

WELWYN HATFIELD BOROUGH COUNCIL
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 23 SEPTEMBER 2019
REPORT OF THE CORPORATE DIRECTOR (PUBLIC PROTECTION, PLANNING
AND GOVERNANCE)

SERVICE STANDARDS FOR REGULATORY WORK

1 Executive Summary

- 1.1 This report informs members of the feedback received following a consultation that took place in respect of the proposed standards for regulatory work carried out by various council teams.
- 1.2 These standards were originally adopted in 2014 and link with the council's corporate enforcement policy and the central government Regulators Code. In view of the production of the new corporate customer service strategy, it is now timely to produce a revised set of standards.
- 1.3 **Recommendation(s)**
- 2.1 For members to note the comments received from the recent consultation and for the standards to be agreed and passed onwards for adoption by Full Council.

2 Explanation

- 3.1 The council carries out a number of regulatory and enforcement roles as provided by statute and is obliged to have a set of service standards for its designated regulatory work, across a number of service areas. In 2014 a set of service standards were agreed and published on the council website so that we met the requirements in the Regulators Code.
- 3.2 The council is currently reviewing its customer service strategy and as such these regulatory service standards will feed into this review.

Implications

4.0 Legal Implication(s)

- 4.1 The council is obliged to have due regard to the "Regulators Code" from central government when developing policy around its designated regulatory functions. One of the requirements of the code is that the council produces a set of service standards for regulatory work and places them on the council website. It is good practice, from time to time, to check that these standards remain valid.

5.0 Financial Implication(s)

- 5.1 None directly arising from this report.

6 Risk Management Implications

- 6.1 The risks related to this proposal are:
- 6.2 Failure to produce and follow a set of regulatory service standards creates a risk to the council's reputation. The council is also open to challenge and adverse audit findings. It is good practice to from time to time, to check that these standards remain valid.
- 7. Security and Terrorism Implication(s)**
- 7.1 None directly arising from this report
- 8. Procurement Implication(s)**
- 8.1 None directly arising from this report
- 9.0 Climate Change Implication(s)**
- 9.1 None directly arising from this report.
- 10.0 Human Resources Implication(s)**
- 10.1 None directly arising from this report
- 11.0 Health and Wellbeing Implication(s)**
- 11.1 None directly arising from this report
- 12.0 Communication and Engagement Implication(s)**
- 12.1 A consultation has taken place with a range of relevant stakeholders. Once the final version has been agreed the new set of standards will be added to the Councils website.
- 13.0 Link to Corporate Priorities**
- 13.1 The subject of this report is linked to the Council's Corporate Priorities "our community", "our environment" and "our council", and is linked to a statutory requirement, the Legislative and Regulatory Reform Act 2006 as amended.
- 14.0 Equality and Diversity**
- 14.1 An EqIA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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Background papers to be listed

Appendix 1 - Comments received following the Consultation

Appendix 2 – The updated Regulatory Service Standards.