b>	We will deal with dead and dying tree enquiries within 5 days	Agile Council	8	Monthly	100%	5%	<b>If red for 4 months consecutively - action to be taken in 4th month</b>



Regulatory Services' Service Plan 2015/16

<b>Environmental Health</b>	<b>1</b>	A food premises with a poor confidence in management score (20+, leading to a food rating score 0 or 1) will be visited at least twice each year.	Agile Council	8	Quarterly	100%	5%	<b>Action taken after 2 quarters at red</b>
<b>Environmental Health</b>	<b>2</b>	We will visit your premises within 28 days of becoming operational	Agile Council	8	Monthly	100%	5%	<b>Action taken after 2 months at red</b>
<b>Environmental Health</b>	<b>3</b>	We will deal with 99% of food complaints within 28days.	Agile Council	8	Monthly	100%	5%	<b>Action taken after 2 months at red</b>
<b>Environmental Health</b>	<b>4</b>	A found stray dog should be collected by our contractor within 2 hours of it being reported to them.	Agile Council	8	Quarterly	100%	5%	<b>Action taken after 2 months at red</b>
<b>Environmental Health</b>	<b>5</b>	We will respond to your complaint within 3 days of receipt.	Agile Council	8	Monthly	100%	5%	<b>If red for 4 months consecutively - action to be taken in 4th month</b>
<b>Environmental Health</b>	<b>6</b>	We will process applications for improvement grants within 4 weeks of receipt of the complete application.	Place	3	Quarterly	100%	5%	<b>If red for 1 quarter consecutively - action to be taken in next quarter</b>
<b>Enforcement</b>	<b>1</b>	We will acknowledge receipt of your report within 3 days of its receipt.	Agile Council	8	Monthly	90%	5%	<b>Review red 4 months, however In 2012 review if this is a gold plated standard.</b>
<b>Enforcement</b>	<b>2</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 be able to let you know	Agile Council	8	Quarterly	70%	5%	<b>If red for 2 quarters consecutively - action to be taken in 7th month</b>

Regulatory Services' Service Plan 2015/16

<b>Enforcement</b>	<b>3</b>	We will carry out an initial site visit within 10 working days of the receipt of the enquiry	Agile Council	8	Monthly	90%	5%	<b>If red for 4 months consecutively - action to be taken in 4th month</b>
<b>Waste management &amp; recycling</b>	<b>1</b>	We will empty missed bins within 24 working hours of them being reported to us.	Place	3	Quarterly	100%	5%	<b>If red for 2 quarters consecutively - action to be taken in 7th month</b>
<b>Waste management &amp; recycling</b>	<b>2</b>	We will supply a replacement bin/box(es) within 10 working days of receiving your request.	Place	3	Quarterly	100%	15%	<b>If red for 2 quarters consecutively - action to be taken in 7th month</b>
<b>Waste management &amp; recycling</b>	<b>3</b>	We will give at least 1 month's notice of changes to collections dates (e.g. bank holidays)	Place	3	Annually	100%	0%	<b>We would seek to rectify in the next financial year</b>
<b>Waste management &amp; recycling</b>	<b>4</b>	We will respond to complaints about unacceptable refuse collections within 10 days	Agile Council	8	Monthly	90%	5%	<b>If red for 2 quarters consecutively - action to be taken in 7th month</b>
<b>Licensing</b>	<b>1</b>	Licensing Act 2003 - Unopposed applications - We will issue the licence within 2 working days of the expiry period for representations.	Agile Council	8	Quarterly	100%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>

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<b>Licensing</b>	<b>2</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	5	Quarterly	100%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>
<b>Licensing</b>	<b>3</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.).	Agile Council	8	Quarterly	100%	5%	<b>If red for 2 consecutive quarters - action to be taken in 2nd quarter</b>