

SCHEDULE 5 – SERVICE SPECIFICATION

Priorities: In addition to enforcing the legislation set out in Schedule 2 (the Relevant Functions) the PPP will support the corporate priorities of the Councils and align its work to those priorities.

At the time of the Agreement, the agreed priorities are:

1. Community Protection

- Contribute to the effective tackling of crime and disorder
- Tackling the issues that cause the greatest harm to individuals and communities
- Protection of the most vulnerable residents
- To act as champion for the local area
- Providing safeguards to the community through an effective licensing service

2. Protecting and Improving Health

- Protecting people from harmful products and services (including food)
- Allowing residents to make informed choices on matters that impact their health
- Developing and delivering initiatives designed to improve and enhance the health and wellbeing of individuals
- Supporting relevant priorities identified by local Strategic Joint Needs Assessments
- Tackling the causes of health inequalities

3. Protection of the Environment

- Protecting the environment from harm
- Tackling those that chose to harm the environment

4. Supporting Prosperity and Economic Growth

- Supporting compliant local businesses to thrive through the provision of advice and guidance
- Protecting businesses from illegal activities that damage their economic interests
- Supporting the rural economy

5. Effective and improving service delivery

- Implementation of the national intelligence model to identify and effectively tackle priority areas
- Building effective working relationship with key partners within the Councils to deliver the key objectives of the Service and the Councils
- Building effective relationships with key external partners including Thames Valley Police, Royal Berkshire Fire and Rescue Service, housing providers, other local authorities, national and regional delivery bodies and community based groups and organizations.
- Improvement and enhancement of the service through effective evaluation and quality management
- Communicating well with local people and businesses

Aims: The key Strategic Aims of that build the case for the Partnership are:

- The sharing of expertise and best practice
- The creation of greater resilience and robustness to cope with unforeseen challenges such as disease outbreaks, large scale investigations or loss of key personnel
- Sharing and developing resources to drive efficiency and effectiveness including systems and areas of specialist knowledge such as legal, finance and investigative skills
- Eliminating duplication by needing to do things only once across all locations and elements of the service for example procedures and standard documentation
- Building on the success and innovation of the partners to the Agreement and learning from each other and implementing that learning.

- The effective use of communication to protect communities and enhance the reputation of the Partnership and the Councils
- Reduce costs by operating jointly
- Making effective use of partnership funding, service specific grants and monies received from the Proceeds of Crime Incentivisation Scheme
- Development of the service in ways which drive further efficiencies, reinvestment and service improvements
- Playing our role and enhancing our reputation on a regional and national level

Enforcement Policy: The following Enforcement Policy will apply:

- (1) the Regulators Code will form the basis for the general approach to delivery of the Service; and
- (2) the Code for Crown Prosecutors (as amended from time to time) will be the policy basis for decisions on institution or otherwise of legal proceedings

Key Performance Indicators for 2017/18

- Decreasing the level of detriment suffered by residents
- Increasing levels of compliance in critical areas
- Effective budget management and use of resources
- Preventing residents from harm through expanding the use of social media and key communication channels
- Maintain high levels of customer and business satisfaction