

**BEST VALUE REVIEW OF
PROTECTIVE SERVICES AND LICENSING**

1. PURPOSE

- 1.1** The Best Value Review of Protective Services & Licensing was approved by the Council in February 2009. This report provides an update on the work of this review.

2. RECOMMENDATIONS

- 2.1** That the Committee note the delivery of the Best Value Review has now actively commenced and that further progress reports will be provided to Committee as required.

3. BACKGROUND

- 3.1** As part of the Council's Strategic Best Value Review, Brodies were commissioned to undertake a Best Value Review of Protective Services and Licensing. This Review reported in 2008, and was approved by the Council's Executive on 19th February 2009.
- 3.2** The Review sought to integrate the Council's licensing function (Civic Government and Liquor) within Protective Services, which embraces Animal Health, Environmental Health and Trading Standards. In addition, this also develops the concept of an integrated approach to enforcement which is a key national driver emanating from the Treasury Offices Hampton Review and the newly established Local Better Regulation Unit which operates in England and Wales.
- 3.3** The major change to Protective Services is to move from a discipline related service headed by an Operations Manager-Environmental Health (who also manages animal health) and the Operations Manager-Trading Standards. The new arrangements will create an Operations Manager for Protective Services and a Policy and Strategy Manager. The remits of these roles are as follows:-

Operations/ Regulations - the purpose and remit of this unit is to deliver and manage the core functions relating to the assessment of compliance and regulation focussing on national, corporate and service priorities and statutory responsibilities.

Policy and Strategy - The purpose and remit of this unit ,on a Council

wide perspective will be to review and implement policies having regard to national and Council policies, development & maintenance of quality systems, business improvement and customer focus, the development of and delivery of interventions, promotion of the service and the coordination of Protective Services licensing.

4. PROGRESS REPORT

4.1 Progress is now being made with the objective of delivering the Best Value Review. The measures taken to date have been :-

- (i) The Chief Protective Services Officer left the Service on 31 March 2009 and that post is no longer on the establishment.
- (ii) The post of Licensing & Support Services Officer has also been removed from the establishment, as recommended in the Brodies report.
- (iii) To support the change management process and to assist in the delivery of the Review, Patricia Thynne has been appointed as a Consultant. Patricia has experience of implementing reviews in other Local Authorities and is a Consultant from SOLACE (Society of Local Authority Chief Executives) Enterprises.
- (iv) The Project Team has been established, comprising the Head of Legal and Protective Services, Operations Manager (Environmental Health), Operations Manager (Trading Standards), and supported by Corporate Finance, Corporate Services Business & Personnel Manager, Patricia Thynne, UNISON and staff representatives.
- (v) Integral to the delivery and implementation of the best value review recommendations has been the engagement of staff in the process. This was started through a meeting with all staff held on 24 July 2009 and developed through staff representation on the Project Team and by establishing focussed sub-groups where staff at all levels throughout the service were able to identify issues which required consideration. These have been encompassed within the best value review implementation plan and will continue through the services improvement plan.
- (vi) The final version of the Project Implementation Document (PID) is due to be considered at the Project Team meeting on the 7th December 2009. At that meeting, a paper on the proposed structure for service delivery will also be considered
- (viii) With regard to timescale, there will be specific milestones in the plan which will include the implementation of the new structure by April 2010 and thereafter, there will be a process of supporting the new arrangements through staff development, systems and developing the integration culture.

5. CONCLUSIONS

5.1 The Best Value Review has been delayed and this has impacted on the ability of the Service to fully deliver its service plans and to recruit to vacant posts. This situation has now changed and there is active progress in delivering this Review.

6. IMPLICATIONS

6.1 Policy :	None
Financial :	Consideration is being given to the need to make a 15% saving to the budget by 2013.
Equal Opportunities :	None
Personnel :	None at this time, but this will be embraced within the Project.

Susan Mair
Head of Legal & Protective Services

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For further information contact:	Susan Mair, Alan Morrison or Kate Connelly	Tel: 01546 604130/4292/4116
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LIST OF BACKGROUND PAPERS :