

Community Protection Directorate - Planning Spreadsheet 2020-21

Department:REGULATORY SERVICES

Ref #	Primary Strategic Aim	Primary Strategic Objective	Objective	Activity/Actions High Level Description	Outcome Short description of what you are aiming to achieve
RS01	Prevent_and_protect	Reduce emergencies, deaths and injuries	Preparing for / implementing the new Fire Safety regulatory framework for higher risk premises, competency and quality assurance.	Implement the NFCC competency framework, prioritising those areas identified in the gap analysis. Completion of the triage process for high-rise / risk residential buildings	A competent workforce able to deliver new statutory responsibilities.
RS02	Be_excellent	Low cost, high performing	Further develop our approach to Strategic Assessment & Business Planning for Regulatory Services to support prioritisation of work, effective delivery and better outcomes for citizens and businesses	By July 2020 complete a review and implement new processes used for producing Strategic Assessment and Business Planning.	Improved process to prioritise work. Staff have a better understanding of priorities and objectives for team.
RS03	Be_excellent	Low cost, high performing	Further develop structure for Regulatory Services to support service delivery, staff development, and better outcomes for citizens and businesses.	Introduce and embed the new structure identified in conjunction with staff, By Jan'2021 undertake a review to ensure effectiveness of new arrangements.	Clearer reporting lines and references to better support staff and speed up decision making.
RS04	Prevent_and_protect	Safe and just trading environment and reduce crime	CPD as a whole playing an active part in delivery of the multi-agency Fraud and Scams Strategy, aimed at reducing the number of the victims affected.	By end May 2020 submit a bid to the OPCC seeking specific funding to support delivery of the strategy and associated action plan. By September 2020 develop a communications plan to support key messaging around strategy. By March 2021 agree across all partners a preferred single point of contact across Hertfordshire for reporting Fraud. By March 2021 agree improved data sharing protocols for all agencies involved in delivery of the Strategy.	Reduction in victims, improved reporting and greater awareness of this work.

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RS05	Plan_and_respond	Resources aligned to risk	Effectively identify and respond to pressures and demands placed on Trading Standards as a result of Brexit, so that businesses are supported and legislation is complied with.	<p>Ensure that impacts of UK leaving EU are identified, and that staff are advised/trained as necessary to provide advice and enforce effectively. (NB actions will be determined by the final deal agreed between UK & the EU).</p> <p>Deliver a training programme for all enforcement staff by December 2020</p>	There is likely to be a significant degree of uncertainty until later in 2020 at best, this will compromise any ability to effectively plan for the long term delivery of TS activities at this stage and so it is essential that Regulatory Services are well placed to react quickly to any changes that do arise.
RS06	Be_excellent	Low cost, high performing	Relocate Metrology Laboratory and Evidence Store to ensure minimal impact on customers or criminal investigations.	<p>Work with property team to effectively project manage moves.</p> <p>Metrology lab, evidence and equipment stores relocated and fully operational by July 2020</p>	No downturn in quality of service in-between move from Apsley and accreditation for new location. No impact on customers / criminal investigations.
RS07	Be_excellent	Low cost, high performing	Transfer to new Regulatory Services database to enable effective management of service requests and cases.	<p>Support to Digital Services with procurement process by end August</p> <p>Delivery of training for staff by end March 2021</p> <p>Implement new processes to improve reporting arrangements by end March 2021</p>	More user friendly for staff, reduction in inputting time as well as improved reporting tools.
RS08	Plan_and_respond	Reduce unwanted calls	Continued focus on the reduction in the number of false alarms generated by Automated Fire Alarms (AFAs) at non-domestic premises in the County.	<p>Complete a review of practice from other FRS where AFAs are relatively low by July 2020</p> <p>Develop a suite of options / additional actions by September 2020 for SEB's consideration</p>	A reduction in the number of unwanted fire signals in the county, reducing costs and increasing availability of operational resource for other activity
RS09	Plan_and_respond	Resources aligned to risk	Develop proposals to ensure Fire protection is sufficiently resourced to respond to the significant growth and development anticipated in the County e.g. new developments such as HS2, Gilston etc	<p>Protection 'voice' fully involved in Fire Cover Review (IRMP1)</p> <p>Produce a sound rationale for future resourcing of fire protection activity (IRMP 2)</p>	Highest standards of Fire Safety measures built into all stages of planning, build and use.