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Function: AIR QUALITY

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Annual review and assessment of local air quality incorporating the provision of updating screening / detailed assessment reports to DEFRA.	<p>Ensure compliance with National air quality objectives;</p> <p>Improvement of air quality in declared air quality management areas (AQMA's)</p>	<p>National air quality objectives as specified within the National Air Quality Strategy which provides standards for nine major pollutants- Nox, SO₂, benzene, pb, 1,3-butadiene, carbon monoxide. These are regulated through the Air Quality (as amended) Regulations 2002 and 2007.</p> <p>WPEG (Worcestershire Partnership Environment theme group) local indicator: Reductions in concentrations of</p>	<p>Environment Act 1995 & associated regulations;</p> <p>National govt guidance, DEFRA: (Local Air Quality Management (LAQM), Policy Guide (09); LAQM Technical Guide(09);</p> <p>Local Transport Plan (LTP) 2 & 3</p>

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		nitrous oxide measured within designated Air Quality Management Areas (AQMA) in Worcestershire. <i>UK Sustainable Development Air Quality Indicator Report Part B:</i> monitors the number of days when air pollution is classified as 'moderate' or 'higher'.	WPEG state of the environment indicator; Herefordshire & Worcestershire Air Quality Strategy; <i>UK Sustainable Development Air Quality Indicator Report</i>
Air quality monitoring to include: Current monthly monitoring of Nitrogen oxides in relevant areas including air quality management areas (AQMA) using diffusion tubes	Ensure compliance with National air quality objectives as part of the annual review and assessment of air quality	National air Quality objectives	Undertaken in accordance with DEFRA guidance (LAQM, PG (09); LAQM TG(09);
Preparation of action plans including consultation	Ensure compliance with National air quality objectives; Improvement of air quality in declared air quality management areas (AQMA)	As above	Undertaken in accordance with DEFRA guidance (LAQM, PG (09); LAQM TG(09);
Air quality incidents	Investigation and assistance including monitoring provided to Environment Agency/ Health Protection Agency/ Silver control in the event of an air quality	National air quality objectives	Undertaken in accordance with DEFRA guidance

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	'Silver Technical Advice Cell' being called.		
Represent Council as expert witness in Pre-application meeting, planning enquiries etc.	Prevent or minimise pollution to environment and impact on public health	National air quality objectives	Herefordshire & Worcestershire Air Quality Planning protocol; Planning policy statement 1; Planning Policy Statement 23- <i>Planning and pollution control</i> ; West Midlands Regional Spatial Strategy- QE4 C; National Society for Clean Air Guidance;
Provision of up to date Air Quality Information publicly accessible through Web Site	Provide awareness and clear communication to residents and wider public/business/government.	Contents of website regularly reviewed and updated	

Additional requirements applicable to Worcester City Council -

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Air Quality Monitoring to include current continuous (1-hour) monitoring of NOX using contracted equipment	Ensure compliance with National air quality objectives as part of the annual review and assessment of air quality	National air Quality objectives	Undertaken in accordance with DEFRA guidance (LAQM, PG (09); LAQM TG(09);

Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance

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Air Quality Monitoring to include current continuous (1-hour) monitoring of Nitrogen oxides and (15-minute mean Sulphur dioxide) using contracted equipment	Ensure compliance with National air quality objectives as part of the annual review and assessment of air quality	National air Quality objectives	Undertaken in accordance with DEFRA guidance (LAQM, PG (09); LAQM TG(09);
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Function: Animal Health and Welfare

Participating partners

Worcestershire County Council
Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
To Promote Animal Health & Welfare across the jurisdictions of the Partner authorities within Regulatory Shared Services.	Animals, (pet and farm), enjoy the five basic freedoms enshrined in the Animal Welfare Act. 2006. Sec. 9. i.e. * Freedom from hunger & thirst * Freedom from discomfort. * Freedom from pain, injury or disease. * Freedom from fear and distress. * Freedom to express normal behaviour.	Response to all complaints and notifications within agreed service standards.	As defined within the Animal Welfare Act 2006 and supporting guidance and ancillary provisions or codes of practice.
To investigate all complaints and notifications, (including	As above. Also the successful resolution of all matters investigated resulting in the resolution of any animal welfare	As above.	As above.

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requests for assistance from the RSPCA, Police and others), of Animal Cruelty & welfare issues.	issues. Animals removed to a place of security and any offenders dealt with according to legislative provisions.		
Wildlife & Habitat Conservation	Protected flora and fauna habitats through liaison with Planning colleagues. Protected, enhanced and managed designated areas including Sites of Special Scientific interest (SSSI's).	As above. Also Planning performance measures re. processing of applications through Development Control.	Wildlife & Countryside Act. Local Area plans. District Local Plans.
Advise on the use of Council owned land to ensure any events embody good animal welfare practice.	The welfare of any animals brought onto Council controlled/owned land is assured and safeguarded.	Compliance with License/permit conditions.	Relevant license/permit conditions.
Improve animal welfare through inspection and licensing.	Premises licensed to an acceptable standard on time. Unsatisfactory conditions addressed, un-licensed activity identified and addressed. Compliance with the "5 Freedoms" Of S.9 of The Animal Welfare Act 2006. All persons and native fauna protected from risk of harm. Includes assessments of applications for "Pet Fairs."	Response to complaints concerning licensed premises within service standard response times. Licenses processed including payments within the license period under review. All appropriate persons and premises licensed.	Animal Welfare Act 2006. Pet Animals Act 1951. Animal Boarding Establishments Act 1963. Riding Establishments Act 1964 & 1970. Breeding and Sale of Dogs, (Welfare) Act 1999. Performing Animals (Regulation) Act 1925. Dangerous Wild Animals Act 1976 and subsequent amendments. Any associated follow on legislation, guidance & codes of practice.

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Advice to Public, Businesses and others, e.g visitors, and event organisers.	Animal Welfare Act provisions, scope and potential enforcement powers promoted, understood and being given due regard and attention.	As defined in agreed service standards.	Legislation and accompanying guidance notes and codes of practice.
“Taking Into Possession” – within the terms of Section 18 Animal Welfare Act 2006.	Any animals suffering and at risk within the 5 Freedoms definitions promptly removed from risk and taken to a “place of Safety.”	As defined in agreed service standards and within legal framework for actions to be taken.	Legislation and accompanying guidance notes and codes of practice.
Public awareness of good practice and promotion of the service generally.	Key partners including all forms of media & web promotion fully engaged with promotion of the services and awareness the issues of animal welfare and responsible animal care and pet ownership.	As defined in agreed service standards /management plans	None

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Zoo Licensing	Premises meet Licensing Conditions and License issued on time. Animal welfare issues addressed and safety of public and native fauna assured and protected. All appropriate persons and premises licensed.	Compliance with License conditions and standards.	Zoo Licensing Act 1981 and Secretary Of State’s guidance & circulars.

Additional requirements applicable to Wyre Forest District Council

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Zoo Licensing	Premises meet Licensing Conditions and License issued on time. Animal welfare issues addressed and safety of public and native fauna assured and protected. All appropriate persons and premises licensed.	Compliance with License conditions and standards.	Zoo Licensing Act 1981 and Secretary Of State's guidance & circulars.

Additional requirements applicable to Worcestershire County Council

NOTE: SEE SEPARATE SCOPE OF SERVICE FOR FARM ANIMAL WELFARE.

Function: Burial/cremation of persons deceased at public expense

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
<p>Provision of a Service for the burial/cremation of persons deceased at public expense where relatives/third parties are either unable or refuse to act or where no relatives exist. Including:</p> <p>Requests for Service/investigation;</p> <p>Alleviation of any public health/nuisance at property;</p> <p>Next of kin trace;</p> <p>Burial/Cremation arrangements;</p>	<p>Protect Public Health;</p> <p>Provide a safe environment;</p> <p>Safeguard the dignity of the deceased;</p>	<p>Agreed customer service standards met;</p> <p>Costs recovered from the Estate;</p>	<p>National legislation; Public Health (Control of Disease) Act 1984 s 46 -48</p> <p>Codes of Practice (HM Treasury BV Division);</p> <p>Worcestershire Excess deaths protocol;</p>

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Secure release of any Bank funds; Storage and sale of items of value to recover costs Probate; Debt recovery for default works; Registration with Land Charges;			
Response to excess deaths in respect of a major incident such as pandemic flu, etc.	Protect Public Health; Provide a safe environment; Safeguard the dignity of the deceased;	Arrangements contained within the Worcestershire excess deaths protocol relating to environmental health matters met;	Worcestershire excess deaths protocol;

Function: Contaminated Land

Participating partners

Worcestershire County Council
Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Inspections/surveillance	Land suitable for end use Protection of public health	Response targets to enquires as defined in strategies of participating partners. Any stated targets, (from strategies), determination of status of the land and proposals with regard to necessary remediation and end outcome of land "fit for end use."	Partner Contaminated Land Strategies, planning conditions, National legislation, circulars and guidance.
Monitoring of remediation work	Remediation method statement complied with.	Minimum 1 inspection during process	Partner Contaminated Land Strategies, planning conditions, National legislation, circulars and guidance.
Maintenance of Current Strategy & Priorities List.	Land suitable for end use and strategy updated as necessary to timetable. Legislative compliance & up to date documentation.	Strategy approved, reviewed and fit for purpose. Reviewed and updated regularly.	Partner Contaminated Land Strategies, planning conditions, National legislation, circulars and guidance.
Undertake timetabled	Tackle Contaminated Land	Reduction of hectareage considered	Partner Contaminated Land Strategies,

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work outlined in the Strategy.	Legacy and ensure suitable for use.	potentially contaminated.	planning conditions, National legislation, circulars and guidance.
Complaints/Requests for Service	Investigation to ensure that land suitable for end use	Determination of "Fit for Intended Use" Contaminated land England Regs. 2000. Env. Protection Act 1990. Part 2A	Determination of "Fit for Intended Use" Contaminated land England Regs. 2000. Env. Protection Act 1990. Part 2A
Planning referrals	Investigation to ensure that land suitable for end use. Provide comments, advisory notes and recommend appropriate conditions to be attached to approvals given.	Applicable response times as agreed in service protocols with Planning Services.	Applicable response times as agreed in service protocols with Planning Services
Pollution incidents	Investigation to ensure that land suitable for end use	Agreed service response times. Emergency arrangements agreed with Environment Agency & Police, Ambulance, Fire and Rescue services.	As agreed with partners.
Maintain Statutory Register	Provision of information	Always current and published on website	Environmental Protection Act 1990. Part 2A and associated Regulations, guidance and codes of practice.
Respond to Requisitions for Information, (RFI's), and Environmental Information requests.	Investigation to ensure land suitable for end use.	2 day initial response, Statutory 10 day resolution. (E.I.R). or 21 days (RFI's).	Environmental Protection Act 1990. Part 2A and associated Regulations, guidance and codes of practice.
Land Charges Con 29 Standard question 3.12 responses	Provision of accurate appropriate response via GIS System.	Response time performance indicators.	Contaminated Land Inspection Strategy & Land Charges procedure

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Land Charges Con29 Optional query responses	Provision of accurate information	Standard 2 day initial response target, 10 day completion target	Environmental Information Regulations, EPS & Land Charges procedure/policy
Consultation and inspection	Advice and report on condition of land for Property Services	Case specific deadline or detailed in Inspection Strategy	Contaminated Land Inspection Strategy.
Landfill Gas monitoring on Council owned landfill sites	Review of monthly gas results to assess appropriate action ~ potential human health and property risk	Review undertaken as part of risk assessment for the site of concern.	Landfill gas monitoring procedure.

Function: Consumer & Business Advice

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Provision of advice (knowledge and tools) to consumers in relation to dealing with breaches of consumer civil law	Consumer able to understand their rights and where possible satisfactorily resolve disputes	Target 82% of consumers receiving consumer advice satisfied/ very satisfied with service Agreed service standards	Worcestershire County Council Consumer advice policy. Worcestershire County Council Policy on Promotion and Accessibility
Maintain ongoing partnership with Consumer Direct, providing information and advice on complex civil matters. Information on what is/ is not a trading standards issue.	Consumer Direct first line advice supported to provide service to Worcestershire requirements as Referral Protocol. Supported to enable provision of accurate advice or appropriate referral of matter.	None	Worcestershire Consumer Direct Referral Protocol
Provide information and advice on complex civil matters to Trading Standards operational staff	Trading standards operational staff able to advise clients on civil enforcement action.	None	None
Interventions with businesses on behalf of consumers with civil law complaints	Facilitation provided between consumer and trader in order to gain a satisfactory outcome for both parties	Where matter is subject to intervention, target value of £1m for goods and services subject to intervention yearly	Worcestershire County Council Consumer advice policy. Priority to vulnerable consumers.

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Interventions with business to provide advice/ guidance on civil or criminal law obligations following complaints	Opening up lines of communication, raising awareness of promoting "Getting it right first time" philosophy and reduction in complaints against trader subject to intervention	Target of 150 businesses subject to review or follow up action	Worcestershire County Council Trading Standards Enforcement Policy
Civil consultation process before injunctive proceedings are taken against persistent offenders, or where immediate cessation of activity is required	Cessation of specified breaches where there is harm to the collective interests of consumers.	Activity monitored by Office of Fair Trading.	Enterprise Act 2002 and subordinate legislation. See Sch. 14 for specified legislation Worcestershire County Council Trading Standards Enforcement Policy
Provision of register of responsible home improvement businesses (Trader Register)	Reduction in number of consumers becoming victims of rogue home improvement traders. Assist and promote local economy.	Year on year increase in: <ul style="list-style-type: none"> • The number of traders on the Trader Register • The number of consumers accessing the Trader Register to find a trader 	None
Information provided to the public on their statutory rights to help them to be more effective at dealing with consumer issues themselves	Increase awareness of the role of trading standards and the legislation enforced to enable the Service to gain information on trading practices and problem traders. Assist in reduction in the number of consumers requiring help and assistance from Consumer Direct and the Trading Standards Service	No specific target, but ongoing measurement of percentage of consumers who feel better equipped to deal with future problems following advice or attending educational events	Worcestershire County Council Consumer education strategy
Provision of materials,	Increase awareness of the	None	Worcestershire County Council

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including their creation, to support the teaching of consumer law issues in various settings	trading standards role and legislation enforced and reduction in the number of consumers requiring help and assistance from Consumer Direct and the Trading Standards Service		Worcestershire County Council Consumer education strategy
Provision of a local contact point for businesses to enable them to raise issues of concern using stand alone business line	Improved access to the Trading Standards Service for information and advice.	Monitoring monthly record of business line use.	Worcestershire County Council Policy on Promotion and Accessibility
Response to service requests from businesses, providing in depth advice on interpretation of legislation	Business in possession of accurate advice needed to comply with legal requirements, thereby avoiding costly errors	As defined in service standards	Worcestershire County Council Policy for the provision of business advice Worcestershire County Council I Guidance on Handling Advice and Special Level Advice
Advice to businesses following referrals from other authorities alleging breaches of legislation	Non compliance resolved. Business in possession of accurate advice needed to comply with legal requirements, reducing future non-compliance	As defined in service standards	Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Service Requests
Proactive dissemination of information to individual businesses on complex issues affecting them, gleaned from various sources	Business in possession of accurate advice needed to comply with legal requirements, thereby avoiding costly errors	None	None
Advice to businesses on	Businesses able to improve	None	Worcestershire County Council Policy

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quality systems and due diligence requirements	procedures in order to effectively meet legal requirements and avoid costly errors		for the provision of business advice
Proactive provision of information on changes to the law by various means e.g. mail shots/magazine articles	Business in possession of accurate advice needed to comply with legal requirements, thereby avoiding costly errors	None	Worcestershire County Council Policy on Promotion and Accessibility

Function: Dog warden service

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Patrol the district for stray dogs (09.00am – 5.00pm Mon – Fri)	Remove stray dogs from the roads and open spaces	Number of dogs seized	Animals Act 1971 Road Traffic Act 1988
Respond to complaints from the public and other agencies regarding stray dogs	Remove stray dogs from roads and open spaces	Response targets to service requests	Animals Act 1971 Road Traffic Act 1988
Service of notice of seizure to the owner of a stray dog	To ensure the owner is aware of the seizure of the dog to include how it can be claimed and at what cost if applicable	Service of notice to be completed within an agreed timescale following receipt of information	Environmental Protection Act 1990 (s.149–151)
Collection of payment	Receipt of due fees	Income recorded	Environmental Protection (Stray Dogs) Regs 1992 Fees and Charges (statutory and discretionary)

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Return dogs to owners when claimed	Dogs removed from the system back to their owners	Number of dogs returned recorded	Environmental Protection Act 1990
Ensure dogs are correctly identifiable to include Collar and tag and /or microchip	To ensure dogs can be claimed or returned to their owners		Environmental Protection Act 1990 subs 8 DoE circular 6/1992
Provision of out of hours service to include appointment of reception point, response to emergency calls and collection of secured stray dogs	Removal of stray dogs from roads and open spaces	Number of dogs brought into the system	Clean Neighbourhoods and Environment Act 2005
Transportation of dogs to include: holding kennels vets rehoming centres disposal centres	If after the required 7 day period a stray has not been collected the authorised officer for the Local authority may dispose of the dog (dogs can be kept longer if necessary)	Number of dogs disposed of and where to	
Designation of holding kennels, collection point, rehoming centre and /or disposal point	To ensure stray dogs are disposed of in accordance with the regulations	Audit of premises	Environmental Protection Act 1990
Administration and management of necessary contracts	To ensure dogs are held in licensed kennels	Compliance with contract specification	Procurement policy and guidance Financial policy
Liaison with other regulatory	Multi agency approach to		Dangerous Dogs Act 1991 and orders

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agencies (Police and RSPCA) to include: Assistance with Dangerous dogs Welfare matters	the control and welfare of stray dogs		made thereunder Animal Welfare Act
Feeding of dogs and maintaining them whilst in the care of the Local Authority	To ensure compliance with animal welfare and duty of care		Environmental Protection Act 1990 subs9
Set fees and charges	Collection of statutory or discretionary fees and charges	Amount of income	Prescribed offences and penalties Environmental Protection Act 1990
Assist with development and implementation of byelaws and dog control orders	Compliance with legislation	Adoption by due date	New legislation and amendments to existing
Enforcement of dog control orders to include : Dogs on leads Collar and tag identification	Compliance with legislation	Number of warnings , notices, fixed penalties and prosecutions	Road Traffic Act 1988 Clean Neighbourhoods and Environment Act 2005 Partner Council Dog Control Orders Enforcement policy
Facilitation for the handover of dogs by the public	Prevention of strays	Register of seized dogs	Environmental Protection Act 1990
Provision of advice to dog owners on responsible dog ownership	Improved dog behaviour/ control Reduced complaints to service/ improved resolution time		
Promotional events e.g. Dog microchipping days, press releases etc	Public awareness Increased numbers of dogs identifiable and easily rehomed leading to		

	reduced kennelling costs		
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Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Managing and operating a joint dog warden contract with Redditch Borough Council which expires 31 March 2013			

Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Managing Kennelling contract (Current contract expires 01/06/10.)			

Additional requirements applicable to Redditch Borough Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Managing and Operating a joint dog warden contract with Bromsgrove District Council which expires 31 March 2013			

Additional requirements applicable to Worcester City Council

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Operating a contracted service for dog warden and kennelling.			

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Managing and operating contract with dog warden contractor/ kennelling provider			
Enforcement of Wychavon's Dog Control Order: Dog fouling Dogs on leads in public areas Ban on dogs in childrens play areas etc	Reduction in dog fouling complaints Improved street scene Public safety	Respond to complaints within 2 – days Complete investigation within 3 mths	Clean Neighbourhoods and Environment Act 2005 Wychavon's existing Dog Control Orders

Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Managing in- house dog warden service			

Function: Drainage

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Foul Drainage: Public Sewers Requests for Service/investigation	Protection of the public/individual health; Improved water quality (watercourses)	Agreed customer service standards met	Local Government (Miscellaneous Provisions) Act 1976
Foul Drainage: Private Sewers/ Drains Requests for Service/investigation Including where necessary: Service of Statutory Notice Execution of Notice/Works in default	Protection of public and individual health; Improved water quality (watercourses);	Agreed customer service standards met Response within 24 hours for surcharging drains/sewers; Debt recovery for default works;	Building Act 1984, Public Health Act 1961 Local Government (Miscellaneous Provisions) Act 1976 DEFRA/ Environment Agency Codes Of Practice;

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Registration of Notices as Land Charges; Debt recovery for default works; Instigation of Legal Proceedings;		Service of Notices where appropriate;	Enforcement Policy;
Storm Drainage: Public Sewers Requests for Service	Alleviation of storm surcharge/localised flooding; Protection of Public Health; Protection of the Environment (Streams, watercourses, etc.)	Agreed customer service standards met Response within 24 hours for surcharging drains/sewers	Land Drainage Act 1991 DEFRA/ Environment Agency Policies and Guidance
Storm Drainage: Private Sewers and Drains Requests for Service/investigation Including where necessary: Service of Statutory Notice Enforcement of Notice/Works in default Registration of Notices as Land Charges; Debt recovery for default works; Instigation of Legal Proceedings;	Protection of public and individual health; Alleviation of storm surcharge/localised flooding; Protection of the Environment (Streams, watercourses, etc.)	Agreed customer service standards met Response within 24 hours for surcharging drains/sewers	Building Act 1984, Land Drainage act 1991 DEFRA/ Environment Agency Codes Of Practice; Enforcement Policy;

Worcestershire Regulatory Shared Service
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<p>Individual Sewage Treatment plants, rural drainage schemes, septic tanks and cesspits</p> <p>Requests for Service/ investigation; Including where necessary:</p> <p>Service of Statutory Notice</p> <p>Enforcement of Notice/Works in default</p> <p>Registration of Notices as Land Charges;</p> <p>Debt recovery for default works;</p> <p>Instigation of Legal Proceedings;</p>	<p>Protection of public and individual health;</p> <p>Improved water quality (watercourses);</p>	<p>Agreed customer service standards met</p> <p>Response within 24 hours for surcharging plants;</p>	<p>Building Act 1984, Public Health Act 1936</p> <p>DEFRA/ Environment Agency Codes Of Practice;</p> <p>Enforcement Policy;</p>
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Function: Environmental Permitting

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable polices, strategies, service stan
Granting or refusal of applications for Environmental Permits	<p>Protect the environment and human health;</p> <p>Controlling the environmental impact of permittable 'installations'.</p> <p>Compliance with permit conditions</p>	<p>Application "duly made" within 10 working days</p> <p>Determination of application within 4 months except waste oil burners to be determined within 2 weeks.</p>	<p>Pollution Prevention and Control Act 1999</p> <p>Environmental Permitting (England and Wales) Regulations SI2007 as amended; DEFRA General Guidance For Local authorities GG1;</p> <p>The Environmental Permitting Core Guidance, DEFRA</p> <p>• Guidance on the European Directives implemented through the regime, DEFRA:</p>
Inspection of permitted	Prevent or minimise pollution	Inspect 100% of required	Pollution Prevention and Control Act

Worcestershire Regulatory Shared Service
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processes	to environment and impact on public health Compliance with permit conditions	permitted installations in accordance with risk based assessment NI 182: Business Satisfaction	1999 Environmental Permitting (England and Wales) Regulations SI2007 as amended; DEFRA General Guidance For Local authorities GG1;
Review permits on prescribed basis	Prevent or minimise pollution to environment and impact on public health	Include improvements set by Government guidance and ensure Best Practice being complied with. Annual statistical returns to DEFRA /EU	Environmental Protection Act 1990 and other EU associated legislation; Environmental Permitting Regulations; Government guidance;
Investigation of complaints regarding non-compliance with permit,	Prevent or minimise pollution to environment and impact on public health Compliance with permit conditions	Respond to 'non-emergency' complaints within 2 days	Environmental Protection Act 1990 and other EU associated legislation; Environmental Permitting Regulations; Govt guidance;
Cost accounting	Statutory duty undertaken in accordance with Statute and guidance	Demonstrate that enforcement activity justifies the fees received	Environmental Permitting (England and Wales) Regulations SI2007 as amended; DEFRA General Guidance For Local authorities GG1;
Annual Collection of LAPPC and LA-IPPC Fees and Charges	Statutory duty undertaken in accordance with Statute and guidance	Demonstrate that enforcement activity justifies the fees received	Environmental Permitting (England and Wales) Regulations SI2007 as amended; DEFRA General Guidance For Local authorities GG1;

Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success	Performance measures/ key	Applicable policies, strategies,
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	factors	performance indicators and targets	service standards, statutory codes or guidance
Current Major A2 application for Rendering process pending determination and dependant upon gaining further information from applicant regarding compliance issues.	Prevent or minimise pollution to environment and impact on public health Refusal/ granting of A2 Permit		Sector Guidance SG8 as amended

Function: Exhumation of buried human remains and cremated remains

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable polices, strategies, service standards, statutory codes or guidance
<p>Handling Ministry of Justice Exhumation Licence enquiries.</p> <p>Requests for Service;</p> <p>Supervision of the exhumation to ensure that respect for the deceased person is maintained and that public health, and health and safety regulations, are observed and protected.</p> <p>Disinfection of the area of the exhumation;</p> <p>Arrangements for the onward transmission of remains.</p>	<p>Protect Public Health;</p> <p>Provide a safe environment;</p> <p>Safeguard the dignity of the deceased;</p>	<p>Agreed service response times met:</p>	<p>Burials Act 1857</p> <p>Compliance with HSE guidance “Controlling the risks of infection at work from human remains : A guide for those involved in exhumations”</p>

Function: Fair Trading (General)

(NB: Fair Trading is a very wide area of activity. The project activity included is intended to be indicative of the type of projects that would fall within this function. It is not exhaustive.)

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Risk based inspection of businesses for compliance with relevant legislation. See legislation list.	Ensuring a fair and equitable trading environment for non-food products	NI182,	UK and EU legislation plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Follow-up visit or re-visit where significant non-compliance is identified,	To ensure that any significant issues are addressed in a timely manner	NI182 Agreed service standards met	UK and EU legislation plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Investigation of complaints alleging breaches of relevant legislation, including business to business transactions NB: See list of legislation	As above	Agreed service standards met	UK and EU legislation plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Home Authority Referrals	Non-conformances resolved by whatever deemed to be most	Agreed service standards met	UK and EU legislation plus statutory guidance,

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	appropriate action. Products originating from Worcestershire		Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Checks on businesses dealing in credit.	Ensuring businesses comply and that only fit and proper persons receive licenses from the Office of Fair Trading (OFT)	NI182,	Consumer Credit Act 1974 Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Inspection of credit businesses on behalf of Office of Fair Trading.	Ensure applicants remain fit and proper persons to hold license	Determined by agreement with Office of Fair Trading.	Guidance issued by OFT Officers authorised by OFT to act on their behalf, but need authorisation locally too.
Initiative sampling and intelligence-led test purchasing	Ensuring a fair and equitable trading environment for non-food products and services	NI182,	UK and EU legislation plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Projects looking at gold and silver products for hallmarking compliance	Ensuring a fair and equitable trading environment for non-food products and services	NI182,	Hallmarking Act 1974, plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Projects looking at estate agents, property descriptions, HIPs and building energy performance certificates.	As above, and ensure accuracy of environmental claims	NI182,	Estate Agents Act 1979, Property Mis-descriptions Act 1991, Housing Act 2004, plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code,
Projects looking at electrical appliances for energy performance labelling	As above	NI182,	Various Orders under EC Act 1972 plus statutory guidance, Worcestershire County Council

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			Enforcement Policy, Regulators Compliance Code,
Projects looking at products for excessive levels of packaging	Protect environment and reduce volumes of waste.	NI182,	Packaging (Essential Requirements) Regulations 2004 plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Projects looking at labelling and classification of video recordings	Public protection, ensure only correctly classified versions are offered for supply, and that R18 rated recordings are not sold outside of licensed sex shops.	As above	Video Recordings Act 1984 plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Intelligence-led projects relating to other Fair Trading Legislation NB: Legislation list is so diverse that further definition of activities is impractical	Ensuring a fair and equitable trading environment for non-food products and services	As above	Various UK Acts, secondary legislation, and Orders under EC Act 1972 plus statutory guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Liaison with Partners and participation in local, regional and national activities targeting general Fair Trading issues	Linking service activity to the wider local agenda Contribute to wider regional activity	Targets for participation and activities in Worcestershire County Council Trading Standards Service Plan	CEnTSA membership agreement

Function: Farmed Animal Health and Welfare/ Disease Control

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Maintenance of Emergency Plans for responding to notifiable animal disease outbreaks (e.g. Foot and Mouth)	There is a co-ordinated response to minimise impact of outbreak	NI190	Animal Health Act 1981, plus guidance, LACORS guidance,
Responding to outbreaks of notifiable animal diseases	Impact of the outbreak is minimised	NI190	Animal Health Act 1981, plus guidance, LACORS guidance,
Participation in multi-agency exercises to test disease plans and service readiness	There is a co-ordinated response to minimise impact of outbreak	NI190	Animal Health Act 1981, plus guidance, LACORS guidance,
Risk based inspection of livestock farming businesses	To minimise the risk of disease, to ensure animal welfare standards are met and to protect human health.	NI190 NI182	Animal Health Act 1981 and Regulations made thereunder, Cattle Identification Regulations 2007 Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Inspection of slaughterhouses, hunt kneels and similar critical control points to ensure the correct disposal of Animal By-products and investigate alleged breaches.	Reduce the risk of animal disease transmission	NI190 NI182	Animal By-Products Regulations 2005 Worcestershire County Council Enforcement Policy, Regulators Compliance Code
In operating hours inspection of animal markets, shows and similar sales as critical control points NB: Includes every Saturday livestock market and weekend sales/ shows	To minimise the risk of disease and to ensure welfare standards are met as most critical control points.	NI190 NI182	Animal Health Act 1981 and Regulations made under it, Cattle Identification Regulations 2007 Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Out of operating hours inspection of animal markets, shows and similar sales as critical control points.	To minimise the risk of disease and to ensure welfare standards are met as most critical control points.	NI190 NI182	Animal Health Act 1981 and Regulations made under it, Cattle Identification Regulations 2007 Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Inspection of animal dealer's premises as critical control points	To minimise the risk of disease and to ensure welfare standards are met as most critical control points.	NI190 NI182	Animal Health Act 1981 and Regulations made under it, Cattle Identification Regulations 2007

Worcestershire Regulatory Shared Service
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			Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Inspection /Visits at premises caught by DEFRA's targeted priorities. NB: Currently Hobby farmers,	Ensure national priorities are included in the service activities	NI190, NI182 Level of activity and target premises agreed with DEFRA and performance assessed accordingly	Animal Health Act 1981 and Regulations made under it, Cattle Identification Regulations 2007 Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Follow-up visit or re-visit where significant non-compliance is identified,	To ensure that any significant issues are addressed in a timely manner	NI190 and agreed service standards	Animal Health Act 1981 and Regulations made under it, Cattle Identification Regulations 2007 Cattle Database Regulations 1998 DEFRA guidance, Worcestershire County Council Enforcement Policy, Regulators Compliance Code
Road check activity with Police and other agencies including vehicle bio-security checks	Ensure animals are being transported in a safe manner	NI190	Animal Health Act 1981, Animal Welfare Act 2006, Welfare of Animals (Transport) Order 2009 Cattle Identification Regulations 2007

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			Cattle Database Regulations 1998 SAGIMO 2009
Recording of animal movements on AMLS system and issue of specific licenses on AMLS2	Ensure accurate records of movement of animals and their locations are maintained NB: Seen as key disease control issue	NI190	Animal Health Act 1981 and associated regulations Cattle Identification Regulations 2007 Cattle Database Regulations 1998 SAGIMO2009
Home Authority Referrals	Non-conformances identified by other authorities involving Worcestershire businesses are resolved by the most appropriate action.	Agreed service standards	As above
Investigation of complaints alleging breaches of animal disease control provisions (illegal movements from AMLS, identity issues, etc.) and farmed animal welfare requirements.	To minimise the risk of disease, to ensure welfare standards are met, and safeguard the integrity of the human food chain at primary production point	NI190 Agreed service standards	Animal Health Act 1981 and secondary legislation, Animal Welfare Act 2006, Various Regulations made under EC Act 1972 e.g. Cattle Identification Regulations 2007, DEFRA guidance, Enforcement Policy, Regulators Compliance Code

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Maintain facility for removal of animals to safety and facility for destruction of animals	Service can deliver appropriate response to welfare/ disease control issues that are identified	NI190	Animal Health Act 1981 and associated legislation, Animal Welfare Act 2006
Liaison with Partners and participation in regional and national projects targeting specific animal health and welfare issues	To minimise the risk of disease and to ensure welfare standards are met. Ensure service links to wider regional agenda	NI190 Agreed targets in Service Plan	CEnTSA membership agreement plus above
Maintenance of information and intelligence systems	Ensure that the service is operating with a clear picture of key threats and issues	NI190	As above

Function: Filthy and Verminous Investigation and treatment service in respect of persons and premises:

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
<p>Request for Service;</p> <p>Inspection, monitoring, assessment and surveillance;</p> <p>Service of Statutory Notice</p> <p>Enforcement of Notice/Works in default</p> <p>Provision of alternative accommodation by Local Authority; (Where gas to be used to destroy vermin);</p> <p>Registration of Notices as Land Charges;</p>	<p>Protection of Public Health;</p> <p>Improved personal health and welfare;</p> <p>Safe living environment;</p>	<p>Agreed customer service standards met;</p> <p>Recovery of costs;</p>	<p>Public Health Act 1936 ; Public Health Act 1961;</p> <p>Partner Enforcement Policy;</p> <p>Chartered Institute of Environmental Health Code of Practice : Professional Practice Note: "Hoarding and how to approach it" May 2009</p>

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Debt recovery for default works; Instigation of Legal Proceedings; Liaison with partners such as Social and Health Services to provide support & assistance to affected person(s);			
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Function: Food Safety

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Service Plan to include details of premises database, inspections, projects, other inventions and promotional activities in accordance with requirements of the Food Law Code of Practice and associated Practice Guidance for	Annual Plan approved by appropriate/relevant Member, Member forum or suitably delegated Senior Officer.	Written Food Safety Service Plan which covers all areas required by the Food Standards Agency (FSA) framework agreement. Plan communicated and made available to food safety officers and management. Copy of current plan available in hard and electronic format for all stakeholders including available on Website. Plan available in other formats and languages on request Plan reviewed annually, any variations or deviations from the plan identified and areas of improvement or necessary	European Union (EU) & National legislation, Food Safety Acts Codes of Practice, circulars, guidance and FSA framework agreement

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England. Provision of adequate number of competent inspectors, support staff, facilities and equipment to implement the plan including access to specialist legal and expert advice as required and to budget.		remedial action identified. NI 182: Satisfaction of business with local authority regulation services Applicable Worcestershire Local Area Agreement (LAA) targets and indicators; NI 121: Mortality rate from all circulatory diseases at ages under 75 NI 056: Obesity in primary school age children in Year 6 Completion and submission of statistics and Local Authority Enforcement Monitoring System (LAEMS) return	
Service Plan Monitor / Review / Quality Assessment	Targeted / risk based service delivery leading to food which is safe to eat and food businesses which are compliant with legislation. To ensure that the service is fit for purpose	Plan and quality performance monitored periodically throughout year and action taken if required in line with a documented and audited procedure.	EU & National legislation, Codes of Practice, circulars, guidance and FSA framework agreement
Liaison with partners, statutory bodies, professional organisations and government agencies to include Formal or informal contact with other organisations to facilitate cross-organisational and cross sector working	To achieve consistency, exchange information, provide a forum for discussion, and determine best practice	Regular liaison with other agencies and local authorities take place. Up to date contact details maintained	EU & National legislation, Codes of Practice, circulars and guidance Terms of Reference and policies of relevant advising and directing organisations. Local Better Regulation Office (LBRO), Chartered Institute of Environmental Health (CIEH), FSA, Local Authorities Coordinating Office on Regulatory Services (LACORS)

Worcestershire Regulatory Shared Service
Statement of partner service requirements

in areas of mutual interest Contact with appropriate enforcement agencies and other service providers with mutual aims. Consult and collaborate over enforcement issues Carry out mutually beneficial joint operations targeting illegal activity where necessary			
Policies & Procedures	Maintaining a relevant service that is fit for purpose and complies with relevant guidelines	Documented policies and procedures for enforcement activities covered by the FSA framework agreement, intervention and enforcement activities. Document control system implemented, audited and maintained to ensure documents reviewed at regular intervals or when changes to legislation and relevant guidance occur	EU & National legislation, Codes of Practice, circulars and guidance FSA framework agreement Scores on Doors (SOD) policy Inspection form Alternative intervention strategy for low risk rated premises

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Intervention Strategy a) Premises Inspections	Food safe to eat and premises compliant with legislation. Updating and maintenance of premises database	Full compliance with the food hygiene interventions programme and revisits carried out in accordance with the Food Law Code of Practice and Guidance (Section 4).	Service plan EU & National legislation, Codes of Practice, circulars and guidance
Intervention Strategy b) Approvals (including egg packing centres)	Food safe to eat and premises compliant with legislation	Full compliance with the food hygiene interventions programme and revisits carried out in accordance with the Food Law Code of Practice and Guidance.	Service plan EU & National legislation, Codes of Practice, circulars and guidance
Intervention Strategy c) Alternative Interventions Including distribution of information and provision of advice and education to business	Food safe to eat and premises compliant with legislation	Delivery of non inspection intervention programme in accordance with the Food Law Code of Practice and Guidance	Service plan EU & National legislation, Codes of Practice, circulars and guidance
Intervention Strategy d) Food & Food Hygiene Service Requests	Advice/investigation to ensure premises compliant with legislation, food safe to eat and appropriate enforcement action taken	Agreed customer service standards met Service requests prioritised on a risk basis and investigations carried out with due regard to LACORS guidance.	Service plan EU & National legislation, Codes of Practice, circulars and guidance
Intervention Strategy	Food safe to eat and verification of		Service plan

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<p>e) Food sampling to include: Documented local sampling programme Documented procedure for the procurement or purchase of samples, continuity of evidence and prevention of deterioration of samples Appropriate action taken and recorded in response to unsatisfactory sample results Participation in appropriate national or regional surveys (Environmental Health & Trading Standards) Information on results of food sampling available to the public</p>	<p>compliance standards</p>		<p>EU & National legislation, Codes of Practice, circulars and guidance Sampling protocols</p>
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Worcestershire Regulatory Shared Service
Statement of partner service requirements

<p>Intervention Strategy</p> <p>h) Inspections and Sampling at Regular Special Events where large numbers of public attend.</p>	<p>Food safe to eat and premises compliant with legislation. Inspections at each event to ensure compliance of businesses with legislation. Sampling of high risk food at relevant events.</p>	<p>Attend pre and post event safety advisory group meetings. Inspections and sampling at events determined by risk.</p>	<p>Service plan EU & National legislation, Codes of Practice, circulars and guidance Sampling protocols</p>
<p>Response to Food Alerts and Incidents Ability to access premises database outside normal working hours to allow targeted response Access to administrative support for food alerts requiring large scale immediate response outside normal working hours Up to date out of hours contact arrangements in place including notification of any</p>	<p>Unsafe food removed from sale</p>	<p>Respond to alerts and incidents in accordance with the risk or alert categorisation</p>	<p>Service plan EU & National legislation, Codes of Practice, circulars and guidance</p>

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changes to the FSA Arrangements in place to receive and co-ordinate an out of hours response based on the risk Documented and auditable response trail Appropriate links to the Authorities emergency plan			
Primary/Home Authority Principle	Operated in compliance with national scheme to achieve business compliance and consistency of enforcement action	Authority provides advice as agreed to businesses on legal compliance where they act as Primary/Home and/or Originating Authority Authority will liaise with the relevant Primary/Home or Originating Authorities as necessary LBRO Primary/Home authority data base kept up to date Formal Primary/Home authority in place in accordance with LBRO	Service plan EU & National legislation, Codes of Practice, circulars and guidance LBRO guidance
Provision of leaflet & other written food safety information or advice for the public Procedures in place to ensure	Improved public health and understanding	Agreed customer service standards met; Third party leaflets readily available in English and other languages appropriate to the businesses within the Authority's area	Service plan EU & National legislation, Codes of Practice, circulars and guidance

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Statement of partner service requirements

information is current and appropriate Leaflets produced in house or in partnership with other agencies to contain up to date contact details Production of a range of information sheets for consumers, businesses and other stakeholders to suit local circumstances			
Participation in and maintenance of Worcestershire Food Hygiene Rating Scheme (including transition to National scheme when applicable)	More compliant premises and provision of information to consumers	Star rating scheme published on web site, certificates sent to premises, publicity for award scheme.	Herefordshire and Worcestershire Scores on the Doors Policy
Food fraud/illegal meat	Investigations and enforcement to ensure unsafe food is prevented from sale or entering food chain. Contribution to FSA fraud	To reduce the prevalence of food fraud and instigate legal proceedings where necessary	Service plan EU & National legislation, Codes of Practice, circulars and guidance

Worcestershire Regulatory Shared Service
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	database to share intelligence		
Imported food control	Food fit for consumption and been imported legally.	Inspection programme and sampling to ensure compliance, and take any necessary enforcement action	Service plan EU & National legislation, Codes of Practice, circulars and guidance
Food for Export certification	Provision of food export health certificate for country of destination.	Agreed customer service standards met;	Service plan , EU & National legislation, Codes of Practice, circulars and guidance
Response to & investigation of Tuberculosis (TB) in cattle notifications	Milk and dairy products safe to eat	Agreed customer service standards met;	Service plan , EU & National legislation, Codes of Practice, circulars and guidance
On-farm slaughter and cutting of poultry and lagomorphs for direct supply, of small quantities of meat (including game), to the final consumer. To include on site inspection by appropriately trained officers to assess premises and practices during process	Poultry/lagomorphs/game produced under suitable conditions and fit for human consumption		Service plan EU & National legislation, Codes of Practice, circulars and guidance

Worcestershire Regulatory Shared Service
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Pre registration advice to new and potential food businesses	Higher proportion of new businesses compliant with food legislation from the day they begin to trade.	Agreed customer service standards met	Internal procedure relating to guidance to new and potential businesses.
Exchange and sharing of information	Comprehensive source of knowledge of food related matters		Local and national agreed policies and procedures
Issue of voluntary surrender certificates	To support businesses when food has to be withdrawn from sale	Agreed customer service standards met	Internal procedure on voluntary surrender and relevant guidance

Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Inspections and sampling at annual special events where large numbers of public attend – Three Counties Show Ground X3 Upton Festivals X4 Welland Steam Rally West Fest Shelsley Hill Climb	Food safe to eat and premises compliant Inspections at each event to ensure compliance of businesses with legislation. Sampling of high risk food at relevant events.	To ensure premises are compliant with the food hygiene legislation and inspections carried out in accordance with the Food Law Code of Practice and Guidance.	Service plan EU & National legislation, Codes of Practice, circulars and guidance

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Red Marley Hill Climb			
Spring water bottling	Water safe to drink and premises compliant	Inspections and sampling determined by risk.	The Natural Mineral Water, Spring Water and Bottled Drinking Water (England) Regulations 2007 as amended EU & National legislation, Codes of Practice, circulars and guidance

Function: Food Standards

Participating partners

Worcestershire County Council

Requirements applicable to Worcestershire County Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Inspection	Food is accurately labelled and business is aware of relevant legal requirements	NI182: Business Satisfaction Service plan specifies number of high and zero-rated premises for inspection during the year. Medium and low-risk premises - intelligence-led inspection with no specific numerical targets.	EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Trading Standards Service Plan, Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedures on Inspection
Follow-up visit or re-visit where significant non-compliance is identified	To ensure that any significant issues are addressed in a timely manner	NI182 Agreed service standards	EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Trading

Worcestershire Regulatory Shared Service
Statement of partner service requirements

			Standards Service Plan, Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedures on Inspection
Food Sampling in accordance with Trading Standards Service Plan	Food meets compositional requirements, is free from chemical contaminants and is accurately labelled	Current sampling levels 1 sample to 1000 head of population	EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Trading Standards Food Sampling Policy Worcestershire County Council Trading Standards Service Plan, Worcestershire County Council Quality Procedures on Sampling
Food sampling to contribute towards regional or national projects	Food meets compositional requirements, is free from chemical contaminants and is accurately labelled	Requirements and sample numbers individual stated in project protocol	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Trading

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			Standards Food Sampling Policy Worcestershire County Council Quality Procedures on Sampling
Complaints investigation	Non compliance resolved. Food compliant with labelling, composition and quality requirements	Agreed service standards	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedures on Service Requests Worcestershire County Council Trading Standards Complaint Investigation Policy
Investigation of more serious breaches of food legislation arising from proactive work	Non compliance resolved. Food compliant with labelling, composition and quality requirements	Agreed service standards	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedures on Service Requests Worcestershire County Council Trading Standards Complaint Investigation Policy

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Home Authority Referrals [To respond to allegations of non-compliance identified by other local authorities and provide appropriate advice or follow up enforcement action]	Non compliance resolved. Food compliant with labelling, composition and quality requirements	Agreed service standards	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedures on Service Requests Worcestershire County Council Trading Standards Complaint Investigation Policy
Food alerts	Unsafe food removed from sale/prevented from getting into supply chain	Agreed service standards for response to Food Alerts Report back to Food Standards Agency on completion of alerts specifically directed to Worcestershire	Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Quality Procedure on Food Alerts
Food incidents	Unsafe food removed from sale/prevented from getting into supply chain	To report to Food Standards Agency incidents relating to potentially unsafe food discovered in Worcestershire	Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food

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			Standards Policy Worcestershire County Council Quality Procedure on Food Alerts
Business Advice [Requests from business for advice on food-related matters]	Local businesses provided with timely and accurate technical advice on how to comply with the law.	Agreed service standards	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy Worcestershire County Council Trading Standards Worcestershire County Council Business Advice Policy Worcestershire County Council Quality Procedure on Service Requests
Home Authority [Provide Home Authority service to larger local food businesses, including advice and complaint resolution]	Enable local businesses trading nationally to comply with legal requirements through accurate, consistent advice so that food is compliant with labelling, composition and quality requirements	Agreed service standards	Trading Standards Service Plan, EU & National legislation. Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement Worcestershire County Council Food Standards Policy
Primary Authority	Enable local businesses trading nationally to comply	As documents in individual Primary Authority agreements	As 'Home Authority' NB: Local Better Regulation Office

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[Provide Home/ Primary Authority service to larger local food businesses, including advice/ inspection plans/responding to other authorities contemplating formal action]	with legal requirements so that food is compliant with labelling, composition and quality requirements and to avoid formal action resulting from inconsistent interpretation of legislation		agreement for Worcestershire to act as Primary Authority for the business
Food Hygiene Inspection at primary production premises e.g. farms/livestock premises	Ensure safety of food at the first stage of the food supply chain.	NI182: Business Satisfaction	EU & National legislation. Worcestershire County Council Quality Procedures on Inspection Food Law Code of Practice (England) Issued June 2008 Food Law Practice Guidance (England) Issued March 2006 Framework Agreement on Local Authority Enforcement
Feed Hygiene Inspection at livestock premises	Ensure that animal feed is used and kept in such a manner that it does not represent a threat to either human or livestock health	NI182: Business Satisfaction Food Standards Agency Enforcement Framework. Food Safety Act Code of Practice and guidance. Contains various measures	EU & National legislation. Quality Procedures on Inspection Framework Agreement on Local Authority Enforcement Feed Law Enforcement Code of Practice (Great Britain)
Feed Hygiene Approvals and Registrations – maintenance of register	Ensure that animal feed is produced, used and kept in such a manner that it does not represent a threat to either human or livestock health	NI182: Business Satisfaction	EU & National legislation. Feed Law Enforcement Code of Practice (Great Britain) Food Safety Act Code of Practice and guidance.
Feed sampling	Ensure that animal feed is being produced in compliance with legal requirements and	NI182: Business Satisfaction	EU & National legislation. Worcestershire County Council Quality Procedures on Inspection

Worcestershire Regulatory Shared Service
Statement of partner service requirements

	that it is wholesome, containing no deleterious ingredients		Feed Law Enforcement Code of Practice (Great Britain) Worcestershire County Council Quality Procedure on Animal Feed and Fertiliser Samples
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Function: Gambling Act 2005 - administration and enforcement

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Develop and consult on a Gambling Act Statement of Policy	A clear Statement that supports decision making at all levels and provides applicants and the public with sufficient information to understand our approach.	Statement of Policy reviewed and adopted every three years in compliance with statutory requirements.	Gambling Act 2005 and associated regulations & Gambling Commission Guidance to licensing authorities.
Premises licences (including issue, variation, transfer, notification of change, provisional statement, copy licence, licence lapse and reinstatement and	Legally compliant licences in force and provided in a timely manner.	Response to requests for advice within agreed service standards. All stages of process in accordance with statutory timescales.	Any relevant code of practice issued under S24, relevant Guidance issued by the Commission under S25, the licensing objectives and the Licensing Authorities statement of policy (S349).

Worcestershire Regulatory Shared Service
Statement of partner service requirements

<p>review)</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Application receipt/validation/acceptance - Fee receipt - Consultation - Mediation - Determination - Issue - Hearing - Appeal - Complaint investigation - Review <p>Premises licences – receipt of annual fee by licensing authority and revocation of licence for non-payment</p>	<p>A robust system in place to ensure collection of annual fees from all premises licence holders.</p>		<p>Gambling Act 2005 and regulations made under the Act. Any relevant code of practice issued under S24, and relevant Guidance issued by the Commission.</p>
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Worcestershire Regulatory Shared Service
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Premises licences – provide information and support as necessary to enable fee setting by each Licensing Authority	Fees agreed and published which reflect costs incurred by the Licensing Authority and are within the maximum prescribed fees.		Gambling Act 2005 and regulations made under the Act. Any relevant code of practice issued under S24, and relevant Guidance issued by the Commission
Temporary Use Notice, Occasional Use Notice, Family Entertainment Centre Permit, Club Gaming Permit, Club Machine Permit, Licensed Premises Gaming Machine Permits, Licensed Premises Automatic entitlement, Prize Gaming Permits, exempt gaming	Legally compliant permits in force.	Response to requests for advice within agreed service standards. All stages of process in accordance with statutory timescales	Gambling Act 2005 and regulations made under the Act. Any relevant code of practice issued under S24, relevant Guidance issued by the Commission under S25, the licensing objectives and the Licensing Authorities statement of policy (S349) where applicable.

<p>(compliance), non-commercial gaming and betting, Occasional Use Notice</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Application receipt/validation/acceptance - Fee receipt - Consultation - Mediation - Determination - Issue - Hearing - Appeal - complaint investigation - collect renewal fee 			
<p>Small Society Lotteries – registration and renewals</p>	<p>Society Lotteries registered in accordance with Part 5 of Sched. 11, Gambling Act 2005</p>	<p>Compliance with statutory timescales.</p>	<p>Gambling Act 2005 and regulations made under the Act. Any relevant code of practice issued under S24, and relevant Guidance issued by the</p>

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Includes the following: pre-application advice, checking qualification as small society, issue, register, retention of financial returns, notifying GC, complaint investigation, surrenders and revocations.			Commission
Inform local strategies with partner organisations	Local strategies recognise the role and legal constraints upon Licensing Authorities and Responsible Authorities	LAA targets, Community Strategies, Worcestershire Partnership. CAA/Total Place outcomes	
Implement new guidance and regulations as they come into force	All new guidance and legislation is implemented when it comes into force ensuring that licences in force are legal and current and issues such as crime and disorder are addressed using full range of sanctions	Compliance with statutory timescales.	Gambling Act 2005 and associated regulations & Gambling Commission Guidance to licensing authorities
Enforcement (not including prosecution) To include:	Compliant premises. Complainants satisfied with outcomes.	NI182	Enforcement policies of the WRSS and each Licensing Authority. Gambling Act 2005 and associated regulations & Gambling Commission Guidance to licensing authorities

Worcestershire Regulatory Shared Service
Statement of partner service requirements

<p>Investigations of complaints against premises or persons.</p> <p>Liaison with local Police licensing units</p> <p>Intelligence led /risk rated inspection of premises and events in accordance with departmental procedures</p> <p>Liaison with responsible authorities on enforcement matters</p>			
Councillor training	To ensure that Councillors are familiar with the requirements of the Gambling Act 2005	Carried out annually after Council and appointment of Committee members.	

Function: Hackney Carriage and Private Hire Vehicle Licensing

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Administration Determination of licence applications Checks to be carried out in accordance with current partner policy To include the following: (i) Operator Application form, CRB disclosure, fee	To provide a satisfactory, reliable, safe and acceptable form of transport, which safeguards both hirer and driver. Operators should be fit and proper persons	NI 182 Applications to be processed and checks made within agreed service standards	Taxi Licensing Handbook to include conditions and byelaws or local partner policy where applicable The Town Police Clauses Act (TPCA) 1847 The Local Government (Miscellaneous Provisions) Act 1976 The Transport Act 1985 Driver Vehicle Licensing Agency

Worcestershire Regulatory Shared Service
Statement of partner service requirements

<p>(ii) Driver</p> <p>Application form, medical, drugs test, Driving licence, driving standards test, knowledge test , CRB disclosure(ISA), disability awareness training, fee</p> <p>(iii) Vehicle</p> <p>Application form, MOT, insurance,V5 document, Vehicle inspection test, fee</p>	<p>Drivers should be fit and proper persons</p> <p>Vehicles should be fit for purpose</p>	<p>:</p>	<p>Relevance of convictions</p> <p>Disability Discrimination Act 1995</p> <p>Data Protection Act 1998</p> <p>Health and Safety at Work Act 1974</p> <p>Medical Guidelines</p> <p>Taxi Licensing Best Practice Guidance</p>
<p>Production of report to Licensing sub committee</p> <p>Supporting partners in decisions made at committee and at reviews</p>	<p>Determination of applications where conditions are not met or where refusal is likely. (see scheme of delegation for each partner Local Authority)</p>	<p>Corporate timelines and targets</p> <p>Court / tribunal set time</p>	<p>Equal Opportunities Policy</p> <p>Scheme of delegation for each Local Authority</p>

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Processing appeals against decisions made at committee	Determination of appeal	constraints Matter resolved within legal framework	Corporate policy Legal Framework
Production of plate and/or badge and licence as applicable	To ensure licensed drivers / vehicles are easily identified for public safety and monitoring.	Issued or renewed within target time	
Enforcement Reactive enforcement regarding complaints of non-compliance Proactive enforcement of conditions and byelaws to include other agencies. To include: Spot checks of vehicles incorporating swoops,	Compliance with legislation, byelaws and local conditions Ensure the safety of the travelling public and compliance with conditions and regulatory requirements.	Annual report to Licensing committee Evidence and intelligence led targeted enforcement	Enforcement policy Home Office Circular 13/92 Taxi handbook or Local Authority policy Health Act 2006

Worcestershire Regulatory Shared Service
Statement of partner service requirements

<p>invited checks To include: documentation, vehicle compliance, driver compliance and type of fuel, no smoking signs</p> <p>Requirement of vehicles to be mechanically inspected periodically for defects or non compliance</p> <p>Suspension of drivers and vehicles following a breach of condition or evidence received from regulatory partners</p> <p>Meter checks and tamperproofing (Hackney carriage)</p>	<p>To ensure standards of vehicles are maintained for the safety of the travelling public</p> <p>Temporary removal of unsafe vehicles or alleged unfit drivers from operating</p> <p>To ensure agreed tariffs are adhered to.</p>	<p>To partner requirements</p> <p>Report on number of vehicles requiring appropriate action</p> <p>Matter resolved within set time scale subject to evidence availability matter may be referred to Licensing committee</p> <p>Checks carried out in accordance with partner requirements</p> <p>To monitor mechanical fitness and fares demanded for prescribed distances travelled</p>	<p>Taxi handbook or Local Authority policy The Local Government Miscellaneous Provisions Act 1976 S50</p> <p>Scheme of delegation The Local Government Miscellaneous Provisions Act 1976 S61 Taxi handbook or Local Authority policy Road Safety Act 2006 (immediate)</p> <p>Taxi handbook or Local Authority policy</p> <p>The Local Government Miscellaneous Provisions Act 1976 S63</p>
Policy			

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Formulation of new policies and procedures and changes to existing.	Compliance with statutory requirements and guidelines	Government / corporate deadlines	Additional/ new policies
Assist with development and implementation of new policies and procedures and changes to existing	To ensure compliance with statutory requirements and guidelines	Government/ corporate deadlines	Subject to approval by Licensing committee
Assist with development and implementation of of relevant Legislation Byelaws	Legal requirement	Government/ corporate deadlines	Town Police clauses Act 1847 sec 68 Public Health Act 1875 sec 171
Assist with development and implementation of of new ranks or amendments to existing ranks.	Legal requirement	To ensure that taxis have places to stand for hire to provide a service	Subject to approval by Licensing committee The Local Government Miscellaneous Provisions Act 1976 S63
Setting of Hackney Carriage Fare Tariff	Legal requirement	Fees and charges advertised	The Local Government Miscellaneous Provisions Act 1976 S63
Advertisement of Fees and charges. Publish in Local Paper	Open, fair and transparent service delivery	Annual advertisement of fees and charges	

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Consultation with Stakeholders	Legal requirement	Forum meetings (number to be set)	The Local Government Miscellaneous Provisions Act 1976 sec 70
Taxi forum meetings	Consultation and information sharing	Forum meetings (number to be set)	Communication strategy

Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
All new applicants must attend an accredited training course which incorporates disability awareness	Training in disability awareness	To be completed within 12 months of application	Condition of Taxi handbook

Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Trade representatives	Information sharing,	4 x year	Local policy

Worcestershire Regulatory Shared Service
Statement of partner service requirements

and meetings	consultation, discussion and resolution of issues		
Appointment of approved garage for testing	Independent assessment of vehicles for safety, for new and existing vehicles	On new application, renewal and ad hoc	Local Policy
Setting of fees and charges	Fair fees and charges to cover cost of administration of service		

Additional requirements applicable to Redditch Borough Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Vehicles to be inspected every 6 months for defects or non-compliance. Checks to be carried out in-house	Suitable and safe vehicles for use by the travelling public	Number of vehicles requiring suspension due to defects / non-compliance	Approved by Redditch Borough Council Licensing committee Jan 2010
To refuse Hackney carriage and private hire vehicle drivers licences in line with Redditch Borough councils refusal protocol and subject to the right of the applicant to appeal against such refusal to the Licensing subcommittee	Streamline services to customers and avoid unnecessary delays	Number of licences refused and subject to appeal	Redditch Borough Council refusal protocol Redditch Borough Council Scheme of delegation Approved by Redditch Borough Council Licensing committee / full council January 2010

Additional requirements applicable to Worcester City Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Enforcement of penalty point scheme	Compliant vehicles, drivers and operators		Penalty Point Scheme in operation
Inspections of vehicles & operator premises	Compliant vehicles, drivers and operators	Inspections carried out of vehicles and premises using risk rated system	Worcester City Council Hackney Carriage and Private Hire handbook. The Town Police Clauses Act (TPCA) 1847 The Local Government (Miscellaneous Provisions) Act 1976 The Transport Act 1985
"Taxi Times" Newsletter	Well informed taxi trade, Councillors, and interested parties.	Four newsletters published and distributed per annum.	
Vehicle Livery implementation and enforcement	Uniform livery for easy of identification	Proposed report to Licensing Committee by July 2010 in accordance with departmental service plan.	EH Service Plan
Drugs Policy implementation and enforcement	Compliance	Proposed report to Licensing Committee to determine drugs policy and testing procedures carried out of vehicles and drivers.	

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Vehicle inspections carried out in-house as part of licence application process.	Suitable and safe vehicles for use by the travelling public.		
Annually renewable and separate private hire and hackney vehicle and drivers licences	Legally compliant process. Protection of the travelling public		
3 yearly enhanced drivers (and non-driving operators) checks moving to ISA registration.	Compliance with existing and future DoT and VBS good practice guidance		
Vehicle plate exemption (private hire) implementation and enforcement.	Proper exercise of Council's discretion whilst maintaining safety of travelling public.		Wychavon District Council Private Hire vehicle, plate exemption policy (Nov 2009)
Determination of license applications	Secure the safety of the travelling public and ensure consistency of application of relevant law.		Wychavon District Council guidance to applicants and licence holders, byelaws and adopted policies; Private Hire Driver – conditions Guidance on relevance of convictions Private Hire Operator – conditions Hackney Carriage vehicle – conditions Private Hire Vehicle – conditions Private Hire Vehicle licensing policy (Nov 09)

			Hackney Carriage vehicle licensing policy (Nov 09) Hackney Carriage Byelaws 2006
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Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Hackney carriage -type / number /identification decals implementation and enforcement The Council is committed to a Hackney Carriage Deregulation Plan Which covers : Age limits, Taxis accessible to wheelchair passengers, A colour policy, Identification Decals	To provide a satisfactory, safe and acceptable form of transport this safeguards both the hirer and driver.	NI 182	Wyre Forest District Council Hackney Carriage Deregulation Plan 2005
Hackney carriage drivers' licences The Council issues drivers licences every two years out of a discretionary period of three years			Local Government Miscellaneous Provisions Act 1976
Hackney Carriage	To prevent convicted drivers		Taxi Handbook issued by Wyre Forest District Council

Worcestershire Regulatory Shared Service
Statement of partner service requirements

Relevance of Convictions The Council has a more robust policy dealing with applicants that have been convicted	from being engaged in the taxi trade – safeguarding children and vulnerable people		
Hackney carriage Driver Training To train taxi drivers on disability awareness / loading of passengers	To train taxi drivers on disability awareness / loading of passengers		Condition attached to the Wyre Forest District Council Taxi Drivers Licence to complete training
Hackney carriage Temporary vehicle replacement To provide a means of replacing Hackney carriage saloon cars written off or temporary off the road through accident.	To provide a service which complies with the Hackney Carriage Deregulation plan		Wyre Forest District Council Temporary Vehicle / replacement policy

Function: Health and Safety at Work

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch District Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Service Plan To include details of inspections, projects, other interventions and promotional activities in accordance with requirements of Section 18. Plan to describe adequate number of competent inspectors, support staff, facilities and equipment to implement the plan including access to specialist legal and expert advice as required and to budget.	Annual Plan approved by appropriate/relevant Member, Member forum or suitably delegated Senior Officer	Written Plan which covers all areas as required by Section 18 Guidance, Health and Safety Executive (HSE) Strategic Plan topics, Local Area Agreement (LAA) topics. Plan reviewed annually, any variations or deviations from the plan identified and areas of improvement or necessary remedial action identified. NI 182 Customer Satisfaction	European Union (EU) & National legislation, Codes of Practice, circulars, Health and Safety at Work Act 1974 Section 18 Guidance, HSE Strategic Plan, Worcestershire LAA

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		Contribution to LAA targets and indicators including: NI 120 All-age all-cause mortality rate, NI 123 smoke-free enforcement, NI 152 Working age people on out-of-work benefits. Completion and submission of statistics including prosecution data, S18 compliance, smoke free returns and Local Authority Health & Safety Return (LAE1)	
Service Plan Monitor / Review / Quality Assessment	Targeted / risk based service delivery leading to fewer H&S-related death, injuries and ill-health and businesses which are compliant.	Plan and quality performance monitored periodically throughout year	EU & National legislation, Codes of Practice, circulars, Section 18 Guidance
Liaison with partners, statutory bodies, professional organisations and government agencies To include liaison with Partners Formal or informal contact with other organisations to facilitate cross-organisational and cross sector working in areas of mutual interest. Contact with appropriate enforcement agencies and other service providers with mutual aims.	To achieve consistency, exchange information, provide a forum for discussion, and determine best practice.		EU & National legislation, Codes of Practice, circulars and Section 18 Guidance. Terms of Reference and policies of relevant advising and directing organisations. (Local Better Regulation Office (LBRO), Chartered Institute of Environmental Health (CIEH), HSE, Local Authorities Coordinating Office on Regulatory Services (LACORS), Institution of Occupational Safety and Health (IOSH))

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Consult and collaborate over enforcement issues. Carry out mutually beneficial joint operations targeting illegal activity where necessary. Up to date contact details maintained.			
Policies & Procedures including Production and maintenance of documented policies and procedures which cover all intervention and enforcement activities. Document control system implemented and maintained to ensure regular review when changes to legislation and relevant guidance occur.	Maintaining a relevant service that is fit for purpose and complies with relevant guidelines		Health and Safety at Work Act 1974 and associated Regulations Section 18 Guidance HSE Strategic Plan Partner Enforcement Policy Enforcement Management Model (EMM) Accident Selection Criteria Interventions Strategy Priority Planning Local Authority Circular (LAC) 67/2
Intervention Strategy a) Premises Inspections	Compliance of businesses with health and safety regulation to minimise to reasonable level, health and safety hazards in workplaces and reduce incidents of injuries and ill health	Category A and B1 premises to be inspection at a frequency of 12 and 18 months respectively, linked to HSE strategic targets.	Health and Safety at Work Act 1974 and associated Regulations Service Plan HSE Strategic targets Section 18 Guidance LAC 67/2
Intervention Strategy b) Alternative Interventions Including distribution of information and provision of	Compliance of businesses with health and safety regulation to minimise to reasonable level, health and safety hazards in workplaces and reduce incidents of	Delivery of a non inspection interventions programme linked to HSE strategic targets for Category B2 and C rated premises not included within any other programme. Minimum frequency of	Service Plan Health and Safety at Work Act etc. Act 1974 and associated Regulations HSE Strategic targets Section 18 Guidance LAC 67/2

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advice and education to business	injuries and ill health	contact - 3 years and 5 years respectively.	
Intervention Strategy c) Smoke-free Inspections Inspection of relevant premises, places and vehicles to be incorporated with programmed inspections for H&S, food safety and licensing functions. Investigation of complaints in accordance with H&S Smoke-free Enforcement Protocol.	Compliance of businesses and individuals with smoke-free legislation to reduce incidents of ill health.		Health Act 2006 Part 1, Chapter 1 Herefordshire & Worcestershire Smoke-free Enforcement Protocol
Intervention Strategy d) Sunday / Christmas Day Trading Investigations	Compliance of businesses with Sunday and Christmas Day Trading legislation	Service delivery achieved via intelligence led investigations	Sunday Trading Act 1994 Christmas Day (Trading) Act 2004 Codes of Practice, circulars and guidance.
Intervention Strategy e) Revisits i.e. to check progress where works of a serious or imminent nature identified	Compliance of businesses with health and safety regulation to minimise to reasonable level, health and safety hazards in workplaces and reduce incidents of injuries and ill health	Revisits carried out in accordance with the Authority's policy	Health and Safety at Work Act etc. Act 1974 and associated Regulations HSE Strategic Targets Section 18 Guidance LAC 67/2
Intervention Strategy f) Health & Safety Service Requests	Prevention / reduction of health-and-safety-related accidents, ill health and deaths in the workplace.	Service requests prioritised on a risk basis and investigations carried out with due regard to LACORS guidance. Response times in accordance agreed service standards	Health and Safety at Work Act etc. Act 1974 and associated Regulations HSE Strategic targets Section 18 Guidance Service Plan
Intervention Strategy	Prevention / reduction of	Respond to accident / incident	Health and Safety at Work Act etc.

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g) Response to Formal Notifications i.e. Accident / Incident / Asbestos ASB5	health-and-safety-related accidents, ill health and deaths in the workplace.	notifications in accordance with accident selection criteria. Response times in accordance agreed service standards Follow up ASB5 notifications in accordance with assessment of risk management.	Act 1974 and associated Regulations Service Plan HSE Strategic targets Section 18 Guidance LAC 22/13
Intervention Strategy h) Regular and ad hoc Special Events/Premises and Licensed Sports Grounds i.e. large public gatherings, West Midlands Safari Park (Zoo)	Compliance with health and safety legislation to minimise to reasonable level, health and safety hazards and reduce incidents of injuries and ill health.	Attend pre and post event safety advisory group meetings. Inspect events/premises at frequency determined by assessment of risk management and appropriate investigation of incidents	Health and Safety at Work Act etc. Act 1974 and associated Regulations Safety at Sports Ground Act 1975 Service Plan HSE Strategic targets Section 18 Guidance Specific guidance/Codes of Practice.
Intervention Strategy i) Enforcement Action	Compliance of businesses with health and safety regulation to minimise to reasonable level, health and safety hazards in workplaces and reduce incidents of injuries and ill health. Including joint warranting where applicable and desirable.	To reduce to an acceptable level the risk profile of business where risk rating has increased and/ or risks not being appropriately managed.	Health and Safety at Work Act etc. Act 1974 and associated Regulations HSE Strategic Targets Section 18 Guidance Enforcement Policy Regulators' Compliance Code, Code for Crown Prosecutors EMM Service Plan
Lead / Primary Authority Principle To include liaison with the relevant Lead / Primary Authorities as necessary to facilitate cross-organisational and cross sector working in	Operated in compliance with national scheme to achieve business compliance and consistency of enforcement action		Health and Safety at Work Act etc. Act 1974 and associated Regulations HSE Strategic Targets Section 18 Guidance Service plan EU & National legislation, Codes of Practice, circulars and

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<p>areas of mutual interest. Set up formal Primary Authority Partnership at request of local business in accordance with LBRO. Provide advice as agreed to businesses on legal compliance where Authority acts as LBRO Primary /Lead authority. Data base kept up to date.</p>			LBRO guidance
<p>Provision of Information for the Public To include: Third party leaflets readily available in English and other languages. A procedure in place to ensure information is current and appropriate. Leaflets produced in house or in partnership with other agencies to suit local circumstances and contain up to date contact details. Information to be available for hearing and sight impaired recipients.</p>	Improved public health and understanding		Service plan Codes of Practice, circulars and guidance
<p>Fulfill responsibilities as a 'responsible authority' under the Licensing Act 2003. To include:</p>	Protection of public safety where licensable activities take place	In accordance with statutory timescales	S182 Guidance (Licensing Act 2003)

Worcestershire Regulatory Shared Service
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<ul style="list-style-type: none"> - review of licensing applications and making of representations where appropriate - instigate request for review where appropriate if the licensing objectives are not met - inspect premises and events where necessary to ensure public safety 			
Pre opening advice to new and potential businesses	Higher proportion of new businesses compliant with H&S legislation from the day they begin to trade.	Normal response times	Internal procedure relating to guidance to new and potential businesses.
Exchange and sharing of information	Comprehensive source of knowledge of H&S related matters	Readily accessible up to date information	Local and national agreed policies and procedures

Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Intervention Strategy a) Premises Inspections		Programmed interventions as specified in the Health & Safety Service plan completed, such interventions linked to available resources;	
Intervention Strategy		Programmed interventions as specified in the Health & Safety Service plan	

Worcestershire Regulatory Shared Service
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b) Alternative Interventions Including distribution of information and provision of advice and education to business		completed, such interventions linked to available resources;	
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Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Inspection of annual special events where large numbers of public attend – Three Counties Show Ground X3 Upton Festivals X3 Welland Steam Rally West Fest Shelsley Hill Climb	Inspection of each event to ensure compliance of businesses with health and safety regulation to minimise to reasonable level, health and safety hazards in workplaces and reduce incidents of injuries and ill health	Inspections prioritised to reduce risks associated with the activity of the business and ensure risks are being appropriately managed.	H&S at Work Act 1974 and associated Regulations Service Plan Section 18 Guidance HSE Strategic targets

Additional requirements applicable to Worcester City Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
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Worcestershire Regulatory Shared Service
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Participate in Safety Advisory Groups (SAGs) in relation to Worcester Football Club, Worcester Christmas Fayre, Worcester Festival and other events arranged through Visit Worcester and / or on Council land	Protection of public safety at the events/ground.	Attend pre and post event safety advisory group meetings. Inspect events at frequency determined by assessment of risk management and appropriate investigation of incidents	Health and Safety at Work Act etc. Act 1974 and associated Regulations Safety at Sports Ground Act 1975 Service Plan HSE Strategic targets Section 18 Guidance Specific guidance/Codes of Practice.
Monitor water quality of swimming and hydrotherapy pools	Protection of public safety	Receive reports from businesses with pools confirming adequate water quality <ul style="list-style-type: none"> • general testing – monthly reports, • Legionella testing – quarterly reports Ad hoc sampling of pools by EH staff on risk basis	Health and Safety at Work Act etc. Act 1974 and associated Regulations Public Health (Control of Disease) Act 1984

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Participate in Safety Advisory Groups (SAGs) in relation to Worcester Rugby Club.	Protection of public safety at the ground.		Relevant guidance to safety at public events.
Provision of specialist asbestos advice and	Availability of specialist and competent advice to	Respond to agreed customer service standards.	Relevant legislation, CoP and guidance.

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resource	colleagues in Worcestershire and Herefordshire. Reduction in exposure of employees and the public to harmful asbestos.		
Programmed inspection of all currently rated A and B1-B4 premises and targeted inspection of a proportion of currently rated C premises. (From 1st April all A, B1 and B2 premises to be inspected by their due date, together with a proportion of C rated premises identified in targeted inspection programmes)	Protection of the safety and health of employees and members of the public.	In line with current Wychavon District Council service plan.	Relevant legislation, Code of Practices (CoPs), LACs and guidance. Wychavon District Council service plan

Function: Health & Wellbeing/ Health Promotion

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council
Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Provision of advice, information and education on food safety	Improve food safety in all settings where people consume food include work, leisure venues and the home.	Reduction in the number of food poisoning cases and outbreaks.	National strategies and campaigns including those promoted by the Food Standards Agency
Provision of advice, information and education on health and safety at work.	Improve management of health and safety in all Local Authority enforced settings. Well attended and positively received safety awareness days.	Reduction in the number of accidents and cases of work related ill-health.	National strategies and campaigns including those promoted by the Health and Safety Executive.
Provision of a wide variety of	Affordable training available to businesses and voluntary	Compliance with CIEH requirements as a training centre.	

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Statement of partner service requirements

food hygiene training and awareness courses and events including CIEH level 1 and 2 food hygiene courses and refresher training and/or signposting to training providers.	organisations. Food handlers trained in food safety commensurate with their role. Reduction in food poisoning cases.		
Provision of nutrition training and advice to caterers.	Availability of healthier food options in a variety of settings.	In compliance with national strategies and guidance issued by the Food Standards Agency.	National strategies and guidance issued by the Food Standards Agency.
Healthy Eating project work	Enable consumers to use labelling information to make healthy food choices. Improve public understanding of what is in the food they eat.	NI121 Mortality rate from circulatory diseases at ages under 75 NI 56 Obesity among primary school age children in Year 6 NB: Report activity to Worcestershire Partnership theme group on completion of actions against the Action Plan	Food Standards Agency guidance, Health Challenge England (DOH,) Service plan projects
Provision of a wide variety of certificated health and safety training and awareness	Affordable training available to businesses and voluntary organisations. Employees and managers trained in health and safety commensurate with their role. Reduction in accidents and	Compliance with CIEH requirements as a training centre.	

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courses and events.	cases of work related ill health.		
Membership of the Worcestershire Tobacco Control Alliance.	Contribution to county wide initiatives on tobacco control		
Provision of smoking cessation advice and signposting to smoking cessation support services.	Contribution to county wide LAA targets on reducing tobacco use.		
Promoting awareness of and providing work experience of Environmental health and Trading Standards as professions and career choices.	Awareness of the range of activities and functions of the service and awareness of potential career opportunities within the two professions.		
Participation in national health and safety awareness campaigns such as those relating to asbestos.	Reduction in accidents and incidents of ill health.		

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Statement of partner service requirements

Work within schools to promote healthy eating and food hygiene, including: - lunch box advice - hand washing promotion - 5 a day			
Contribute to the work of LSP's, CDRP's and LAA theme groups (health & wellbeing, WPEG and Crime & Disorder)	Achievement of LAA and other county-wide targets.	As detailed in LAA, Community Strategy documents etc.	

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Consultations	Considered response to national consultations on health and well-being initiatives etc		
Work with pre-	Contribution to county wide LAA		

Worcestershire Regulatory Shared Service
Statement of partner service requirements

school children and their families to promote health eating and active lifestyles (WHAT programme)	targets on reducing obesity.		
MEND programme (7-13 year olds). Provision of 'theory lead' input	Contribution to county wide LAA targets on reducing obesity		
Provision of 'Mission Possible' materials and support to KS2 school groups.	Promotion of food safety and healthy eating messages.		In accordance with Mission Possible guidance.

Function: Infectious Diseases

Participating partners

Bromsgrove District Council
Malvern Hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Development of infectious disease policies and Emergency plans for review and approval by Joint Committee and District / County Council.	Providing and maintaining a relevant service that is fit for purpose and complies with relevant guidelines. Outbreak control plan is operational	Outbreak Control plan is tested and valid	Outbreak Control Plan, Rabies Plan, Pandemic Flu plan, The Food Framework Agreement, Health Protection Regulations, Legionnaires Disease ACOP.
Investigation of individual cases and minor incidents To include: Determining cause. Taking appropriate action Prompt recording of detail on database, and relaying to investigating officer Working in partnership with stakeholders i.e. HPA, PCT and	Preventing further spread of disease.	Response times in accordance with Joint Health Protection Agency (HPA)/ Local Authority Roles and Responsibilities document i.e. E Coli 0157 <= 3hrs Other relevant diseases <= 24hrs.	The Food Standard Joint Health Protection Agency West Midlands West / Local Authority Roles and Responsibilities Document. Outbreak Control Plan agreed with HPA.

Worcestershire Regulatory Shared Service
Statement of partner service requirements

HSE			
Statutory Reporting of Infectious Disease Notifications (NOIDS)	Informing national surveillance systems of local data	Weekly reporting of relevant data to HPA and Centre for Infection Control	Public Health (Control of Disease) Act 1984
Liaison with Strategic Partners To include: Formal or informal contact with other organisations to facilitate cross-organisational and cross sector working in areas of mutual interest. Contact with appropriate enforcement agencies and other service providers with mutual aims. Consult and collaborate over enforcement issues. Up to date contact details maintained.	To achieve consistency, exchange information, provide a forum for discussion, and determine best practice.		Outbreak Control Plan HPA/LA Roles and Responsibilities Document
Respond to Outbreaks and Pandemics To include: Attend Outbreak Control Team meetings and joint working group (PCT / HPA) response. Assist with epidemiological investigation and contact tracing. Assist with provision of timely and consistent information to public. Implement appropriate control	Slowing spread of disease, providing advice to public		Public Health (Control of Disease) Act 1984 Health and Safety at Work etc. Act 1974 Food Safety Act 1990 DOH / FSA guidance Outbreak Control Plan Pandemic Flu Plan Business Continuity Plan Mutual Aid Protocol

Worcestershire Regulatory Shared Service
Statement of partner service requirements

measures Working in partnership with stakeholders i.e. HPA, PCT , NHS, HSE, Emergency Planning			
Leaflets	Provision of relevant information to the public	Information available to the public	

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Investigation of individual cases and outbreaks		Normal response times including 2 hour response to outbreaks.	Wychavon ID policy and procedures
Liaison To include: Competent, authorised officers available to participate in joint working groups considering zoonotic and other infectious disease controls	Liaise with DEFRA, VLA, HPA, PCT etc		Outbreak Control Plan. Secretary of State Standards of Modern Zoo Practice. COSHH HSE Managing Health & Safety in Zoos
Out of hours service provision	Ability to respond to cases and outbreaks outside of normal working hours	Officers available to respond 365 days per year via standby officer at Wychavon.	Wychavon standby book

Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Investigation of individual cases and outbreaks		Reduce incidences of ID arising in WFDC by 5%	
Dealing with zoonoses from Safari Park To include: Determining cause. Taking appropriate action	Preventing transmission of infection from animal stock to staff or public.	Respond to cases of zoonoses within 24 hours.	COSHH. HSE: Managing H&S in Zoos. Secretary of State Standards of Modern Zoo Practice.
Liaison To include: Competent, authorised officers available to participate in joint working groups considering zoonotic controls	Liaise with DEFRA, VLA, HPA, PCT etc		Outbreak Control Plan. Secretary of State Standards of Modern Zoo Practice. COSHH HSE Managing Health & Safety in Zoos
Out of hours service provision	Ability to respond to cases and outbreaks outside of normal working hours	Establishment of call-out service available 365 days per year	WFDC out of hours handbook

Function: Land Drainage

Participating partners

Bromsgrove District Council
Redditch Borough Council
Malvern Hills District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Response to land drainage service requests, including any necessary investigation and enforcement action	Reduction in incidence of flooding	Response to service requests within agreed service standards	Land Drainage Acts 1976 & 1991
Monitoring of known land drainage problems, including any necessary investigation and enforcement	Reduction in incidence of flooding		Land Drainage Acts 1976 & 1991
Advice on land drainage matters	Reduction in incidence of flooding	Response to service requests within agreed service standards	Land Drainage Acts 1976 & 1991
Advice on land drainage implications of planning applications	Reduction in incidence of flooding	Response to service requests within agreed service standards	Planning Policy Statement PPS25 and associated practice guide
Pursuit of funding opportunities to assist local improvements	Reduction in incidence of flooding		

Additional requirements applicable to Malvern Hills District Council

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Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Facilitation of land drainage improvements identified as priorities by the BWB Malvern Hills District Flood Study Part 2	Reduction in incidence of flooding in priority areas	Completion of priority programme by December 2010	BWB Malvern Hills District Flood Study Parts 1 & 2

Function: Licensing Act 2003 - administration and enforcement

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Develop and consult on a Statement of Licensing Policy	A clear Statement that supports decision making at all levels and provides applicants and the public with sufficient information to understand our approach.	Statement of Policy reviewed and adopted every three years in compliance with statutory requirements.	Section 182 Guidance, Licensing Act 2003 and relevant regulations.
Premises licences and club registrations (issue, variation, transfer, minor variation, change to dps, provisional statement) Includes the	Legally compliant licences in force and provided in a timely manner.	Response to requests for advice within agreed service standards. All stages of process in accordance with statutory timescales.	Section 182 Guidance, Licensing Act 2003 and relevant regulations. Licensing Authority's own Statement of Licensing Policy

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<p>following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Application receipt/validation/acceptance - Fee receipt - Consultation - Mediation - Determination - Issue - Hearing - Appeal - Review <p>Premises licences and club registrations – collection of annual maintenance fee by licensing authority</p>			
<p>Personal licences (issue, renewal, change of name or address)</p> <p>Includes the</p>	<p>Legally compliant licences in force and provided in a timely manner.</p>	<p>Response to requests for advice within agreed service standards.</p> <p>All stages of process in accordance with statutory timescales.</p>	<p>Section 182 Guidance, Licensing Act 2003 and relevant regulations.</p>

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<p>following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Application receipt/validation/acceptance - Fee receipt - Consultation - Determination - Issue - Hearing - Appeal 			
<p>Temporary Event Notices (includes receipt of notice, request for replacement notice)</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Verification of request and compliance with limits - Fee receipt - Liaison with 	<p>Legally compliant process in force. TENS processed in a timely manner.</p>	<p>Response to requests for advice within agreed service standards.</p> <p>All stages of process in accordance with statutory timescales</p>	<p>Section 182 Guidance, Licensing Act 2003 and relevant regulations.</p>

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<p>Police</p> <ul style="list-style-type: none"> - Return of signed copy - Issue of counter notice - Hearing 			
<p>Miscellaneous LA03 matters (inc replacement copies, right of freeholders to be notified, interim authority notices, change of name or address details)</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice - Application receipt/validation/acceptance - Fee receipt - Consultation - Determination - Issue - Hearing - Appeal 	<p>All applications processed in a timely manner and in accordance with statutory timescales.</p>	<p>Response to requests for advice within agreed service standards.</p> <p>All stages of process in accordance with statutory timescales.</p>	<p>Section 182 Guidance, Licensing Act 2003 and relevant regulations.</p>

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Inform local strategies with partner organisations	Local strategies recognise the role and legal constraints upon Licensing Authorities and Responsible Authorities	LAA targets, Community Strategies, Worcestershire Partnership. CAA/Total Place outcomes	
Enforcement (not including prosecution) To include: Investigations of complaints against premises or persons. Liaison with local Police licensing units Intelligence led /risk rated inspection of premises and events in accordance with local procedures Liaison with responsible authorities on enforcement	Compliant premises. Complainants satisfied with outcomes.	NI182	Enforcement policies of the Licensing Authority. Section 182 Guidance, Licensing Act 2003 and relevant regulations.

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matters			
BIS/EU	Full compliance with EU Services Directive, applicants able to make on-line applications directly or via BIS portal.	Availability of on-line application functionality. Each Licensing Authority web-site fully compliant with BIS requirements.	BIS guidance, EU Services Directive as enacted by national legislation.
Development and agreement of MOU on enforcement with relevant partners	Consistency in approach to enforcement across partner organisations.		S182 Guidance, Licensing Act 2003 and regulations made under the act.
Councillor training	To ensure that Councillors familiar with the requirements of the Licensing act 2003.	Carried out annually after Council and appointment of Committee members.	

Additional requirements applicable to Worcester City Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Drugs policy	Compliant with Licensing Act principles	Drugs testing carried out in premises in accordance with departmental procedures.	

Function: Licensing of petroleum, poisons and explosives

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Administration of Petroleum Storage licenses and collection of fees	To ensure relevant applicants obtain licenses in a timely manner, assuming they and premises meet relevant legal requirements	95% of licences to be issued within 10 working days of receiving a correctly completed application with the correct fee.	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Administration of explosives licenses and registrations and collection of fees	To ensure relevant applicants obtain licenses in a timely manner, assuming they and premises meet relevant legal requirements	95% of licences to be issued within 10 working days of receiving a correctly completed application with the correct fee.	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Administration of registrations under Poisons Act 1972 and collection of fees	To ensure relevant applicants obtain licenses in a timely manner, assuming they and premises meet relevant legal	95% of licences to be issued within 10 working days of receiving a correctly completed application with	

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Statement of partner service requirements

	requirements	the correct fee.	
Petroleum Licensing Enforcement/ Inspection	Ensure operation of business does not endanger local community	100% of new applicants each year, plus 50% of established premises each year.	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Explosives Licensing Enforcement Inspection	Ensure operation of business does not endanger local community	100% of new premises and intelligence-led targeted activity at existing suppliers	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Follow-up visit or re-visit where significant non-compliance is identified,	To ensure that any significant issues are addressed in a timely manner	NI182 and service standards	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Investigation of complaints alleging incorrect/ unsafe storage of products, unlicensed selling of products and breaches of licensing conditions.	Protecting the community from potential safety hazards	Respond to agreed service standards	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy

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			Worcestershire County Council Quality Procedures on Enforcement
Home Authority Referrals	Non-conformances resolved by the most appropriate action. Products originating from Worcestershire.	Respond to agreed service standards	EU & National legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. Worcestershire County Council Enforcement Policy Worcestershire County Council Quality Procedures on Enforcement
Participation in regional and national projects relating to these provisions	Contribute to wider regional activity	Suitable targets agreed in service plan	CEnTSA membership agreement
Respond to information requests regarding disused/ decommissioned petroleum sites	Provide developers and similar with historical information regarding sites that have been purchased	Respond to agreed service standards	Worcestershire County Council Policy to provide information, but to recover administrative costs.

Function: Licensing and Registration - Miscellaneous (excluding Licensing Act 2003, Gambling Act 2005 , petroleum, explosives, poisons and animal related licensing)

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Registration and amendment of registration for skin piercing (person and premises) Includes the following (as appropriate) <ul style="list-style-type: none"> - pre application technical advice - application receipt/validation/ Acceptance - fee receipt - site visit - consultation (H&S) - decision 	<p>Legally compliant process in place. Applications for registration processed in a timely manner.</p> <p>Protection of public health and minors.</p>	<p>Response to requests for advice within agreed service standards.</p>	<p>Local Government (Misc Provisions) Act 1982</p> <p>Byelaws made by the local authority (as detailed below)</p>

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<ul style="list-style-type: none"> - issue - Appeal 			
<p>Permitting House to House Collections</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - pre application advice - application receipt/validation/ acceptance - site visit/ consultation - decision - issue - appeal - chasing/receipt /verification and/or rejection of returns 	<p>Legally compliant process in place. Applications for permits processed in a timely manner.</p> <p>Prevention of fraudulent collections.</p>	<p>Response to requests for advice within agreed service standards.</p>	<p>House to House Collections Regulations 1947</p>
<p>Hypnotism – authorisation</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - technical advice (pre application) - application receipt/validation /acceptance - fee receipt 	<p>Legally compliant process in place. Applications for consent processed in a timely manner.</p> <p>Protection of the public from harm.</p>	<p>Response to requests for advice within agreed service standards.</p>	<p>Hypnotism Act 1952</p> <p>Wychavon District Council approved conditions (march 2008)</p> <p>HOME OFFICE CIRCULAR NO: 39/1996</p>

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<ul style="list-style-type: none"> - site visit/consultation - determination - issue 			
<p>Registration of Motor Salvage Operator</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - technical advice (pre application) - application receipt/validation /acceptance - fee receipt - site visit/consultation - determination - issue 	<p>Legally compliant process in place. Applications for registration processed in a timely manner.</p> <p>Collection of information and maintenance of register.</p>	<p>Response to requests for advice within agreed service standards</p>	<p>Motor Salvage Operators Regulations 2002</p>
<p>Registration of Scrap Metal Dealers</p> <p>Includes the following (as appropriate)</p> <ul style="list-style-type: none"> - Technical advice (pre application) 	<p>Legally compliant process in place. Applications for registration processed in a timely manner.</p> <p>Collection of information and maintenance of</p>	<p>Response to requests for advice within agreed service standards.</p>	<p>Scrap Metal Dealers Registration Act 1964</p>

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<ul style="list-style-type: none"> - application receipt/validation /acceptance - site visit/consultation - determination - issue 	register.		
Permitting Street Collections Including the following (as appropriate) <ul style="list-style-type: none"> - Technical advice (pre application) - application receipt/validation /acceptance - determination - issue 	Legally compliant process in place. Applications for registration processed in a timely manner. Prevention of fraudulent collections.	Response to requests for advice within agreed service standards	Charitable Collections (Transitional Provisions) Order 1974 Local partner policy.
Licence or consent for Street Trading Including the following (as appropriate) <ul style="list-style-type: none"> - Technical advice (pre application) - application receipt/validation 	Legally compliant process in place. Applications for licence or consent processed in a timely manner	Response to requests for advice within agreed service standards. Inspections carried out of trading units in accordance with departmental procedures using risk rated system.	Local Government (Misc Prov) Act 1982. A Licensing Authority may have an agreed list of 'consent streets' and 'prohibited streets' and/or 'licensed' streets/pitches.

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/acceptance - fee receipt - consultation - site visit - determination - issue - appeal			
Licensing of Sex Establishments including 'Sexual Entertainment Venues' from April 2010 Technical advice (pre application) - application receipt/validation /acceptance - fee receipt - consultation - site visit - determination - issue - appeal	Legislation adopted as appropriate, and policies agreed by Licensing Authority. Legally compliant process in place. Applications for licences processed in a timely manner. Control of sex shops, sex cinemas and sexual entertainment venues.	Response to requests for advice within agreed service standards.	Local Government (Misc Prov) Act 1982 as amended, and associated regulations and orders. Home Office Guidance.
Enforcement (not including prosecution) To include: Investigations of complaints	Compliant premises. Complainants satisfied with outcomes.	NI182	Enforcement policies of the WRSS and each Licensing Authority. Section 182 Guidance, Licensing Act 2003 and relevant regulations.

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<p>against premises or persons.</p> <p>Liaison with local Police licensing units</p> <p>Intelligence led /risk rated inspection of premises and events in accordance with departmental procedures</p>			
<p>Street Amenities Licensing (as and when transferred by County)</p>	<p>Legally compliant process in place. Application for licence processed in timely manner. Inspections carried out of 100% of premises prior to grant and renewal of licence all in accordance with departmental procedures.</p>	<p>Response to requests for advice within agreed service standards.</p>	<p>Highways Act 1990</p>
<p>BIS/EU</p>	<p>Full compliance with EU Services Directive, applicants able to make on-line applications directly or via BIS portal.</p>	<p>Availability of on-line application functionality. Licensing Authority web-site fully compliant with BIS requirements.</p>	<p>BIS guidance, EU Services Directive as enacted by national legislation.</p>

Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success factors	Performance measures/ key	Applicable policies, strategies, service
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		performance indicators and targets	standards, statutory codes or guidance
Caravan Sites	Legally compliant process in place. Application for registration processed in timely manner in accordance with Policy.	Inspections carried out of sites in accordance with departmental procedures using risk rated system.	Caravan Sites and Control of Development Act 1960. Caravan Sites Act 1968.

Additional requirements applicable to Worcester City Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Caravan Sites	Legally compliant process in place. Application for registration processed in timely manner in accordance with Policy.	Inspections carried out of sites in accordance with departmental procedures using risk rated system.	Caravan Sites and Control of Development Act 1960. Caravan Sites Act 1968.
Massage and Special Treatments	Legally compliant process in place. Application for licence processed in timely manner. Inspections carried out of 100% of premises by Health & Safety Officer prior to grant then subsequently in accordance with departmental procedures using risk rated system.	Response to requests for advice within agreed service standards.	Worcester City Council Act 1985
Registration of Hairdressers	Legally compliant process in place. Application for Registration processed in timely manner.	Response to requests for advice within agreed service standards.	Worcester City Council Act 1985
Registration of Second Hand Goods Dealers	Legally compliant process in place. Application for registration processed in timely manner. Inspections carried out of 100% of premises in accordance with departmental procedures using risk	Response to requests for advice within agreed service standards.	Worcester City Council Act 1985

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	rated system.		
Street Collections	Legally compliant process in place. Application for licence processed in timely manner in accordance with Policy. Licences granted in January (30) and September (5) annually, plus urgent, transitory collections ad hoc.	Response to requests for advice within agreed service standards.	Police, Factories, etc. (Miscellaneous Provisions) Act 1916, as amended by the Local Government Act 1972. Worcester City Council's Street Collection Policy.
Street Patrols	Compliance re. Hackney carriage vehicles and drivers Street traders Buskers	250 patrols undertaken per annum plus 4 joint patrols with civil enforcement officers.	Hackney Carriage and Private Hire handbook. The Town Police Clauses Act (TPCA) 1847 The Local Government (Miscellaneous Provisions) Act 1976 The Transport Act 1985 Local Government (Miscellaneous Provisions) Act 1982. Buskers Charter.

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Caravan Sites	Legally compliant process in place. Application for registration processed in timely manner in accordance with Policy.	Inspections carried out of sites in accordance with departmental procedures using risk rated system.	Caravan Sites and Control of Development Act 1960. Caravan Sites Act 1968.

Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
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Street amenity Licences /Pavement cafes	Legally compliant process in place. Applications for registration processed in a timely manner.	Response to requests for advice within agreed service standards.	Local Government (Misc Provisions) Act 1982 Byelaws made by the local authority (as detailed below)
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Function: Metrology

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Maintenance of relevant standards in calibration facility	Ensure standards and testing equipment are maintained and functional	Local Standards tested against National Tertiary Standards every 5 years	Weights and Measures Act 1985 s4 & 5
Risk-based inspections of packers, manufacturers and retailers using equipment for trade, and checking the packaged product being offered	Ensuring fair and safe competitive practices for goods and services in the Formal Economy	Supporting fair trading and fair competition amongst local business NI182	Weights and Measures Act1985, Guidance issued by NMO
Inspection of large scale / large volume weighing and measuring equipment (e.g. road weighbridges, petrol pumps, bulk fuel tankers.)	As above	Supporting fair trading and fair competition amongst local business NI182.	Weights and Measures Act1985, Guidance issued by NMO
Follow-up visit or re-visit where significant non-compliance is identified,	To ensure that any significant issues are addressed in a timely manner	NI182 and agreed service standards	Weights and Measures Act1985, Guidance issued by NMO

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Home Authority Referrals	Non-conformances identified by other authorities are resolved by the most appropriate action. Applies to products & services originating from Worcestershire	Agreed Service Standards	Weights and Measures Act 1985, Guidance issued by NMO
Investigation of complaints alleging short weight/ measure/ use of illegal/ unjust equipment, including those involving business to business transactions.	Ensuring fair and safe competitive practices for goods and services in the Formal Economy	Agreed service standards	Worcestershire County Council Enforcement Policy, Regulators Compliance Code, National Intelligence Model, Trading Standards Service Plan, EU & National legislation, Codes of Practice, circulars and guidance.
Checks on equipment used for trade that has been verified by private contractors.	Ensure that contractors are setting equipment within legal tolerances.	To check a proportion of high volume equipment that has been self-verified	Worcestershire County Council Enforcement Policy, Regulators Compliance Code, National Intelligence Model, Trading Standards Service Plan, EU & National legislation, Codes of Practice, circulars and guidance.
Calibration service for businesses to provide them with	Ensure local businesses have a cost effective way of demonstrating	Agreed service standards	Weights and Measures Act 1985 s74

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certification of the accuracy of equipment in use and generate income.	accuracy traceability to national standards, and generates income.		
Certification of operators of public weighing equipment	Ensure those operating public weighing equipment are competent	Agreed service standards	Weights and Measures Act 1985 s74
Verification of weighing and measuring equipment that is to be put into use for trade. NB: This aspect of service delivery generates income. Charges follow LACORS guidance.	Ensure that equipment is accurate and fairly calibrated i.e. within legal tolerances.	Agreed service standards	Weights and Measures Act 1985 s74
Contracting of services for other local authorities to deliver some elements of metrology services e.g. nomination of Worcestershire Local Standards as theirs, testing of their working standards, the provision of bulk fuel inspection/ verification work.	Subsidise cost of maintaining equipment by generating income	Agreed service standards	Weights and Measures Act 1985
Collection of fees for metrology services including calibration and verification work.	Ensure cost of officer time is recovered	Agreed service standards	Weights and Measures Act 1985 s74 plus guidance.

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Function: Pest Control

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Provision of pest control treatment in commercial and domestic premises	Reduction in pest control service requests year on year.	Response time between receipt of service request and initial treatment =2working days. 95% of service requests initially responded to within 2 working days.	See relative service specifications for each Local Authority. Treatment undertaken in compliance with Food and Environment Act, related statutory codes of Practice and contemporary HSE Information sheets.
Pest Identification and advice.	Reduction in public health pests.	95% of service requests initially responded to within 2 working days. Response time between receipt of service request and initial treatment =2 working days.	
Enforcement of Pest related legislation (Prevention of Damage by Pests Act 1949, Environmental Protection Act 1990; etc)	Reduction in pest complaints year on year.	Response time between service request and initial investigation=2 working days. 95% of service requests initially responded to within 2 working days.	Environmental Health Enforcement Policy. <ul style="list-style-type: none"> • Statutory Code of Practice for Regulator's (Compliance Code) • Home Office Guidelines • The Code for Crown Prosecutors • Joint enforcement protocols agreed with partner organisations • Internal procedures and policies as documented by each LA.
Arrange sewer baiting programme	Reduction in vermin	Reduced vermin complaints	Prevention of Damage by Pests Act 1949;

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in consultation with STW subject to funding being available	Public health		
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Additional requirements applicable to Bromsgrove District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Contracted Service Free of charge pest control treatment service for rats, mice, bedbugs, fleas & cockroaches for vulnerable eligible residents. Other residents may contact our contractor if they wish, but they will be charged for this service.	As per requirements applicable to all authorities	Response time between service request and initial investigation in place. See cross cutting issues.	Provide a free of charge pest control treatment service for the following:- Rats, mice, bedbugs, fleas & cockroaches for vulnerable eligible residents who are in receipt of the following benefits:- Income Support Housing Benefit Council Tax Benefit Those residents must be able to prove, prior to treatment taking place that they are in receipt of the relevant benefit. Also give free advice about pest control matters

Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
No provision for treatment of pests	N/A	N/A	N/A

Additional requirements applicable to Redditch Borough Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Contracted Service- Free treatment of	As per requirements applicable to all	Response time between service request and initial investigation in place. See Cross	As per requirements applicable to all authorities

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rats to all residential properties. Free treatment of Mice, bedbugs, fleas & cockroaches according to income benefits.	authorities	cutting issues.	
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Additional requirements applicable to Worcester City Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
No provision for treatment of public health pests	N/A	N/A	N/A
Gull egg replacement programme and annual survey	A Cleaner City	Reduction in numbers of breeding pairs year on year. Reduction in numbers of complaints and service requests received year on year.	Provision of egg replacement programme to all property owners on request. Annual survey undertaken to establish efficacy of programme.
Contracted Service			

Additional requirements applicable to Wychavon District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Treatment for rats, mice and wasps.	As per requirements applicable to all authorities	Response time between service request and initial investigation in place. See cross cutting issues.	Free service for rats, mice and wasps for persons receiving Income Support, Job Seeker's Allowance or Pension Guarantee Credits.
Contracted Service			

Additional requirements applicable to Wyre Forest District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
In house Pest Control Service	As per requirements applicable to all authorities	Response time between service request and initial investigation in place. See cross cutting issues.	Officers provide advice regarding any other insects/pests and offer free identification service for residents.

A full list of pests that we will treat, and the charges are listed in the

table below:

	Domestic Properties
Rats*	£105 for 3 visits (additional visits charged at £35 per visit)
Mice*	£70 for 2 visits (additional visits charged at £35 per visit)
Fleas	FREE
Bed Bugs	FREE
Cockroaches	FREE
Wasps **	£45 per nest (£11.50 each nest thereafter)

* Treatments for rats and mice are free if you are in receipt of a number of different types of benefit.

** Treatments for wasps are free if you are in receipt of 100% council tax benefit Charges are payable prior to treatment.

Pests not treated:

Bees, Hornets, Badgers, Pigeons, Squirrels, Foxes, Ants, Flies, Bats and Other Insects.

Function: Private and Mains Water Supplies

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Private Water Supplies; Programmed Interventions Carry out Survey required under the Private Water Supply Regulations 2009 Provide and implement a statutorily compliant sampling programme Carry out Risk Assessment	Protect Public Health; Ensure private drinking water supplies are safe;	Completion of Specified Survey by June 2010; Provision of statutorily compliant sampling programme (Category/Risk Dependent); Completion of sampling programme; Risk Assessment completed within 5 years from 1 st Jan 2010;	National legislation; Private Water Supply Regulations 2009 Drinking Water Inspectorate documents: "Drinking Water Safety" 2009 Private Water Supply technical manual 2006 and Risk Assessment case studies guide; Enforcement Policy; Charging Policy;

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Debt recovery		Ratio of completed risk assessments to number of relevant supplies; High debt recovery; Ratio Number notices complied with to notices served;	Environmental Health Pollution & General Team Service Plan; Planning & Environment Business Plan
Service of Statutory Notices			
Private Water Supplies;			
Requests for Service	Protect Public Health;	Agreed customer service standards met;	National legislation: Private Water Supplies Regulations 2009
Service of Statutory Notices		Compliance with statutory time limits;	Drinking Water Inspectorate technical manuals and Risk Assessment Guide;
Institution of Legal Proceedings		Ratio Number notices complied with to notices served;	Enforcement Policy;
Debt recovery			Council Charging Policy;
Mains Water Supplies,			
Requests for Service in respect of mains water quality	Protect Public Health;	Agreed customer service standards met;	National legislation: Water Industry Act 1991
			Drinking Water Inspectorate technical manuals and Risk Assessment Guide;

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			Enforcement Policy; Team Service and Business Plans; Water Industry Act 1991
Reactive sampling of mains water supplies	Protect Public health	Agreed customer service standards met;	Water Industry Act 1991
Investigation of water quality failures in conjunction with Statutory water undertaker	Protect Public Health	Agreed customer service standards met;	Water Industry Act 1991
Reactive sampling of recreational waters to assess the quality of the water for recreational or bathing purposes.	Protect Public health	Agreed customer service standards met;	European Council Bathing Water Directive. Health and Safety at Work etc. Act 1974,

Additional requirements applicable to Malvern Hills District Council

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Sampling of Public Drinking Spouts and springs.	Protection of Public health	Compliance with National public health sampling parameters	Public access to local sampling programme on web site.

Function: Product/ Consumer Safety

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Inspection of manufacturers and importers of products in accordance with LACORS risk assessment scheme	Products on the market originating from Worcestershire manufacturers and importers comply with product safety legislation	<p>Service plan specifies number of high risk premises for inspection during the year which will include businesses with product safety implications.</p> <p>Medium and low-risk premises - intelligence-led inspection with no specific numerical targets.</p> <p>Priority to 'new' businesses to receive a visit.</p> <p>NI182: Business Satisfaction</p>	Worcestershire County Council Quality Procedures on Inspection Worcestershire County Council Enforcement Policy
Follow-up visit or re-visit where significant non-compliance is identified	To ensure that any significant issues are addressed in a timely manner	NI182 and agreed service standards	Worcestershire County Council Quality Procedures on Inspection Worcestershire County Council Enforcement Policy
Intelligence-led sampling and testing of products	Identification of unsafe products for sale in	Sampling numbers included in project protocol.	Worcestershire County Council Quality Procedures on Sampling

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already in the supply chain through project work and officer initiative	Worcestershire, but originating from outside the county. Removal from the supply chain.		Worcestershire County Council Enforcement Policy
Investigation of complaints alleging unsafe products.	Identification of unsafe products. Removal from the supply chain.	Agreed service standards	Worcestershire County Council Trading Standards Policy on Investigating Complaints Worcestershire County Council Quality Procedures on Service Requests
Home Authority Referrals	Non-conformances resolved by the most appropriate action. Products originating from Worcestershire safe.	Agreed service standards	Worcestershire County Council Trading Standards Business Advice Policy Worcestershire County Council Quality Procedure on Service Requests
Follow-up of relevant RAPEX (rapid exchange of information system on safety matters) and similar alerts/ responses to central government on behalf of other European countries for product recalls or notifications	Unsafe products removed from supply chain	As soon as possible and in any event, no later than 20 calendar days after the RAPEX notification is communicated to local authorities for emergency action, or no later than 45 days for serious risk Completion of "Reaction to Notification" to be sent within 45 days (15 days for goods manufactured in the UK) to the RAPEX Unit at Department for Business, Innovation and Skills (BIS).	Worcestershire County Council Quality Procedure on Safety Notifications Worcestershire County Council Enforcement Policy
Suspension from sale and	Unsafe products		Worcestershire County Council

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removal of unsafe products	removed from/supply chain		Enforcement Policy
Safety Notifications/receipt of notifications of unsafe products/direct intervention and assistance from locally based businesses that may require product recall	Notification to BIS of unsafe products originating from Worcestershire to facilitate removal from supply chain NB: Approval of BIS required following remedial action.	Notification within 10 calendar days (3 days if requiring emergency action)	Worcestershire County Council Quality Procedure on Safety Notifications
Enforcement of REACH Regulations (Registration, Evaluation, Authorisation and Restriction of Chemicals)	Protect public from persistent pollutants, dangerous substances, preparations and chemicals		As above, only relates to work identified for local consumer safety authority. EH covers local health and safety authority. Worcestershire County Council Enforcement policy
Investigation of unroadworthy vehicle sales. (Road Traffic Act)	Enforcement action against suppliers of unroadworthy vehicles. Prevention of the supply of unroadworthy vehicles.	Agreed service standards	Road Traffic Act 1988, Worcestershire County Council Enforcement policy Regulators Compliance Code and Code for Crown Prosecutors

Function: Rogue Trading and Counterfeiting

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
In-hours Rapid Responses to Doorstep Crime incidents involving vulnerable consumers (includes maintenance of rapid response package/ kit)	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently	NI16: Tackling organised crime such as rogue doorstep trading and other work on proceeds of crime may reduce serious acquisitive crime.	Relevant legislation, Regulators Compliance Code & Code for Crown Prosecutors, Worcestershire County Council Enforcement Policy, Worcestershire County Council Quality Procedures on Enforcement, National Fraud Authority: (regulatory services being used to prevent fraud.)
Issue early warnings to relevant partners via Ringmaster, where intelligence suggests Rogue Traders are operating in local area	Enable local agencies to protect known vulnerable clients	NI16	National guidance on Intelligence sharing
Development/ Instigation of No Rogue Trader Zones with local CDRPs.	Protecting people from criminals who use business activity as front for criminal enterprise.	Introducing no cold calling zones may increase the percentage of people who feel they can influence decisions in their	National guidance on cold calling control

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	Improving Community Safety Supporting older people to live independently	locality (NI 4) and their overall satisfaction with the area (NI 5.)	
Training of health workers, care workers and similar on how to protect vulnerable clients	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently		National guidance on doorstep crime and promoting crime prevention
Awareness raising activity with other partner agencies including the Police.	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently		National guidance on doorstep crime and promoting crime prevention
Multi-agency days of action against rogue traders.	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently		Relevant legislation, Codes of Practice, circulars and guidance e.g. Regulators Compliance Code & Code for Crown Prosecutors. RIPA, Enforcement Policy, Quality Procedures on Enforcement, National Fraud Authority (regulatory services being used to prevent fraud.)

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Joint patrols with Police to challenge potential rogue traders following intelligence	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently	As above	As above
Monitoring of Home Working schemes.	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Supporting older people to live independently	As above	As above
Monitoring of internet auction sites, markets, car boot sales and retail outlets for suspected illegal business activities.	Protecting people from criminals who use business activity as front for criminal enterprise. Improving Community Safety Protect local businesses from unfair competition	NI16: Tackling organised crime such as counterfeiting and other work which removes the proceeds of crime may reduce serious acquisitive crime activity. NI120-123: Reducing the supply of cheap counterfeit tobacco may reduce smoking-related mortality	Relevant legislation, Codes of Practice, circulars and guidance, Regulators Compliance Code & Code for Crown Prosecutors. RIPA 2000 Enforcement Policy Quality Procedures on Enforcement National Fraud Authority guidance (talks about regulatory services being used to prevent fraud.)
Targeted enforcement action against sellers of counterfeit	As above	As above	As above

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goods operating from all locations including domestic premises			
Targeted visits with HMRC and the Police for sales of counterfeit tobacco, alcohol and similar products	As above	As above	As above
Liaison with partners and participate in regional activities and CEnTSA projects relating to these areas	Linking service activity to the wider local agenda e.g. CDRP and Well being, Contribute to wider regional activity	Agreed targets for activity in Service Plan	As above plus CEnTSA membership agreement.
Sharing intelligence on criminal activity across the region	As above, plus linking to regional intelligence unit	Submission levels reported to CEnTSA Management Board Attendance at regional TAG.	National Intelligence Model, Government Protective Marking Scheme. Relevant EU and National legislation
Maintenance and recording of information on intelligence database	As above	As above	As above

Function: Statutory Nuisance Investigation and Abatement

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
<p>Provision of a Statutory Nuisance Investigation Service (premises, smoke, fumes or gases from dwellings, effluvia, accumulations or deposits, animals, noise, light and insects)</p> <p>Requests for Service/investigation</p> <p>Inspection, monitoring, enforcement, assessment and surveillance;</p> <p>Service of Statutory Notice</p> <p>Enforcement of Notice/Works in default</p>	<p>Public protection;</p> <p>Improved quality of life;</p> <p>Abatement of statutory nuisances;</p>	<p>Agreed customer service standards met;</p>	<p>Enforcement Policy;</p> <p>National legislation; Environmental Protection Act 1990, Noise & Statutory Nuisance Act 1993, Environment Act 1995, Pollution Prevention & Control Act 1999, Clean Neighbourhoods and Environment Act 2005, The Noise Act 1996;</p> <p>Circulars, Guidance and Codes of Practice (Environment Agency, CIEH, DEFRA, EPUK, DoE</p>

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<p>Seizure, storage/retention, return and disposal of equipment</p> <p>Application for Warrant</p> <p>Registration of Notices as Land Charges;</p> <p>Debt recovery for default works;</p> <p>Instigation of Legal Proceedings;</p>			<p>Circulars):</p> <p>Peer review (County Pollution Group) Noise standard;</p>
<p>Fulfil responsibilities as a 'responsible authority' under the Licensing Act 2003 in respect of nuisance. To include:</p> <ul style="list-style-type: none"> - review of licensing applications and making of representations where appropriate - instigate request for review where appropriate if the licensing objectives are not met 	<p>Public protection;</p> <p>Improved quality of life;</p> <p>Prevention of statutory nuisances;</p>	<p>In accordance with statutory timescales.</p>	<p>S182 Guidance (Licensing Act 2003)</p>

Function: Underage Sales

Participating partners

Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
Intelligence-led test purchasing of alcohol at off-licenses	Reducing the harm to, and the nuisance caused by, young people who have access to age restricted or environmentally damaging products	Helping to reduce alcohol-related violence, anti-social behaviour and violent crime (NIs 15, 17, 20, 21 24, 27, 28 and 41). May reduce alcohol related hospital admissions (NI 39), and substance misuse among the young (NI 115). Use test purchase failure rates as proxy measure for progress in reducing availability. Target for no sessions agreed in service plan,	National Intelligence Model, Strategic Assessment, Relevant policies and procedures, Relevant national legislation, guidance and protocols
Intelligence-led test purchasing of alcohol at pubs and similar on-licensed premises	As Above	As Above	As Above
Intelligence-led test purchasing at premises selling fireworks	As Above	As Above.	Consumer Protection Act 1987 Fireworks (Safety) Regulations 1997

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Intelligence-led test purchasing at premises selling knives	As Above	Preventing underage sales may reduce assaults with knives (NI 20 and 28)	Offensive Weapons Act 1996 as amended by s141A Criminal Justice Act 1988
Intelligence-led test purchasing at premises selling tobacco	Reduce the harm caused by tobacco	Preventing smoking in under 16s can reduce post 16 uptake rate (NI123.)	S7 Children and Young Persons Act 1933, Children and Young Persons (Protection from Tobacco) Act 1991
Intelligence-led test purchasing at premises selling other solvents	Reduce or prevent young person's access to "sniffable" products	Solvents can kill on a single use. Reduce substance misuse among the young (NI 115).	Intoxicating Substances (Supply) Act 1985
Intelligence-led test purchasing at premises selling video recordings	Prevent potentially damaging video materials getting into the hands of young people	As above, in relation to ASB.	Video Recordings Act 1984
Intelligence-led test purchasing at premises selling aerosol spray paints	Reduce environmental damage caused by graffiti	As above	Antisocial Behaviour Act 2003 as amended by Cleaner Neighbourhoods and Environment Act 2005
Home Authority Referrals	Non-conformances resolved by whatever deemed to be most appropriate action, usually advice. Suppliers based in Worcestershire.	See response times	As above
Responsible Retailer Scheme (STAR)	Improve performance of businesses in preventing sales to underage people	None in place currently	TS Guidance, Challenge protocol,
Respond to complaints alleging sale of any age restricted product mentioned above	Prevent further allegations and improve compliance	See service standards	Relevant policies and procedures Relevant national legislation, guidance and protocols

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Participate in Multi-Agency visits to deal with various issues: a. Problem alcohol retailers b. Firework sellers c. Surveillance operations	Prevent further allegations and improve compliance	Reactive activity so respond to 100% of relevant actions.	National Intelligence Model Strategic Assessment QA policies and procedures around licensing, Relevant national legislation, guidance and protocols RIPA2000
Partnership Attendance & Tasking	Build and maintain links to partner agencies dealing with related issues e.g. crime and disorder, health issues	Attendance at CDRP tasking, Countywide Alcohol Strategy group, Health and Well-being group, Worcestershire Tobacco Alliance forum	National Intelligence Model Strategic Assessment Relevant national legislation, guidance and protocols
Participation in regional projects involving age restricted products	Linking service activity to the wider local agenda Contribute to wider regional activity	Agreed targets in Service Plan	CEnTSA membership agreement
Fulfil responsibilities as a 'responsible authority' under the Licensing Act 2003 including: - review of licensing applications and making of representations where appropriate, - instigate request for review where appropriate if the licensing objectives are not met - inspect premises and events where necessary to	Protecting Children from Harm, Preventing Crime and Disorder, Ensuring Public Safety, Preventing Public Nuisance, where licensable activities take place	In accordance with statutory timescales	S182 Guidance (Licensing Act 2003)

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ensure protection of children from harm and general upholding of the 4 licensing objectives. -Working with other responsible authorities to co-ordinate controls, including MOUs where appropriate.			
Licensing Act 2003 Reviews	Impose conditions, suspend or revoke licenses from premises that are not upholding the relevant objectives.	Reactive measure in TS service plan	Licensing Act 2003 and s182 Guidance, Policy and process in QA procedures.
Consider need for activity in relation to certain underage sales issues	To allow elected members to consider the need for particular activities in their area	Report to be considered by Committee	Cleaner Neighbourhoods and Environment Act 2005, S54A requires annual consideration of enforcement for aerosol spray-paint. S5 Children and Young Persons (Protection from Tobacco) Act 1991, requires annual consideration of enforcement in relation to tobacco products.

Function: General and cross cutting activities

Participating partners

Bromsgrove District Council
Malvern hills District Council
Redditch Borough Council
Worcester City Council
Wychavon District Council
Wyre Forest District Council
Worcestershire County Council

Requirements applicable to all participating partners

Activity	Outcomes/ critical success factors	Performance measures/ key performance indicators and targets	Applicable policies, strategies, service standards, statutory codes or guidance
<p>Enforcement</p> <p>To include</p> <ul style="list-style-type: none"> Developing of enforcement policy Obtaining warrants Preparation of case files Interviewing suspects taking statements Actions under RIPA Intelligence sharing Use of surveillance Execution of warrants 	<p>Effective interventions to ensure compliance with legislation</p>	<p>Compliance with Enforcement Concordat and Regulators Compliance Code</p> <p>Code for Crown prosecutors</p> <p>NI 182 Business satisfaction with regulators</p>	<p>Enforcement Concordat</p> <p>Regulators compliance code</p> <p>Service business Plan</p> <p>RIPA 2000</p> <p>PACE 1984</p> <p>Criminal procedure and investigation Act 1996</p> <p>Various criminal justices acts</p> <p>Magistrates Court Act 1980</p>
Consultation both consulting	To ensure that views of		Government Code of practice on Consultation

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on 3rd party consultations and Consultation exercises on matters views are sought	partners are reflected in the formulation of new policy and legislation To ensure compliance with all relevant codes on consultation	No external challenges to consultation process	Partners local guidance on consultation
Statutory returns To include LAEMS (Food Safety, Food Standards & Animal Feed,) LAE1 NOIDS IPPC Private Water supplies Licensed premises Weights and Measures Act s70 Return Hallmarking Act 1974 Return DEFRA animal health return CIPFA TS return	Ability to provide information/reports required and in the desired format	Returns completed and submitted by required date	Relevant guidance issued with each return
Public registers To Include Food premises Private water supplies Taxi drivers/vehicles Cooling towers Scrap metal dealers Licensed premises Vehicle salvage operators	Public access to information	All information available wherever possible on line for self service	Primary legislation

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Street collections House to house collections Sex establishments Explosives suppliers Poisons outlets			
Policy development	Partners and public receive current advice and guidance on decision making	Partners policies are current and reflect up to date guidance and legislation	
Out of hours working: Response to emergency situations (as defined in call out manual) e.g. for Animal Disease outbreaks, Infectious diseases, petroleum incidents, etc. Out of hours stand by service including planned activity outside of office hours	Ability to react to emergency situations outside of normal working hours To ensure planned working can encompass business activities, or criminal activity, that take place outside of normal office hours	Response provided within the required parameters e.g. NI190 requirements for Animal Health To meet demands of service	Out of hours service provision guidance e.g. NI190 guidance for Animal Health Specific requirements of partners in SoPRs
Emergency planning	Ability to be part of local reaction to major emergency	Operate according to the Emergency plan	District and Count council emergency plan
Training and development	Ensure competency of staff	Compliance with statutory and professional guidance e.g. S18 HSWA FSA requirements Annual appraisals completed and necessary training highlighted	HSWA 74 s18 Food Law Enforcement Framework

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Appointment /authorisation of officers	Ensure proper legal status of staff	Current and comprehensive authorisations for all staff	
Land Charge completions	Enable complete responses to be provided	Response within 10 working days	Internal policies to provide and maintain information relevant to Land Charges for them to interrogate as required. Accuracy is required for information provided. Environmental Information Regulations 2004
Planning consultations To include: Screening of applications Comments where applicable Recommended conditions Technical advice	Protect the public from inappropriate development	Consultation responses within statutory response times	All national and local policy and guidance
Freedom of Information/ EIR/ DPA requests	Provide information to the public	Statutory response time	
Web site content To include: Updating Regular review Partners sites/integration links	Provide information to the public	consistency	Local content policies
Representation on behalf of partners To include: Public enquiries Tribunals Court Other public forums	Provide necessary professional and technical support to partners	Attendance when required	
Press and media releases	Provide relevant information	Inform the public	Local media policies

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Including radio and television interviews	to public		
Legal proceedings post investigation stage when decision has been made to prosecute	Conviction and punishment of offenders Deterrent effect to enforce compliance with legislation	Informations laid within statutory time limits but need to be as soon as reasonably practicable to avoid abuse of process	EU and national legislation Regulators compliance code Code for crown prosecutors Enforcement policy Quality procedures on enforcement
Electronic access to registers	Effective public access to Information	Consistency and ease of access 24 hours per day and during holidays	
Translation and interpretation service	Effective public access by all members of society	Ensuring all members of society have access to information	Equality and diversity policies
Managing of contracts	Ensuring current and future contracts are monitored and run efficiently and within budget	Service level agreements adhered to	Service level agreements
Obtaining external funding	Apply and use funding which is available from external organisations including central government	Amount of funding received	
Equality and Diversity and dealing with vulnerable groups	To ensure social inclusion	All members of society treated equally and not discriminated against by reason of Race Gender Disability Religion Sexual orientation	Equality and Diversity policy Equal opportunities legislation Human rights Act 2000
Maintenance of Data bases/records management	Ability to provide current up to date information	Data base up to date and all records current	Records management procedures

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Complaints	Dealing with complaints against the Regulatory service and providing information to partners	All complaints dealt with within prescribed time limits	Partner/service complaints procedure
Supporting member development including training	Ensuring members are competent to carry out functions including licensing	All members fully trained and competent	Training documents
Facilitating Changes in legislation	Ensuring partners are aware and able to react to changes in legislation	All legislative requirements fully compliant and up to date and all proposed changes brought to partners attention	
Liaison	Build and maintain links to partner organisations and business	Attendance at appropriate meetings and production of joint work	
Satisfaction Survey	To ensure the service is providing what the public and business want	Satisfaction of business and the public	NI182 Satisfaction questionnaires
Fee Collection	To ensure Income is received	Aim 100%collection	

Additional requirements applicable to Worcestershire County Council

Activity	Outcomes/critical success factors	Performance measures key performance indicators and targets	Applicable policies strategies service standards statutory codes or guidance
Maintenance of animal health cross border warranting	Ensure efficient mutual aid in event of disease outbreak	Ni190	Animal Health Act 1981 and associated legislation
Authorisation of officers from regional teams to allow them to respond to local problems	Ensure Scam Busters team and Illegal Money-lending team can operate in	None	All relevant TS legislation

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	Worcestershire		
Service of suspension notice under s14 CPA 1987 NB power of authority	Prevent further supply of products where there is reason to believe product is unsafe	none	Consumer Protection Act 1987
Use of civil injunctive processes against persistent offenders, or where immediate cessation is required	Curtailment/cessation of specified breaches of consumer civil law	See service standards	Enterprise Act 2002, Enforcement Policy Regulators compliance code