

Part I

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All Wards

WELWYN HATFIELD BOROUGH COUNCIL  
ENVIRONMENT OVERVIEW AND SCRUTINY COMMITTEE – 29 JANUARY 2019  
REPORT OF THE DIRECTOR (PUBLIC PROTECTION, PLANNING AND GOVERNANCE)

SERVICE STANDARDS FOR REGULATORY WORK

**1      Executive Summary**

- 1.1 This report asks members to agree to a consultation on potential updates to the council's adopted standards for regulatory work carried out by various council teams. These standards were originally adopted in 2014 and link with the council corporate enforcement policy and the central government Regulators Code. As the service standards apply to a number of services they were developed on a corporate basis through the Heads of Service Team. In view of the production of the new corporate customer service strategy, it is now timely to consult on the regulatory service standards to check they are still valid. Once the consultation is complete, any suggested changes will be brought back to committee for discussion.

**2      Recommendation(s)**

- 2.1 For members to agree the current regulatory service standards (at appendix A) are released for consultation (in accordance with appendix B) and that the results of the consultation be brought back to committee for discussion so that an updated set of regulatory service standards may be prepared.

**3      Explanation**

- 3.1 The council carries out a number of regulatory and enforcement roles as provided by statute.
- 3.2 The council is obliged to have a set of service standards for its designated regulatory work, across a number of service areas. In 2014 the Heads of Service team prepared the set of regulatory service standards in appendix A. These service standards were agreed, put in place and published on the council website by "spring 2014" in order to meet the requirements in the Regulators Code.
- 3.3 The council is currently reviewing its customer service strategy and it is necessary that these regulatory service standards will feed into this review, it is therefore timely to consult on these service standards to check they remain valid, current and up to date.
- 3.4 Members are therefore asked to agree that such consultation takes place.

**Implications**

**4      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      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      Climate Change Implication(s)**

- 9.1    None directly arising from this report

**10     Human Resources Implication(s)**

- 10.1   None directly arising from this report

**11     Health and Wellbeing Implication(s)**

- 11.1   None directly arising from this report

**12     Communication and Engagement Implication(s)**

- 12.1   The report proposes consultation with a range of relevant stakeholders, however the council has limited control as to whether stakeholders wish to engage with the council.

**13     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     Equality and Diversity**

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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Date

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Appendices to be listed

A: Current regulatory service standards (as shown on council website)

B: List of proposed consultees