

regulatory services

BUSINESS PLAN 2016/17 – 2018/19

About Regulatory Services

An overview of our services

Regulatory Services
Business Plan 2016/17 – 2018/19

| | |
|--|-----------------------|
| Total Budget: £9.826m | Total FTE: 269 |
| Supporting SBC  | £2.283m (62 FTE) |
| Outward facing | £7.543m (207 FTE) |

FTE = Full Time Equivalent employee



| | | |
|---|---|------------------------|
| Assessor & Electoral Service | <ul style="list-style-type: none"> • Compile & maintain the Valuation Roll for the SBC valuation area • Compile & maintain the Council Tax Valuation List for the SBC valuation area • Compile and maintain the Register of Electors for the SBC area | Budget: £0.716m |
| | | FTE: 17 |
| Audit and Risk | <ul style="list-style-type: none"> • Provide independent and objective risk-based assurance and audit opinion • Protect public funds and take appropriate action against fraud • Enable identification, evaluation and management of key risks | Budget: £0.372m |
| | | FTE: 8 |
| Health and Safety | <ul style="list-style-type: none"> • Provide health and safety advice to management, including training & support • Ensure that SBC meets its statutory health and safety obligations • Develop and implement a safety management system | Budget: £0.438m |
| | | FTE: 9 |
| Legal & Licensing | <ul style="list-style-type: none"> • Comprehensive provision of Legal advice and transaction services • Ensure the Council remains legal • Services to the Licensing Board, Licensing Committee and to the licensing trade • Management of info to meet the requirements of Data Protection Act & FOI Act | Budget: £0.757m |
| | | FTE: 28 |

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Outward facing

| | | |
|--|--|------------------------|
| Housing Strategy & Services | <ul style="list-style-type: none"> Tackle poverty and reduce fuel poverty to improve social justice and reduce inequalities Tackle and prevent homelessness and provide access to temporary accommodation Increase the supply/access to, improve the condition & energy efficiency of housing Support those most removed from the job market into employment | Budget: £3.171m |
| | | FTE: 57 |
| Planning & related Services | <ul style="list-style-type: none"> Encourage appropriate economic and housing development Protect and enhance the best of the environment Protect public safety and promote low carbon initiative Provide up to date frameworks, environmental assurances Act as Access Authority | Budget: £0.987m |
| | | FTE: 61 |
| Regulatory Services | <ul style="list-style-type: none"> Provide consumer, environmental and public health protection through regulation and advice across a range of statutory duties within the areas of Trading Standards, Environmental Health and Animal Control | Budget: £1.290m |
| | | FTE: 30 |
| Passenger Transport | <ul style="list-style-type: none"> Review, manage and deliver passenger transport services Integration of bus and rail network in the Scottish Borders with community Planning partners | Budget: £2.095m |
| | | FTE: 59 |

Our Successes and Areas for Improvement

An overview of our recent successes and areas of service delivery that could be improved or require further development



| | Successes | Areas for Improvement |
|---------------------------------------|--|--|
| Assessor and Electoral Service | <ul style="list-style-type: none"> Assisted the Returning Officer in the delivery of the 2015 General Election Delivery of statutory requirements in respect of the Valuation Acts | <ul style="list-style-type: none"> Improve timescales for amendments to the Valuation Roll and new houses added to the Council Tax List Develop a sustainable and multifunctional administrative team following inception of Individual Electoral Registration |
| Audit and Risk | <ul style="list-style-type: none"> Provided annual assurance and audit opinion for for SB Cares in the first year of its operation. Developed audit and governance arrangements for the new health and social care partnership Role in appointment of three (previously two) external members to Audit & Risk Committee. | <ul style="list-style-type: none"> Work with Corporate Performance on Self Assessments Fully implement Council’s counter fraud improvement actions Fully implement Council’s risk management improvement actions |
| Health and Safety | <ul style="list-style-type: none"> Highest ranking in national H&S benchmarking Introduction of Control of Contractors policy with requirement for contractors to be ‘Constructionline and SSIP’ registered. | <ul style="list-style-type: none"> Improvement of compliance for ‘in date’ Fire risk assessments. Hand arm vibration measurement, monitoring and reporting. Recruitment to fill approved team structure. |
| Legal & Licensing | <ul style="list-style-type: none"> Significant t roles in the creation of the Care LLPs, CGI Contract, Transfer of Culture , Kelso HS Improvement in timescales for completion Planning Obligations Transition to a Service Structure to provide more streamlined customer focused serve Improvement in FOI(S)A/SAR response times | <ul style="list-style-type: none"> Use of the Lean Six Sigma tool to identify and streamline more efficient processes; e.g FOI(S)A Streamline Licensing processes via the use of Uniform Identify opportunities which may exist through the ICT transformation to use software/technology to improve and streamline processes e.g. information management |

Our Successes and Areas for Improvement (cont)

An overview of our recent successes and areas of service delivery that could be improved or require further development

| <i>Outward facing</i> | Successes | Areas for Improvement |
|--|--|---|
| Housing Strategy & Services | <ul style="list-style-type: none"> • Supported delivery of 200+ new affordable homes • Approval of Extra Care Housing Business Case • 407 cases of homelessness prevented & positive service feedback from Regulator • 54 awareness sessions on income maximisation • Looked After Children in paid Employment pilot • Led on the development of the Health & Social Care Housing Contribution statement | <ul style="list-style-type: none"> • Implement Homelessness Services Development & Improvement Plan 2016-2018 • Improve engagement with Service Users • Ensure all staff PRD and Supervision in place • Implement Phase 2 of Northgate IT Management Information System • Reduce Rent Arrears |
| Planning & related Services | <ul style="list-style-type: none"> • Completion of Kelso THI project and national planning award for the scheme • Overall improvement in performance as measured in Planning Performance Framework • Increase in the number of planning applications submitted on-line • The delivery of the Local Development Plan to adoption stage | <ul style="list-style-type: none"> • Implementation of e-Building Standards and promote e-delivery of planning • Improvement actions including speed of processing, & stakeholder involvement • Further promotion /development of Local View Fusion • Develop protocol for working with economic development and estate |
| Regulatory Services | <ul style="list-style-type: none"> • Progress in business process review and re-engineering- private water supplies, stray dogs, abandoned vehicles, communicable disease • Improved food safety intervention measured throughout the year • Income generation from increased charges - pest control, dog control, private water supplies | <ul style="list-style-type: none"> • Work-style transformation (flexible/mobile) • Staff Development • Performance monitoring and benchmarking |
| Passenger Transport | <ul style="list-style-type: none"> • Local solution to Route 20 bus service that met public needs following consultation • Launch of Border Weaver and other bus connections with Borders Railway • Borders Community Partnership Network for social car schemes | <ul style="list-style-type: none"> • Closer liaison with NHS Borders • Galashiels Transport Interchange – further letting of office space |

Transforming the way we work

An overview of how the Directorate is changing the way it works

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Key Corporate Transformation Programmes

Data/Information Sharing

This programme is closely linked to the ICT Programme and is critical in supporting better business processes by ensuring that information and data is managed effectively and can be shared appropriately

- Temporary information manager appointed

Sustainable Transport

- Joint Community Planning Partnership Transport Procurement Framework went “live” in April 2015
- Bus / Borders Railway Connectivity Report (and subsequent bus service changes)
- “Improving transport in rural locations” Berwickshire events
- Community Transport Hub went live in October 2015
- Ongoing work with supporting the Strategic Transport Board

Critical Dependencies

- ICT review
- Consistent approach to reviewing our business processes
- Workforce transformation (especially ERVS)
- Borders Railway/Blueprint/economic upturn
- Government Policy on Planning funding



[Click here](#) to find out more about our Corporate Transformation Programme



Assessor and Electoral Service

- Revaluation of all non-domestic subjects for publication on 1st April 2017
- Carry out annual canvass and publish revised Register of Electors by 1st December
- Carry out business support review, following introduction of Individual Electoral Registration
- Assist the Returning Officer in the delivery of Scottish Parliament Election and EU Referendum

Audit and Risk

- Deliver Internal Audit Annual Plans for the Council and SB Cares to provide assurance and audit opinion.
- In collaboration with Corporate Performance team, ensure a corporate approach to Self Assessment
- Provide assurance and audit opinion for Scottish Borders Health & Social Care Integration Joint Board
- Refine the Council's approaches to tackling fraud and the management of risks.

Legal & Licensing

- Continuing to provide legal support to the Corporate Transformation programme
- Assist the capital plan
- Commence work on Licencing Policy review
- Complete information management transformation

Health and Safety

- Recruitment and appointment to currently advertised posts
- Review and implement new structure
- Refocus team on proactive work with services e.g. advising, training, delivery

Outward facing

| | |
|--|--|
| Housing Strategy & Services | <ul style="list-style-type: none">• Explore alternative delivery vehicle for Homelessness and Welfare Services• Develop 5 year local housing strategy and 5 year Strategic Housing Investment Plan• Implement 2-year Homelessness Services Development & Improvement Plan• Deliver HEEPSABS £1,055,458 programme 2016-2017• Contribute to a review of corporate delivery of employability services |
| Planning & related Services | <ul style="list-style-type: none">• Continuing Development Management Improvement Plan• Supplementary Guidance on Housing and Renewables• Events/Exhibitions for Year of Architecture and Design |
| Regulatory Services | <ul style="list-style-type: none">• Review of licencing procedures (e.g. piercing, tattoos, cinemas etc)• Develop “Trusted Trader” initiative with key stakeholders• Service Request review project (reviewing how the public engage with the service & how work is prioritised) |
| Passenger Transport | <ul style="list-style-type: none">• Undertake a review of subsidised bus services and deliver a £200,000 budget saving in years 2016/7 and 2017/8• Continue to work with CPP partners via the Strategic Transport Board to see if multi-agency transport efficiencies can be made• Continue to work with Scottish Borders Council partners (Education and SB Cares) to try and achieve transport efficiencies |