

Output Specification: Trading Standards and Licensing Baseline

Baseline

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DRS EQUALITIES

Document History

Document Control

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Version Control

| Version | Details of Update | Comments | Author | Issue Date | Status |
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| V1.0 | Commercial Dialogue 2 | First Version of Baseline with legal comments given to bidders prior to the start of dialogue 2. | [Redacted] | 13/01/12 | Final |
| V2.0 | Detailed Solution | Final Version of Baseline given to bidders to use for their detailed solution submission | [Redacted] | 15/10/12 | Final |
| V3.0 | Prepped for T&H | Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review | [Redacted] | 13/11/12 | Draft |
| V4.0 | Final Tenders | Version given to bidders to use for their final tenders. Will include up to date review from T&H | [Redacted] Towers & Hamlin | 29/11/12 | Final |

Sign Off

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| Job Title | Trading Standards and Licensing Manager |
| Date | 29/11/12 |

The Service

Definitions

| Term | Definition |
|-------------------------------|---|
| Authority | means the London Borough of Barnet [and its successors and assigns] |
| ELMS | means the electronic licensing management system used by the Authority to facilitate on line applications |
| GA05 | means the Gambling Act 2005 |
| LA03 | means the Licensing Act 2003 which covers inter alia applications for premises licences, personal licences and temporary event notices. |
| P and S Factors | means the factors as defined in the Sports Ground Safety Authority's <i>Guide to Safety at Sports Grounds</i> (ISBN 978 0 11 702074 0 – also known as the green guide). The P factor is an assessment of the physical condition of each of a sports ground's stands, and the S factor is an assessment of the ground's overall safety management. These are used as an important part of assessing the safe capacity at sports grounds. |
| Relevant Liaison Bodies | means trading standards bodies including, but not limited to, the London Trading Standards Association, TREC (the tri regional enforcement co-ordination), the metropolitan police, and the illegal money lending team. |
| Service Provider | means [●], (Company registered number [●]) whose registered office is at [●] [and any permitted succession in title pursuant to the DRS partnering contract entered into by the Authority and [●] on [●] 2012 |
| Street Trading Legislation | means legislation relating to street trading including, but not limited to, the London Local Authorities Act 1990 (as amended) |
| TEN | means a Temporary Event Notice |
| Trading Standards Legislation | Accommodation Agencies Act 1953 Administration Of Justice Act 1970 Agriculture Act 1970 Agriculture (Misc. Provisions) Act 1968 Architects Act 1997 Auctions (Bidding Agreements) Acts 1927 & 1969 Cancer Act 1939 Charities Act 2006 Charities Act 2011 |

| Term | Definition |
|------|---|
| | <p>Children and Young Persons (Protection From Tobacco) Act 1991</p> <p>Children and Young Persons Act 1933</p> <p>Children and Young Persons Act 1963</p> <p>Computer Misuse Act 1990</p> <p>Companies Act 1985</p> <p>Companies Act 2006</p> <p>Consumer Credit Act 1974</p> <p>Consumer Protection Act 1987</p> <p>Consumer Protection from Unfair Trading Regulations 2008</p> <p>Copyright Designs & Patents Act 1988</p> <p>Copyright Etc Trademark (Offences & Enforcement) Act 2002</p> <p>Courts & Legal Services Act 1990</p> <p>Criminal Attempts Act 1981</p> <p>Criminal Damage Act 1971</p> <p>Criminal Justice Act 1988</p> <p>Criminal Justice and Police Act 2001</p> <p>Criminal Law Act 1977</p> <p>Crossbows Act 1987</p> <p>Development Of Tourism Act 1969</p> <p>Education Reform Act 1988</p> <p>Employment Of Women, Young Persons & Children Act 1920</p> <p>Energy Act 1976</p> <p>Enterprise Act 2002</p> <p>Estate Agents Act 1979</p> <p>European Communities Act 1972</p> <p>Explosive (Age Of Purchase) Act 1976</p> <p>Explosives Act 1875</p> <p>Fair Trading Act 1973</p> <p>Fireworks Act 2003</p> <p>Food Safety Act 1990</p> <p>Forgery & Counterfeiting Act 1981</p> <p>Fraud Act 2006</p> <p>Hallmarking Act 1973</p> <p>Health & Safety at Work etc Act 1974</p> |

| Term | Definition |
|------|--|
| | <p>Any other Health and Safety Regulation and the provisions of the Acts mentioned in Schedule 1 to the Act which are specified in the third column of that Schedule, and of the Regulations, order or other instruments of a legislative character made or having effect under any provisions so specified, or in force from time to time</p> <p>Housing Act 2004 Hypnotism Act 1952 Intoxicating Substances (Supply) Act 1985 Knives Act 1997 Licensing Act 2003 Local Government (Misc. Provisions) Act 1982 Local Government Act 1972 London Government Act 1963 London Local Authorities Act 1990 London Local Authorities Act 1991 London Local Authorities Act 1994 London Local Authorities Act 1995 London Local Authorities Act 1996 London Local Authorities Act 2000 London Local Authorities Act 1995 Part III London Local Authorities Act 2004 London Local Authorities Act 2007 Magistrates Court Act 1980 Malicious Communications Act 1988 Medicines Act 1968 Mobile Telephones (Re-Programming) Act 2002 Motor Cycle Noise Act 1987 Offensive Weapons Act 1996 Olympic Symbol Etc (Protection) Act 1995 Opticians Act 1989 Poisons Act 1972 Prices Act 1974 Proceeds of Crime Act 2002 Property Misdemeanors Act 1991 Protection Of Children (Tobacco) Act 1986 Protection Of Children (Tobacco) Act 1991</p> |

| Term | Definition |
|-----------------------------|---|
| | <p>Protection From Harassment Act 1997 Road Traffic Act 1988 Road Traffic (Foreign Vehicles) Act 1972 Road Traffic Offenders Act 1988 Road Traffic Regulation Act 1984 Scotch Whiskey Regulations 2009 Solicitors Act 1974 Sunday Trading Act 1994 Tobacco Advertising And Promotion Act 2002 Telecommunications Act 1984 Timeshare, Holiday Products, Resale and Exchange Contracts Regulations 2010 Trade Descriptions Act 1968 Trade Marks Act 1994 Trading Schemes Act 1996 Unsolicited Goods & Services Act 1971 Unsolicited Goods & Services (Amendment) Act 1975 Vehicles (Crime) Act 2001 Violent Crime Reduction Act 2006 Video Recordings Act 1984 Video Recordings Act 1993 Weights and Measures Act 1985 Any Regulations, Orders or other relevant statutory provisions made under or incorporated into the above.</p> |
| <p>Variable Fees</p> | <p>These are fees which aren't set at a particular prescribed fee in the legislation. (However, these can only be set on a cost recovery basis) This currently includes: Fees for licences under the Gambling Act 2005 Fees for street trading under the London Local Authorities Act 1990 (as amended) Fees for weights and measures verifications etc Fees for manufacture and storage of explosives Fees for licensing sex establishments and sex entertainment venues</p> |

Any reference to legislation shall refer to acts, regulations, orders or any other statutory instrument that the Authority has a duty to enforce, or under which it is able to exercise powers of enforcement. Legislation shall also refer to any statutory code of practice or guidance issued thereunder.

Any reference to legislation or an act, regulation or order will include any act, order or regulation that enlarges, replaces, amends or re-enacts that act or any regulations or secondary legislation made thereunder.

Scope

Licensing

Trading Standards

Service Requirements

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|--|--|
| TSL001 | Licensing | LA03 Applications – from receipt until determination under delegated authority | <p>The Service Provider shall assess and process applications for licences in accordance with the LA03.</p> <p>The Service Provider shall check the ELMS system regularly and at least daily for new online applications and process these in accordance with the LA03 and also in accordance with the Licensing Act 2003 (Premises licences and club premises certificates) Regulations 2005 (as amended) regarding notification of responsible authorities.</p> <p>The Service Provider will ensure that all representations received in relation to the application are valid under LA03. The Service Provider, where possible, shall try to facilitate between representee and applicant, whilst remaining independent, to work to reach an agreement.</p> <p>The Service Provider will ensure that review applications are advertised correctly as per LA03.</p> <p>The Service Provider shall ensure that Authority officer decisions shall be made in accordance with the LA03, the current statutory guidance and the Authority's licensing policy (as adopted from time to time) and delegated authority</p> | <p>All decisions shall be made within statutory guidelines (LA03) with a decision of the Authority notified to an applicant and a licence generated (if granted) within 28 days of grant/refusal date.</p> <p>If there are no statutory guidelines decisions shall be made within 28 days of application receipt date.</p> | <p>The decision to consider and grant licenses cannot be outsourced as the Authority is the "Licensing Authority" with no power to delegate or contract out these powers and duties to a private sector partner.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal/Comments |
|--------|--------------|---|--|--|--|
| TSL002 | Licensing | LA03 Notices (TENS) – from receipt to acknowledgement | <p>The Service Provider shall assess and process notices in accordance with the LA03. The Service Provider shall check the ELMS system regularly and at least daily for new online TEN notices and process these in accordance with the LA03, and also in accordance with the Licensing Act 2003 (Premises licences and club premises certificates) (Amendment) (Electronic Applications etc) Regulations 2009 regarding notification of responsible authorities.</p> <p>The Service Provider shall ensure that all representations received in relation to the application are valid under LA03. The Service Provider where possible shall try to facilitate between representative and applicant, whilst remaining independent, to work to reach an agreement.</p> | <p>All recommendations to the Authority shall be made such that decisions of the Authority are made within statutory guidelines. The Service Provider shall notify applicants of acceptance or refusal of notices within 1 working day of receipt of notice.</p> | <p>The Authority remains the "Licensing Authority". The consideration, grant and refusal of licences cannot be outsourced. Decisions can be made either by members or if scheme of delegation permits, by the Authority's officers</p> |
| TSL003 | Licensing | LA03 Hearings/committee meetings | <p>The Service Provider shall ensure that decisions are passed to the licensing sub committee where the decision cannot be made by the officer under the current scheme of delegation.</p> <p>The Service Provider shall ensure that hearings are held within the statutory timescales in relation to that application.</p> <p>The Service Provider shall ensure a report containing all relevant information on the application is submitted to democratic services department in time for it to be cascaded to the licensing sub committee prior to the licensing</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|----------------|--|--|--|
| TSL004 | Licensing | LA03 Appeals | <p>The Service Provider shall attend all licensing sub committee and full committee meetings and present its report to the committee.</p> <p>The Service Provider shall produce committee reports, where requested by the licensing sub committee, in relation to licensing matters which need the committee's consideration and decision.</p> <p>Where the decision of the licensing sub committee is appealed the Service Provider shall work with the Authority's legal team providing assistance and information as is required to assist the Authority in defending the licensing sub committee decision.</p> | | |
| TSL005 | Licensing | LA03 Policy | <p>The Service Provider shall provide advice and assistance to enable the Authority to carry out its duties to keep the LA03 policy under review. The policy should be reviewed at least every six months to ensure it reflects any changes in statutory guidance, or any local changes in policy.</p> <p>The Service Provider shall recommend to the Authority that official reviews and changes to policy should be made where appropriate and at least as often as prescribed by the LA03.</p> | <p>The Service Provider shall ensure that the policy remains in line with statutory and local guidance, confirmed by six monthly review of policy.</p> | <p>As "Licensing Authority" the Authority will need to ultimately decide any policy.</p> |
| TSL006 | Licensing | LA03 Registers | <p>The Service Provider shall maintain a register, as required by the LA03 and regulations made thereunder, shall ensure that all decisions are recorded.</p> <p>The Service Provider shall make this register available to members of the public.</p> | | |
| TSL007 | Licensing | LA03 returns | <p>The service provider shall provide annual</p> | <p>Annual returns</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|------------------|---|--|--|
| TSL008 | Licensing | LA03 Enforcement | <p>returns to national government as requested in relation to alcohol and late night refreshment licensing.</p> <p>The Service Provider shall check and enforce compliance with licensing objectives, licence hours and conditions for licences issued under the LA03.</p> <p>The Service Provider shall investigate complaints received about licensed premises and activities and take appropriate action to ensure the Authority is advised and supported in the exercise of its powers and duties to enforce in line with the Authority's enforcement policy (as adopted from time to time) and the best practice outlined in the Crown Prosecution Service – Prosecutors Code.</p> <p>The Service Provider shall share information and intelligence with the responsible authorities and other partners.</p> <p>The Service Provider shall engage in regular partnership working with other responsible authorities in relation to the licensing objectives.</p> <p>The Service Provider shall work proactively to ensure businesses are aware of their legal obligations when it comes to licensing.</p> <p>The Service Provider shall ensure up to date information is on the Authority website in relation to licensing applications ie forms, procedure etc and also in relation to how people</p> | <p>Regular out of hours enforcement visits undertaken, at least every two months, and as required</p> <p>Partnership meetings held every two weeks with the police.</p> <p>Respond to complaints made within 5 working days of receipt of complaint. For serious allegations where public safety is at significant risk the Service Provider shall respond within 1 working day</p> <p>Undertake a fortnightly case review on all open investigations.</p> | <p>The taking of decisions relating to institution of proceedings must be retained by the Authority but tasks falling short of a decision to take and issue proceedings may be carried out by the Service Provider e.g. the preparation of evidence and court documentation.</p> <p>Powers of entry cannot be delegated to the Service Provider.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|--|---|
| TSL009 | Licensing | LA03 Annual Fees | <p>can complain and/or provide intelligence in relation to licensed premises.</p> <p>The Service Provider shall ensure all investigations and complaints are progressed in a timely way and to professional standards.</p> <p>The Service Provider shall ensure LA03 annual fees are collected and on time</p> <p>The Service Provider shall take further action for non payment of annual fees either through supporting the Authority in taking action via the small claims court or by utilising future powers under the LA03 to suspend licences for non payment.</p> <p>The Service Provider shall ensure an accurate list of premises with annual fees due is maintained so that income targets can be monitored.</p> <p>The Service Provider shall also maintain a list of premises that still have a valid licence but are unlikely to pay – for example demolished premises or empty premises where the premises licence holder cannot be traced – so that these licences can be suspended when the licence fee has not been paid within the prescribed time under LA03.</p> | <p>85% of all monthly income due in each month received within 28 days of initial invoice.</p> | <p>The decision to take proceedings (including civil recovery or powers to suspend) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority as the "licensing authority". However the Service Provider can submit recommendations to enable the Authority to take final decisions and in the case of civil recovery the Service Provider could collect any debts on behalf of the Authority where the Authority has resolved a clear policy on civil recovery.</p> |
| TSL010 | Licensing | GA05 Licence Applications - from receipt until determination under delegated authority | <p>The Service Provider shall assess and process applications for licences made under the GA05 to enable the Authority to determine such matters.</p> | <p>All decisions shall be made within GA05 statutory guidelines. Decisions of grant/refusal shall be notified to the</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|---|---|---|---|
| TSL011 | Licensing | GA05 Licensing authority in its capacity as a Responsible Authority | <p>The Service Provider shall ensure that Authority officer decisions are made taking into account the GA05, statutory guidance and the Authority gambling policy (as adopted from time to time).</p> <p>The Service Provider shall ensure that all representations received in relation to the application are valid under LA03. The Service Provider shall where possible try to facilitate between representee and applicant, whilst remaining independent, to work to reach an agreement.</p> <p>The Service Provider shall ensure that review applications are advertised correctly as per LA03.</p> | <p>applicant within 2 working days of decision and licences (if granted) shall be generated within 28 days of the date of grant of the licence</p> <p>If no statutory guidelines apply decisions shall be made within 28 days of date of application receipt.</p> | <p>The Authority remains the "Licensing Authority" and cannot outsource decisions relating to this activity but can procure support in carrying them out.</p> |
| TSL012 | Licensing | GA05 hearings | <p>The Service Provider shall consider all licensing applications made under GA05 and make representations on the Authority's behalf where it is appropriate in the interests of the gambling objectives (as defined by central government from time to time).</p> <p>Where the decision cannot be made by the Authority's officer under the current scheme of delegation the Service Provider shall ensure that it is passed to the licensing sub committee.</p> <p>The Service Provider shall ensure a report</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--------------|--|---|--|
| TSL013 | Licensing | GA05 appeals | <p>containing all relevant information on the application is submitted to the Governance Services Department in time for it to be cascaded to the licensing sub committee prior to the licensing hearing.</p> <p>The Service Provider shall attend all GA05 licensing sub committee and full committee meetings.</p> <p>The Service Provider shall produce GA05 committee reports, where requested by the licensing sub committee, in relation to licensing matters which need the committee's consideration and decision.</p> <p>Where the decision of the licensing sub committee is appealed the Service Provider shall work with the Authority's legal team providing assistance and information as is required to assist the Authority in defending the licensing sub committee decision.</p> | | |
| TSL014 | Licensing | GA05 Policy | <p>The Service Provider shall keep the Authority's statement of principles for GA05 regulation under regular in house review to ensure it reflects any changes in statutory guidance or any local changes in policy, at a minimum of every 6 months. The Service Provider shall submit any changes or updates to the Authority for consideration and approval. The Service Provider shall keep documented evidence of this review.</p> <p>The Service Provider shall make official reviews and changes where appropriate and at least as</p> | Six monthly documented review of policy | As "Licensing Authority" the Authority will need to ultimately decide any policy |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|------------------------|---|--|---|
| TSL015 | Licensing | GA05 Registers | often as prescribed by the Gambling Act 2005. The Service Provider shall record decisions made under GA05 and shall maintain a register as required by GA05. | | |
| TSL016 | Licensing | GA05 Statutory Returns | The Service Provider shall provide statutory returns as requested to national Government in relation to GA05. | | |
| TSL017 | Licensing | GA05 Enforcement | <p>The Service Provider shall check and enforce compliance with licensing objectives and licence hours and conditions for licences issued under the Gambling Act.</p> <p>The Service Provider shall investigate complaints about GA05 licensed premises and activities and take appropriate action to ensure the Authority is advised and supported in the exercise of its powers and duties to enforce in line with its enforcement policy (as adopted from time to time) and the best practice outlined in the Crown Prosecution Service – Prosecutors Code.</p> <p>The Service Provider shall share information and intelligence with the responsible authorities and other partners.</p> <p>The Service Provider shall engage in regular partnership working with other responsible authorities in relation to the licensing objectives.</p> <p>The Service Provider shall work proactively to ensure businesses are aware of their legal obligations when it comes to licensing.</p> | <p>Regular out of hours enforcement visits undertaken at least every 2 months and as required.</p> <p>Partnership meetings held every 2 weeks with the police.</p> <p>Respond to complaints made within 5 working days of receipt of complaint. For serious allegations where public safety is at significant risk the response shall be within 1 working day.</p> <p>Undertake a fortnightly case review on all open investigations</p> | <p>Decisions as to whether, and when, to enforce cannot be outsourced as this power/duty remains with the Authority as "Licensing Authority", but the Service Provider can support and facilitate by carrying out investigations and providing relevant evidence.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|--|--|---|
| TSL018 | Licensing | GA05 Annual Fees Recovery & Revocation | <p>The Service Provider shall ensure up to date information is on the Authority's website in relation to GA05 licensing applications (for example forms, procedure, etc) and also in relation to how people can complain and/or provide intelligence in relation to licensed premises.</p> <p>The Service Provider shall ensure all investigations and complaints are progressed in a timely way with initial complaints being responded to within 5 days and complainants being kept up to date where appropriate on enforcement action taken.</p> <p>The Service Provider shall conduct investigations to professional standards as required</p> | 95% of all annual fees paid within 1 month of invoice. | The decision to take proceedings (including civil recovery or powers to revoke) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority as the "licensing authority". However the Service Provider can submit recommendations to enable the Authority to take final decisions and in the case of any civil |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|---|---|--|--|
| TSL019 | Licensing | GA05 Permit applications - from receipt until determination under delegated authority | The Service Provider shall assess and process applications for licences made under the GA05. The Service Provider shall ensure that Authority officer decisions are made taking into account the GA05, GA05 statutory guidance and the Authority's gambling policy (as adopted from time to time). | All decisions shall be made within GA05 statutory guidelines. Decisions of grant/refusal shall be notified to the applicant within 2 working days of decision and licences (if granted) shall be generated within 28 days of the date of the decision. | recovery the Service Provider could collect any debts on behalf of the Authority where the Authority has resolved a clear policy on civil recovery. |
| TSL020 | Licensing | GA05 Registrations - from receipt until determination under delegated authority | The Service Provider shall assess and process applications for new or the renewal of registrations made under GA05 to enable the Authority to determine such matters. The Service Provider shall ensure that Authority officer decisions are made taking into account the GA05, statutory guidance and the Authority's gambling policy (as adopted from time to time). | All decisions by the Authority on validity of registrations shall be made within 10 days or receipt of applications or within any statutory guidelines. The Service Provider shall notify applicants of decisions and shall generate confirmation of registration within 28 days of the decision being made. | Decisions to ultimately grant or refuse must remain with the Authority as it is the "Licensing Authority" and these powers/ duties cannot be outsourced. |
| TSL021 | Licensing | GA05 Registrations - receipt of small society lottery | The Service Provider shall, following registration of societies under GA05, enforce the provisions and requirements of GA05 and any statutory | Enforcement taken in relation to all returns that are not received within 3 | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|---|---|
| TSL022 | Licensing | <p>statements</p> <p>Street Trading Applications Temporary, permanent and street markets</p> | <p>guidance including the legal obligations in relation to returns.</p> <p>The Service Provider shall process all street trading applications for permanent pitch licences as set out by the London Local Authorities Act 1990 (as amended).</p> <p>The Service Provider shall process all street trading applications for temporary licences as set out by the London Local Authorities Act 1990 (as amended) or as prescribed by a documented procedure.</p> <p>The Service Provider shall process all street trading applications for temporary markets licences as set out by the London Local Authorities Act 1990 (as amended).</p> <p>The Service Provider shall provide advice and support enabling the Authority to ensure that all persons granted a street trading licence by the Authority can trade without causing significant nuisance to others or without significantly obstructing the public highway.</p> <p>The Service Provider shall process requests to make changes to licences or to get copies of licences in relation to street trading as prescribed by London Local Authorities Act 1990 or as prescribed by a documented procedure.</p> <p>The Service Provider shall process requests to make changes to licences or for copies of</p> | <p>months of the date of the lottery.</p> <p>All decisions to grant/refuse a licence application to be made by the Authority within 10 days of application.</p> <p>Notification of decision and a copy of the licence granted by the Authority to be given within 14 days of decision being made.</p> | <p>Decisions to ultimately grant or refuse must remain with the Authority as it is the "Licensing Authority" and these powers/ duties cannot be outsourced.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|----------------------------|--|---|---|
| TSL023 | Licensing | Street Trading Enforcement | <p>licences in relation to street trading, as prescribed by Street Trading Legislation or as prescribed by any agreed documented procedure.</p> <p>The Service Provider shall assess new applications and monitor granted licenses in accordance with Authority guidelines and policies (as adopted from time to time).</p> <p>The Service Provider shall produce committee reports making recommendations in relation to the creation of new permanent pitches and amendments to existing pitches, in line with Street Trading Legislation.</p> <p>The Service Provider shall check and where necessary advise the Authority in enforcing compliance with licence conditions for licences issued under the London Local Authorities Act 1990.</p> <p>The Service Provider shall investigate complaints about licensed premises and activities to profession standards and ensure the Authority is advised and supported in the exercise of its powers and duties to enforce and take appropriate action in line with London Local Authorities Act 1990, the Authority's enforcement policy (as adopted from time to time) and the best practice outlined in the Crown Prosecution Service – Prosecutors Code.</p> <p>The Service Provider shall work proactively to</p> | <p>Regular proactive enforcement visits undertaken at least 1 day a month and as required.</p> <p>Respond to complaints made within 5 days.</p> | <p>Decisions as to whether, and when, to enforce cannot be outsourced as this power/duty remains with the Authority as "Licensing Authority", but the Service Provider can support and facilitate by carrying out investigations and providing relevant evidence.</p> <p>Powers of entry cannot be delegated to the Service Provider.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|---|--|---|--|
| TSL024 | Licensing | Street trading statutory grounds for revocation | <p>ensure businesses are aware of their legal obligations when it comes to licensing.</p> <p>The Service Provider shall ensure up to date information is on the Authority's website in relation to street trading licensing applications (for example forms, procedure etc).</p> <p>Where there are statutory grounds for revocation of a permanent pitch street trading licence, the Service Provider shall investigate this in a timely manner, make an appropriate recommendation to the Authority and assemble evidence required to enable it to make a decision on revocation in accordance with the London Local Authorities Act 1990 taking into account risk, proportionality and public interest.</p> | | Cannot outsource the role of the Authority as the "Licensing Authority" |
| TSL025 | | Street Trading policy | <p>The Service Provider shall keep street trading policy under regular in house review and shall assess it for fitness for purpose every 12 months. The Service Provider shall submit any changes or updates to the Authority for consideration and approval. The Service Provider shall ensure that any such changes or updates to policy reflect any changes in statutory guidance or any local changes in policy.</p> | Review every 12 months. | Determination of licensing policy needs to be retained by the Authority as "Licensing Authority" but the Service Provider can advise and assist the Authority in deciding if, when, and how any changes in policy occur. |
| TSL026 | | Street Trading Appeals | <p>Where the decision made under the London Local Authorities Act 1990 has been made and it has been appealed the Service Provider shall work with the Authority's legal team providing assistance and information as is required to assist the Authority in defending the decision.</p> | | |
| TSL027 | Licensing | Hypnotism Applications | <p>The Service Provider shall process applications for authorisations under the Hypnotism Act</p> | Process applications and provide notice of grant or | The Authority's powers and duties as "controlling |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|--|--|---|
| TSL028 | Licensing | Sex establishments & sex entertainment venues applications – from receipt to determination | <p>1952 to enable the Authority to determine such matters.</p> <p>The Service Provider shall process applications for sex entertainment venues under Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982, as amended by Section 27 of the Policing and Crime Act 2009.</p> <p>The Service Provider shall process applications for sex establishments under Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982.</p> <p>The Service Provider shall ensure that an applicant advertises its application appropriately and for a period of 28 days.</p> <p>The Service Provider shall undertake liaison with democratic services to set up a hearing in relation to the application within 28 days of the end of the advertising period.</p> <p>The Service Provider shall ensure a report containing all relevant information on the application is submitted to the democratic services department in time for it to be cascaded to the licensing sub committee prior to the hearing.</p> | <p>refusal of authorisation by the Authority within 10 days of application being made.</p> <p>Notification of decision/copy of licence issued by the Authority to be given within 10 days of decision.</p> | <p>authority" under the Hypnotism Act 1952 cannot be outsourced.</p> <p>The powers/duties of the Authority as "licensing authority" cannot be outsourced.</p> |
| TSL029 | Licensing | Sex establishments/ sex entertainment venue policy | <p>The Service Provider shall keep the sex establishments and sex entertainment venue policy under regular in house review and shall assess it for fitness for purpose every 12</p> | <p>Review every 12 months</p> | <p>Determination of policy needs to be retained by the Authority as "Licensing Authority" but the Service</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|--|---|
| TSL030 | Licensing | Sex Establishments/ Sex entertainment venue Enforcement | <p>months. The Service Provider shall submit any changes or updates to the Authority for consideration and approval. The Service Provider shall document this assessment. The Service Provider shall ensure that any such changes to the policy recommended to the Authority are made to reflect any change in statutory guidance or any local change in policy.</p> <p>The Service Provider shall check compliance with licence conditions for licences issued under the Schedule 3 of the Local Government (Miscellaneous Provisions) Act 1982 and where necessary shall advise the Authority upon enforcing the same.</p> <p>The Service Provider shall investigate complaints about licensed premises and activities to professional standards and where necessary advise the Authority upon taking appropriate action in line with the its enforcement policy (as adopted from time to time) and the best practice outlined in the Crown Prosecution Service – Prosecutors Code.</p> <p>The Service Provider shall work proactively to ensure businesses are aware of their legal obligations.</p> <p>The Service Provider shall ensure up to date information is on the Authority website in relation to applications (for example forms, procedure etc) and that there is a way for people to complain about premises licensed</p> | <p>Regular enforcement visits undertaken as required taking into account the calculated risk of each premise but with each premises being visited at least once every 6 months.</p> <p>Respond to complaints made within 5 days.</p> | <p>Provider can advise and assist the Authority in deciding if, when, and how any changes in policy occur.</p> <p>Decisions as to whether, and when, to enforce, cannot be outsourced as this power/ duty remains with the Authority as "Licensing Authority", but the Service Provider can support and facilitate by carrying out investigations and providing relevant evidence. Powers of entry cannot be delegated to the Service Provider.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|---|--|--|---|
| TSL031 | Licensing | Safety at Sports Grounds Applications - from receipt to determination | <p>under the Local Government (Miscellaneous Provisions) Act 1982.</p> <p>The Service Provider shall process applications to ensure the Authority is advised and supported in the exercise of its powers and duties for safety certification for sports grounds made under Safety of Sports Grounds Act 1975 and Fire Safety and Safety of Places of Sport Act 1987</p> <p>The Service Provider shall review any safety certificate on a regular basis, and review the P and S Factors of the ground on an annual basis.</p> <p>The Service Provider shall assist the Authority in enforcing the provisions of the Safety at Sports Grounds Act at grounds within the scope of the act in accordance with any statutory guidance (such as the "Green Guide") and in enforcing the requirements of each ground's individual safety certificate</p> <p>On behalf of the Authority the Service Provider shall work with partners in relation to safety at grounds – such as the police, Football Licensing Association and the Fire Brigade.</p> <p>The Service Provider shall provide the necessary evidence and support to enable the Authority to serve prohibition notices under Section 10 of the Safety of Sports Grounds Act 1975 where appropriate and proportionate and as a last resort where there is a significant risk to public safety.</p> | Annual review of all certificates issued. | The Authority needs to remain the "licensing authority" but can be supported in carrying out the role by the Service Provider. The Authority must retain decisions. |
| L032 | Licensing | Safety at Sports Grounds Enforcement | <p>The Service Provider shall assist the Authority in enforcing the provisions of the Safety at Sports Grounds Act at grounds within the scope of the act in accordance with any statutory guidance (such as the "Green Guide") and in enforcing the requirements of each ground's individual safety certificate</p> <p>On behalf of the Authority the Service Provider shall work with partners in relation to safety at grounds – such as the police, Football Licensing Association and the Fire Brigade.</p> <p>The Service Provider shall provide the necessary evidence and support to enable the Authority to serve prohibition notices under Section 10 of the Safety of Sports Grounds Act 1975 where appropriate and proportionate and as a last resort where there is a significant risk to public safety.</p> | <p>Enforcement in all cases where all documents and certificates required under the safety certificate are not provided in good time or within 28 days of when they are due.</p> <p>Regular regulation and enforcement visits undertaken – at least 2 per 12 months and as required.</p> <p>Respond to complaints made within 10 days unless the complaint relates to a serious risk to public safety in which case the response should be within 1 working day.</p> | The Service Provider could prepare the enforcement documentation (e.g. notices) and supporting evidence but the Authority must retain all decisions. |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|--|--|---|---|
| TSL033 | Licensing | Safety at Sports Grounds (Safety Advisory Group) – Management and Administration | <p>The Service Provider shall provide information to the Sports Ground Safety Authority as required for them to complete their annual audit on the control of safety at the ground.</p> <p>The Service Provider shall provide the administrative support for the safety advisory group ensuring that all attendees are aware of the meetings, that the necessary documentation is completed and that the meeting is chaired (if appropriate).</p> <p>The Service Provider shall attend the safety advisory groups for each ground regulated under the Safety of Sports Grounds Act 1975 and Fire Safety and Safety at Places of Sports Act 1987</p> <p>The Service Provider shall review the terms of reference in relation to each safety advisory group on a regular basis.</p> <p>The Service Provider shall ensure regular safety advisory group meetings are held and that additional emergency meetings are organised in the event of a significant incident or a significant 'near miss'.</p> | <p>There should be at least four regular safety advisory group meetings for each regulated ground/stand per year plus any additional emergency meetings.</p> <p>Emergency meetings should be held within 5 working days of notification of incident or issue or sooner if possible.</p> | |
| TSL034 | Trading standards | Poisons Licence applications & enforcement | <p>The Service Provider shall process applications made under the Poisons Act 1972 to enable the Authority to determine such matters.</p> <p>The Service Provider shall provide support to enable the Authority to maintain the register of persons licensed to sell poisons.</p> | <p>All decisions by the Authority to grant/refuse a licence application to be made within 10 days of application.</p> <p>Notification of decision by</p> | <p>The Poisons Act 1972 provides that the Authority is under a duty to act as the licensing body but powers of enforcement including entry and prosecution may be</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|---|--|--|--|
| TSL035 | Trading standards | Scrap Metal Dealers Act 1964 applications | <p>The Service Provider shall take appropriate action against any trader found selling restricted products under the Schedule 2 of Poisons Act 1972 without a valid Poisons Act licence.</p> <p>The Service Provider shall ensure up to date information is on the Authority's website in relation to poison licence applications.</p> <p>The Service Provider shall process applications made under Scrap Metal Dealers Act 1964 to enable the Authority to determine such matters.</p> <p>The Service Provider shall provide support to enable the Authority to maintain the register of Scrap Metal Dealers.</p> <p>The Service Provider shall enforce the provisions and requirements of the Scrap Metal Dealers Act 1964 including any statutory guidance and including the requirements to keep records.</p> <p>The Service Provider shall provide the necessary support and evidence to the Authority to enable it to take appropriate action against any trader found to be non compliant with the Scrap Metal Dealers Act 1964.</p> <p>The Service Provider shall ensure up to date information is on the Authority website in relation to scrap metal dealers licence applications.</p> <p>The Service Provider shall process applications</p> | <p>Authority and a copy of licence (if granted) to be given within 14 days of the decision being made.</p> <p>All decisions of the Authority to grant/refuse a licence application to be made within 10 days of application.</p> <p>Notification of Authority decision and a copy of the licence (if granted) to be given within 14 days of the decision being made.</p> | <p>outsourced.</p> <p>The Authority will own the register and will inspect it.</p> <p>The Authority needs to retain ultimate role as licensing body. Powers of entry are restricted in this case to "officers of the authority."</p> <p>Decisions as to whether, and when, to enforce, cannot be outsourced as this power/duty remains with the Authority as "Licensing Authority" but the Service Provider can support and facilitate by carrying out investigations and providing relevant evidence.</p> |
| TSL036 | Trading | Motor salvage | <p>The Service Provider shall process applications</p> | <p>All decisions of the</p> | <p>The powers and duties as</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|--|--|--|---|
| | standards | operators licence | <p>made in relation to motor salvage operators to enable the Authority to determine such matters.</p> <p>The Service Provider shall provide the necessary support and evidence to the Authority to enable it to take appropriate action against any trader found non-compliant with the Motor Salvage Operators Regulations 2002.</p> <p>The Service Provider shall ensure up to date information is on the Authority's website in relation to motor salvage operator licence applications.</p> | <p>Authority to grant/refuse a licence application to be made within 10 days of application</p> <p>Notification of Authority decision and a copy of licence (if granted) to be given within 14 days.</p> | <p>"Licensing Authority" under this legislation to grant/ refuse applications cannot be outsourced. Decisions as to whether, and when, to enforce cannot be outsourced as this power/duty remains with the Authority as "Licensing Authority", but the Service Provider can support and facilitate by carrying out investigations and providing relevant evidence.</p> |
| TSL037 | Trading standards | Manufacture and Storage of Explosives Regulations and Applications and enforcement | <p>The Service Provider shall process applications made under the Manufacture and Storage of Explosives Regulations 2005 to enable the Authority to determine such matters.</p> <p>The Service Provider shall visit each premises applying for an explosives licence to ensure safe storage of the explosives.</p> <p>The Service Provider shall provide the necessary support and evidence to the Authority to enable it to take appropriate action against traders found to be non-compliant with the Manufacture and Storage of Explosives Regulations 2005 including through legal proceedings if necessary.</p> | <p>All decisions of the Authority to grant/refuse a licence application to be made within 10 days of application.</p> <p>Notification of Authority decision and a copy of licence (if granted) to be given within 14 days.</p> | <p>The Authority needs to retain ultimate role as licensing body but the Service Provider can support and facilitate (e.g. by the preparation of premises reports and recommendations as to approval or otherwise).</p> <p>Decisions as to whether, and when, to enforce cannot be outsourced as this power/duty remains with the Authority as "Licensing Authority" but the Service Provider can support and facilitate by carrying out investigations</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|-------------------------------|--|---|---|
| TSL038 | Trading standards | Trading standards enforcement | <p>The Service Provider shall provide the necessary support and evidence to the Authority to enable it to enforce all legislation that trading standards, as the Local Weights and Measures Authority, has a statutory duty to enforce.</p> <p>The Service Provider shall provide the necessary support and evidence to the Authority to enable it to enforce all legislation that trading standards have powers under in relation to age restricted sales. By such support, the Service Provider shall assist the Authority in effectively controlling the instances of under age sales in the borough.</p> <p>The Service Provider shall work proactively to prevent non compliance of businesses in Barnet occurring by identify emerging problem areas and identify how the Authority and the Service Provider can work with businesses in this area to stop the problem from occurring.</p> <p>The Service Provider shall develop, document and operate a risk based approach to visits to all commercial premises within the borough that meets the requirements of legislation or any statutory guidance.</p> | <p>Undertaking at least 8 separate underage sales operations per year – including relating to underage sales of knives, cigarettes, alcohol and other age restricted products.</p> <p>Visit 100% of high risk premises per year</p> | <p>and providing relevant evidence.</p> <p>Powers of entry cannot be delegated to the Service Provider.</p> <p>The powers/ duties in relation to trading standards enforcement remain with the Authority (except in the very limited circumstance above in relation to the Poisons Act 1972).</p> <p>The Service Provider can prepare all material necessary to enable the Authority to decide on enforcement including evidence and court and other enforcement documentation.</p> <p>Powers of entry cannot be delegated to the Service Provider.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|------------------------------|--|---|----------------|
| TSL039 | Trading standards | Trading Standards Complaints | <p>The Service Provider shall research trends in complaints ensuring that priority is given to the highest risk businesses.</p> <p>The Service Provider shall maintain the Authority's website with up to date trading standards information for businesses or signpost to relevant sources of information and provide advice on how people can pass intelligence in relation to trading standards enforcement to the Authority or relevant bodies.</p> <p>The Service Provider shall undertake other liaison and partnership work including attending regular liaison meetings and sharing intelligence with Relevant Liaison Bodies, to support the objectives of the department.</p> <p>The Service Provider shall respond appropriately and within statutory timescales and duties to all criminal complaints received into the department to ensure the Authority is advised and supported in the exercise of its powers and duties to enforce.</p> <p>The Service Provider shall effectively risk assess all complaints received based on the seriousness of the offence alleged, the history of the trader, the likely outcome of an investigation and the public interest in the investigation on that offence.</p> <p>The Service Provider shall monitor and review the risk assessment process and policy.</p> | <p>Risk assessment of complaints to be made within 2 working days of receipt of a complaint into the department.</p> <p>Complaints to be actioned within 5 days of risk assessment being undertaken unless the complaint relates to a significant risk to public safety, a significant risk of high amount of monies being lost by consumers(s) or the very</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------|---|--|--|---|
| TSL040 | Trading standards | Trading Standards - weights and measures Returns | <p>The Service Provider shall maintain operational activity at a consistent level and monitor the level of intervention so that it remains appropriate in relation to work volumes and other demands. Any changes to the process or policy should be undertaken only with consultation with the Authority.</p> <p>The Service Provider shall in relation to weighbridge operators, when requested, provide a test and a certificate of competence for operators of public weighing equipment.</p> <p>The Service Provider shall attend and assess as requested weights and measure equipment as per the Weights and Measures Act 1985 and verify whether it is fit for use for trade.</p> <p>The Service Provider shall provide support to the Authority to enable it to comply with its duty to provide annual government returns under Section 70 of the Weights and Measures Act 1985 in relation to compliance of weighing and</p> | <p>nature of the complaint needs urgent response – e.g. certain rogue trader complaints in which case such complaints to be actioned within 1 working day</p> <p>Currently the department takes some form of action in relation to at least 47% of these complaints. This is based on the current risk attached to the complaint and can vary depending on the seriousness of the complaints received in a particular month.</p> | <p>Verification activities may be outsourced but only to those employees of the Service Provider who are "approved verifiers" by the Secretary of State. If not so approved then whilst the Service Provider may support and facilitate this activity, the ultimate decision on verification would need to be taken by a Authority officer.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---------------------------------|----------------------------------|--|---------------|--|
| TSL041 | | Responsible authorities for LA03 | <p>measuring equipment and metrological compliance in transactions.</p> <p>The Service Provider shall provide annual government returns in relation to revenue outturn expenditure on trading services by service detail and category.</p> <p>The Service Provider shall make applications to review licences under LA03 where there is a serious breach of a licensing objective discovered.</p> <p>The Service Provider shall consider all licensing applications made under LA03 and make representations where appropriate in the interests of the licensing objectives.</p> | | |
| TSL042 | Trading standards and Licensing | Fees – annual review | <p>The Service Provider shall engage in regular liaison with other responsible authorities and the Licensing team in relation to the licensing objections discussing problem premises in the Barnet and adopting a multi agency response to the issues to ensure the problem is dealt with quickly and fairly.</p> <p>The Service Provider shall regularly review the Variable Fees that trading standards and licensing charge and recommend any changes to policy to the Authority.</p> <p>The Service Provider shall ensure that for those areas which the Authority should not be making a profit the fee level charged is such that it covers the administration of the licence application/enforcement only.</p> | Annual review | The Authority as the local weights & measures authority and "Licensing Authority" cannot outsource this activity but the Service Provider can advise and assist the Authority in deciding when, and how any changes in fees policy |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-----|--------------|----------|---------------------|---------------|----------------|
| | | | | | occur. |

Quintessence

DRS Equalities Output Specification

Equalities Obligations

In delivering the requirements of this output specification the Service Provider shall co-operate with the Authority in complying with the public sector equality duty under section 149 of the Equality Act 2010 and shall have regard to the need to:

1. Eliminate discrimination (whether direct or indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Service area: Environmental Health (Commercial) Includes Trading Standards & Licensing

Our customer profile:

There are approximately 2300 food premises in Barnet. Food businesses are subject to a risk based inspection programme. There are estimated to be a further 10,000 workplaces in the borough which fall to the Authority for enforcement of the Health & Safety at Work Act. The range and types of premises and businesses in the borough reflect the diversity of the population of Barnet.

National Indicator 182 for 2010/11 showed that 89% of surveyed businesses were satisfied with regulatory services. Broken down, this showed that:

- 87% of non-compliant businesses thought their business was treated fairly
- 92% of non-compliant businesses thought the contact was helpful
- 90% of compliant businesses thought their business was treated fairly
- 87% of compliant businesses thought the contact was helpful

This indicator is shared with Residential Environmental Health and Trading Standards and Licensing. Diversity monitoring information is also collected on postal surveys but has yet to be analysed.

Things we would like to know: We would like to analyse our current data stock to better understand our customer profiles of Environmental Health (Commercial)

Impact of the service on protected groups: Environmental Health (Commercial) licences and inspects food premises in Barnet on a risk assessment basis. It also provides licences for other commercial premises and trading standards and understands the challenges faced by businesses providing culturally specific food.

Not much about residential health or Trading Standards – what about metrics around number of complaints about noise pollution and segmenting that data, or the number of small shopkeepers who have participated in various awareness campaigns e.g. not selling alcohol or cigarettes to minors?

| Key Equality risks | Mitigating activity | Measurable outputs |
|--|--|--|
| Access to information | The service provides businesses with information leaflets and guidance documents produced by the Food Standards Agency, Health & Safety Executive and DEFRA in a range of languages. Information for residents seeking assistance with an environmental health concern or complaint is on the Authority's website and advice is provided to callers. | <ul style="list-style-type: none"> Website contents and related downloadable documents reviewed and updated every 6 months Any new documents are reviewed according to the needs of specific groups and are in plain English (Crystal Mark) |
| Access to services e.g. face to face advice, home/site visits, telephone/written | Advice for businesses is provided via the Authority's website as well as in person - usually on site at the business premises during routine inspections or visits in response to complaints. The website provides comprehensive information and links to specialist government and agency sites. This information is also open to residents. | <ul style="list-style-type: none"> Satisfaction with advice received – using govmetric measures? Profile of customers completing satisfaction survey (after receiving service) Number of inspections carried out Profile of business owners inspected No of businesses who fall foul of Environmental Health standards – segmented to understand customer profile |
| Access for people with disabilities to buildings | The service is delivered from the Authority offices which are compliant with the requirements of the DDA. | <ul style="list-style-type: none"> Number of complaints about access to Environmental Health (residential) services (which can be segmented to better understand the profile) |
| On line advice and services (e.g. applications) | Registration of commercial food premises and applications for licences is on-line through the business link portal. The site provides support and advice for people with disabilities and older people to assist with the process. | <ul style="list-style-type: none"> Number of registrations applied for licences? Number of protected characteristic customers Satisfaction with advice received – |

| | | |
|---|---|---|
| | | <p>through govmetric?</p> <ul style="list-style-type: none"> • Profile of customers completing satisfaction survey |
| <p>Consultation with vulnerable groups</p> | <p>Most activities are in accordance with national regulatory frameworks, changes to which are subject to national consultation processes by government departments or agencies. Businesses are consulted on the following when collecting NI182 information: Satisfaction with our overall level of service Was information/advice given easy to understand? Was the case officer easy to contact? Could the service have been improved? National consultation processes provide for consultation with relevant vulnerable groups.</p> | <ul style="list-style-type: none"> • Number of businesses consulted • Profile of business owners consulted • Number of people from protected groups participating in face-to-face meetings (e.g. focus groups), where service is developed • Evidence that service has improved following responses to consultation with businesses (Satisfaction measures) |
| <p>Charges/fees</p> | <p>Licence fees are calculated to reflect the cost of delivering the service in accordance with national guidance. Charges for food hygiene training courses are kept in line with those of other providers.</p> | <ul style="list-style-type: none"> • Number of complaints about charges for licences • Number of complaints for charges for food hygiene training courses |
| <p>Accountability and relationship to Members</p> | <p>The service falls under the Cabinet Member for Governance and Civic Affairs, with whom any relevant equalities issues are raised.</p> | <ul style="list-style-type: none"> • Number of members enquiries on behalf of constituents |
| <p>Procurement processes</p> | <p>There is little requirement for procurement in this service, however any procurement is in accordance with the Authority's Contract Procedure Rules and Financial Regulations.</p> | <ul style="list-style-type: none"> • Ensuring that any specification of services reflects the customer profile |
| <p>Monitoring</p> | <p>Equalities issues are kept under continuous review and any issues arising are addressed through the team's management group.</p> | <ul style="list-style-type: none"> • Customer satisfaction in overall planning services measured through Govmetric system • Evidence that relevant performance data is used to develop the service • Number of specialist food premises where staff have undergone Food Hygiene Training |

Output Specification: Traffic & Development and Highways Strategy

Baseline

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Document History

Document Control

| | |
|-------------------|------------|
| Document owner | [Redacted] |
| Contact | [Redacted] |
| Document Location | [Redacted] |

Version Control

| Version | Details of Update | Comments | Author | Issue Date | Status |
|---------|-----------------------|--|-----------------|------------|--------|
| V1.0 | Commercial Dialogue 2 | First Version of Baseline with legal comments given to bidders prior to the start of dialogue 2. | [Redacted] | 13/01/12 | Final |
| V2.0 | Detailed Solution | Final Version of Baseline given to bidders to use for their detailed solution submission | [Redacted] | 15/10/12 | Final |
| V3.0 | Prepped for T&H | Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review | [Redacted] | 13/11/12 | Draft |
| V4.0 | Final Tenders | Version given to bidders to use for their final tenders will include up to date review from T&H | Towers & Hamlin | 29/11/12 | Final |

Sign off

| | |
|-----------|--|
| Signature | [Redacted] |
| Job title | Highways Manager Traffic and Development |
| Date | 29/11/12 |



Approved

Traffic & Development

Definitions

| Term | Definition |
|------------------------------|--|
| AA | means the Automobile Associations Ltd |
| AESC | means the Area Environment Sub Committee |
| Applicant | means a person making an application to the Authority including by not limited to developers, consultants, architects, regeneration partners; members of the public, planning consultants, local councillors; resident groups and statutory companies |
| ARCADY | means the traffic modelling software used to predict the performance of roundabout designs |
| Authority | means the London Borough of Barnet and its successors and assigns |
| Cabinet Theme Meeting | means a monthly meeting held with the lead member for environment to discuss issues/concerns within the environment and operations directorate. |
| CDMC | means a construction design management co-ordinator. This is a role to advise on health and safety matters and must be fulfilled by a person who is competent in construction health and safety. Appointment of a CDMC is a requirement of the Construction (Design and Management) Regulations 2007 regulations for schemes that are notifiable to the Health and Safety Executive. |
| CPZ | means controlled parking zone |
| 'Hands-up Survey' | means a survey completed by classes of children and individual school staff that states how they currently travel to school, how they would like to travel to school and whether they feel their journey to school is safe. |
| LINSIG | means the traffic modelling software used to predict the performance of traffic signal designs |
| LIP | means the Local Implementation Plan of the London Mayor's Transport Strategy in accordance with the Greater London Authority Act 1999 |
| National and Local Standards | means standards and guidelines as established from time to time including but not limited to those contained in: Barnet's Unitary Development Plan; Manual for Streets; Manual for Streets 2; Design Manual for Roads and Bridges; Highways Specification by Department of Transport; Better Streets- Mayor of London; Mixed Priority Routes Local Transport Note 3/08; Traffic Management and Streetscape Local Transport Note 1/08; Road Safety Audit Guidelines; JHT; Road Safety Audit HD 19/03; Inclusive Mobility; Cycle Infrastructure Design Local Transport Note 2/08; Accessible Bus Stop Design Guidance Advice Note BP1/06; Highway Link Design TD9/93; Assessment of Pedestrian Crossings Local Transport Note 1/95; Design of Pedestrian Crossings Local Transport Note 2/95; Traffic Regulations and General Directions 1997; Geometry Design of Major / Minor Priority Junctions |

| Term | Definition |
|---------------------------------|--|
| NI 198 | TD 42/95; Geometric Design of Roundabouts TD 16/07; Traffic Signs Regulations and General Directions 2002; Design of Mini-Roundabouts TD 54/07; Streetscape Guidance 2009 A Guide to Better London Streets; Pedestrian Guard railing Local Transport Note 2/09; BS 5489 Code of Practice for the Design of Road Lighting; Traffic Signs Manual; Environment and Operations Service Standards February 2010 - Best Practice Guidelines; Authority's Corporate Plan 2011-2014; Key Performance Indicators; 3 Strand Approach |
| Notice of Variation Process | means National Indicator 198 being part of the National Indicator Set for local authorities and local authority partnerships |
| Notices of Variation | means the process specified in The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 |
| Permanent TMO Statutory Process | means notices under Section 35C and 46A of the Road Traffic Regulation Act 1984 |
| PICADY | means the process specified in The Local Authorities' Traffic Orders (Procedure) (England and Wales) Regulations 1996 |
| RAC | means the traffic modelling software used to predict the performance of priority junctions |
| Relevant Experimental Powers | means the Royal Automobile Club |
| Relevant Temporary Powers | means the powers contained in section 9 of the Road Traffic Regulation Act 1984 |
| RTRA | means the powers contained in section 16A of the Road Traffic Regulation Act 1984, section 14(1) or 14(2) of the Road Traffic Regulation Act 1984 and section 9 of the London Local Authorities Act 1995 |
| School Travel Plan | means the Road Traffic Regulation Act 1984 |
| Service Provider | means a document written for a school that aims to reduce car use on the school run. |
| Special Event | means [●], (Company registered number [●]) whose registered office is at [●] [and any permitted succession in title pursuant to the DRS partnering contract entered into by the Authority and [●] on [●] 2012 |
| STAR Accreditation | means an event held either on or off the highway which requires mitigating temporary measures on the public highway |
| Statutory Apparatus | means 'School Travel Accredited and Recognised' accreditation which consists of three levels; sustainable level, higher standard and outstanding standard |
| | means any equipment either above or under ground found in the public highway which belongs to a Statutory Undertaker |

| Term | Definition |
|----------------------|--|
| Statutory Undertaker | means the various companies and agencies with legal rights to carry out certain development and highways works, mainly in relation to gas, water, telecom, and electricity infrastructure |
| Stopping Up Orders | means an order by the Authority with the effect that the highway land specified in the order ceases to be a highway, road or footpath |
| TfL | means Transport for London |
| TLRN | means the Transport for London Road Network |
| TMO | means a Traffic Management Order |
| Travel Plan | means a package of measures and initiatives to encourage residents, staff and visitors to use alternatives to single occupancy car use. Travel Plans may be required as a condition of a planning consent. |

Scope

The Traffic and Development section is responsible for parking design, traffic schemes, highways planning, development control, travel planning, road safety education and the highway maintenance programme.

Work within the section is aimed at enhancing the quality of life for all within the borough resulting in a safer, more attractive area to live, work and visit, and providing an improved quality of service.

The main functions within the Traffic and Development section are as follows:

Design Function

- Discharges the Authority's statutory duties and its stated priorities. Progresses all changes to existing and introduction of new parking bays and parking restrictions, in particular relating to the consideration of measures ensuring movement and safety on the borough's network including measures associated with the Authority's off-street car parks.
- Responsible for all relevant statutory requirements relating to TMOs including temporary traffic orders to facilitate special events, road closures and development works.
- Liaises with TfL regarding draft TMOs on TLRN. Investigates and progresses schemes to reduce congestion and improve safety by consideration of such measures as road widening, junction redesign, signal modification, bus stop location, rationalization of existing road layouts including the removal of excessive signage, the introduction of vehicle activated signs and improved pedestrian facilities such as controlled crossings and footway improvements and facilitates Street scene improvements.
- It is also the main area responsible for commissioning and organizing traffic data surveys and analysis to facilitate effective traffic management. The design team also provide advice to various elements of the service and externally regarding parking legislation, accident data etc.

Road Safety Function

- Delivers road safety education, training and publicity aimed at reducing casualty figures, and delivers cycle training to primary, secondary and special schools as well as adults.

- The team also provides guidance on school travel plans. It is planned that this will move to being very much an internet based completion and update with a staff review. We also provide a support service to those schools wishing to provide their own school crossing patrol officer to satisfy they are fit and proper to carry out this function on the public highway.

Planning and Development Function

- Secures funding of offsite highway infrastructure improvements through S106 agreement linked to planning permissions.
- Provides highway recommendations on planning applications by providing a highway assessment of the traffic impact of proposed developments.
- Discharges the statutory duties of the Highway Authority in respect of new development proposals.
- The team is responsible for securing funding of offsite highway infrastructure improvements as well as adoption of new roads within the borough.
- The team also processes stopping up orders; highway projection licences and development enquires relating to highway matters.

Travel Planning Function

- Monitoring of Travel Plans (also secured by the S106 process) and the development of the Authority's own Travel Plan (this function shall be carried out on the appointment of a travel plan advisor).
- Supports schools with the development, implementation and monitoring of School Travel Plans, assesses travel and transport needs of children and young people, audits the sustainable travel and transport infrastructure within the authority that may be used when travelling to and from, or between schools/institutions, develops strategy to develop the sustainable travel and transport infrastructure within the authority so that the travel and transport needs of children and young people are better catered for and promotes sustainable travel and transport modes on the journey to, from and between schools and other institutions.

Statutory Functions

The service supports the delivery of a range of statutory Highways Authority functions. These functions are delivered under a range of legislation and guidance. The following list includes main pieces of legislation but is not comprehensive. Legislation, guidance or strategy may change during the term of the partnership and services shall be provided in the context of the current legislative framework.

- Mayor's Transport Strategy
- Local Implementation Plan
- Road Traffic Act 1991
- The Road Traffic Act 1991 (Special Parking Areas) (England) Order 2003
- Data Protection Act 1998
- The Equality Act 2006
- Town & Country Planning Act 1990
- Greater London Authority Act 1999
- The Road Traffic Act 1988
- Road Traffic Regulation Act 1984,
- Transport Act 2000
- Road Safety GB School Crossing Patrol Service guidelines
- The Education and Inspections Act 2006
- Highways Act 1980
- The Road Traffic Regulation Act 1984
- The Traffic Management Act 2004
- The Traffic Signs Regulations and General Directions 2002
- Disability Discrimination Act 2005
- London Local Authority Acts (various)
- New Roads and Street Works Act 1991
- Health and Safety at Work Act 1974
- Construction Design and Management Act
- Rights of Way Act 1990
- Freedom of Information Act 2000
- PPG13 (Transport) 2011

Service Requirements

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|--|---------------|----------------|
| TD001 | Traffic & Development | Highways pre-application advice on planning applications | <p>The Service Provider shall provide highways advice on all planning pre-applications if requested by an Applicant and as per the charges in the environment and operation fees and charges schedule having regard for planning and highway policies and National and Local Standards.</p> <p>The Service Provider shall agree the scope of work/documentation required to be submitted with any planning application, including but not limited to Travel Plans, transport assessments, construction management plans, activities management strategies and parking management strategies. This enables Applicants to seek advice prior to the submission of the planning application to ensure proposals are likely to be acceptable.</p> | | |
| TD002 | Traffic & Development | Planning forums | <p>The Service Provider shall provide a highways officer to attend planning forums held prior to the submission of major planning applications to provide specialised highway advice as required.</p> | | |
| TD003 | Traffic & Development | Minor planning applications - highways recommendations | <p>The Service Provider shall provide recommendations on planning applications by providing a highway assessment of the traffic impact of proposed developments within the agreed timescales set out in the Town & Country Planning Act 1990 whilst also having regard for planning and highway policies and National and</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|--|---------------|----------------|
| TD004 | Traffic & Development | Major planning applications – highways recommendations | <p>Local Standards.</p> <p>The Service Provider shall provide recommendations on the negotiation of highways S106 contributions to mitigate the highway impact of a proposed development within the agreed timescales whilst also having regard for planning and highway policies and National and Local Standards.</p> <p>The Service Provider shall ensure that the Authority's planning departments and councillors are provided with adequate and timely information to enable them to progress applications and appeals in accordance with statutory procedures and guidelines.</p> | | |
| TD005 | Traffic & Development | Monitoring of planning applications | <p>The Service Provider shall register all applications received and record the response time for recommendations to be sent. The Service Provider shall ensure planning applications are responded to within the agreed timescales set out in the Town & Country Planning Act 1990 whilst also having regard for planning and highway policies and National and Local Standards.</p> | | |
| TD006 | Traffic & Development | Planning committees | <p>The Service Provider shall attend at planning committees and provide specialised highways advice as and when required or requested by the planning department.</p> | | |
| TD007 | Traffic & Development | Committees and residents forums/ | <p>The Service Provider shall attend committees/meetings/forums as and when</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|--|---------------|----------------|
| TD008 | Traffic & Development | Cabinet Theme Meeting | <p>required providing specialised highway advice.</p> <p>The Service Provider shall attend at Cabinet Theme Meetings to provide specialised advice to the relevant cabinet member.</p> | | |
| TD009 | Traffic & Development | Hearings, seminars, public and Authority meetings including committees and task groups, focus groups and forums | <p>The Service Provider shall represent the Authority as necessary at inquiries including giving evidence at hearings, seminars, at public and Authority meetings including committees and task groups, focus groups and forums (whether Authority or public organised), at ad hoc and planned site meetings with members of the public, interested bodies, ward members and emergency services as and when appropriate and at events related to current traffic and development issues and functions at times and locations considered commensurate with the context of the meetings' requirements.</p> | | |
| TD010 | Traffic & Development | Planning appeals | <p>The Service Provider shall provide appeal statements, as required, if there are highways reasons for refusal on a planning applications and the Applicant appeals the decision. The appeal shall be in the form of either:</p> <p>Written Representation – in which case the Service Provider shall prepare a written statement only.</p> <p>Internal Hearing – in which case the Service Provider shall prepare a written statement and ensure that a highways officer appears at the internal hearing.</p> <p>Public Inquiry – in which case the Service</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD011 | | Town centre strategies | <p>Provider shall prepare a written submission in the form of a Rule 6 statement and ensure that a highways officer appears at the public inquiry and gives evidence.</p> <p>Timescales for the different types of appeal are set out in the Town & Country Planning Act 1990.</p> <p>The Service Provider shall assist the planning and regeneration departments with the development of town centre strategies including for, but not limited to the following town centres:</p> <p>Chipping Barnet North Finchley Finchley Church End Golders Green East Barnet Wheistone</p> | | |
| TD012 | | Mobile phone masts and cabinets | <p>The Service Provider shall assess the site location for all new mobile phone masts and phone cabinets (note: not all locations require the submission of a planning application) within agreed timescales.</p> | | |
| TD013 | Traffic & Development | Regeneration Schemes – which shall include but not be limited to the following: | <p>The regeneration schemes are all currently at different stages of the process outlined below.</p> <p>The Service Provider shall (as appropriate to the development of a scheme):</p> <p>Provide input into the competitive dialogue</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|--|---|---------------|----------------|
| | | <p>Colindale Area including Grahame Park, Beaufort Park and Colindale Hospital</p> <p>Stonegrove</p> <p>West Hendon</p> <p>Mill Hill East</p> <p>Dollis Valley</p> <p>Granville Road</p> | <p>process;</p> <p>Provide pre-application advice/guidance;</p> <p>Review draft documents to be submitted as part of the masterplan or outline planning application;</p> <p>Perform a highways assessment of the planning application including highways recommendation (as per the process outlined in TD004 above);</p> <p>Submit detail of conditions, informatives and highway S106 contributions;</p> <p>Provide highways input into the committee report;</p> <p>Attend relevant committee or planning meetings and advise as necessary.</p> <p>Assess reserved matter planning applications and provide highways recommendations;</p> <p>Assess subsequent planning applications dealing with the discharge of conditions linked to the outline planning permission for each regeneration area;</p> <p>With regards to works under sections 278 and 38 of the Highways Act 1980 – the Service Provider shall ensure new infrastructure is designed and constructed to appropriate standards as detailed below in the Section 278/38 function.</p> <p>On receipt of highway S106 contributions the Service Provider shall issue a brief to the traffic and development design team to carry out feasibility studies, formulate detailed designs and implement mitigation measures included within the S106 agreement.</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|---|---------------|---|
| TD014 | Traffic & Development | Negotiation of S106 Funding - Highways Contributions | <p>The Service Provider shall ensure that the Authority's planning departments and councillors are provided with adequate and timely information to enable them to progress applications and appeals in accordance with statutory procedures and guidelines.</p> <p>The Service Provider shall negotiate with the Applicant and maximise the funding secured for off-site highway infrastructure improvements through S106 agreements linked to planning permissions.</p> | | |
| TD015 | Traffic & Development | Drafting of S106 Agreement | <p>The Service Provider shall, in conjunction with the Authority's legal department and the planning department, assist in the drafting of individual S106 agreements.</p> | | |
| TD016 | Traffic & Development | Monitoring of S106 Agreements - Highways Contributions | <p>The Service Provider shall monitor the receipt of highways S106 contributions and ensure funding is allocated and measures implemented within the timescales agreed within the individual S106 agreements.</p> <p>The Service Provider shall recommend appropriate action to the Authority when issues arise.</p> | | <p>The Authority cannot delegate responsibility to enforce action against the failure of S106 obligations. The Service Provider cannot guarantee the outcome and so is required to recommend appropriate action by the Authority if S106 obligations are not carried out.</p> |
| TD017 | Traffic & Development | All Highways Development | <p>Service requirement for the functions include but are not limited to the following (ref TD018-</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|---|----------------------|---------------|----------------|
| | | <p>Control Functions shall include (but are not limited to) the following under the Highways Act 1980 and Town & Country Planning Act 1990:</p> <p>Processing adoption of highway under sections 36, 37, 38, 205-218 and 228 of the Highways Act 1980 for approval by the Authority;</p> <p>Processing for approval and implementation by the Authority of off-site highway works under section 278 of the Highways Act 1980;</p> <p>Processing for approval and implementation of crossovers under section 184 of the Highways Act 1980;</p> <p>Processing for</p> | <p><u>TD044</u>:</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|---|---------------------|---------------|----------------|
| | | <p>approval of licences under the Highways Act 1980 especially projection licences, under sailing licences, cultivation licences etc (sections 142 and 176-180);</p> <p>Processing of Stopping Up Orders under sections 116, 117, 118 and 119 Highways Act 1980 for approval by the Authority;</p> <p>Processing of Stopping Up Orders under Town & Country Planning Act 1990 (sections 247 and 257) for approval by the Authority; and</p> <p>Processing of diversion orders under the Highways Act 1980 and the Town and Country Planning</p> | | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|--------------|---|--|---------------|----------------|
| TD018 | | Act 1990 for approval by the Authority. | The Service Provider shall provide a range of highway engineering advice and guidance for Applicants on developments requiring planning approval within the Authority having regard for planning and highway policies, standards and guidelines as set out in the function column above. | | |
| TD019 | | | The Service Provider shall ensure that the Authority's planning departments and councillors are provided with adequate and timely information to enable them to progress applications and appeals in accordance with statutory procedures and guidelines as set out in the function column above. | | |
| TD020 | | | The Service Provider shall manage and supervise private estate developments and highway improvement schemes including negotiations and agreements under the Highways Act 1980 and the Town and Country Planning Act 1990 to ensure compliance with standards and guidelines as set out in the function column above. | | |
| TD021 | | | The Service Provider shall work in a manner that ensures that the Authority's statutory obligations as Highway Authority relating to all aspects of highway development control are adequately and effectively employed and met. | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|--------------|----------|--|---------------|---|
| TD022 | | | The Service Provider shall provide advice to Developers; consultants; contractors and internal departments including Legal Services in drawing up legal agreements for securing planning obligations for developments such as funding / development of new roads, junction improvements or contributions towards highway schemes, public transport initiatives and green transport plans | | |
| TD023 | | | The Service Provider shall ensure new developments can be accommodated within the highway and transportation network without risk to safety, efficiency or the environment in accordance with the standards and guidelines as set out in the function column above | | |
| TD024 | | | The Service Provider shall monitor and advise on new infrastructure regarding its construction and design relating to standards and guidelines as set out in the function column above. | | Not deliverable by the Service Provider. Service Provider can only recommend and act with the principle in mind, but cannot ensure the outcome. |
| TD025 | | | The Service Provider shall provide professional and technical guidance to officers and councillors on development control and highway matters. | | |
| TD026 | | | The Service Provider shall deal with all correspondence enquires from members of the community, Councillors and internal and external organisations within prevailing LBB Corporate | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|--------------|----------|---|---------------|----------------|
| | | | timescales. | | |
| TD027 | | | The Service Provider shall prepare reports and provide expert advice associated with development control and highway matters. | | |
| TD028 | | | The Service Provider shall attend meetings as required (for example as listed above at TD009 and TD010) on development control and highway matters. | | |
| TD029 | | | The Service Provider shall prepare and manage obligations contained in legal agreements pursuant to Highways Act 1980 and Town & Country Planning Act 1990 (e.g. S38, S278, S106 etc.). | | |
| TD030 | | | The Service Provider shall provide information as required in relation to local land charge searches. | | |
| TD031 | | | The Service Provider shall manage development control budgets and control expenditure in relation to development control issues and shall ensure effective financial management budgetary control and reporting systems are in place. | | |
| TD032 | | | The Service Provider shall provide accurate costs for development control works and ensure regular and strict monitoring of costs and expenditure to ensure the most effective use of funds and value for money. | | |
| TD033 | | | The Service Provider shall provide technical approval for the measures required as a result of development proposals to the existing highway | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|--------------|----------|--|---------------|----------------|
| TD034 | | | <p>infrastructure.</p> <p>The Service Provider shall ensure that the engineering design details of the estate roads associated with new development proposals accord with the relevant standards and guidelines with a view to their adoption through S38 of the Highways Act 1980 and shall draw up appropriate agreements.</p> | | |
| TD035 | | | <p>The Service Provider shall formulate and produce formal statutory responses for any issues affecting development control or highway matters within relevant timescales / deadlines. Timescales may vary depending under what section of the relevant legislation a response is required.</p> | | |
| TD036 | | | <p>The Service Provider shall obtain specialist safety and traffic signal advice as necessary to undertake any proposed highway improvements.</p> | | |
| TD037 | | | <p>The Service Provider shall co-ordinate development control work carried out by external contractors and ensure necessary approvals are given prior to the commencement of the works and ensure minimum delay and disruption to members of public.</p> | | |
| TD038 | | | <p>The Service Provider shall examine and provide technical approval to drawings submitted by developers or provide appropriate feedback to ensure that highway works are designed to relevant standards.</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|--------------|----------|---|---------------|----------------|
| TD039 | | | The Service Provider shall produce and improve development control procedures, policies and good practice including producing new policy and procedure guidance to reflect changing policies and practise. The Service Provider shall obtain the Authority's approval for any policy changes prior to implementation. | | |
| TD040 | | | The Service Provider shall provide advice to Applicants in respect of highway and transportation issues pertinent to development proposals. | | |
| TD041 | | | The Service Provider shall liaise with other teams on the enforcement of highway obstructions. | | |
| TD042 | | | The Service Provider shall review annually all fees and charges associated with development control and highway matters and shall ensure that these are submitted for Authority approval prior to finalisation within Authority determined timescales. Once finalised, the Service Provider shall publish the reviewed fees and charges on the Authority's website. | | |
| TD043 | | | Where Stopping Up Orders are required then the Service Provider shall publish details of the order on-street, in The London Gazette and in a local newspaper circulated in the area in accordance with statutory obligations. The Service Provider shall make a copy of the Stopping Up Order and other relevant documents available for public inspection. Service Provider | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|-----------------|---|---------------|----------------|
| TD044 | | | <p>shall also consult the Police, Fire Brigade, Ambulance Service and organisations representing road users (for example the AA, the RAC, the London Cycling Campaign, the Pedestrians Association, the Freight Transport Association, the Road Haulage Association and bus companies).</p> <p>The Service Provider shall (as is a legal obligation) get the agreement of any undertaker who has Statutory Apparatus under the road to be stopped up and the owner of any property which adjoins the road to be stopped up.</p> | | |
| TD045 | Not Used | Not Used | <p>The Service Provider shall, as part of any highway improvements, manage the required traffic restrictions and orders.</p> | | |
| TD046 | Traffic & Development | Travel planning | <p>The Service Provider shall provide support and guidance to businesses, developments and other establishments to assist them in the production of their Travel Plans.</p> <p>This function is funded by S106 Travel Plan monitoring contributions received from individual developments.</p> | | |
| TD047 | Traffic & Development | Travel planning | <p>The Service Provider shall monitor all Travel Plans included within planning permissions for individual developments within the agreed timescales set out in the individual S106 agreements. The Service Provider shall annually monitor and review the Travel Plans, including the</p> | | |

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|-------|-----------------------|--|--|---------------|----------------|
| TD048 | Traffic & Development | Travel planning | <p>targets set within them.</p> <p>The Service Provider shall develop and implement the Authority's own Travel Plan within agreed timescales, and perform annual monitoring and review of the targets set within the Travel Plan. The Service Provider shall submit the plan to The Authority for approval and annual review.</p> | | |
| TD049 | Traffic & Development | School travel planning – Sustainable Modes of Travel Strategy | <p>The Service Provider shall produce the Sustainable Modes of Travel Strategy, as set out in the Education and Inspections Act 2006, which assess travel and transport needs of children and young people when travelling to and from, or between schools/institutions. The Service Provider shall review the strategy annually and shall produce and publish a parental summary. The Service Provider shall submit the strategy to the Authority for approval and annual review.</p> | | |
| TD050 | Traffic & Development | School travel planning – NI 198 - Children travelling to school – mode of transport usually used | <p>The Service Provider shall use all possible measures to ensure that all local authority and independent schools complete an annual 'Hands-up Survey' and utilise the data to publish NI 198 statistics.</p> | | |
| TD051 | Traffic & Development | School travel planning | <p>The Service Provider shall support all local authority and independent schools with the development, implementation and monitoring of their individual School Travel Plans, in accordance with current TfL criteria.</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD052 | Traffic & Development | School travel planning – School Travel Plans | The Service Provider shall manage the Barnet School Travel Plan web site which enables schools to re-write and review their School Travel Plans on-line. The Service Provider shall ensure that School Travel Plans are valid (in that they meet the current TfL criteria), that reviews are undertaken annually, and that re-writes are performed every three years. The Service Provider shall run review and re-write workshops to help schools in the development of their individual School Travel Plans. | | |
| TD053 | Traffic & Development | School travel planning – STAR Accreditation | The Service Provider shall facilitate schools in achieving STAR Accreditation at appropriate level for the age and quality of the School Travel Plan. | | |
| TD054 | Traffic & Development | School Travel Planning – Engineering measures outside schools | The Service Provider shall collate information regarding travel and safety issues and concerns linked to journeys to schools. The Service Provider shall prioritise the implementation of engineering measures in the vicinity of schools in accordance with a prioritisation list agreed by the Authority. The Service Provider shall undertake feasibility studies, formulate detailed designs and implement agreed measures (subject to funding, consultation and approval by the cabinet member for environment). | | |
| TD055 | Traffic & Development | School travel planning – initiatives | The Service Provider shall deliver School Travel Plan initiatives to school-aged children with the aim of reducing car use on the journey to and from school by the school community. The Service Provider shall promote initiatives within schools and provide resources subject to | | |

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|-------|-----------------------|--|--|---------------|----------------|
| TD056 | Traffic & Development | School travel plan - small grants | available funding. Initiatives shall include, but not be limited to, walk on Wednesday (WOW), walk to school week, theatre in education, sustainable travel song workshops, junior school travel plan scheme, transition projects, park and stride, school travel plan champion network meetings | | |
| TD057 | Traffic & Development | Road safety education – school crossing patrol service | The Service Provider shall, subject to the relevant funding being available, provide schools with valid School Travel Plans, small grants and funding for supply cover and child care to allow the School Travel Plan champion to complete and implement and review their School Travel Plan | | |
| TD058 | Traffic & Development | Road safety education – school crossing patrol service | The Service Provider shall manage the school crossing patrol service, as required, in accordance with the Road Traffic Regulation Act 1984, the Transport Act 2000 and the Road Safety GB School Crossing Patrol Service guidelines. | | |
| TD059 | Traffic & Development | Road safety education – school crossing patrol service | The Service Provider shall carry out a minimum of two site visits per term to each of the school crossing patrol sites to ensure compliance with the Road Safety GB School Crossing Patrol Service guidelines. | | |
| TD060 | Traffic & Development | Road safety education - general | The Service Provider shall assess proposed new school crossing patrol sites in accordance with the Road Safety GB School Crossing Patrol Service guidelines. | | |
| | | | The Service Provider shall deliver road safety education, training and publicity to pre-school and | | |

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|-------|-----------------------|---|--|---------------|----------------|
| TD061 | Traffic & Development | Road safety education – cycle training | <p>school aged children (and other target groups when identified) with the aim of reducing casualty figures. Initiatives shall include, but not be limited to, theatre in education, practical pedestrian training, road safety campaigns outside schools, zigzag banners, transition projects, walking buses, junior road safety officers and in car safety. The delivery of this programme shall be subject to available funding.</p> <p>The Service Provider shall deliver cycle training to national standard level, including to, but not limited to, the following groups: year 5 pupils, year 6 pupils, secondary age pupils, pupils with special educational needs and Adults. The targets for the number trained shall be subject to funding available and shall be set by the Authority at the beginning of each financial year.</p> | | |
| TD062 | Traffic & Development | Road safety education – cycle training | <p>The Service Provider shall liaise with and manage the cycle school (or other cycle training company) to provide cycle training, as agreed within the details of their contract/service level agreement.</p> | | |
| TD063 | Traffic & Development | Geographical Information Service (GIS) - Enquires | <p>The Service Provider shall provide information as required in relation to enquires on Local Land Charges, clarifying the status of highways and highway boundaries.</p> | | |
| TD064 | Traffic & Development | Geographical Information Service (GIS) | <p>The Service Provider shall keep the GIS information under review by monitoring and updating. The Service Provider shall provide this information to other departments (including preparation of accompanying drawings) as</p> | | |

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|-------|-----------------------|--|---|--|----------------|
| TD065 | Traffic & Development | Geographical Information Service (GIS)- section 36 | The Service Provider shall keep an up to date list of streets maintained at public expense under section 36 of the Highways Act 1980 as is a legal requirement. (This has not been completed in the last two years as the service is under resourced). | | |
| TD066 | Not Used | Not Used | Not Used | | |
| TD067 | Traffic & Development | Authority questions, ward walks and forums | The Service Provider shall deal with and respond to all Authority questions, ward walk and forum enquiries within the agreed timescales | | |
| TD068 | Traffic & Development | Design Team - Internal design and project management consultancy in charge of delivering permanent changes to the public highway | In relation to traffic signal liaison the Service Provider shall, inter alia Acknowledge and respond to queries relating to faulty traffic signals as reported by members of the public and liaise with TfL in order to get them rectified. Acknowledge and respond to requests for permanent changes to the operation of traffic signals. This includes assessing the validity of the request and, if appropriate, preparing traffic models to assess the impact of amending the traffic signals, carrying out consultation with the relevant stakeholders, agreeing scheme(s) with TfL's forward planning team, submitting scheme briefs to TfL's infrastructure department, producing civil works estimates, raising all relevant works orders, obtaining permits to work, co-ordinating contractors, supervising site work, | Queries to be answered within in 10 working days. If further assessment is required beyond that date, the customer is to be kept informed of progress at pre-agreed stages as stated in original correspondence. | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|---|--|----------------|
| TD069 | Traffic & Development | Design team – traffic management queries | <p>agreeing final measure and sign-off for works.</p> <p>Ensure residents and councillors are kept informed of the progress of their requests.</p> <p>Attend quarterly liaison meetings with TfL's infrastructure department, to review any current issues regarding traffic in the borough including TLRN roads.</p> | <p>Queries to be answered within in 10 working days. If further assessment is required beyond that date the customer is to be kept informed of progress at pre-agreed stages as stated in original correspondence.</p> | |
| | | | <p>In relation to traffic management queries the Service Provider shall inter alia:</p> <p>Assess and answer all requests relating to permanent changes to the highway (i.e. excludes maintenance and damage repairs);</p> <p>Extract and analyse relevant accident statistics from database;</p> <p>Visit locations to ensure familiarity with a problem including out of hours assessment to assess peak time or night time situation as appropriate;</p> <p>Phone customers or meet them on site where necessary to clearly define the problem or concerns to be addressed either as a result of a direct request from the customer or at the initiative of the engineer;</p> <p>Organise traffic surveys to be carried out to inform the Service Provider's assessment (as appropriate);</p> <p>Liaise with other teams within the environment and operations directorate to ensure that queries do not conflict with programmed works and to ensure programmes are co-ordinated with other</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|--|--|----------------|
| TD070 | Traffic & Development | Design team – scheme design and management | <p>works so as to minimise disruption to members of the public;</p> <p>Prepare committee reports following agreed assessment format to obtain approval to implement recommended measures;</p> <p>If a scheme is agreed, refer to Scheme Design and Management tasks at TD070 below, and</p> <p>If the scheme is rejected, inform customer of the scheme status and reason for refusal.</p> | | |
| | | | <p>In relation to scheme design and management the Service Provider shall design and manage schemes, from inception to completion, from (inter alia) the following sources of funding:</p> <p>S106 contributions;</p> <p>LIP funding; and</p> <p>Authority funding.</p> <p>For all such schemes the Service Provider shall inter alia:</p> <p>Organise an inception meeting and prepare brief and brief response;</p> <p>Obtain relevant information (including but not limited to, topographical surveys, traffic surveys, planning documents, documents detailing previous works on the issue, etc...);</p> <p>Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with relevant stakeholders such as TfL, emergency services, local schools, etc;</p> | <p>Deliver schemes within the agreed timescales agreed in the brief (varies depending on scheme and funding streams)</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|----------|--|---------------|----------------|
| | | | <p>Liaise with other Authority teams to avoid conflict between the scheme and planned works;</p> <p>Prepare initial drawings and cost estimates;</p> <p>Organise and price up the cost of lowering/protecting Statutory Apparatus;</p> <p>Prepare traffic models for the scheme as appropriate (LINSIG, ARCADY, PICADY);</p> <p>Prepare technical notes and obtain internal approval from the Authority;</p> <p>Obtain appropriate stages of ROAD SAFETY AUDITs (outsourced);</p> <p>Consult relevant stakeholders (including but not limited to councillors, cabinet member for environment and chairman of the AESC, residents, emergency services, statutory undertakers, local residents associations);</p> <p>Appoint CDMC as appropriate (outsourced);</p> <p>Prepare detailed engineering drawings and cost estimates;</p> <p>Review and price up detailed cost of protecting/relocating Statutory Apparatus;</p> <p>Raise relevant orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Obtain relevant permit to work both with the Authority and with TfL (as appropriate);</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision;</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD071 | Traffic & Development | Design team – studies and assessments | <p>Agree final cost and sign off the scheme;</p> <p>Be responsible for general project management tasks keeping overall control of timescales and finances; and</p> <p>Acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| TD072 | Traffic & Development | Design team – review of controlled parking zone | <p>In relation to studies and assessments the Service Provider shall inter alia:</p> <p>Advise on the feasibility of schemes and on possible engineering solutions. In these instances many of the tasks previously mentioned in this output specification shall be undertaken by the Service Provider and the Service Provider shall prepare and submit a technical note or a report to the Authority for discussion/approval.</p> <p>Ensure that senior members of team are made available to attend meetings, both on site and at Authority premises, with councillors and customers to discuss issues and provide engineering advice to address them.</p> | | |
| TD072 | Traffic & Development | Design team – review of controlled parking zone | <p>The Service Provider shall, following instruction from the Authority:</p> <p>Carry out reviews of CPZ using methodology to be agreed with the Authority, including but not limited to:</p> <ul style="list-style-type: none"> Questionnaires; Parking surveys; and Known data – including previous correspondence. | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|--|---------------|----------------|
| TD073 | Traffic & Development | Design Team – progression of major schemes including new CPZs, CPZ extensions or wholesale CPZ or borough wide parking layout changes | <p>The Service Provider shall analyse data collected and prepare a report on potential outcomes to be discussed with the Authority before finalising a report to be submitted to the relevant AESC, cabinet member and chairman, ensuring that ward councillors are consulted on potential outcomes at an appropriate stage in the process.</p> <p>the Service Provider shall design and manage schemes, from inception to completion, from (inter alia) the following sources of funding:</p> <ul style="list-style-type: none"> S106 contributions; LIP funding; and Authority funding. <p>For all such schemes the Service Provider shall inter alia:</p> <ul style="list-style-type: none"> Obtain relevant information (traffic surveys, planning documents, documents relating to previous work on the issue, etc) as appropriate; Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand; Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority etc) as appropriate to inform the design process; Liaise with other Authority teams to avoid conflict between scheme and planned works; Prepare detailed drawings and estimates; Prepare technical notes and obtain approvals from the Authority; | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-----|--------------|----------|---|---------------|----------------|
| | | | <p>Consult relevant stakeholders on any agreed proposed layout (initially ward councillors and then the cabinet member for environment and chairman of the relevant AESC) taking into account any pertinent issues raised;</p> <p>Should no material objections be received, draft TMO under the relevant sections of the RTTRA and carry out the Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers and other relevant stakeholders as pre-prescribed by the Authority are consulted;</p> <p>Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Statutory Process by way of a report for the relevant cabinet member/chairman of the AESC to consider (format and content to be discussed/agreed with the Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration;</p> <p>Write to all those who commented/objected advising of the outcome;</p> <p>Draft TMOs and pass to Authority to make/seal in accordance with the Permanent TMO Statutory Process;</p> <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|---|---------------|----------------|
| TD074 | Traffic & Development | Design team – parking/traffic investigations | <p>day to day supervision; and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| | | Design team – parking/traffic investigations | <p>The Service Provider shall, following instruction from the Authority:</p> <p>carry out parking/traffic investigations using methodology to be agreed with the Authority including but not limited to:</p> <ul style="list-style-type: none"> Questionnaires; Parking surveys; Known data – including previous correspondence. <p>The Service Provider shall analyse data collected and prepare a report on potential outcomes to be discussed with the Authority before finalising a report to be submitted to the relevant AESC, cabinet member and chairman, ensuring that ward councillors are consulted on potential outcomes at an appropriate stage in the process.</p> | | |
| TD075 | Traffic & Development | Design Team – permanent TMOs – non design team schemes | <p>The Service Provider shall liaise with the relevant Authority department and draft TMOs under the relevant sections of the RTRA and carry out the permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted.</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD076 | Traffic & Development | Design Team – CPZ changes in relation to vehicle crossover applications | <p>The Service Provider shall on notification of payment of the requisite fee from the vehicle crossover function:</p> <ul style="list-style-type: none"> Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand; Liaise with other Authority teams to avoid conflict between scheme and planned works; Prepare detailed drawings and estimates; Prepare a technical note and obtain internal approval from the Authority; Draft the TMO under the relevant sections of the RTRA and carry out the Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted (including ward councillors and the cabinet member for environment and chairman of the relevant AESC) and taking into account any pertinent issues raised; Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Statutory Process by way of a report for the relevant cabinet member/chairman of the AESC to consider (the format and content to be discussed/agreed with Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration; Write to all those who commented/objected | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|------------------------------|---|---------------|----------------|
| TD077 | Traffic & Development | Design team – temporary TMOs | <p>advising them of the outcome of the above process;</p> <p>Advise the vehicle crossover function whether or not to proceed ensuring they charge the customer the relevant costs depending on whether any objections are received;</p> <p>On notification of receipt of the requisite fee, draft TMOs and pass to the Authority to make/seal in accordance with the Permanent TMO Statutory Process;</p> <p>Raise the relevant works orders to progress the amendments;</p> <p>Liaise and co-ordinate with contractors as required;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision, and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme ensuring that the vehicle crossover function is kept up to date of all relevant occurrences, particularly delays in the process.</p> | | |
| | | | <p>In discussion with and with the agreement of the Authority, The Service Provider shall utilise the Relevant Temporary Powers where appropriate to introduce measures or prohibitions on a temporary basis as required including in relation</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD078 | Traffic & Development | Design team – experimental TMOs | to work streams outlined elsewhere in this document. In discussion with, and with the agreement of, the Authority the Service Provider shall utilise the Relevant Experimental Powers, where appropriate, to introduce measures or prohibitions on an experimental basis as required, including in relation to work streams outlined elsewhere in this document. | | |
| TD079 | Traffic & Development | Design team – TMOs | In discussion with, and with the agreement of, the Authority the Service Provider shall utilise the relevant powers under relevant legislation, where appropriate, to introduce measures or prohibitions on the Authority's on-street and off-street network, including in relation to work streams outlined elsewhere in this document. | | |
| TD080 | Traffic & Development | Design team – variation of parking charges | The Service Provider shall, on instruction from the Authority, draft Notices Of Variation and follow the Notice Of Variation Process to vary parking permit/voucher and parking charges where appropriate. | | |
| TD081 | Traffic & Development | Design team – special events - temporary TMOs | The Service Provider shall on receipt of a request for temporary measures on the public highway to facilitate a Special Event: Liaise with the organiser in writing to confirm details of the event and the on-street requirements; Send the requestor an indemnity form to complete; | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|--|--|---------------|----------------|
| TD082 | Traffic & Development | Design team – temporary works on or near the | <p>Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority etc) as appropriate to inform the process;</p> <p>Liaise with other Authority team to avoid conflict between the event and planned works;</p> <p>Prepare detailed drawings and estimates;</p> <p>Confirm with the requestor the requisite costs;</p> <p>Prepare a temporary traffic order under the Relevant Temporary Powers ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are advised);</p> <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision, and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and handle correspondence and queries relating to the scheme.</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| TD083 | Traffic & Development | <p>highway - temporary TMOs</p> <p>Design team – waiting and loading restrictions, loading bays, school keep clear markings, other minor parking changes, parking restrictions in local authority car parks</p> | <p>Liaise with the network management function should there be any queries about the details of the on-street requirements;</p> <p>Prepare a temporary traffic order under the Relevant Temporary Powers ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are advised);</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| | | | <p>The Service Provider shall design and manage schemes, from inception to completion, from (inter alia) the following sources of funding:</p> <ul style="list-style-type: none"> S106 contributions LIP funding Authority funding <p>For all such schemes the Service Provider shall:</p> <ul style="list-style-type: none"> Obtain relevant information (traffic surveys, planning documents, documents relating to previous works on the issue, etc) as appropriate; Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand; Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority etc) as appropriate to inform the design process; Liaise with other Authority teams to avoid conflict | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-----|--------------|----------|--|---------------|----------------|
| | | | <p>between the scheme and planned works;</p> <p>Prepare detailed drawings and estimates;</p> <p>Prepare technical notes and obtain internal approval from the Authority;</p> <p>Consult relevant stakeholders on any agreed proposed layout (initially ward councillors and then cabinet member for environment and chairman of the relevant AESC) taking into account any pertinent issues raised;</p> <p>Should no material objections be received, draft TMO under the relevant sections of the RTRA and carry out Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted;</p> <p>Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Process by way of a report for the relevant cabinet member/chairman of the AESC to consider (format and content to be discussed/agreed with the Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration;</p> <p>Write to all those who commented/objected; advising of the outcome;</p> <p>Draft TMOs and pass to the Authority to make/seal in accordance with the Permanent TMO Statutory Process;</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|-------------------------------------|--|---------------|----------------|
| TD084 | Traffic & Development | Design team – disabled parking bays | <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision; and</p> <p>Agree final cost and sign off the scheme</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| | | | <p>The Service Provider shall:</p> <p>Send disabled parking bay application forms to residents of the borough on either verbal or written request;</p> <p>Contact the residents, either in writing or via telephone, should additional information be required in order to fully appraise the application;</p> <p>Appraise all returned application forms and conclude whether the application can be approved in principle;</p> <p>If the application cannot be approved, write to the resident to advise;</p> <p>If the application is approved, visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority etc) as</p> | | |

| Ref. | Service Area / Function | Service Requirement | Service Level | Legal/Comments |
|------|-------------------------|--|---------------|----------------|
| | | <p>appropriate, to inform the design process;</p> <p>Liaise with other teams from the Authority, to avoid conflict between a scheme and planned works;</p> <p>Prepare detailed drawings and estimates.</p> <p>Prepare technical notes and obtain internal approval from Authority;</p> <p>Draft TMO under the relevant sections of the RTRA and carry out Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted including ward councillors and the cabinet member for environment and chairman of the relevant AESC) taking into account any pertinent issues raised;</p> <p>Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Statutory Process by way of a report for the relevant cabinet member/chairman of the AESC to consider (format and content to be discussed/agreed with Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration;</p> <p>Write to all those who commented/objected advising of the outcome;</p> <p>Draft TMOs and pass to Authority to make/seal in accordance with the Permanent TMO Statutory Process;</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|------------------------------------|---|---------------|----------------|
| TD085 | Traffic & Development | Design team – doctors parking bays | <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision;</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| | | | <p>The Service Provider shall:</p> <p>Send parking bay application forms to doctors in the borough on either verbal or written request;</p> <p>Contact the Applicant either in writing or via telephone should additional information be required in order to fully appraise the application;</p> <p>Appraise all returned application forms and conclude whether the application can be approved in principle;</p> <p>If the application cannot be approved, write to the Applicant to advise;</p> <p>If the application is approved, visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority etc) as appropriate, to inform the design process;</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|----------|---|---------------|----------------|
| | | | <p>Liaise with other teams within the Authority, to avoid conflict between scheme and planned works;</p> <p>Prepare detailed drawings and estimates;</p> <p>Prepare technical note and obtain internal approval from the Authority;</p> <p>Draft TMO under the relevant sections of the RTRA and carry out Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted including ward councillors and the cabinet member for environment and chairman of the relevant AESC) taking into account any pertinent issues raised;</p> <p>Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Statutory Process by way of a report for the relevant cabinet member/chairman of the AESC to consider format and content to be discussed/agreed with Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration;</p> <p>Write to all those who commented/objected advising of the outcome;</p> <p>Advise the Applicant accordingly so payment can be made in respect of a doctor's permit;</p> <p>On receipt of the requisite fee, draft TMOs and pass to Authority to make/seal TMOs in accordance with the Permanent TMO Statutory</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---------------------------|---|---------------|----------------|
| | | | <p>Process and advise the parking process/permit function accordingly;</p> <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision; and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> <p>The Service Provider shall liaise with the parking permit function particularly in respect of ensuring the bay comes into operation concurrently with the doctors permit issue.</p> | | |
| TD086 | Traffic & Development | Design team – white lines | <p>The Service Provider shall:</p> <p>Send white line application forms to residents of the borough on either verbal or written request;</p> <p>Contact the residents, either in writing or via telephone, should additional information be required in order to fully appraise the application;</p> <p>Appraise all returned application forms and conclude whether the application can be approved in principle;</p> <p>If the application cannot be approved, write to the resident to advise;</p> | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|---|---|---------------|----------------|
| | | | <p>If the application is approved, visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with other teams from the Authority, to avoid conflict between scheme and planned works;</p> <p>Prepare estimates;</p> <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| TD087 | Traffic & Development | Traffic and development - ad hoc funding received from external organisations | <p>For all schemes for which ad hoc funding is received from external organisations, the Service Provider shall:</p> <p>Obtain relevant information (traffic survey, planning documents, documents relating to previous works on the issue, etc) as appropriate;</p> <p>Visit the site as frequently as necessary to obtain a good comprehension of the issues at hand;</p> <p>Liaise with relevant stakeholders (TfL, emergency services, local schools, the Authority, etc) as</p> | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-----|--------------|----------|---|---------------|----------------|
| | | | <p>appropriate to inform the design process;</p> <p>Liaise with other Authority teams to avoid conflict between a scheme and planned works;</p> <p>Prepare detailed drawings and estimates;</p> <p>Prepare technical note and obtain internal approval from the Authority;</p> <p>Consult relevant stakeholders on any agreed proposed layout (initially ward councillors and then cabinet member for environment and chairman of the relevant AESC) taking into account any pertinent issues raised;</p> <p>Should no material objections be received, draft TMO under the relevant sections of the RTRA and carry out Permanent TMO Statutory Process ensuring that residents, emergency services, statutory undertakers, and other relevant stakeholders as pre-prescribed by the Authority are consulted;</p> <p>Ensure all relevant comments and objections received are considered under the terms of the Permanent TMO Statutory Process by way of a report for the relevant cabinet member/chairman of the AESC to consider (format and content to be discussed/agreed with Authority) which shall propose an outcome having given the aforementioned comments/objections due consideration;</p> <p>Write to all those who commented/objected; advising of the outcome;</p> <p>Draft TMO and pass to the Authority to make/seal</p> | | |

| Ref | Service/Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|-----------------------|------------------------------------|---|---------------|----------------|
| | | | <p>in accordance with the Permanent TMO Statutory Process;</p> <p>Raise relevant works orders;</p> <p>Liaise and co-ordinate with contractors;</p> <p>Supervise and co-ordinate implementation of the works closely liaising with the clerks of works for day to day supervision; and</p> <p>Agree final cost and sign off the scheme.</p> <p>The Service Provider shall also undertake general project management tasks keeping overall control of timescale and finance and acknowledge and respond to correspondence and queries relating to the scheme.</p> | | |
| TD088 | Traffic & Development | Design team – data collections | The Service Provider shall carry out, analyse and produce a report on relevant traffic, parking and other types of surveys designed to assist with scheme design and other work streams where appropriate. | | |
| TD089 | Traffic & Development | Design team – GIS updating mapping | The Service Provider shall ensure any amendments to the public highways are updated on the Authority's GIS systems. | | |
| TD090 | Traffic & Development | Design team – parking strategies | The Service Provider shall input into the development of parking strategies. | | |
| TD091 | Traffic & Development | Budget monitoring | The Service Provider shall manage and monitor all budgets and control expenditure within the Authority's traffic and development department. The Service Provider may also from time to time provide input as required into the preparation and | | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|----------|---|---------------|----------------|
| | | | submission of funding bids to external funding sources. | | |

CONFIDENTIAL

Highways Strategy

Document

Definitions

| Term | Definition |
|------------------|---|
| Authority | means the London Borough of Barnet and its successors and assigns |
| Constitution | means the Constitution of the Authority (http://www.barnet.gov.uk/index/Authority-democracy/Authority-constitution.htm) |
| CROW2000 | means the Countryside and Rights of Way Act 2000 |
| Definitive Map | means the definitive map and statement prepared in accordance with section 53 of the WCA81 |
| GLA Act 1999 | means the Greater London Authority Act 1999 |
| LIP | means the Local Implementation Plan of the London Mayor's Transport Strategy made in accordance with GLA Act 1999 |
| Service Provider | means [●]. (Company registered number [●]) whose registered office is at [●] [and any permitted succession in title pursuant to the DRS partnering contract entered into by the Authority and [●] on [●] 2012 |
| TfL | means Transport for London |
| TLRN | means the Transport for London Road Network |
| WCA81 | means the Wildlife and Countryside Act 1981 |

Scope

Developing transportation policy documents and work programmes

Monitoring Road Traffic Accident patterns in the borough

Public Rights of Way enquiries

Public Transport liaison especially with London Buses

Liaison with provider regarding street furniture agreement

Service Requirements

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|------------------|--|---|---------------|----------------|
| HS001 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall prepare and revise the LIP for consideration and approval by the Authority and report on its programmes all in accordance with GLA Act 1999 and associated guidance. | | |
| HS002 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall provide to the Authority for consideration and approval a revised delivery plan for the LIP at a minimum of every three years taking into account the progress in delivering the LIP objectives, targets and required outputs in accordance with requirements of the GLA Act 1999 and associated guidance. | | |
| HS003 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall develop in accordance with guidance issued by TfL, an annual spending submission containing the detailed programmes of LIP funded schemes for the following financial year and provide it to the Authority for approval. | | |
| HS004 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall produce an annual report of outputs from individual schemes or packages of LIP schemes delivered during the course of the previous financial year in accordance with TfL guidance. | | |
| HS005 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall prepare and publish a three-year impact report, setting out the expenditure and implementation of LIP programmes, target achievement and evidence of how the LIP has contributed to wider policy objectives for local areas. | | |
| HS006 | Highway | Transportation | The Service Provider shall maintain the boroughs live | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|------------------|--|--|---------------|----------------|
| | Strategy | policy/transport planning | programme of investment (for LIP funded schemes) via the TfL boroughs portal. | | |
| HS007 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall draft reports to the Authority decision making bodies or individuals as required in the Constitution, to obtain necessary approvals for actions or proposals | | |
| HS008 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall represent the Authority as necessary at pan-London and other forums and events related to current transport issues and developments. | | |
| HS009 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall prepare briefings on transport issues and policy development for consideration by The Authority. | | |
| HS010 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall produce and develop policy and procedure documents for approval by the Authority for areas of the highways service as required | | |
| HS011 | Highway Strategy | Transportation policy/transport planning | The Service Provider shall prepare responses to third party consultations on transport policy issues for review and approval by The Authority. | | |
| HS012 | Highway Strategy | Public transport | The Service Provider shall consider consultations and notifications on bus service and route changes, advise the Authority on the potential impact on residents and travellers in the borough and respond on behalf of the Authority as necessary. | | |
| HS013 | Highway Strategy | Road safety monitoring | The Service Provider shall carry out studies of accidents on borough roads to establish appropriate measures to prevent such accidents, and prepare a | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|------------------|--|---|---|---|
| HS014 | Highway Strategy | Road safety monitoring | The Service Provider shall attend site visits with Police at locations of fatal road traffic accidents to identify any learning points or actions that might reduce the risk of recurrence. | | |
| HS015 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall make the Definitive Map available for inspection and permit copying of it by the public at all reasonable times. | | |
| HS016 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall keep the Definitive Map under continuous review in accordance with the WCA81 as amended by the CROW2000 and report recommended changes to the Authority for approval. | | The Authority cannot delegate the decision but the Service Provider can undertake the work. |
| HS017 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall manage enquiries regarding the status of public rights of way, and the process for applying for a modification of the Definitive Map in accordance with the Authority's correspondence standards. | | |
| HS018 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall process applications made under s53(5) of the WCA81 to modify the Definitive Map, including carrying out research and considering all available evidence, in accordance with relevant guidance and industry good practice. | | |
| HS019 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall draft modification orders under s53 of the WCA81 for approval by the Authority, carry out any necessary notifications in relation to the | Current level of service generally addresses s53(5) | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|------------------|--|---|--------------------------|----------------|
| | | Statement | order making process, take action as necessary in relation to any objections received and recommend to the Authority modifications to the Definitive Map as necessary. | <i>applications only</i> | |
| HS020 | Highway Strategy | Public rights of way – managing the definitive map and statement | The Service Provider shall prepare statements of case and proofs of evidence required in relation to any opposed order referred to the Secretary of State and shall attend at public hearings or enquiries where necessary. | | |
| HS021 | Highway Strategy | Public rights of way – rights of way improvement plan | The Service Provider shall prepare for approval by the Authority and subsequently publish a "Rights of Way Improvement Plan" in accordance with section 60 of the CROW2000 on the Authority's behalf and shall keep such plan under review. | | |
| HS022 | Highway Strategy | General | The Service Provider shall manage operation of The Authority's street furniture agreement with JC Decaux and shall ensure that associated revenues are forthcoming in line with contractual arrangements. <i>A review of the agreement is likely to be necessary by 2020. This will need to take account of The Authority's communications team requirements delivered through the agreement.</i> | | |
| HS023 | Highway Strategy | General | The Service Provider shall respond to enquiries regarding transport policy, public transport, walking and cycling in accordance with the Authority's correspondence standards. | | |
| HS024 | Highway Strategy | Public Transport | The Service Provider shall liaise with operators of London buses regarding new or re-routed bus services in order to identify borough issues with bus | | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-------|------------------|----------|--|--|----------------|
| HS025 | Highway Strategy | General | The Service Provider shall liaise with TfL (or others) regarding initiatives affecting transport in the borough, to ensure that the Authority's and residents' interests are represented and taken into account. | | |
| HS026 | Highway Strategy | General | The Service Provider shall provide a prompt response to enquiries, Authority questions, enquiries from resident forums and ward-walk feedback with regards to Highway Strategy issues. | Response may be required in less than 24 hours for some enquiries. Current service level: required response achieved 90% of the time | |
| HS027 | Highway Strategy | General | The Service Provider shall provide a response to the press office to address relevant press enquiries. | Same day response 90% of the time | |
| HS028 | Highway Strategy | General | The Service Provider shall process all Freedom of Information requests in line with The Authority's published policy. | | |

Output Specification Equalities Baseline

Equalities Obligations

In delivering the requirements of this output specification the Service Provider shall co-operate with the Authority in complying with the public sector equality duty under section 149 of the Equality Act 2010 and shall have regard to the need to:

- Eliminate discrimination (whether direct or indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Service area: Highways Network Management, Traffic & Development/Highways Strategy, Transport & Regeneration

Our customer profile:

The Highways service includes the strategic planning, partnership links (primarily with Transport for London) and all operational activities namely Network Management, Traffic and Development, Transport and Regeneration. There are links between this service and Planning, Highways & Regeneration mainly in relation to Highway and Transport Planning issues, and with the Children's Service in relation to School Travel Plans. Related operations within the wider Environment, Planning and Regeneration directorate include Parking Enforcement, Transport, Fleet Management and Green Spaces.

Barnet's local population has grown by 9.5% since 2001 to the current 349,800 residents in 2011. Viewed as the 16th most ethnically diverse borough and the second most religiously diverse borough in the country, there is an expectation that this level of diversity will increase significantly over the next 10 years as a consequence of regeneration and recent high birth rates (State of the Borough report 2011).

During spring 2011, local public services conducted a Residents' Perception Survey to improve understanding of the opinions and priorities of local people. The local services with which customers are most satisfied are refuse collection (81%), street lighting (75%), recycling facilities (73%), doorstep recycling (72%) and public transport (64%). Just over half of respondents (55%) cited that they were satisfied with the service they received when contacting the Authority. Conversely, repairs of roads received the most critical assessment from respondents (51%), followed by parking services (44%) and quality of pavements (43%). Compared to 2007/08, six service areas have experienced a significant downward trend in satisfaction ratings: repairs of roads (25%); quality of pavements (11%); collection of Authority tax (8%); social services for children's and families (6%); parking services (5%) and social services for adults (4%).

Population Growth

The Barnet population is projected to grow by 5.5% over next five years – an increase of 19,400 people. The greatest growth will be concentrated in Colindale (+10,900), Golders Green (+7,300), Mill Hill (+2,000) and West Hendon (+1,900) which are major regeneration and development areas in the borough. Meanwhile, the central wards – East and West Finchley, Woodhouse – are projected to experience a slight fall in population, as are Hale, Burnt Oak and Coppetts ward.

Age profile

Between 2011 and 2016, the age profile of Barnet will develop in the following ways:

- Significant increase in **5-14 year olds** (+6,600). This includes a predicted 23% rise in the number of 5-9 year olds. This young cohort is the fastest growing group in the borough.
- General decline in **30-34 years olds** (-1,000, 3%) and slower growth in **25-29 year olds** (600, 2%).
- Sizeable growth in **40-59 year olds**, especially 40-45 (+2,200, 8%) and 50-54 (2,400, 11%) cohorts.
- Sizeable growth in **65-69 year olds** (+2,100, 18%) and proportionally significant growth in **90 plus cohort** (17%).

Ethnic diversity

With regeneration and population growth comes a shift in the ethnic profile of the borough. Over the next five years, the local **Black and Minority Ethnic (BME)** population is projected to increase from 33.1% to 35.0% of the total populace. This increase is at a slightly slower rate than other Outer London boroughs (5.6% compared to Outer London average of 7.0%) but faster than London as a whole (4.7%).

- Barnet's fastest growing ethnic group is **Other** (a classification with includes Iranians, Afghans, and people from the Arab Diaspora) with a 19% growth (+4,400 people) over five years against an average growth rate of 5.5%. In 2010, 2.8% of children in Barnet schools speak Farsi as a first language – 1,395 individuals.
- Although numerically smaller, the **Black Other** community is experiencing the second fastest proportional growth, with 15.1% (1,000) more Black Other Barnet residents expected by 2016. In 2009, there were 250 applications for National Insurance Numbers from Barnet residents of Nigerian nationality, 50 from Ghanaians and another 50 from Somalians. 2010 figures look likely to match or exceed these levels.
- Barnet's largest ethnic group, the **Indian** community, is expected to remain the most populous BME group over the coming half decade, but growth is slower than other groups at just 4.9% (1,600 people). 700 residents of Indian nationality applied for a National Insurance Number in 2009.

Disability

There are an estimated 4,600 people aged between 18 - 64 in Barnet with a serious physical disability, of which 1,700 are predicted to have a serious personal care disability. By 2015 this group is estimated to increase by around five per cent (in line with total population growth). By contrast, the number of residents over 65 with serious physical disabilities is forecast to increase by ten per cent over the

same period – twice the average rate of growth. Additionally, there are an estimated 5,360 residents aged 18 - 64 with a learning disability in Barnet.

Deprivation

Barnet is generally considered a more affluent London borough ranked 24 out of the 33 local authorities in London (IMD 2010) with 69.2% of the Barnet population in employment (Nomis Oct 09-Sept 10) and ranked nationally as 165th of 326 most deprived Local Authority Area. Barnet is also considered a relatively highly qualified borough with 42.4% qualified to NVQ Level 4 (Nomis 2009). However Barnet is a particularly varied borough with a wide variance between different domains and different areas.

There are significant pockets of deprivation at Lower Super Output Area (LSOA) level, many of which incorporate Barnet's areas of regeneration and are particularly concentrated on the West side of the borough. Barnet has 12 LSOAs within the top 20 per cent most deprived in the country (IMD 2010) these are characterised by higher levels of unemployment and lower level of skills, two of the three most deprived wards in Barnet Colindale and West Hendon are within the regeneration areas. The percentage of the Barnet population who were unemployed in the year up to Sept 2010 was 7.4%. In 2009, 78.2% of the Barnet population had NVQ 1 qualification level and 9.9% with no qualifications.

Things we would like to know: Understanding the complexities of this changing demographic landscape will be essential in design and delivery of services to our diverse users which historically has mainly been a universal one size fits all service. Consequently, due diligence and attention is required to effectively understand and respond to service users' diverse needs. While satisfaction with services is generally good, there has been a reduction in satisfaction over time and we believe further analysis is required to explore how and why satisfaction rates vary between different communities or groups or why certain individuals or communities make more or less use of certain services.

Impact of the service on protected groups

The general equality duty set out in the Equality Act 2010 covers public authorities and other bodies. These include voluntary and private organisations which are carrying out public functions on behalf of a public authority. Compliance with the general equality duty is a legal obligation. The Authority is also subject to the public sector equality duty which is both continuing and non-delegable. The result of this is that all third party providers must be able to demonstrate how they will be able to support the Authority in meeting this public duty.

Highways and transport provision are universal services, but we know that some groups are less likely to have access to a car or are more likely to use different modes of transport (e.g. bus services are more used by women, older people and children/young adults, and BME groups). Some groups are more vulnerable to injury in road traffic accidents, notably older children/young adults, and older people for whom injuries are commonly more severe. There is some evidence to suggest pedestrians from BME communities are at greater risk than other pedestrians – even when deprivation, another contributory factor, is accounted for. People with disabilities face greater problems accessing transport. Uneven footways, lack

of dropped kerbs or crossing facilities, and gaining access to buses and other public transport can all be physical barriers. The service takes all of these factors into account when planning, designing and implementing highway improvement schemes.

The regeneration areas are located in the following areas: West Hendon, Grahame Park, Colindale and Stonegrove, (estate renewal). New developments are required to provide a proportion of affordable housing and the Service's input is to ensure that all regeneration areas and major developments have excellent transport services and facilities, including but not restricted to step-free access at stations, accessible bus stops and audible and tactile facilities across the pedestrian environment; thus ensuring the movement needs of the community, including access to jobs, are fully met. The challenge is to ensure that transport improvements appropriately encompass all modes and road user groups.

The Traffic and Development Section's planned and reactive work programme includes consultation, investigation and design stages and this process is ultimately intended to enhance the quality of life for all within the Borough. An open and fair consultation and public engagement process aspires to ensuring the needs of all sections of the community are taken into consideration, whilst the investigation and design stages will involve the Authority formulating solutions for all road users taking into account legislative and policy restrictions. The outcomes of the consultation, investigation and design stages should result in a safer, more attractive area to live, work and visit, and provide an improved quality of service.

In terms of the highway network inspection function this requires the whole borough to be included in the inspection regime. All adhoc requests made from any source are followed up with a site visit and all necessary actions identified will be instigated. Therefore all communities benefit from the identification and rectification of safety related defects.

With regard to the planned works programme, the schemes are prioritised on a worst condition basis and therefore there is unlikely to be an even split in works carried out across the three constituency areas. This practice does not discriminate against any individual as the basis of investment is purely judged on condition.

Some of our service is provided on demand, including the construction of vehicle crossovers. This allows improved access to property frontages and can therefore greatly benefit those groups who are not as mobile. A standard process is followed for all requests to ensure that everyone has fair and consistent access to services.

Before proceeding with any major schemes (carriageway resurfacing, footway relay and street lighting improvements) residents receive advanced notification and they therefore have the opportunity to raise any issues and concerns prior to commencement. All responses are considered and where appropriate alterations are made to the proposals.

| | | |
|---|--|---|
| <p>Access to information</p> | <p>Information about the services provided is available on the Authority website including contact information. Service information, documents and FAQs are published on the Authority website in compliance with web accessibility standards. This includes online forms and interactive services that are developed to web & usability standards. Literature is available in large print on request.</p> <p>Statutory Notices about carriageway resurfacing and major footway relay schemes are published in the local press.</p> <p>The Authority's perception survey questionnaire is used to obtain information about groups that might be having difficulties contacting us or using our services.</p> | <ul style="list-style-type: none"> • Website contents and related downloadable documents reviewed and updated every 6 months • Any new documents are reviewed according to the needs of specific groups and are in plain English (possibly Crystal Mark)? • % respondents who indicate ease of access to online information (possibly through a regular survey?) |
| <p>Access to services e.g. face to face advice, home/site visits, telephone/written</p> | <p>Our services are delivered and accessible to all. We understand the importance of understanding the experience of users with protected characteristics. Requests for services are received via a number of channels including telephone, email, website and face-to-face through site visits and the interactions of our 'on street staff' with residents and users.</p> <p>Our consultation, service requests and complaints channels help ensures that we can become aware of scenarios where sections of the population are not getting equal access to our services.</p> | <ul style="list-style-type: none"> • Customer Satisfaction measures via survey • Analysis of take up data on all access channels • Profile of customers completing annual satisfaction survey |
| <p>Access for people with disabilities to buildings</p> | <p>The nature of the services does not require or include a dedicated face to face office building for customers. However officers are based and operate from the Authority offices which are compliant with the requirements of the DDA.</p> | <ul style="list-style-type: none"> • Number of complaints about access to services • Number of people visiting Authority offices |
| <p>On line advice and services (e.g. applications)</p> | <p>Information about the services provided is available on the Authority website including contact information. Service information, documents and FAQs are published on the Authority website in compliance with web accessibility standards. This includes online forms and interactive services that are developed to web & usability standards. Literature is available in large print on request.</p> | <ul style="list-style-type: none"> • Data on applications collected via online channel to be published on the website • Customer Satisfaction measures via survey • Collection and analysis of take up data on all access channels |

| | | |
|---|--|---|
| <p>Consultation and engagement with members of Barnet's diverse communities</p> | <p>Statutory consultations (CPZ, redevelopments etc.) are conducted with residents and service users to capture opinions and views about proposed traffic and design developments. Survey questionnaires include diversity monitoring questions to collect equalities and diversity data about users.</p> <p>Satisfaction surveys including diversity monitoring questions are issued in areas where major highways maintenance work has been undertaken.</p> <p>An E&O Staff residents' panel as a representative and reflective sample of the service's customers. The Panel is used as a Sounding Board and internal Focus Group to test perceptions and impact of the Directorate's activities and services within the community.</p> <p>Specific consultation with vulnerable groups, including and Equalities Impact Assessments (EIA), is undertaken where a new change is proposed to a service identified as having a particular impact or relevance.</p> <p>Particular attention is given to developing the sample profile of residents we engage in user and focus groups to ensure we capture information about access and experience of our services from all sections of the population.</p> <p>Officers attend resident forum meetings to discuss and interact with residents and users about service issues that affect them. Such forums are open to all members of the community and care taken to ensure that timing, locations and venue access meets accessibility standards.</p> | <ul style="list-style-type: none"> • Diversity Monitoring data collected from all consultation and customer satisfaction surveys • EIA undertaken to ascertain the impact of customer facing policy and service changes on protected groups • Feedback, comments or complaints from residents about consultation methodology • % of survey respondents that indicate awareness of consultation activity conducted |
| <p>Charges/fees</p> | <p>Increases in fees and charges are subject to an Equalities Impact Assessment (EIA). The outcomes and impact of these changes are monitored and measured against current information to ensure that different groups are not adversely affected. Some charges are subject of public advert (statutory notices) which enables all residents to be made aware of the increase in charges and their applicable date of change.</p> | <ul style="list-style-type: none"> • Number of complaints about changes to fees and charges – where possible data will be segmented for analysis • Number of threats of Judicial Review challenges • Actual number of Judicial Review challenges that have been upheld on appeal |
| <p>Accountability and</p> | <p>The co-ordination of equalities activities, diversity monitoring, satisfaction,</p> | <ul style="list-style-type: none"> • Number of members enquiries on |

| | | |
|--------------------------------|--|--|
| <p>relationship to Members</p> | <p>perception survey and diversity monitoring intelligence is monitored through the Knowing our customers steering group and Senior Management Team (SMT) structures.</p> <p>The service is subject to Equalities Audits to assess the adequacy and effectiveness of the management processes implemented to drive the Authority's equality policy. The internal auditor reviews and provides an opinion on the effectiveness of controls in place to achieve the Authority objectives for Equalities.</p> | <p>behalf of constituents</p> |
| <p>Procurement processes</p> | <p>All procurements are undertaken in accordance with the Authority's Contract Procurement Rules. An EIA will also be required for any major service or policy change that may form part of the procurement process.</p> | <ul style="list-style-type: none"> • Ensuring that any specification of services reflects the most recent customer profile • Internal Audit outcomes |
| <p>Monitoring</p> | <p>Key targets and performance indicators are collected monthly and quarterly and reported to senior management at both a directorate and corporate level. Equalities issues are kept under continuous review and any issues arising are addressed through the senior management group.</p> | <ul style="list-style-type: none"> • Traffic light rating of key performance indicators • Evidence that relevant performance data is used to develop the service • Mystery shopping of key customer facing processes and services |

Output Specification: Highways Network Management BASELINE

Output Specification

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Document History

Document Control

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Version Control

| Version | Details of Update | Comments | Author | Issue Date | Status |
|---------|-----------------------|--|------------------|------------|--------|
| V1.0 | Commercial Dialogue 2 | First Version of Baseline with legal comments given to bidders prior to the start of dialogue 2. | [Redacted] | 13/01/12 | Final |
| V2.0 | Detailed Solution | Final Version of Baseline given to bidders to use for their detailed solution submission | [Redacted] | 15/10/12 | Final |
| V3.0 | Prepped for T&H | Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review | [Redacted] | 15/11/12 | Draft |
| V4.0 | Final Tenders | Version given to bidders to use for their final tenders will include up to date review from T&H | Trowers & Hamlin | 3/12/12 | Final |

Sign off

| | |
|-----------|---------------------------------------|
| Signature | [Redacted] |
| Job title | Highways Manager - Network Management |
| Date | 3/12/12 |

Highways Network Management Part 1,

Including: Carriageways, footways and Asset Management

Q123456789

Definitions

| Term | Definition |
|------------------------|--|
| Associated Street Data | means the published Gazetteer of streets within London Borough of Barnet |
| CIPFA | means the Chartered Institute of Public Finance Accountancy |
| EIA 2010 | means Equalities Impact Assessment |
| HAUC | means Highway Authority and Utilities Committee |
| HD28/04 | means the Highways Agency – Design Manual for Roads and Bridges – Highway Design note 28 / 2004 |
| LIP | means the Local Implementation Plan (Plan showing how to implement the London Mayor's Transport Strategy in the borough, in accordance with GLA Act 1999.) |
| LoPS | means the London Permit Scheme |
| LoTAG | means the London Technical Advisory Group |
| NI 168 | means National Indicator 168 for Principal Road Network |
| NI 169 | means National Indicator 169 for Non Principal Classified Road Network |
| NRSA | means the New Road and Street Works Act 1991 |
| RTRA | means the Road Traffic Regulation Act 1984 |
| SRN | means the Strategic Road Network |
| TfL | means Transport for London |
| TLRN | means the Transport for London Road Network |
| TMO | means Traffic Management Order |
| TMA | Traffic Management Act 2004 |
| TSRGD | Traffic Signs Regulations and General Directions 2002 |

| Term | Definition |
|-------|--|
| UKPMS | United Kingdom Pavement Management Systems |
| WGA | Whole Government Accounts |

CONFIDENTIAL

Scope

Implementation of carriageway resurfacing schemes

Implementation of footway relay schemes

Implementation of highway improvements schemes

Signs, lines, street furniture and width restriction maintenance

Weed spray operations management

Highway safety inspections

Emergency and reactive response

Insurance claims

Insurance claim investigation

Health and safety regulations compliance

Temporary road closures

Financial management

NRSWA management including operation of the "London Permitting" scheme

Network management

Highway asset management

Commissioning annual highway condition assessments

Issuing of highway licences

Statutory Functions

The service supports the delivery of a range of statutory Highways Authority functions. These functions are delivered under a range of legislation and guidance. The following list includes main pieces of legislation but is not comprehensive. Legislation, Guidance or Strategy may change during the term of the partnership and services shall be provided in the context of the current legislative framework.

- Mayor's Transport Strategy
- Local Implementation Plan
- Road Traffic Act 1991
- The Road Traffic (Special Parking Areas) (England) Order 2003
- Data Protection Act 1998
- The Equality Act 2006
- Town & Country Planning Act 1990
- Greater London Authority Act 1999
- The Road Traffic Act 1988
- Road Traffic Regulation Act 1984, Transport Act 2000
- Road Safety GB School Crossing Patrol Service guidelines
- The Education and Inspections Act 2006
- Highways Act 1980
- The Road Traffic Regulation Act 1984
- The Traffic Management Act 2004
- The Traffic Signs Regulations and General Directions 2002
- Disability Discrimination Act 2005
- London Local Authorities Acts (various)
- New Roads and Street Works Act 1991
- Health and Safety at Work Act etc 1974
- Construction (Design and Management) Regulations 2007
- Rights of Way Act 1990
- Freedom of Information Act 2000
- PPG13 (Transport) 2011
- Flood and Water Management Act 2010 and Flood Risk Regulations 2009

Service Requirements

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|--|--|
| HNM001 | Carriageway | Highway Inspections – Safety Inspections | <p>The Service Provider shall carry out safety inspections and commission work in order to maintain the structure and the safe condition of carriageways and maintain the asset value of the highway. The Service Provider shall identify and record emergency, category 1 and category 2 defects as described in <i>Well Maintained Highways</i> (published in 2005 with ISBN 0115526439) as amended and updated from time to time, inspection guidance and risk assessment.</p> | <p>In accordance with Highways Act 1980 S58 and S41, corporate objectives and local performance indicators. Rectification periods: Emergency within 2 hours, Cat 1 within 48 hours and Cat 2 within 7 days As described in the London Borough of Barnet highway inspection guidance document adopted by the Authority from time to time. (Note: a new guidance document called the Highway Inspection Manual is due to be reported to a cabinet committee meeting in early 2013 to gain Authority approval.) Intervention level criteria to be in compliance with the <i>Well Maintained Highway</i></p> | <p>Needs clarity over whether Service Provider has discretion as to whom work is commissioned from or whether from existing Authority contractors or from framework.</p> |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|----------------------------------|--|---|---|--|
| HNMM002 | Carriageway | Highway Inspections | <p>The Service Provider shall carry out routine inspections and commission work in order to maintain minimum required skid resistance in accordance with Highways Act 1980 and in line with relevant standards, London-wide guidance document – Skid Resistance Policy for London published by LoTAG based on HD28/04, corporate objectives and local performance indicators</p> | <p>As described in the London Borough of Barnet highway inspection guidance Intervention Level Criteria and in compliance with the Well Maintained Highway recommendations (as amended from time to time) with regard to frequencies and intervention levels.</p> | <p>Needs clarity over whether Service Provider has discretion as to whom work is commissioned from or whether from existing Authority contractors or from framework.</p> |
| HNMM003 | Footways, Footpath and Cycleways | Highway Regular Safety Inspections Service enquiries | <p>The Service Provider shall carry out safety inspections and commission work in order to maintain the structure and safe condition of footways, footpaths and cycleways and to maintain and enhance the asset value of the highway. The Service Provider shall identify and record emergency, category 1 and category 2 defects as described in <i>Well Maintained Highways</i>, highway inspection guidance and risk assessment.</p> | <p>In accordance with Highways Act 1980 S58, S41, corporate objectives and local performance indicators. Rectification periods: Emergency within 2 hours, Cat 1 within 48 hours and Cat 2 within 7 days As described in the London Borough of</p> | <p>Needs clarity over whether Service Provider has discretion as to whom work is commissioned from or whether from existing Authority contractors or from framework.</p> |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|---------------------------------|--|---|--|----------------|
| HNIM004 | Emergency and Reactive Response | Highway Emergencies Producing Emergency Plan | The Service Provider shall develop and instigate a highway emergency plan which identifies the arrangements put in place in order to respond to emergency situations in a timely manner in compliance with the TMA. | Barnet highway inspection guidance document Intervention Level The actions required in order to protect road users and the public shall be made safe or repaired within the prescribed time as described in the current London Borough of Barnet highway inspection guidance on intervention levels and response times and also in accordance with the <i>Well Maintained Highways</i> code of practice document. | |
| HNIM005 | Highway Obstructions | Highway Obstructions | The Service Provider shall remove obstructions from the highway to reduce congestion and improve traffic flow (expeditious movement of traffic) | Make necessary arrangements for site attendance within 2 hours of notification to commence making safe and rectifying. In accordance with current responsive maintenance contract requirements and corporate objectives | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|---|---|----------------|
| HNM006 | | Emergency Call out | <p>The Service Provider shall provide sufficient resources 24 hours per day, seven days per week, to attend any site and make safe all defects identified as emergency or other occurrences likely to create danger or serious inconvenience to users of the road network including pedestrians or the wider community.</p> <p>Such defects are those that require prompt attention because they represent an immediate or imminent hazard or because there is a risk of short term structural deterioration.</p> | <p>Make necessary arrangements for site attendance within 2 hours of notification to commence making safe and rectifying. In accordance with current contract requirements and corporate objectives. Where required due to the nature of the hazard and where practicable these defects will be made safe at the time of inspection to protect the public.</p> <p>As described in the London Borough of Barnet Highway Inspection Guidance Intervention Level</p> | |
| HNM007 | | Removal of all obstructions including accident damage, animal carcasses, fly tipping, removal of spillages etc | <p>The Service Provider shall maintain the highway to ensure that it is free from obstructions. The Service Provider shall remove all obstructions from the highway to remove safety hazards, reduce congestion and improve traffic flow for expeditious movement of traffic.</p> | <p>Make necessary arrangements for site attendance within 2 hours of notification to commence making safe and rectifying. In accordance with contract and corporate objectives.</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|---|--|---|--|----------------|
| HNMM008 | Insurance Claims | Highway accident investigations | The Service Provider shall record and carry out site investigations in relation to insurance claims in order to provide sufficient evidence for the Authority's insurance manager to successfully defend all highway related insurance claims and hence minimise public expenditure on accident claims. | Undertake inspection and provide report within 2 weeks of receiving application in order to allow the Authority's insurance department to meet statutory response times. | |
| HNMM009 | | Maintain records of all inspections, operate in accordance with agreed policy and collate evidence to confirm compliance when requested by the insurance manager | The Service Provider shall record all the highway accident claim referrals from the insurance manager, instigate a series of checks with regard to policy compliance including checking against inspection reports, record and carry out site investigations with photographic evidence within the specified time and provide a detailed report to the Authority's insurance department of the findings. The Service Provider shall respond to requests from the Authority's insurance department. | In compliance with the Civil Procedure Rules Pre-action Protocol and with corporate objectives to reduce the level of public funding used to settle third party claims. | |
| HNMM010 | Maintenance of Road markings and Reflective Studs | Maintenance of Road Markings and Reflective Studs | The Service Provider shall maintain road markings and reflective studs to define carriageway lanes, edges, warnings, parking and waiting restrictions and to convey give way and other instructions to road users in a manner clearly visible both by day and night in compliance with the Traffic Signs Manual and the TSRGD. | All the road markings to be visible for all road users at all times in order to improve road safety, allow compliance and reduce road accidents. | |
| HNMM011 | Maintenance of Street Furniture: | Guard Rails, Safety Barriers, Boundary | The Service Provider shall maintain highway owned street furniture in a sufficiently sound structural condition to serve their function (and to | Make safe within 24 hours and effect permanent repair as | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--|---|---|---|----------------|
| | | Fences, Bollards and width Restriction Bollards and surrounding materials | replace those beyond repair) and to ensure that they pose no danger to road users or pedestrians including but not limited to: Damaged guard rails, panels, knocked down bollards, fences and width restriction bollards/posts. | soon as possible thereafter to improve traffic flow (expeditious movement of traffic). | |
| HNM012 | Maintenance of Street Furniture: Street name plates, Seats and Benches | Street Name Plates, Seats, Benches | The Service Provider shall maintain street furniture in a sufficiently sound structural condition in order to serve its required function (and to replace those beyond repair) and ensure that they pose no danger to road users or pedestrians. | Make safe within 24 hours and effect permanent repair as soon as possible thereafter. | |
| HNM013 | Non - Illuminated traffic Signs and Bollards | Non - Illuminated traffic Signs and Bollards | The Service Provider shall maintain all traffic signs' legibility and visibility at all times in relation to the road use and traffic speeds. | Make safe within 24 hours and effect permanent repair as soon as possible thereafter and in accordance with TSRGD | |
| HNM014 | Maintenance of Highway Vegetation and Weed Clearance | Maintenance of Highway Vegetation and Weed Clearance | The Service Provider shall maintain highway vegetation in such a manner as to: maintain safety; prevent obstruction of sight lines and traffic signs; inhibit the growth of injurious weeds; maintain a tidy appearance and prevent encroachment onto highway in accordance with the Weed Act 1959. | The highway is at all times maintained free of weeds and associated residue. Compliance with the requirements of the existing responsive maintenance contract specification in relation to weeds. Identifying overhanging | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--|---|--|--|----------------|
| HNM015 | Commissioning Annual Condition Highway Network Surveys and other Technical Site Investigations | Performance Management | The Service Provider shall commission an annual condition highway network survey and other technical site investigations in line with the Authority's corporate procurement procedures and EU regulations. | Commission survey annually at appropriate time as agreed with Authority. Analyse the results of the survey to ensure completeness and accuracy. Using industry standard software systems, carry out independent condition survey data analysis for all publicly maintainable carriageways and footways and report the outcome in accordance with relevant national indicator requirements. | |
| HNM016 | Condition Surveys - Carriageway | Annual condition assessment including machine surveys | The Service Provider shall preserve the asset value of the highway - The Service Provider shall commission independent surveys and inspect the highway borough road network by condition inspections, detailed surveys and safety inspections so that optimum standards of highway maintenance are obtained for economic condition | To meet current national indicator standards NI 168, NI 169 and future monitoring standards and performance | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--|---|--|--|----------------|
| HNM017 | Condition Surveys – Footways, Footpath and Cycleways | Annual condition assessment including machine surveys | <p>and safety.</p> <p>The Service Provider shall produce a detailed list of priorities based on the results of the survey and hence condition of the carriageway.</p> <p>The Service Provider shall utilise deterioration modelling to identify a range of treatment options and derive an options appraisal relating to different treatments showing associated costs and hence required budgets for each option identified. (Value Management Process).</p> | <p>indicators.</p> <p>To meet current national indicator standards and future monitoring standards and performance indicators.</p> | |
| HNM018 | Carriageway Annual highway | To implement annual highway planned | <p>The Service Provider shall preserve the asset value of the Highway – The Service Provider shall commission independent surveys and inspect highway borough footway network by condition inspections, detailed surveys and safety inspections so that optimum standards of highway maintenance are obtained for economic condition and safety.</p> <p>The Service Provider shall produce a detailed list of priorities based on the results of the surveys in relation to the condition of the footways.</p> <p>The Service Provider shall utilise deterioration modelling to identify a range of treatment options and derive an options appraisal relating to different treatments showing associated costs and hence required budgets for each option identified. (Value Management Process).</p> | <p>To be completed on time and in accordance with corporate</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------------|---------------------------------------|--|---|---|----------------|
| | <p>planned maintenance programme.</p> | <p>maintenance programme.</p> | <p>councillors' input, customer complaints and insurance claims. The Service Provider shall produce a programme of works based on the annual condition surveys and the priority list and shall commission works, initiate temporary traffic orders, inform residents and councillors including stakeholders.</p> <p>The Service Provider shall design schemes to comply with current British Standards, the Highways Agency's <i>Design Manual for Road and Bridges</i> and current highway maintenance contracts in compliance with Authority policy (cabinet approval/committee approval)</p> <p>The Service Provider shall liaise with and seek approval from TfL network assurance operators of London buses, traffic police, and co ordinate with utilities, emergency services and other strategic authorities.</p> | <p>objectives and priorities.</p> <p>Notification to TfL is required under Section 30(4A) of the Highways Act 1980 and/or Section 12(1B) of the Road Traffic Regulation Act 1984 when a London borough council promotes a scheme or works which affects, or is likely to affect traffic operations on part of the TLRN, part of the SRN or a road in another London borough which is neither a part of the TLRN nor the strategic road (TfL General Notifications).</p> | |
| <p>HNM019</p> | <p>Highway Improvement Programme</p> | <p>Implement highway improvement programme. Schemes that introduce changes and additions to the existing highway</p> | <p>The Service Provider shall produce a programme of works based on the LIP or similar external or internal Authority funded schemes. These schemes may range from the installation of a single white line to a major scheme involving significant changes to the existing infrastructure.</p> <p>The Service Provider shall carry out consultation with residents and Authority councillors to meet</p> | <p>Implement and complete the works in accordance with the programme agreed with the Authority and in accordance with corporate objectives and priorities. Minimise congestion and improve</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------------|--|---|--|----------------|
| HNM020 | Highway Asset Management | infrastructure Implementing and updating the Highway Asset Management Plan | <p>statutory requirements relating to consultations.</p> <p>The Service Provider shall update the highway asset valuation as described in the WGA. The Service Provider shall comply with the current Code of Practice on Transport Infrastructure Assets originally published in July 2010 by CIRFA (and any updates as published from time to time).</p> <p>The Service Provider shall review and update the highways asset management plan as appropriate.</p> | <p>road safety.</p> <p>Liaise with TfL Network Assurance, operators of London buses, traffic police, utilities and other emergency services</p> <p>To improve the asset value by employing asset management principles to achieve value for money when prioritising asset preservation schemes and different treatment options</p> <p>Ensure that the highways asset management plan is up to date</p> | |
| HNM021 | Highway Asset Management | Update and keep timely and accurate records of the asset inventory, including collection of new data and updating the inventory system | The Service Provider shall collect data for, manage and maintain an accurate asset inventory. | To achieve accuracy of the asset information across all classes of inventory and maintain it. | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|----------------------------------|--|--|--|----------------|
| HNM022 | Highway Asset Management Systems | <p>(currently Exor Systems) whenever a change is made and/or maintenance is carried out to any asset</p> <p>To facilitate and ensure all software systems are compatible</p> | <p>The Service Provider shall ensure software management tools are compatible with existing software systems (Exor) or alternatively the Service Provider shall replace Exor with a system which has equivalent capabilities as approved by the Authority. The Service Provider shall ensure that registration linkages are managed stored and accessible.</p> | <p>Maintain existing and/or new systems ensuring compatibility with other current corporate and Authority systems.</p> <p>Ensure the Authority has sufficient access rights in order to integrate all information contained within the software systems and is able to produce reports relating to any combination of data sets held within the software packages.</p> | |
| HNM023 | Highway Licences | <p>Scaffolding Hoarding Material Skip</p> | <p>The Service Provider shall minimise highway obstructions and improve co-ordination.</p> <p>The Service Provider shall regulate the temporary placement of materials and structures on the public highway.</p> <p>The Service Provider shall comply with Highways Act 1980 (Section 139 for skip, Section 171 for</p> | <p>In agreement with site investigation approval, licences to be issued to customer within three working days in accordance with corporate objectives.</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------------------------|-------------------------|---|---|----------------|
| | | | deposit of materials, Section 169 for scaffolding and other structures and the Traffic Management Act 2004. | Monitor the adherence of companies requesting licences prior to placing such obstructions onto the public highway and take appropriate enforcement action as necessary. | |
| HNM024 | Network and Street Works Management | Street Works Management | The Service Provider shall validate and process all emergency permit applications within the time limit according to the rules and guidance of the LoPS. | To comply with LoPS. | |
| HNM025 | Network and Street Works Management | Street Works Management | The Service Provider shall validate and process all types of planned works permit applications within the time limit according to the rules and guidance of the LoPS. | To improve coordination and reduce congestion on the public highway To comply with LoPS. Ensure sufficient information is provided, evaluate the information for reasonableness, make necessary enquires, including duration challenges etc | |
| HNM026 | Network and Street Works Management | Street Works Management | The Service Provider shall ensure that appropriate conditions are attached to permits such that this facilitates the issue of fixed penalty notices for all non-compliance under the TMA in | To comply with LoPS guidance. | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------------------------|-------------------------|---|--|----------------|
| HNM027 | Network and Street Works Management | Street Works Management | <p>accordance with the Authority's enforcement policy.</p> <p>The Service Provider shall produce monthly key parity measures as required by LoPS.</p> | <p>To comply with LoPS guidance.</p> <p>Ability to demonstrate that Authority promoted works are treated equally and that they demonstrate good performance in relation to permit requests, permits approved, number of permits rejected, extension requests, early start requests, overruns, FPN's etc.</p> | |
| HNM028 | Network and Street Works Management | Street Works Management | The Service Provider shall carry out inspections of all street works. | In accordance with the NRSWA code of practice for inspection. | |
| HNM029 | Network and Street Works Management | Street Works Management | The Service Provider shall administer the street works defects process. | <p>In accordance with NRSWA code of practice</p> <p>Respond to third party requests, carry out routine/sample inspections and record sufficient evidence to substantiate that a defect exists.</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------------------------|-------------------------|---|---|----------------|
| HNM030 | Network and Street Works Management | Street Works Management | The Service Provider shall review and update as necessary on annual basis, the Associated Street Data. | In Accordance with NRSWA. | |
| HNM031 | Network and Street Works Management | Street Works Management | The Service Provider shall arrange and chair quarterly liaison meetings with all statutory undertakers and other works promoters who work on the network. The Service Provider shall conduct monthly meetings with significant works promoters working within the borough. | In accordance with NRSWA | |
| HNM032 | Network and Street Works Management | Street Works Management | The Service Provider shall respond to councillor and resident requests (related to street works) and urgent requests to meet and advise statutory undertakers. | In accordance with NRSWA | |
| HNM033 | Network and Street Works Management | Street Works Management | The Service Provider shall conduct site meeting with statutory undertakers in advance of all major/disruptive planned works prior to agreeing permits. | In accordance with NRSWA and permit regulation. Allows for full consideration of proposed methods of work, traffic management plans, site difficulties, extent of works, likely impact and disruption, all of which can be accommodated by applying appropriate permit conditions. | |
| HNM034 | Network and Street Works | Street Works | The Service Provider shall record, consider and | To comply with LoPS | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-------------------------------------|-------------------------|---|--|--|
| | Street Works Management | Management | respond with agreement or rejection to all requests for extension of duration of permits from all street and road works promoters within agreed time. | guidance. | |
| HNM035 | Network and Street Works Management | Street Works Management | Process all requests for NRSWA Section 50 licences within the agreed timescale and pass to the Authority for approval (as appropriate). | In Accordance with NRSWA | |
| HNM036 | Network and Street Works Management | Street Works Management | The Service Provider shall investigate and enforce against any failure by works promoters to gain agreement relating to overrunning works or unreasonably delayed works (charge for occupation of the highway) by the utilities | Ensure that appropriate site investigation is conducted to gather sufficient evidence to prove works were ongoing beyond the agreed end date. Apply Section 74 Charges as laid down in NRSWA. | |
| HNM037 | Network and Street Works Management | Street Works Management | The Service Provider shall carry out a minimum 5% sample coring, on a quarterly basis, of statutory undertakers' reinstatements. | In line with HAUC guidance note | |
| HNM038 | Network and Street Works Management | Street Works Management | In cases of non-cooperation by statutory undertakers, the Service Provider shall prepare all background and evidence for submission for issuing of improvement notice or other possible corrective action. | In Accordance with NRSWA | |
| HNM039 | Network and Street Works Management | Temporary Road Closures | The Service Provider shall minimise the disruption to road users and pedestrians caused by temporary road closures. | To comply with LoPS guidance. In compliance with | Making orders under s14 RTRA is not delegable. |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---------------------|--|---|---|----------------|
| HNM040 | Equalities | Whilst planning all works conduct an assessment of relevance for equalities groups and Human Rights Act. | <p>The Service Provider shall attend site meetings with Statutory undertakers and developers and prepare the TMO's for Authority approval.</p> <p>The Service Provider shall liaise with relevant third parties</p> <p>The Service Provider shall comply with duties under Race Relations Amendment Act 2000 (as updated from time to time). The Service Provider shall prepare an equalities impact assessment which must fully address the impact of proposed changes in service or policy groups</p> | Section 14 of the RTRA | |
| HNM041 | Customer Engagement | Carry out residents satisfaction survey to identify resident satisfaction levels in relation to all aspects of the service | <p>The Service Provider shall measure performance of all completed planned footway, carriageway and improvement schemes by identifying residents' views on the process and the quality of the end product</p> <p>The Service Provider shall complete such measurement following substantial road works such as carriageway resurfacing, footway refurbishment and highway improvement works.</p> <p>The Service Provider shall conduct an annual customer satisfaction survey in relation to the service in general</p> | <p>To survey 100% of residents impacted by all completed planned works and report on the outcomes.</p> <p>Instigate an action plan to address issues arising</p> <p>Identify 1,000 residents who have reported highway issues during the previous 12 months and send a questionnaire (format as agreed with</p> | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|--|---|--|---|----------------|
| HNMM042 | Financial Management | Records of spending on responsive, routine and capital works be kept for audit purposes | The Service Provider shall keep all expenditure the allocated budget. | Authority to each To comply with Authority financial procedures and audit requirements. Report monthly with exceptions and identify actions to be instigated to bring back in line with budget expectations | |
| HNMM043 | Highway Enforcement | Provide highway enforcement duties | The Service Provider shall ensure the highway is free from illegal trading and free of unauthorised use as defined in the Highways Act 1980. | To comply with Highways Act 1980, TMA and corporate objectives and priorities | |
| HNMM044 | Health and Safety Regulations compliance | Road users and pedestrian including disabled users safety and workmen site safety on the public highway | The Service Provider shall ensure that all contractors carrying out street works and other works on the public highway maintain safety and access to all road users and minimises accidents. In ensuring the above the Service Provider shall keep records of regular audits, prepare and instigate improvement plans and take enforcement action when deemed appropriate. The Service Provider shall conduct all operations within Health and Safety legislation and comply with the Authority's requirements in relation to health and safety including producing and presenting annual reports for management, unions and committees. | To comply with Health and Safety at Work etc Act 1974, the Construction (Design and Management) Regulations 2007, Chapter 8 (safety at Road and Street Works) of the Traffic Signs Manual and other current safety regulations. | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|------|--------------|----------|---|---------------|----------------|
| | | | The Service Provider shall co-operate with health and safety audits conducted by the Authority or other health and safety organisation such as the Health and Safety Executive. | | |

UNCLASSIFIED

Highways Network Management Part 2,

Including: Crossovers, Drainage, Winter Gritting, Bridges & Term Contract Management

Definitions

| Term | Definition |
|------------------------------------|--|
| AMS | means Asset Management System |
| APCs | means Automated Public Conveniences |
| Barnet Homes | means Barnet Homes Limited, (Company registered number 04948659) whose registered office is at Barnet House, 1255 High Road, Whetstone, London N20 0EJ |
| Bridge Station | means the software system holding structures data and used for bidding for funding |
| DLO | means Direct Labour Organisation |
| DPR | means Delegated Powers Report |
| EA | means the Environment Agency |
| Highways Term Maintenance Contract | means the contract entered into between the Authority and Volker Highways the extension of which expires in March 2014 |
| LIP | means Local Implementation Plan (Plan showing how to implement the London Mayor's Transport Strategy in the borough, in accordance with GLA Act 1999) |
| LLACC | means the London Local Authorities Coordination Centre |
| LLFA | means Lead Local Flood Authority |
| LoBEG | means the London Bridges Engineering Group |
| LOLEG | means London Lighting Engineers Group |
| LoPs | means London Permit Scheme |
| LOTAG | means the London Technical Advisory Group |
| LOTAMB | means London Transport Asset Management Board |
| NRSWA | means the New Roads and Street Works Act 1991 |
| PFRA | means a Preliminary Flood Risk Assessment |
| SUDs | means Sustainable Drainage Systems |
| SWMP | means a Surface Water Management Plan |
| TfL | means Transport for London |

| | |
|------|---|
| TLRN | means the Transport for London Road Network |
| TWU | means Thames Water Utility |

Scope

Vehicle Crossovers - The assessment of crossover applications and the construction of vehicle crossovers on the public highway on a rechargeable basis.

Drainage - The provision of a highway drainage service covering all highway drainage assets and carrying out the functions of a LLFA.

Winter Gritting - The provision of winter maintenance service to ensure that, so far as is reasonable, the safe passage along a highway is not endangered by snow or ice.

Bridges - The management, maintenance and, where appropriate, improvement of the Authority's Bridges/Structures.

Term Contracts Management - The management, extension and renewal of the term contracts that are currently in place or any replacement contracts entered into by the new Service Provider in order to deliver all works in scope of the existing highways maintenance contracts.

Service Requirements

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--------------------|--|---|---|
| HNM045 | Network Management | Vehicle crossovers | The Service Provider shall assess new crossover applications, including existing extension requests in accordance with S184 of the Highways Act 1980 and the Authority's current procedures as defined by cabinet member DPR dated 30 November 2003, the Cabinet Committee dated 1 December 2003 (Agenda item 13) and the Environment Policy Development Committee dated 1 February 1999, and the current crossover application forms. The Service Provider shall record the decisions for audit purposes and communicate the decision to the applicant together with the cost of construction of the crossover. | Where the application does not involve the removal of trees, parking bays or other street furniture, within 28 days of receiving the crossover application. | Authority must retain decisions in this area. |
| HNM046 | Network Management | Vehicle crossovers | The Service Provider shall process all crossover applications including preparing accurate quotations using, initially, the Authority's term maintenance contracts and applying the Authority's current fees and charges. | Provide quotations within 4 weeks of receiving the crossover application. | |
| HNM047 | Network Management | Vehicle crossovers | The Service Provider shall refer relevant crossover applications to other parts of the Authority for consideration of the impact on any trees, parking bays, or other street furniture affected by the crossover application. The Service Provider shall liaise with such other parts of the Authority and include the cost, time and other implications in the processing of crossover applications. | Refer within 1 week of receiving the crossover application. | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--------------------|---|---|----------------|
| HNM048 | Network Management | Vehicle crossovers | Once the crossover applicant has paid for the total cost of the crossover the Service Provider shall coordinate with other parts of the Authority, as necessary for the removal of any trees, parking bays and any street furniture, and commission the construction of the crossover, initially using the Authority's term contracts. The Service Provider shall also coordinate with the Authority's legal team for the signing of the relevant crossover legal agreement. | For the crossovers that have no referrals with trees or other street furniture, these are constructed within 4 weeks of receiving the payment covering the cost of construction. For those that are referred for other works this is arranged and completed such that the crossover is constructed within 6 weeks of receiving payment Legal agreements to be checked such that they are fully completed scheduled and passed to the legal team for completing. | |
| HNM049 | Network Management | Vehicle crossovers | Where a crossover application has not been approved due to the presence of a tree with a high amenity value and the applicant has exercised his right to appeal, the Service Provider shall follow the Authority's Crossover Appeal Process, as defined by cabinet report dated 1 December 2003 and the public works committee dated 9 April 1991, and carry out the appropriate consultation with the relevant councillors and review the crossover application. The Service | Instigate the Authority's crossover appeal process by consulting the relevant councillors within 2 weeks of receiving request from crossover applicant. | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--------------------|--|--|----------------|
| HNM050 | Network Management | Vehicle crossovers | <p>The Service Provider shall keep all relevant data of crossover applications including unsuccessful applications for a period of 12 years, to enable future investigations into whether a crossover is legal or not.</p> | Information stored in the asset management system | |
| HNM051 | Network Management | Drainage | <p>Working with other partners/stakeholders to investigate malfunctions and associated flooding of highway drains and other assets including subways and arrange, using initially the Authority's highways term contracts, the necessary maintenance and/or associated improvements. Using the available budgets, maximise the capacity of the highway drains.</p> | Investigate all malfunctions/flooding as soon as possible and no later than 4 weeks after receiving complaints or information from the gully cleansing contractor. | |
| HNM052 | Network Management | Drainage | <p>The Service Provider shall manage the gully cleansing service (provided initially under the Highways Term Maintenance Contract) to maintain all public gullies and other drainage systems (including one offs and vulnerable gullies) keeping the appropriate records.</p> <p>The Service Provider shall also ensure that the percentage of cleansed gullies meets the targets specified in the Highways Term Maintenance Contract.</p> | <p>Level of gully cleansing service defined by the current Highways Term Maintenance Contract.</p> <p>Meeting agreed programme</p> | |
| HNM053 | Network | Drainage | <p>The Service Provider shall liaise with other parts</p> | Respond to all defects | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|----------|---|--|--|
| | Management | | <p>of the Authority as necessary to identify and action the repair or replacement of any missing or damaged ironwork from all highway drains using initially the Authority's highways term contracts. The Service Provider shall also liaise with TWU and other bodies in relation to replacing ironwork on all other assets.</p> | <p>identified and reported by issuing appropriate instructions having assessed the urgency of each case.</p> <p>Monitor compliance of the contractor in responding as instructed</p> | |
| HNM054 | Network Management | Drainage | <p>The Service Provider shall investigate, clean, maintain and re-grade all highway ditches as necessary in order to keep clear and to ensure that the water is free flowing at all times, using initially the Authority's highways term contracts.</p> | <p>Regular inspections conducted.</p> <p>Responding to reports and requests</p> | |
| HNM055 | Network Management | Drainage | <p>The Service Provider shall clean, maintain and replace as necessary all trash screens on all watercourses using initially the Authority's highways term contracts. This is to include one-off cleans prior to any flood warnings.</p> | <p>Action plans in place to respond as necessary, specifically when flood warnings are evident</p> | |
| HNM056 | Network Management | Drainage | <p>The Service Provider shall restore and maintain water flows in watercourses including liaison with riparian owners and the EA as provided by the Land Drainage Act 1991. The Service Provider shall also liaise with the EA in relation to maintaining flows in main rivers.</p> | <p>Regular inspections in place and actions taken to resolve issues identified.</p> <p>Provide sufficient detail/evidence as required to enable the Authority to take enforcement action where this proves</p> | <p>Authority must retain responsibility for this work and for any enforcement decisions.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|----------|--|---|---|
| HNM057 | Network Management | Drainage | The Service Provider shall manage the APCs service currently provided by JC Decaux, including investigation of complaints and payment of utility charges. | necessary Maintain records of APC usage. Carry out regular inspections Report and manage actions to resolve defects etc | Check terms of contract to ensure this management role can be accommodated under the contract. |
| HNM058 | Network Management | Drainage | The Service Provider shall maintain and update sewer maps, including those provided by TWU for use by the public. | Ensure that maps are maintained and updated following all changes and notifications of updates. | |
| HNM059 | Network Management | Drainage | The Service Provider shall co-ordinate with planning and other parts of the Authority in relation to agreements under Section 38 of the Highways Act 1980 and Section 278 of the Town and Country Planning Act 1990, in relation to drainage aspects of planning applications. | Respond to all requests received in this respect Providing response in a timely manner to enable planners to meet there statutory obligations with regard to response. | Planning have to formally consult with the Authority as the Highways Authority. The partner can provide 'expert advice'. |
| HNM060 | Network Management | Drainage | The Service Provider shall co-ordinate with planning and other parts of the Authority in relation to Section 50 Licenses to NRSWA. The Service Provider shall also advise Barnet Homes in relation to the above and other planning issues. | Respond to all requests received in this respect Providing response in a timely manner to enable planners to meet there statutory obligations with regard to response. | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|----------|--|--|--|
| HNM061 | Network Management | Drainage | <p>The Service Provider shall comply with the requirements of the Flood Risk Regulations 2009 and the Flood and Water Management Act 2010, including but not limited to:</p> <p>Enabling the discharging of the Authority's duties as a LLFA and coordinated management of flooding from different sources. This includes exercising powers to undertake works to manage flood risk from surface and groundwater;</p> <p>The investigation of all flooding including cooperation and input from other stakeholders and relevant bodies. The Service Provider shall record all flooding incidents on spreadsheet that will include all data necessary to prepare and review the PFRA;</p> <p>The development and maintenance of a public register of flood risk management assets. This register must be made available for inspection and the Secretary of State could make regulations about its contents;</p> <p>The designation of features and structures with a flood risk management role;</p> <p>The Service Provider shall set up a SUDs approving body to approve, adopt and maintain new drainage systems including SUDs; and</p> <p>The production, delivery and updating of documents to address the flood risk leading to the production of Flood risk management plans. These documents include but are not limited to PFRA, SWMP and flood risk strategy.</p> | <p>Take all necessary actions to ensure that the Authority are fully compliant with recommendations and requirements of the legislation identified</p> <p>Take appropriate actions to safeguard the highway and properties from flooding</p> | <p>Authority's responsibility is not delegable under the Act, but the various tasks can be contracted with the Service Provider to enable the Authority to comply.</p> |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|-------------------------|--|--|----------------|
| HNM062 | Network Management | Winter gritting service | The Service Provider shall manage the winter gritting service in accordance with Section 41(1A) of the Highways Act 1980 and the current Authority's winter gritting plan, currently provided by the Authority's civil engineering DLO. | Establish sufficient resources to manage the winter gritting service including monitoring weather forecast and weather stations, taking decisions on required actions and accordingly instructing appropriate gritting operations. Maintain records of all actions taken. Ensure sufficient vehicles, plant and grit is in place to maintain services at all times | |
| HNM063 | Network Management | Winter gritting service | The Service Provider shall review the winter gritting service plan at least once a year to include feedback from residents, councillors and other stakeholders, and shall update the winter gritting service plan and submit to the Authority for approval. The winter gritting service plan shall always be in accordance with "Well Maintained Highways", the code of Practice for highway maintenance and management published by the Department of Transport in 2005 and revised in 2009 and 2010. | Review service following each winter season and update the next years plan taking account of lessons learnt and feedback from consultations and any changing requirements with regard to codes of practice and/or and national review recommendations and/or directives from government departments. | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|-------------------------|---|--|----------------|
| HNM064 | Network Management | Winter gritting service | In providing the winter gritting service the Service Provider shall coordinate, liaise, and share information with neighbouring and other local authorities, TfL, the LLACC and other bodies. | | |
| HNM065 | Network Management | Winter gritting service | The Service Provider shall provide the winter gritting service, including salt and gritting vehicles, in line with the winter gritting plan and budget. | Compliance with the plan Detailed daily records maintained of monitoring, actions taken and outcomes | |
| HNM066 | Network Management | Bridges | The Service Provider shall maintain all Authority bridges/structures (at least 76) to the 2005 National code of practice "Management of Highway Structures" and the 2010 Notes of Guidance. This will require carrying out of the relevant cycle of general and principle inspections, testing and monitoring and assessment of structures by suitably qualified staff. | Each structure shall have a general inspection every 2 years and a principle inspection every 6 years. Current and historical records maintained on AMS | |
| HNM067 | Network Management | Bridges | The Service Provider shall manage the yearly routine maintenance of the bridges/structures, currently provided under the Authority's Highways Term Maintenance Contracts. The Service Provider shall also address all defects highlighted by the routine maintenance. | Instruct and monitor works to correct identified defects. Current and historical records maintained on AMS | |
| HNM068 | Network Management | Bridges | The Service Provider shall prepare and submit bids (planned as well as ad hoc) supported by the necessary justification for external funding, via the "Bridge Station" and LIP process or other process and carry out any one off maintenance and | Prepare high quality bids in order to secure the maximum funding available for bridge maintenance and | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--------------------------|--|--|----------------|
| | | | improvements to the Authority's bridges/structures. The Service Provider shall seek out all available funding sources in order to maximise the number of bids submitted. | improvements. | |
| HNM069 | Network Management | Bridges | The Service Provider shall ensure that all data associated with the Maintenance and Management of the Authority's Bridges/Structures is to be kept on the Bridge Management System or Bridge Station, provided by LoBEG. | This is in addition to the records held on the central AMS system | |
| HNM070 | Network Management | Abnormal loads | The Service Provider shall provide a service of "Abnormal Indivisible Loads" as defined in the Road Vehicles (Authorisation of Special Types) (General) Order 2003. | Responding to notifications of abnormal vehicles, liaison and coordination with other highway authorities and the police as necessary. | |
| HNM071 | | | Requirement Deleted | | |
| HNM072 | | | Requirement Deleted | | |
| HNM073 | | | Requirement Deleted | | |
| HNM074 | | | Requirement deleted | | |
| HNM075 | | | Requirement deleted | | |
| HNM076 | | | Requirement deleted | | |
| HNM077 | | | Requirement deleted | | |
| HNM078 | Network Management | Term contract management | The Service Provider shall monitor and review the performance of the Authority's term contracts and | Establish and maintain a detailed contract | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|--------------------|--------------------------|---|--|----------------|
| HNIM079 | Network Management | Term contract management | <p>liaise with the relevant contractors to resolve all types of issues, performance-related or otherwise and any disputes that may arise.</p> | <p>monitoring regime with detailed records being recorded of all aspects of the service provision.</p> <p>Monitoring compliance with specifications and contract conditions and dealing with all non-compliance issues in a robust and efficient manner.</p> | |
| | | | <p>The Service Provider shall coordinate with the Authority's procurement and legal teams to extend and renew the Authority's term maintenance contracts, as appropriate.</p> | <p>Advertise as appropriate to seek interest from the market. Follow tender/procurement process.</p> <p>Draft complex contract documents at appropriate times in order to ensure continued service provision through adequate and robust contracts.</p> <p>Evaluate outcomes and report on recommendations to establish the best value option.</p> <p>Consult internal teams</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|----------|--|---|----------------|
| HNM080 | Network Management | General | The Service Provider, in managing all Authority budgets covering the provision of the above services, shall always adopt sound management principles, obtain and demonstrate value for money for the appropriate level of service, and ensure the safety of its staff, contractors' staff and the public is paramount. | and gain Authority approval before seeking Authority approval through the democratic process. | |
| HNM081 | Network Management | General | In delivering the above services, the Service Provider shall investigate, deal and respond to all related complaints in line with the Authority's customer care standards. | Establish and maintain a robust complaints handling process in accordance with the Authority's policy. Keep detailed records of all transactions received and responses given. | |
| HNM082 | Network Management | General | In delivering the above services, the Service Provider shall monitor all related expenditure and if necessary adjust the above service (with the Authority's agreement) to ensure the budgets are not exceeded. The Service Provider shall also provide relevant financial reports as necessary. | Establish robust and regular budget monitoring processes and report the financial position to the Authority at least monthly. Identify discrepancies, pressures and target exceptions and target actions to resolve such | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|------------------------------------|--|---|--------------------------------|
| HNM083 | Network management | General – committee reporting | The Service Provider shall prepare committee reports as necessary. | Adherence to existing (or as amended from time to time) process including, but not limited to: drafting, circulating and draft approval; attendance at meetings to present reports and responding to committee questions; and Responding to the outcomes of committee decisions. | that budgets are not exceeded. |
| HNM084 | Network Management | General – delegated powers reports | The Service Provider shall prepare delegated powers reports as necessary. | Adherence to existing (or as amended from time to time) process including, but not limited to: drafting, circulating and draft approval; and responding to the outcomes of reports. | |
| HNM085 | Network Management | General – area forums | The Service Provider shall provide support to the area forum process as necessary. | Including but not limited to: providing updates on previous minuted items; responding to new | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|---------------------------|---|---|----------------|
| HNM086 | Network Management | General – ward walks | The Service Provider shall provide support to the ward walk process as necessary. | <p>questions raised pre-meeting;</p> <p>attending the forums with appropriate officer(s);</p> <p>responding to all service-related questions on behalf of forum chairman; and</p> <p>following up with actions arising from the forums.</p> | |
| HNM087 | Network Management | General – briefing papers | Prepare briefing papers as requested. | <p>Including but not limited to:</p> <p>attendance from suitable officer;</p> <p>engaging with attendees and recording actions arising;</p> <p>following up to ensure actions are resolved; and</p> <p>providing feedback on actions taken.</p> <p>Draft papers on any aspect of the service as requested</p> <p>Revise as required</p> <p>Be prepared to present briefing papers as required</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|--------------------|-----------------------------|--|--|----------------|
| HNIM088 | Network Management | General - audits | The Service Provider shall make resources available to engage in either internal or external audits as required | <p>The Service Provider shall attend audit planning meetings to agree audit scope and make necessary resources available to respond to the auditors enquires.</p> <p>The Service Provider shall respond to the draft audit report and identify and agree appropriate actions with the auditor</p> <p>The Service Provider shall prepare and deliver an audit action plan based on the agreed actions</p> | |
| HNIM089 | Network Management | General - Budget monitoring | The Service Provider shall monitor revenue and capital budgets to ensure that expenditure remains within agreed budgets at all times | <p>The Service Provider shall carry out regular budget monitoring and report outcomes at least monthly or as requested otherwise from time to time.</p> <p>All potential budgetary issues should be highlighted with suitable action plans which identify mitigating actions to align budgets within</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level expectations | Legal Comments |
|--------|--------------------|---|---|--|----------------|
| HNM090 | Network Management | General – budget bidding | The Service Provider shall prepare bids for funding at appropriate times | <p>The Service Provider shall monitor all available budgets externally and prepare and submit robust bids in order to secure maximum funding from all available external sources.</p> <p>The Service Provider shall prepare robust bids to justify the need for increased revenue and capital funding in order to (as a minimum) maintain existing service levels and to assist in improving service provision</p> | |
| HNM091 | Network Management | General – correspondence from all sources | The Service Provider shall respond to all enquires whether in writing or by telephone in accordance with corporate targets. | <p>The Service Provider shall ensure compliance with corporate standards in place from time to time.</p> <p>Where reports are received from specialist website providers, such as Filthathole, responses are provided, in a timely manner, to the site of actions taken to</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|---|---|--|----------------|
| HNM092 | Network Management | General - freedom of information request response | The Service Provider shall respond to all Freedom of Information requests received. | <p>resolve reports</p> <p>The Service Provider shall respond ensuring that all questions are responded to within the appropriate timescale as defined in the FOI guidelines and in accordance with Authority policy, whilst also ensuring personal data and contractual requirements are not compromised in so doing.</p> | |
| HNM093 | Network Management | General – health and safety compliance | The Service Provider shall ensure that appropriate resources are dedicated to compliance with the Authority's health and safety requirements and complies with health and safety legislation at all times | <p>The Service Provider shall ensure that records are kept of all health and safety incidences, accidents, near misses etc as required by health and safety legislation and Authority procedure (in place from time to time)</p> <p>The Service Provider shall produce reports as required and as a minimum prepare an annual report relating to all health and safety</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--|---|--|----------------|
| HNM094 | Network Management | General – responding to emergency services | The Service Provider shall respond to all requests received from the emergency services where assistance is being requested | <p>issues in accordance with the Authority's health and safety reporting requirements. This requirement will include presenting the annual report to relevant committees and dealing with actions arising.</p> <p>The Service Provider shall make necessary arrangements to assist the emergency services whenever requested to do so.</p> <p>This may include, but is not limited to, the following circumstances:</p> <ul style="list-style-type: none"> accidents requiring emergency clearance and/or urgent road closure; flooding of the highway or adjacent property; or collapse of a structure causing danger and/or obstruction | |
| HNM095 | Network Management | General – response to press enquires | The Service Provider shall react to all requests received from the Authority's press office. | The Service Provider shall react in a timely manner to all requests | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|---|---|--|----------------|
| HNM096 | Network Management | General – representing barnet authority at meetings | The Service Provider shall send a suitable representative to represent the Authority at various meetings which are generally held away from the office. | received from the press office and assist with drafting of suitable responses. The Service Provider shall ensure that the Authority is suitably represented at meetings including but not limited to: London Authorities, TfL, LOTAG, LOTAMB, LOLEG, LOBEG, Pan London Contracts, LoPs groups etc... | |
| HNM097 | Network Management | General – risk registers | The Service Provider shall ensure that all risks are identified and monitored on a regular basis. | The Service Provider shall ensure that all risks related to the service area are identified on a risk register and these are monitored closely to ensure that the identified mitigation actions are being delivered to keep the risks to a minimum | |
| HNM098 | Network Management | General – annual service plan | The Service Provider shall ensure that an annual service plan is produced and approved by the Authority. | The Service Provider shall ensure that prior to commencement of any financial year a service plan is drafted which clearly outlines previous | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|---------|--------------------|---|--|--|----------------|
| HNIM099 | Network Management | General – procurement, including contracts register | The Service Provider shall comply with procurement requirements. | <p>achievements, challenges ahead, future programmes and priorities for the forthcoming year.</p> <p>The Service Provider shall ensure appropriate liaison with the Authority's procurement team to ensure that procurement practices are compliant with Authority procedures (in place from time to time) and also EU procurement provisions.</p> <p>The Service Provider shall provide updated information as required by the procurement team to ensure that contract registers can be maintained accurately.</p> | |
| HNIM100 | Network Management | General – performance reporting | The Service Provider shall provide regular performance reports relating to all aspects of the service delivery on a regular basis. | The Service Provider shall devise a suitable and comprehensive method of reporting service performance across all aspects of service delivery. The format is to be agreed by | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|-------------------------------------|--|---|----------------|
| HNM101 | Network Management | General – business continuity | The Service Provider shall develop and maintain a robust and detailed business continuity plan related to all service areas. | The Authority prior to contract commencement and shall be provided to the Authority at least monthly throughout the contract term. The Service Provider shall review all aspects of the services and develop a business continuity plan to identify the arrangements put in place to ensure continuity of services at all times. These shall be reviewed and updated as required on an annual basis or sooner if deemed appropriate. | |
| HNM102 | Network Management | General – supporting cabinet member | The Service Provider shall liaise closely with the relevant cabinet member as required. | The Service Provider shall liaise closely with the relevant cabinet member, including but not limited to providing information as requested and attending meetings as required by the cabinet member | |
| HNM103 | Network Management | General – staff training plan | The Service Provider shall provide a staff training plan covering all staff who will be delivering the service from the contract commencement date | The Service Provider shall agree the training plan with the Authority | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|---|---|--|----------------|
| | | | <p>and maintain this as an accurate record on an ongoing basis.</p> | <p>prior to contract commencement and shall ensure that the plan is updated and submitted to the Authority at least annually.</p> <p>The Service Provider shall ensure that all staff are appropriately trained and retrained as necessary to ensure that they are familiar with any changes in legislation and relevant codes of practice and guidance documents relating to the service areas.</p> | |
| HNM104 | Network Management | Traffic calming features during resurfacing schemes | The Service Provider shall follow agreed processes when resurfacing in relation to existing traffic calming measures. | <p>The Service Provider shall monitor the removal of traffic calming measures from individual roads following highway carriageway resurfacing, including:</p> <ul style="list-style-type: none"> carrying out speed surveys prior to the resurfacing of a road which contains traffic calming measures; carrying out consultation with residents, | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|--------------------|--|--|--|
| HNM105 | Network Management | Private/ temporary | The Service Provider shall process requests for direction signs to premises, locations and | <p>emergency services and ward councillors when traffic calming measures are removed;</p> <p>analysing the results of the consultation responses;</p> <p>carrying out speed surveys three and six months after the resurfacing has been completed;</p> <p>Producing a 6 month review incorporating the results of the consultation and comparison of speed surveys accident data and a recommendation on whether any measures are required seeking approval from the cabinet member for environment; and</p> <p>implementing the measures agreed by the cabinet member for environment subject to funding.</p> | Determine their validity in accordance with existing |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------------|---|---|--|----------------|
| | | direction signs requests | community events, | policy / guidance, process fees and respond to all applicants in line with the Authority's correspondence standards. | |
| HNM106 | Network Management | Private/ temporary direction signs requests | The Service Provider shall carry out design and all necessary liaison for agreed signage. | Obtain all necessary permissions for locating signs, commission works, and obtain payment from applicants. | |
| HNM107 | Network Management | General | The Service Provider shall liaise with TfL regarding proposals for, and works on, the TLRN. | With a view to ensuring the Authority's and residents' interests are represented and taken into account. | |

Output Specification Equalities baseline

Equalities Obligations

In delivering the requirements of this output specification the Service Provider shall co-operate with the Authority in complying with the public sector equality duty under section 149 of the Equality Act 2010 and shall have regard to the need to:

1. eliminate discrimination (whether direct or indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
2. advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
3. foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Service area: Highways Network Management, Traffic & Development and Highways Strategy, Transport & Regeneration

Our customer profile:

The Highways service includes the strategic planning, partnership links (primarily with Transport for London) and all operational activities namely Network Management, Traffic and Development, Transport and Regeneration. There are links between this service and Planning, Highways & Regeneration mainly in relation to Highway and Transport Planning issues, and with the Children's Service in relation to School Travel Plans. Related operations within the wider Environment, Planning and Regeneration directorate include Parking Enforcement, Transport, Fleet Management and Green Spaces.

Barnet's local population has grown by 9.5% since 2001 to the current 349,800 residents in 2011. Viewed as the 16th most ethnically diverse borough and the second most religiously diverse borough in the country, there is an expectation that this level of diversity will increase significantly over the next 10 years as a consequence of regeneration and recent high birth rates (State of the Borough report 2011).

During spring 2011, local public services conducted a Residents' Perception Survey to improve understanding of the opinions and priorities of local people. The local services with which customers are most satisfied are refuse collection (81%), street lighting (75%), recycling facilities (73%), doorstep recycling (72%) and public transport (64%). Just over half of respondents (55%) cited that they were satisfied with the service they received when contacting the Authority. Conversely, repairs of roads received the most critical assessment from respondents (51%), followed by parking services (44%) and quality of pavements (43%).

Compared to 2007/08, six service areas have experienced a significant downward trend in satisfaction ratings: repairs of roads (25%); quality of pavements (11%); collection of Authority tax (8%); social services for children's and families (6%); parking services (5%) and social services for adults (4%)

Population Growth

The Barnet population is projected to grow by 5.5% over next five years – an increase of 19,400 people. The greatest growth will be concentrated in Colindale (+10,900), Golders Green (+7,300), Mill Hill (+2,000) and West Hendon (+1,900) which are major regeneration and development areas in the borough. Meanwhile, the central wards – East and West Finchley, Woodhouse – are projected to experience a slight fall in population, as are Hale, Burnt Oak and Coppetts ward.

Age profile

Between 2011 and 2016, the age profile of Barnet will develop in the following ways:

- Significant increase in **5-14 year olds** (+6,600). This includes a predicted 23% rise in the number of 5-9 year olds. This young cohort is the fastest growing group in the borough.
- General decline in **30-34 years olds** (-1,000, 3%) and slower growth in **25-29 year olds** (600, 2%).
- Sizeable growth in **40-59 year olds**, especially 40-45 (+2,200, 8%) and 50-54 (2,400, 11%) cohorts.
- Sizeable growth in **65-69 year olds** (+2,100, 18%) and proportionally significant growth in **90 plus cohort** (17%).

Ethnic diversity

With regeneration and population growth comes a shift in the ethnic profile of the borough. Over the next five years, the local **Black and Minority Ethnic (BME)** population is projected to increase from 33.1% to 35.0% of the total populace. This increase is at a slightly slower rate than other Outer London boroughs (5.6% compared to Outer London average of 7.0%) but faster than London as a whole (4.7%).

- Barnet's fastest growing ethnic group is **Other** (a classification which includes Iranians, Afghans, and people from the Arab Diaspora) with a 19% growth (+4,400 people) over five years against an average growth rate of 5.5%. In 2010, 2.8% of children in Barnet schools speak Farsi as a first language – 1,395 individuals.
- Although numerically smaller, the **Black Other** community is experiencing the second fastest proportional growth, with 15.1% (1,000) more Black Other Barnet residents expected by 2016. In 2009, there were 250 applications for National Insurance Numbers from Barnet residents of Nigerian nationality, 50 from Ghanaians and another 50 from Somalians. 2010 figures look likely to match or exceed these levels.
- Barnet's largest ethnic group, the **Indian** community, is expected to remain the most populous BME group over the coming half decade, but growth is slower than other groups at just 4.9% (1,600 people). 700 residents of Indian nationality applied for a National Insurance Number in 2009.

Disability

There are an estimated 4,600 people aged between 18 - 64 in Barnet with a serious physical disability, of which 1,700 are predicted to have a serious personal care disability. By 2015 this group is estimated to increase by around five per cent (in line with total population growth). By contrast, the number of residents over 65 with serious physical disabilities is forecast to increase by ten per cent over the same period – twice the average rate of growth. Additionally, there are an estimated 5,360 residents aged 18 - 64 with a **learning disability** in Barnet.

Deprivation

Barnet is generally considered a more affluent London borough ranked 24 out of the 33 local authorities in London (IMD 2010) with 69.2% of the Barnet population in employment (Nomis Oct 09-Sept 10) and ranked nationally as 165th of 326 most deprived Local Authority Area. Barnet is also considered a relatively highly qualified borough with 42.4% qualified to NVQ Level 4 (Nomis 2009). However Barnet is a particularly varied borough with a wide variance between different domains and different areas.

There are significant pockets of deprivation at Lower Super Output Area (LSOA) level, many of which incorporate Barnet's areas of regeneration and are particularly concentrated on the West side of the borough. Barnet has 12 LSOAs within the top 20 per cent most deprived in the country (IMD 2010) these are characterised by higher levels of unemployment and lower level of skills, two of the three most deprived wards in Barnet Colindale and West Hendon are within the regeneration areas. The percentage of the Barnet population who were unemployed in the year up to Sept 2010 was 7.4%. In 2009, 78.2% of the Barnet population had NVQ 1 qualification level and 9.9% with no qualifications.

Things we would like to know: Understanding the complexities of this changing demographic landscape will be essential in design and delivery of services to our diverse users which historically has mainly been a universal one size fits all service. Consequently, due diligence and attention is required to effectively understand and respond to service users' diverse needs. While satisfaction with services is generally good, there has been a reduction in satisfaction over time and we believe further analysis is required to explore how and why satisfaction rates vary between different communities or groups or why certain individuals or communities make more or less use of certain services.

Impact of the service on protected groups

The general equality duty set out in the Equality Act 2010 covers public authorities and other bodies. These include voluntary and private organisations which are carrying out public functions on behalf of a public authority. Compliance with the general equality duty is a legal obligation. The Authority is also subject to the public sector equality duty which is both continuing and non-delegable. The result of this is that all third party providers must be able to demonstrate how they will be able to support the Authority in meeting this public duty.

Highways and transport provision are universal services, but we know that some groups are less likely to have access to a car or are more likely to use different modes of transport (e.g. bus services are more used by women, older people and children/young adults, and BME groups). Some groups are

more vulnerable to injury in road traffic accidents, notably older children/young adults, and older people for whom injuries are commonly more severe. There is some evidence to suggest pedestrians from BME communities are at greater risk than other pedestrians – even when deprivation, another contributory factor, is accounted for. People with disabilities face greater problems accessing transport. Uneven footways, lack of dropped kerbs or crossing facilities, and gaining access to buses and other public transport can all be physical barriers. The service takes all of these factors into account when planning, designing and implementing highway improvement schemes.

The regeneration areas are located in the following areas: West Hendon, Grahame Park, Colindale and Stonegrove, (estate renewal). New developments are required to provide a proportion of affordable housing and the Service's input is to ensure that all regeneration areas and major developments have excellent transport services and facilities, including but not restricted to step-free access at stations, accessible bus stops and audible and tactile facilities across the pedestrian environment; thus ensuring the movement needs of the community, including access to jobs, are fully met. The challenge is to ensure that transport improvements appropriately encompass all modes and road user groups.

The Traffic and Development Section's planned and reactive work programme includes consultation, investigation and design stages and this process is ultimately intended to enhance the quality of life for all within the Borough. An open and fair consultation and public engagement process aspires to ensuring the needs of all sections of the community are taken into consideration, whilst the investigation and design stages will involve the Authority formulating solutions for all road users taking into account legislative and policy restrictions. The outcomes of the consultation, investigation and design stages should result in a safer, more attractive area to live, work and visit, and provide an improved quality of service.

In terms of the highway network inspection function this requires the whole borough to be included in the inspection regime. All adhoc requests made from any source are followed up with a site visit and all necessary actions identified will be instigated. Therefore all communities benefit from the identification and rectification of safety related defects.

With regard to the planned works programme, the schemes are prioritised on a worst condition basis and therefore there is unlikely to be an even split in works carried out across the three constituency areas. This practice does not discriminate against any individual as the basis of investment is purely judged on condition.

Some of our service is provided on demand, including the construction of vehicle crossovers. This allows improved access to property frontages and can therefore greatly benefit those groups who are not as mobile. A standard process is followed for all requests to ensure that everyone has fair and consistent access to services.

Before proceeding with any major schemes (carriageway resurfacing, footway relay and street lighting improvements) residents receive advanced notification and they therefore have the opportunity to raise any issues and concerns prior to commencement. All responses are considered and where appropriate alterations are made to the proposals.

Key Equality risks

Mitigating activity

Measurable outputs

| | | |
|---|--|---|
| <p>Access to information</p> | <p>Information about the services provided is available on the Authority website including contact information. Service information, documents and FAQs are published on the Authority website in compliance with web accessibility standards. This includes online forms and interactive services that are developed to web & usability standards. Literature is available in large print on request.</p> <p>Statutory Notices about carriageway resurfacing and major footway relay schemes are published in the local press.</p> <p>The Authority's perception survey questionnaire is used to obtain information about groups that might be having difficulties contacting us or using our services.</p> | <ul style="list-style-type: none"> • Website contents and related downloadable documents reviewed and updated every 6 months • Any new documents are reviewed according to the needs of specific groups and are in plain English (possibly Crystal Mark)? • % respondents who indicate ease of access to online information (possibly through a regular survey?) |
| <p>Access to services e.g. face to face advice, home/site visits, telephone/written</p> | <p>Our services are delivered and accessible to all. We understand the importance of understanding the experience of users with protected characteristics. Requests for services are received via a number of channels including telephone, email, website and face-to-face through site visits and the interactions of our 'on street staff' with residents and users.</p> <p>Our consultation service requests and complaints channels help ensures that we can become aware of scenarios where sections of the population are not getting equal access to our services.</p> | <ul style="list-style-type: none"> • Customer Satisfaction measures via survey • Analysis of take up data on all access channels • Profile of customers completing annual satisfaction survey |
| <p>Access for people with disabilities to buildings</p> | <p>The nature of the services does not require or include a dedicated face-to face office building for customers. However officers are based and operate from the Authority offices which are compliant with the requirements of the DDA.</p> | <ul style="list-style-type: none"> • Number of complaints about access to services • Number of people visiting Authority offices |

| | | |
|--|---|--|
| <p>On line advice and services (e.g. applications)</p> | <p>Information about the services provided is available on the Authority website including contact information. Service information, documents and FAQs are published on the Authority website in compliance with web accessibility standards. This includes online forms and interactive services that are developed to web & usability standards. Literature is available in large print on request.</p> | <ul style="list-style-type: none"> • Data on applications collected via online channel to be published on the website • Customer Satisfaction measures via survey • Collection and analysis of take up data on all access channels |
| <p>Consultation Consultation and engagement with members of Barnet's diverse communities</p> | <p>Statutory consultations (CPZ, redevelopments etc.) are conducted with residents and service users to capture opinions and views about proposed traffic and design developments. Survey questionnaires include diversity monitoring questions to collect equalities and diversity data about users.</p> <p>Satisfaction surveys including diversity monitoring questions are issued in areas where major highways maintenance work has been undertaken.</p> <p>An E&O Staff residents' panel as a representative and reflective sample of the service's customers. The Panel is used as a Sounding Board and internal Focus Group to test perceptions and impact of the Directorate's activities and services within the community.</p> <p>Specific consultation with vulnerable groups, including and Equalities Impact Assessments (EIA), is undertaken where a new change is proposed to a service identified as having a particular impact or relevance.</p> <p>Particular attention is given to developing the sample profile of residents we engage in user and focus groups to ensure we capture information about access and experience of our services from all sections of the population.</p> <p>Officers attend resident forum meetings to discuss and interact with residents and users about service issues that affect them.</p> | <ul style="list-style-type: none"> • Diversity Monitoring data collected from all consultation and customer satisfaction surveys • EIA undertaken to ascertain the impact of customer facing policy and service changes on protected groups • Feedback, comments or complaints from residents about consultation methodology • % of survey respondents that indicate awareness of consultation activity conducted. |

| | | |
|---|---|---|
| | <p>Such forums are open to all members of the community and care taken to ensure that timing, locations and venue access meets accessibility standards.</p> <p>Increases in fees and charges are subject to an Equalities Impact Assessment (EIA). The outcomes and impact of these changes are monitored and measured against current information to ensure that different groups are not adversely affected. Some charges are subject of public advert (statutory notices) which enables all residents to be made aware of the increase in charges and their applicable date of change.</p> | <ul style="list-style-type: none"> • Number of complaints about changes to fees and charges – where possible data will be segmented for analysis • Number of threats of Judicial Review challenges • Actual number of Judicial Review challenges that have been upheld on appeal |
| <p>Accountability and relationship to Councillors</p> | <p>The co-ordination of equalities activities, diversity monitoring, satisfaction, perception survey and diversity monitoring intelligence is monitored through the Knowing our customers steering group and Senior Management Team (SMT) structures.</p> <p>The service is subject to Equalities Audits to assess the adequacy and effectiveness of the management processes implemented to drive the Authority's equality policy. The internal auditor reviews and provides an opinion on the effectiveness of controls in place to achieve the Authority objectives for Equalities.</p> | <ul style="list-style-type: none"> • Number of members enquiries on behalf of constituents |
| <p>Procurement processes</p> | <p>All procurements are undertaken in accordance with the Authority's Contract Procurement Rules. An EIA will also be required for any major service or policy change that may form part of the procurement process.</p> | <ul style="list-style-type: none"> • Ensuring that any specification of services reflects the most recent customer profile • Internal Audit outcomes |
| <p>Monitoring</p> | <p>Key targets and performance indicators are collected monthly and quarterly and reported to senior management at both a directorate and corporate level. Equalities issues are kept under continuous review and any issues arising are addressed through the senior management group.</p> | <ul style="list-style-type: none"> • Traffic light rating of key performance indicators • Evidence that relevant performance data is used to develop the service • Mystery shopping of key customer facing processes and services |

Output Specification: Hendon Cemetery & Crematorium

BASELINE

UNAPPROVED

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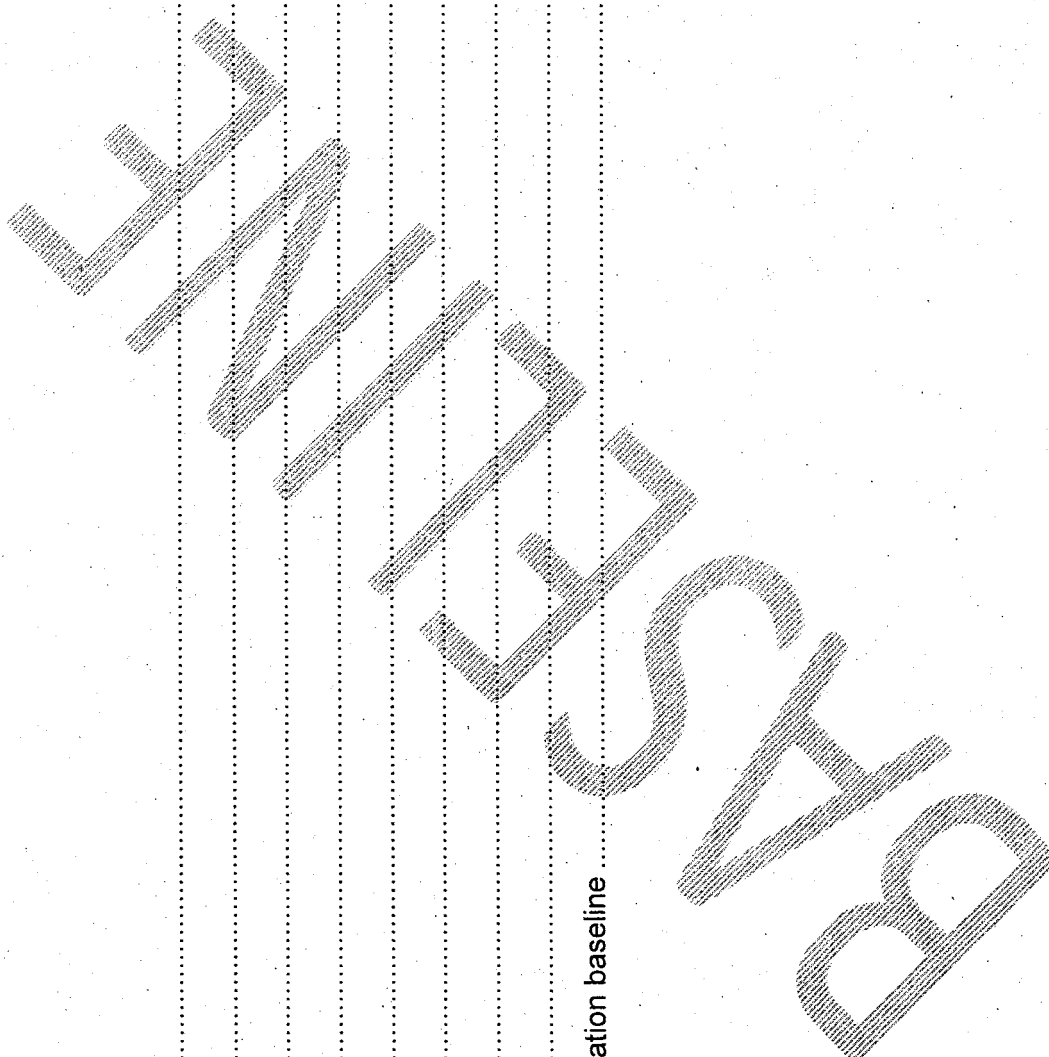
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Document History

Document Control

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| Document Owner | [Redacted] |
| Contact Details | [Redacted] |
| Document Location | [Redacted] |

Version Control

| Version | Details of Update | Comments | Author | Issue Date | Status |
|---------|-----------------------|--|-------------------|------------|--------|
| V1.0 | Commercial Dialogue 2 | First Version of Baseline with legal comments given to bidders prior to the start of dialogue 2. | [Redacted] | 13/01/12 | Final |
| V2.0 | Detailed Solution | Final Version of Baseline given to bidders to use for their detailed solution submission | [Redacted] | 15/10/12 | Final |
| V3.0 | Prepped for T&H | Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review | [Redacted] | 08/11/12 | Draft |
| V4.0 | Final Tenders | Version given to bidders to use for their final tenders will include up to date review from J&H | J. Howes & Hamlin | 29/11/12 | Final |

Sign Off

| | |
|-----------|----------------------------------|
| Signature | [Redacted] |
| Job Title | Cemetery and Crematorium Manager |
| Date | 29/11/12 |

Service

Definitions

| Term | Definition |
|----------------|---|
| Authority | means the London Borough of Barnet and its successors and assigns |
| BA 1857 | means the Burial Act 1857 |
| BDRA 1953 | means the Births and Deaths Registration Act 1953 |
| BICSc | means the British Institute of Cleaning Science |
| CAMEO | means the Crematoria Abatement Mercury Emissions Organisation |
| CIPFA | means the Chartered Institute of Public Finance and Accountancy |
| Crem Regs 2008 | means the Cremation Regulations 2008 |
| DDA | means the Disability Discrimination Act 1995 |
| DPA | means the Data Protection Act 1998 |
| EPA 1990 | means the Environmental Protection Act 1990 |
| EPR 2010 | means the Environmental Permitting (England and Wales) Regulations 2010 |
| FBCA | means the Federation of Burial and Cremation Authorities |
| GLCVPA 1976 | means the Greater London Council (General Powers) Act 1976 |
| GLA | means the Greater London Authority |

| | |
|--------------------|---|
| HASAWA 1974 | means the Health and Safety at Work etc Act 1974 |
| HCC | means the Hendon Cemetery and Crematorium |
| ICCM | means the Institute of Cemetery and Crematorium Management |
| ICCM (COSWP) | means the Institute of Cemetery and Crematorium Management Code of Safe Working Practice |
| LACO 1977 | means the Local Authorities' Cemeteries Order 1977 |
| LBB R&R | means the London Borough of Barnet Rules and Regulations 2011 |
| LLAA 2007 | means the London Local Authorities Act 2007 |
| MHSWR 1999 | means the Management of Health and Safety at Work Regulations 1999 |
| OLA 1957 | means the Occupiers Liability Act 1957 |
| PH (CoD) 1984, S46 | means the Public Health (Control of Disease) Act 1984, Section 46 |
| RBDR 1987 | means the Registration of Births and Deaths Regulations 1987 |
| Service Provider | means [●], (Company registered number [●]) whose registered office is at [●] [and any permitted succession in title pursuant to the DRS partnering contract entered into by the Authority and [●] on [●] 2012 |
| SP | means the Service Policy adopted by the HCC on 13 August 2012 |
| SSGN PG5/2 (95) | Secretary of State's Guidance Notes PG5/2 (95) as amended from time to time |
| SSGN PG5/2 (04) | Secretary of State's Guidance Notes PG5/2 (04) as amended from time to time |

Scope

- The Service Provider shall deliver the highest possible standards in meeting the needs of the bereaved in the delivery of cemetery and crematorium and related services including administration, burial, cremation, memorial management, ground maintenance and cremation memorial options in partnership with relevant Authority and external organisations.
- The Service Provider shall meet all legislative, industry standards and crematoria permit requirements such as employing best available techniques for its management and operation and to prevent or where this is not practicable, to reduce emissions, whilst at the same time maintain and where possible expand the delivery of quality bereavement services for the benefit of the bereaved and the Authority.
- The Service Provider shall meet all statutory Registration requirements as directed by the Cremation (England and

Wales) Regulations 2008 and the Local Authorities' Cemeteries Order 1977.

- The Service Provider shall deliver all management and ancillary tasks required to ensure the service runs efficiently.
- The Service Provider shall adopt all accepted industry working practices relating to cemetery, crematorium and grounds maintenance operations and develop and take part in energy and natural resource preservation initiatives to reduce the negative impact on the environment and maximise the sustainability of natural resources.

Service Requirement

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-----------------|-------------------------------------|---|--|----------------|
| HCC001 | Cemetery/Burial | Planning of grave/cemetery layout | The Service Provider shall maximise burial capacity within the cemetery by utilising existing burial space and extend Hendon's ability to provide burial provision further into the future by identifying, reclaiming, re-using old and/or disused/delict graves and memorials. In all instances legislation, codes of practice and local authority rules and regulations are to be adhered to. | Compliant: BA 1857 GLCVPA 1976 LACO 1977 LLAA 2007 | |
| HCC002 | Cemetery/Burial | Update burial plans for future use. | The Service Provider shall update burial records to ensure accurate plans and details are maintained. | Compliant: LACO 1977 Article 9 | |
| HCC003 | Cemetery/Burial | Provision of burial facilities | The Service Provider shall deliver and develop burial services to meet the needs of the community, including maintaining existing arrangements with specific religious and community groups including Muslim burial, the St Sophia's Greek Orthodox Cathedral section, Japanese Residents Association and the Commonwealth War Graves Commission. | Compliant: Burial Act 1857 LACO 1977 | |
| HCC004 | Cemetery/Burial | Provision of burial appointments | The Service Provider shall schedule sufficient time for graveside burial services of at least 30 minutes duration subject to the wishes of the applicant for burial, between 9 am and 3 pm Monday to Friday and 9 am to 1 pm Saturday. | Compliant: SP | |
| HCC005 | Cemetery/Burial | Provision of burial appointments | The Service Provider shall provide the option of a chapel service prior to burial of at least 30 minutes duration subject to the wishes of the applicant, within the interment fee between 9 am to 2.30pm, Monday to Friday and 9 am to 12.30 pm Saturday. | Compliant: SP | |
| HCC006 | Cemetery/Burial | Selection of a grave | The Service Provider shall make available appointment times during the day for clients to meet with nominated staff to view burial plots and where practical select a grave(s) for imminent burial or pre-purchase/future use. | Compliant: SP | |

| Ref. | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-----------------|---|---|---|----------------|
| HCC007 | Cemetery/Burial | Identification of grave | The Service Provider shall identify every pre-purchased grave by marking it with a marker/peg recording the grave number and area and update the appropriate register accordingly. | Compliant SP | |
| HCC008 | Cemetery/Burial | Choice of grave | The Service Provider shall ensure clients have a choice of at least two classifications of grave priced to reflect their unique features. | Compliant SP | |
| HCC009 | Cemetery/Burial | Excavation of graves Safe systems of work and training | Prior to any work to prepare a grave for burial, the Service Provider shall ensure in all activities that safe working practices for staff and other users of the cemetery are followed and staff are adequately trained and skilled to enable them to comply with these, including meeting the requirements of health and safety and ICCM codes of safe working practices. | Compliant HSAWA 1974 ICCM (COSWP) | |
| HCC010 | Cemetery/Burial | Excavation of graves Grave/owner identification | The Service Provider shall identify the appropriate grave and grave owner; prepare the grave to the required depth, according to the instructions of the owner and in compliance with burial health and safety legislation and Authority regulation. | Compliant Burial Act 1857 LACO 1977 HSAWA 1974 ICCM (COSWP) | |
| HCC011 | Cemetery/Burial | Presence of memorial | Where a memorial stone is present on the grave to be excavated, where practical due to its size and nature, the Service Provider shall remove memorial to a safe and immediate location and shall replace it within 2 weeks of the first anniversary of the last burial in that grave. The Service Provider shall re-level the grave to surrounding ground conditions prior to the memorial's replacement. Where neighbouring memorials are required to be removed to allow access to the appropriate grave, the Service Provider shall replace these immediately after interment has been completed and before the area has been vacated by staff. | Compliant SP | |
| HCC012 | Cemetery/Burial | Re-instatement of graves | The Service Provider shall ensure that immediately after the burial and once all mourners have left the graveside, unless permission has been given by the | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|------------------------------|--|---|---|----------------|
| HCC013 | Cemetery/Burial | Grave subsidence | <p>next-of-kin to re-instate in their presence, the grave/excavation is to be back-filled and made good to avoid any health and safety hazard and the grave marked to identify it by grave number.</p> <p>The Service Provider shall complete an inspection of all excavations completed within the previous 12 month period on a monthly basis and re-level any grave which has sunk due to subsidence, such work to be funded by the initial interment fee.</p> | Compliant: SP | |
| HCC014 | Cemetery/Burial | Right to choose own memorial stone mason | <p>The Service Provider shall ensure freedom of choice to right owners to appoint a stone mason subject to fulfilment of all cemetery regulations.</p> | Compliant: SP | |
| HCC015 | Cemetery/Burial | Exhumation | <p>The Service Provider shall ensure that all exhumation applications are completed appropriately in line with industry good practice, legislative requirements and direction provided by the Authority (Environmental Health) including the submission of a method statement and safe system of work etc.</p> | Compliant: Burial Act 1857 Sec25 LACO 1977 HSAWA 1974 ICCM (COSWP) | |
| HCC016 | Cemetery/Burial | Organising the burial service | <p>The Service Provider shall ensure that the next-of-kin/administrator/applicant for burial can appoint a funeral director, organist, religious minister or any other officiate of their choosing to deliver the funeral service subject to fulfilment of all cemetery regulations and requirements.</p> | Compliant SP | |
| HCC017 | Cemetery/Burial | Development of service provision | <p>The Service Provider shall, where practical, develop new burial systems and services to meet the needs of the bereaved.</p> | Compliant SP | |
| HCC018 | Cemetery/Memorial Management | Choice of memorial | <p>The Service Provider shall ensure that the owner of the right of burial can arrange a memorial of the type and design of their choosing subject to the rules and regulations of the Authority.</p> | Compliant SP LBB R&R | |
| HCC019 | Cemetery/Memorial | Inspection of memorials after installation | <p>The Service Provider shall inspect the installation of a new/replacement memorial as soon as reasonably practicable to ensure it meets with HCC</p> | Compliant SP LACO 1977 | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---|---|---|--|----------------|
| HCC020 | Management Cemetery/ Memorial Management | On-going maintenance and inspection of memorials | <p>policy, LBB R&R, accepted industry standards health and safety legislation.</p> <p>The Service Provider shall complete periodic written risk assessments of all memorials.</p> <p>The Service Provider shall maintain a safe work and visiting environment by requiring the completion of any priority remedial works to be executed by the grave owner or their appointed representative, or failing that, by completing works in their default.</p> | <p>HSAWA 1974 MHSWR 1999</p> <p>Compliant HSAWA 1974 MHSWR 1999 OLA 1957</p> | |
| HCC021 | Cemetery/ Memorial Management | Contact grave/memorial owner | <p>The Service Provider shall in respect of removing or completing any such work to a memorial do so after consultation with the owner(s) of that grave in compliance with regulation, legislation and industry best practice.</p> | <p>Compliant LACO 1977 S3 ICCM</p> | |
| HCC022 | Horticulture and Grounds maintenance techniques | Environmental/ecological practices | <p>The Service Provider shall employ accepted good practice in grounds maintenance techniques to ensure minimum negative impact on the environment of the grounds and buildings, watercourses and those residing in properties bordering the perimeter and surrounding areas, to include limiting use of pesticides, insecticides and fossil fuels and maximise activities such as composting, mulching, recycling of wood, metals and plastics and burning of refuse including by-products of day-to-day activities etc.</p> | <p>Compliant SP</p> | |
| HCC023 | Horticulture and Grounds maintenance techniques | <p>Grass cutting.</p> <p>Higher profile areas</p> <p>Areas located immediately surrounding the burial and crematorium chapels and either side of the main access road</p> | <p>The Service Provider shall ensure that during the growing season (February to November) a maximum height of 20mm of grass length from prevailing ground level is not exceeded to the higher profile areas of the cemetery. The Service Provider shall make adjustment for seasonal variances.</p> | <p>Compliant SP</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---|--|--|-----------------|----------------|
| HCC024 | Horticulture and Grounds maintenance techniques | from and including the main entrance to the first line of graves. To lower profile areas: Are all grassed areas not defined as higher profile. | The Service Provider shall ensure that during the growing season (February to November) a maximum height of 25mm of grass length from prevailing ground level is not exceeded to the lower profile areas of the cemetery. The Service Provider shall make adjustment for seasonal variances. | Compliant SP | |
| HCC025 | Horticulture and Grounds maintenance techniques | Grounds maintenance and appearance of facilities including the presentation of shrub, rose, and flower beds, ornamental bedding and private maintenance contracts. | The Service Provider shall employ best available techniques minimising weed growth and maintaining a neat and tidy visual appearance throughout the year. | Compliant SP | |
| HCC026 | Horticulture and Grounds maintenance techniques | Visual and aesthetic appearance of general grounds. | The Service Provider shall take all reasonable steps to minimise weed growth to the non-ornamental areas of the cemetery grounds and maintain a neat and tidy visual appearance. | Compliant SP | |
| HCC027 | Horticulture and Grounds maintenance techniques | Weeding and maintenance of flower beds and plots, paths and edges | The Service Provider shall complete appropriate activities to ensure a neat and tidy presentation and appearance at all times. | Compliant SP | |
| HCC028 | Horticulture and Grounds maintenance techniques | Planting of bedding plants into ornamental areas and graves under contract | The Service Provider shall complete: For Spring: (May/June) Fork, mulch and plant bulbs/flowers etc. Autumn: (Oct/Nov) Fork and plant bulbs/flowers etc. | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---|--|--|---------------|----------------|
| HCC029 | Horticulture and Grounds maintenance techniques | Clip hedges | The Service Provider shall clip hedges 1 per year for Yew, Holly, Beach (Oct/Nov) 2 per year for Privet (Oct/Nov – Aug/Sept) | Compliant SP | |
| HCC030 | Horticulture and Grounds maintenance techniques | Prune roses | The Service Provider shall complete pruning of roses - 1 per year, Nov/Dec or Feb/Mar | Compliant SP | |
| HCC031 | Horticulture and Grounds maintenance techniques | Planting of roses | The Service Provider shall plant roses November to March | Compliant SP | |
| HCC032 | Horticulture and Grounds maintenance techniques | Lay/renovate turf | The Service Provider shall lay or renovate turf between November and March (weather permitting) | Compliant SP | |
| HCC033 | Horticulture and Grounds maintenance techniques | Remove fallen leaves and store for leaf mould etc. | The Service Provider shall clear fallen tree/shrub leaves such that all roads, paths, common areas and graves, as far as reasonably practicable, to not have accumulations of fallen leaves. | Compliant SP | |
| HCC034 | Horticulture and Grounds maintenance techniques | Collect litter and rubbish | The Service Provider shall collect and remove litter to ensure a clean and tidy appearance at all times from all areas of the grounds. | Compliant SP | |
| HCC035 | Horticulture and Grounds maintenance techniques | Inspect, repair and replace tools and equipment | The Service Provider shall inspect, replace or repair tools and equipment as and when necessary and maintain such records in line with industry good practice and legislation. | Compliant SP | |
| HCC036 | Horticulture and Grounds maintenance | Maintenance of mowers, strimmers and equipment | The Service Provider shall maintain machinery and equipment as appropriate to maintain functionality and operations and maintain such records in line with industry good practice and legislation. | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|---|---|---|---------------|----------------|
| | techniques | | | | |
| HCC037 | Horticulture and Grounds maintenance techniques | Control of weeds and unwanted/desired vegetation to paths, paved areas, edges, and in and around buildings etc. | The Service Provider shall implement best available environmental techniques in order to minimise the growth of weeds and other unwanted vegetation. | Compliant SP | |
| HCC038 | Horticulture and Grounds maintenance techniques | Remove Christmas holly wreaths etc. | The Service Provider shall not remove Christmas items placed on memorials or in designated chapels (e.g. book of remembrance) before the end of January, unless causing a hazard or obstruction to safe operations etc. | Compliant SP | |
| HCC039 | Horticulture and Grounds maintenance techniques | Condition of trees and shrubs, taking action to maintain the health of the tree and/or address any health, safety or negative consequences that its condition provides. | The Service Provider shall maintain all trees on site and complete any works identified as being required to ensure the cemetery remains safe, in-line with Authority policy, industry standards and legislative requirements. | Compliant SP | |
| HCC040 | Facilities Management | Maintain vehicles and equipment | The Service Provider shall maintain vehicles to ensure safety, reliability and delivery of service and business objectives. | Compliant SP | |
| HCC041 | Facilities Management | Buildings | The Service Provider shall maintain all buildings and facilities under their control in a good state of repair and comply with all building, health and safety, fire and DDA legislation and regulation. | Compliant SP | |
| HCC042 | Facilities Management | Ensure safe functionality of roads, footpaths, foot and road bridges, walls and paved areas etc. | The Service Provider shall ensure that all roads, footpaths, walls and bridges etc. remain in a safe and usable condition for staff, mourners, contractors and others visiting the cemetery and crematorium grounds and complete appropriate maintenance and restorative works as required. | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-----------------------|--|--|---------------|----------------|
| HCC043 | Facilities Management | Maintain security of buildings and facilities. | The Service Provider shall maintain both internal and external security of buildings and facilities to ensure only authorised persons have access and property is secured. | Compliant SP | |
| HCC044 | | Inspect and repair paths and roads | The Service Provider shall maintain footpaths and roads ensuring they remain safe for use all year. | Compliant SP | |
| HCC045 | | Renovate external furniture (waste bins, signs and information boards and fixed bollards etc. | The Service Provider shall clean/renovate/make good between January and March and as necessary at other times. | Compliant SP | |
| HCC046 | | Clear drains and building gully's etc. After leaf-fall | The Service Provider shall ensure all facilities are clear of leaf litter and refuse all year to ensure drainage and reduce likelihood of flood and flood damage. | Compliant SP | |
| HCC047 | | Prepare for and respond to adverse weather conditions (snow, ice, wind and rain etc.) To ensure the grounds and buildings remain safe to use and visit | The Service Provider shall ensure that all paths, walkways, paved areas, roads, and other structures are appropriately treated with, for example, grit or salt to ensure they are safe to use during adverse weather conditions | Compliant SP | |
| HCC048 | Facilities Management | Ensure cleanliness of buildings and facilities | The Service Provider shall ensure the cleanliness of all buildings and facilities including staff and public conveniences (toilets) to meet with accepted Authority conditions and industry standards such as BICSc. The Service Provider shall undertake cleaning without disturbance of the funeral service. | Compliant SP | |
| HCC049 | Facilities Management | Miscellaneous maintenance and repair | The Service Provider shall take all reasonably practicable actions to maintain facilities and infrastructure in order to ensure safety and security and minimise waste, such as effecting repairs to lighting, water standpipes, underground water pipes, electrical, gas and telecommunication | Compliant SP | |

| Rev | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|-----------------------|---|---|--|----------------|
| HCC050 | Facilities Management | Security of grounds, buildings and public access | <p>facilities etc.</p> <p>The Service Provider shall ensure the grounds and buildings are open to the public for visiting Monday to Sunday including all public holidays Christmas and Boxing day according to the stated/advertised times.</p> <p>May to Sep 0830 to 1900 hrs.</p> <p>Oct to Feb 0830 to 1630 hrs.</p> <p>March to April 0830 to 1730 hrs.</p> <p>And/or other times as agreed by the Authority.</p> | Compliant SP | |
| HCC051 | Facilities Management | Security of grounds, perimeter walls, fencing and entrance gates etc. | <p>The Service Provider shall ensure the grounds and all buildings are vacated of all unauthorised people when closed to the public.</p> | Compliant SP | |
| HCC052 | Facilities Management | Security of grounds, perimeter walls, fencing and entrance gates etc. | <p>The Service Provider shall ensure all perimeter walls, fences and entrance/exit gates are kept in such a condition to be sufficient to be a deterrent against trespass and provide appropriate security.</p> | Compliant SP | |
| HCC053 | Facilities Management | Security of grounds, perimeter walls, fencing and entrance gates etc. | <p>The Service Provider shall secure HCC against trespass when the grounds are closed to visitors and shall ensure that an officer shall attend the property within 30 minutes of notification of trespass at all times outside normal working hours.</p> | Compliant SP | |
| HCC054 | Crematoria | Operation and use of cremators Staff | <p>The Service Provider shall comply with all legislation, permit regulations and codes of practice in the operation and use of cremators and related equipment concerning training, competence and qualification of staff and ensure sufficient staff availability at all times.</p> | Compliant EPA 1990 SSGN PG5/2 (95) ICCM FBCA EPR 2010 | |
| HCC055 | Crematoria | Operation and use of cremators Legislation | <p>The Service Provider shall comply with all legislation and regulation relating to crematoria and the act of cremation and storage and administration of cremated remains (ashes).</p> | Compliant EPA 1990 SSGN PG5/2 (95) Crem Regs 2008 | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|---|---|---|----------------|
| HCC056 | Crematoria | Operation and use of cremators Permit to operate | The Service Provider shall adhere to all legislative requirements expressed within the Permit to Operate and follow all reasonable instructions of the cremator maintenance provider/client to maintain safety, reliability, longevity of equipment and maximise energy efficiency and minimise emissions. Monthly cremator performance to be reported to the Authority periodically as required by permit. | HSAWA 1974 Compliant EPA 1990 SSGN PG5/2 (95) PP&C (E&W) Regs (R10) | |
| HCC057 | Crematoria | Operation and use of cremators Mercury abatement | The Service Provider shall comply with legislation concerning mercury abatement and honour arrangements between the Authority and GAMEDO. | Compliant SSGN PG5/2 (04) | |
| HCC058 | Crematoria | Cremation service appointments | The Service Provider shall schedule sufficient time for cremation services of at least 30 minutes duration, providing at least 45 minutes between appointment times between 9am and 4pm Monday to Friday and 10am to 3pm Saturday and Sunday and public Holidays excluding Christmas Day, Boxing Day and New Year's Day (including their designated bank holiday). | Compliant SP | |
| HCC059 | Crematoria | Cremation service appointments | The Service Provider shall schedule appointment times to avoid unreasonable vehicle and pedestrian congestion in and around the grounds and when entering or exiting the main entrance and do all that is reasonably practicable to maintain safety and a suitable atmosphere for all visitors. | Compliant SP | |
| HCC060 | Crematoria | Delivery of chapel services | The Service Provider shall prepare and maintain funeral chapels to deliver funeral and funeral related services to meet needs of mourners and clients. | Compliant SP Crem Regs 2008 | |
| HCC061 | Crematoria | Delivery of chapel services | The Service Provider shall maintain the structural and decorative order and functions of the chapels and building and ensure they are kept in a good state of repair. | Compliant Crem Regs 2008 | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|--|-----------------------------|----------------|
| HCC062 | Crematoria | Delivery of chapel service | The Service Provider shall where reasonably practicable, develop additional funeral related facilities such as the recording and broadcasting of services, variation of music playing formats and slideshow presentation of digital images etc. | Compliant SP | |
| HCC063 | Crematoria | Ashes scattering/burial | The Service Provider shall store and dispose of cremated remains (ashes) as directed by legislation and as instructed by the applicant of cremation. | Compliant Crem Regs 2008 | |
| HCC064 | Crematoria | Identify needs of bereaved for disposal of ashes (selection) | The Service Provider shall deliver a range of ashes memorial options to the bereaved, maintaining freedom of choice and where practicable, develop commemorative and additional memorial options to meet the needs of the bereaved. | Compliant SP | |
| HCC065 | Crematoria | Ashes collection | The Service Provider shall provide a range of times convenient for the bereaved or a funeral director to collect cremated remains accompanied with certificate of cremation within 48 hours of request. | Compliant SP | |
| HCC066 | Crematoria | Ashes collection | The Service Provider shall meet all reasonable requests to present the ashes in the required container purchased through HCC or provided by applicant or applicant's representative including the supply of overseas sealing of casket/urn certificates. | Compliant SP | |
| HCC067 | Crematoria | Book of remembrance | The Service Provider shall continue to provide the book of remembrance service and ensure its availability for the convenience of mourners during hours of grounds opening. | Compliant SP | |
| HCC068 | Crematoria | Book of remembrance | The Service Provider shall ensure the pages of the books of remembrance are turned daily to that day's date in order for entries to be viewed by the public as required. | Compliant SP | |
| HCC069 | Crematoria | Book of remembrance | The Service Provider shall ensure the books are kept and maintained in a manner and condition conducive to their use and presentation protected from moisture, damp, fungal and insect infestation, heat, fire and ultraviolet or any other degradation. | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|--------------|--|--|-----------------|----------------|
| HCC070 | Crematoria | Book of remembrance | The Service Provider shall, where reasonably practicable develop additional book of remembrance services. | Compliant SP | |
| HCC071 | Management | Energy conservation and carbon reduction and sustainability. | The Service Provider shall employ all reasonably practicable energy and water conservation techniques in order to reduce the carbon footprint and maximise service environmental sustainability and performance of HCC and the Authority | Compliant SP | |
| HCC072 | Management | Compliance with legislation | The Service Provider shall adhere to all applicable legislation concerning health, safety and fire, facilities management, employment, DDA, financial and any other requirement of the service | Compliant SP | |
| HCC073 | Management | Performance monitoring Professional statistics | The Service Provider shall monitor business performance and record and report on statistics required by the Authority or partner organisations such as the GLA, FBCA, CIPFA and ICCM | Compliant SP | |
| HCC074 | Management | Performance monitoring business related | The Service Provider shall ensure that all income and expenditure transactions are recorded in accordance with European, National and Authority financial regulations and agreed requirements. | Compliant SP | |
| HCC075 | Management | Performance monitoring business related | The Service Provider shall use all relevant powers and processes to recover any debt related to the undertaking of the cemetery and crematorium service and its operations. | Compliant SP | |
| HCC076 | Management | Performance monitoring business related | The Service Provider shall ensure the efficient payment of debts for stocks, supplies, services, machinery and any other resource procured on behalf of HCC and the Authority. | Compliant SP | |
| HCC077 | Management | Performance monitoring employment related | The Service Provider shall comply with all employment legislation including identifying industry specific/required training, health and safety, employee monitoring and statistics and codes of practice etc. | Compliant SP | |
| HCC078 | Management | Performance monitoring | The Service Provider shall respond to formal complaints received in writing, by phone or in person, in accordance with the Authority's formal | Compliant SP | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|----------------|---|---|---|----------------|
| | | Customer service | complaints procedure as published at the time. | | |
| HCC079 | Management | Registration and plans | The Service Provider shall keep and maintain in good order a register of all burials and cremations and plans of all graves, vaults and grave spaces complying with relevant legislation at all times. | Compliant Burial Act 1857 LACO 1977 | |
| HCC080 | Administration | Registration after burial | The Service Provider shall inform the registrar of births and deaths that burial has taken place within the specified time limit (96 hrs.). | Compliant BDRA 1953 RBDR 1987 | |
| HCC081 | Administration | Transfer of grave ownership | The Service Provider shall ensure ownership of the right of burial will be transferred appropriately in line with legislation and intestacy rules and compliant with ICCM recommendations by way of probate letters of administration or statutory declaration (created by the burial authority or by a third party). | Compliant: LACO 1977 S2 | |
| HCC082 | Administration | Exclusive right of burial and right to erect memorial | The Service Provider shall provide a grant of right of burial and right to erect a memorial not exceeding 100 years duration, upon the expiry of which, the rights shall revert back to the burial authority. | Compliant LACO 1977 Article 10 | |
| HCC083 | Administration | Exclusive right of burial and adherence to legislative requirements | The Service Provider shall ensure that only the legal owner of the right of burial and right to erect a memorial shall authorise any burial including that of ashes scattering or interment into a grave or any work to the memorial including the erection of a new or a replacement memorial. | Compliant LACO 1977 Article 10 | |
| HCC084 | Administration | Burial for resident/non-resident | The Service Provider shall maintain right of burial fees and charges to maximise income but shall ensure that fees are set such as to provide appropriate concessions to residents of the Authority. The Service Provider shall agree the scale of charge with the Authority. | Compliant SP | |
| HCC085 | Administration | Public health burial | The Service Provider shall ensure burial provision where no relatives of a deceased person are located by the local authority at reduced cost | Compliant: PH(CoD)1984, S46 | |

| Ref | Service Area | Function | Service Requirement (common/public burial) | Service Level | Legal/Comments |
|--------|----------------|--------------------------------------|---|---|----------------|
| HCC086 | Administration | Authorisation of burial | The Service Provider shall only permit burial with appropriate authorisation by the release and submission of the certificate for burial and subject to reception of required application/order for burial and/or owners signature. | Compliant: BDRA 1953 RBDR 1987 | |
| HCC087 | Administration | Private contracts | The Service Provider shall adhere to all contract agreements in the memorialisation of ashes and grave maintenance including the provision of plaques, lily pond tablets, trees, shrubs and flower displays etc. | Compliant SP | |
| HCC088 | Administration | Private contracts Variety | The Service Provider shall, where practical, develop new contracts to meet the needs of the bereaved and increase income. | Compliant SP | |
| HCC089 | Administration | Registration | The Service Provider shall ensure that the applicable medical forms are made available for inspection by the applicant for cremation (or their representative) upon request and that sufficient time and a suitable venue is provided for the inspection to take place. | Compliant Crem Regs 2008 | |
| HCC090 | Administration | Registration | The Service Provider shall ensure that appropriate cremation and medical forms have been received, processed and made ready for the attention of the Authority's medical referee and that cremation does not take place until authorisation of the medical referee is obtained, as set out by the cremation regulations. | Compliant Crem Regs 2008 | |
| HCC091 | Administration | Safety and security of documentation | The Service Provider shall take all necessary actions to ensure the safe keeping of cremation, burial and private contract details, including the storage of such documentation, protecting against unauthorised release or copying (data protection), loss by theft, deterioration and damage by fire, chemical, radiation, gas, smoke, liquid or mould etc. | Compliant Crem Regs 2008 LACO 1977 DPA | |
| HCC092 | Administration | Registration of cremation | The Service Provider shall inform the registrar of births and deaths that cremation has taken place | Compliant: BDRA 1953 | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|----------------|--|---|---|----------------|
| HCC093 | Administration | Registration of cremation | <p>within the specified time limit (96 hrs.)</p> <p>The Service Provider shall ensure that if, following the required checks by the medical referee and the cremation and burial authority, the cause of death appears to be suspicious, the cremation or burial be suspended and the death reported to the coroner for further investigation</p> | <p>RBDR 1987</p> <p>Compliant Crem Regs 2008</p> | |
| HCC094 | Administration | Registration of cremation | <p>The Service Provider shall ensure that provision is made for the sufficient ordering, stock level, secure storage, and distribution of medical certificates, notice of cremation, cremation application and burial forms for use by funeral directors, medical practitioners, hospitals and bereavement offices.</p> | <p>Compliant SP</p> | |
| HCC095 | Administration | Grave/garden plot searches | <p>The Service Provider shall take all reasonable actions to locate or identify a grave or cremation memorial or plot upon request or, where the exact date of death or funeral is not known, the Service Provider shall respond to the enquiry within 5 working days of the search request</p> | <p>Compliant SP</p> | |
| HCC096 | Administration | Information and guidance support | <p>The Service Provider shall provide, free of charge, information and support in arranging a burial or cremation funeral including identifying relevant medical and application forms where the services of a funeral director are not employed.</p> | <p>Compliant SP</p> | |
| HCC097 | Administration | Public relations | <p>The Service Provider shall take all reasonably practical actions to maintain good relations and not be considered a nuisance with those residing in properties around the perimeter of HCC, businesses legally trading and those using the facilities including visitors and the bereaved and other stakeholders such as stone masons, funeral directors and other contractors coming on site.</p> | <p>Compliant OLA 1957 HASAWA 1974 EPA 1990 EPR 2010</p> | |
| HCC098 | Administration | Service planning, business improvement and maximisation of | <p>The Service Provider shall submit to the Authority an annual business/service plan identifying opportunities to enhance service provision and standards and to maximise business and income</p> | <p>Compliant SP</p> | |

| Ref | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|--------|------------------------|--|---|---------------|----------------|
| | | Income. | revenue. Authority approved plans shall be implemented by the Service Provider and its performance shall be reviewed compared against agreed set performance targets. | | |
| HCC099 | Equalities | Access to information | The Service Provider shall ensure that comprehensive information on the full range of services are effectively presented on the Authority's website and with printed documentation in the form of leaflets, pamphlets, brochures and forms etc. | | |
| HCC100 | Equalities | Access to services e.g. Faces to face advice, telephone/written. | The Service Provider shall ensure service staff availability during office hours to provide information and advice on the bereavement services provided. | | |
| HCC101 | Equalities | Access for people with disabilities to buildings | The Service Provider shall ensure that, within the first year following commencement of the contract, that the cemetery and crematorium buildings and facilities meet DDA requirements. | | |
| HCC102 | Equalities | On-line advice and services | The Service Provider shall provide on-line application or contract renewal processes and improve customer on-line interaction, within the first year following the commencement of the contract. | | |
| HCC103 | Equalities | Consultation | The Service Provider shall routinely consult customers and stakeholders on their experience of using the service and identify changing customer needs and carry out any improvements identified as being appropriate | | |
| HCC104 | Cemetery & Crematorium | Strategy | The Service Provider will work with all the Authority services, other partners and organisations to improve service to London Borough of Barnet Residents and all service users, through partnership working and on matters considered by the Authority to be part of the usual business of the cemetery and crematorium. | | |
| HCC105 | Cemetery & Crematorium | Performance | The Partner shall provide performance data on the activities of the cemetery and crematorium, on a quarterly and annual basis, to include information | | |

| Rev | Service Area | Function | Service Requirement | Service Level | Legal Comments |
|-----|--------------|----------|-------------------------------|---------------|----------------|
| | | | as agreed with the Authority. | | |

DRS equalities output specification baseline

Equalities Obligations

In delivering the requirements of this output specification the Service Provider shall co-operate with the Authority in complying with the public sector equality duty under section 149 of the Equality Act 2010 and shall have regard to the need to:

1. eliminate discrimination (whether direct or indirect), harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
2. advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Service area: Environmental Health (Cemetery and Crematorium)

Our customer profile:

There are approximately 400 burials and 1100 cremations at Hendon Cemetery each year. A snap shot of data on the religious denomination of services during 2010 showed that almost 30% of cremations were of Hindu faith and of burials 30% were Greek Orthodox and 15% were Muslim.

Things we would like to know: We would like to collect more accurate customer satisfaction data across the protected characteristics and we would like to improve relevant consultation with customers.

Impact of the service on protected groups: Cemetery and crematorium services provide burial and cremation services to all Barnet residents according to best practice/statutory regulations

| Key Equality risks | Mitigating activity | Measurable outputs |
|-----------------------|--|---|
| Access to information | Bereavement service staff provides face to face, phone and written advice and information to all those requiring support in arranging a funeral service, arranging ashes and burial memorials and accessing our service in general. All oral and printed/displayed information is presented in English | <ul style="list-style-type: none"> • Number of queries from residents requesting assistance to understand the information? • Number of compliments on assistance from bereavement service staff • Printed and online material written in plain English |
| Access to services | | <ul style="list-style-type: none"> • Satisfaction with advice received – measured through the GovMetric |

| | | | |
|---|--|--------|--|
| e.g. face to face advice, home/site visits, telephone/written | only. The Authority's website has recently been updated to make it more transactional and can now translate web page content into the main community languages. | system | <ul style="list-style-type: none"> Profile of customers responding to satisfaction survey |
| Access for people with disabilities to buildings | The crematorium and burial chapel at Hendon is accessible to people with disabilities and vehicle access is permitted at all opening times. Access to the bereavement service office is restricted by steps. (This is currently under premises review.) | | <ul style="list-style-type: none"> Number of complaints about lack of physical access to bereavement service Number of residents requesting home visit |
| On line advice and services (e.g. applications) | Comprehensive information on Authority and other services regarding deaths, funerals and cremations is available on the Authority's website. | | <ul style="list-style-type: none"> Content on website reviewed every 6 months Number of complaints about accuracy of information |
| Consultation | No consultation currently takes place with any groups | | <ul style="list-style-type: none"> Any relevant consultation includes the protected groups and data is collected |
| Consultation with vulnerable groups | | | |
| Charges/fees | Fees and charges for services are calculated to reflect the cost of delivering the service in accordance with national guidance. Residents of Barnet London Borough receive a reduced charge compared to non-residents (those living outside the Barnet boundary). | | <ul style="list-style-type: none"> Number of complaints about the level of fees and charges |
| Accountability and relationship to Members | The service falls under the Cabinet Member for Governance and Civic Affairs, with whom any relevant equalities issues are raised. | | <ul style="list-style-type: none"> Number of members enquiries on behalf of constituents |
| Procurement processes | Any procurement is in accordance with the Authority's Contract Procedure Rules and Financial Regulations. | | <ul style="list-style-type: none"> Ensuring that any specification of services reflects the customer profile |
| Monitoring | Equalities issues are kept under continuous review and any issues arising are addressed through the team's management group. | | <ul style="list-style-type: none"> Quarterly reporting of equalities data and customer satisfaction including agreed measurable outputs (see above) |

Output Specification: Interfaces

Scope

This output specification covers the key contact points or dependencies between DRS and NSCSO, where either DRS and NSCSO will need to cooperate to achieve the Authority's outcomes and work successfully as partners, or where one partner will need to commission services from another. The specification addresses:

- Customer requests
- Customer complaints
- Single Customer View
- Media
- KPI reporting
- Insight
- Finance
- GIS
- LLPG
- ICT
- Email
- Estates
- Health & Safety
- Democratic Accountability
- Pensions
- DRS information
- NSCSO information
- Customer Platform
- Office Accommodation
- Online Payments
- Chip & PIN
- NSCSO Professional Services
- ICT Desktop Services
- DRS Professional Services

Definition

The "NSCSO Customer Platform" refers to the software and hardware capabilities used by the NSCSO to receive, log, track and report on contacts from the public and other users of council services. At present this would include:

- The SAP CRM solution, as used for contact handling, contact routing, complaints.
- The telephony platform
- The Barnet website, as used to submit requests, or execute online transactions.

Where an NSCSO bidder has proposed to change, replace or extend some or all of this capability, the "NSCSO customer platform" refers to that proposed solution.

Service requirements

| Ref | Function/Aspect | Service requirement |
|-----|-------------------|---|
| 1.1 | Customer requests | The NSCSO Contractor shall refer any customer requests received for services provided by the DRS Contractor directly to them (at the point of initial contact for requests made by phone, and within one working day for correspondence and emails) complete with adequate information for the DRS Contractor to fulfil the request within the Authority's Customer Services Standards. |
| 1.2 | Customer requests | The DRS Contractor shall provide all necessary support required by the NSCSO Contractor to fulfil this obligation including but not limited to call handling scripts, advice on proper routing of calls and contact directories. |
| 1.3 | Customer requests | The DRS Contractor shall refer any customer requests received for services provided by the NSCSO Contractor directly to them (at the point of initial contact for requests made by phone, and within one working day for correspondence and emails) complete with adequate information for the NSCSO Contractor to fulfil the request within the Authority's Customer Services Standards. |

| Ref | Function/Aspect | Service requirement |
|-----|---------------------|--|
| 1.4 | Customer requests | The NSCSO Contractor shall provide all necessary support required by the DRS Contractor to fulfill this obligation including but not limited to call handling scripts, advice on proper routing of calls and contact directories. |
| 1.5 | Customer requests | The NSCSO and DRS Contractors shall collaborate with each other and with the Authority when introducing changes to customer facing services that impact upon each other's obligations under their own primary contracts. Any changes shall adhere to the ten customer principles outlined in the Authority's Customer Services Strategy or its replacement strategy as agreed with the Authority from time to time. |
| 1.6 | Customer requests | The DRS Contractor and NSCSO Contractor shall work together to achieve the objectives laid out in the Authority's Customer Services Strategy or its replacement strategy as agreed with the Authority from time to time. |
| 2.1 | Customer complaints | The DRS Contractor and NSCSO Contractor shall work together and with the Authority to operate a customer complaints service in accordance with LBB's complaints strategy. This includes collaboration with each other, and the Authority, to manage changes to systems or business processes to continue to operate the complaints service. The NSCSO Contractor will provide the Complaints system and manage the Corporate Complaints process on behalf of the Authority |
| 2.2 | Customer complaints | Should the NSCSO contractor or the DRS contractor receive a complaint regarding the other party, they shall refer this on within the same timescales specified for referral of customer requests specified in Interface Output 1.1. |
| 2.3 | Customer | The NSCSO Contractor shall refer any Stage 1 customer complaints (as defined in the Authority's |

| Ref | Function/Aspect | Service requirement |
|-----|---------------------|---|
| | complaints | Corporate Complaints Standards) received regarding activity of the DRS Contractor or the Authority directly to the respective party, complete with adequate information for that party to respond in line with the Authority's Corporate Complaints Policy. |
| 2.4 | Customer complaints | The NSCSO Contractor and the DRS Contractor shall manage stage 1 and 2 complaints regarding their own respective activities in line with the Authority's Corporate Complaints Standards. Both parties shall provide the necessary information required by the Authority to respond to Stage 3 complaints regarding their own respective activities. |
| 2.5 | Customer complaints | The DRS Contractor shall provide all necessary information to the NSCSO Contractor to allow the NSCSO Contractor to operate the complaints and escalations process appropriately, and to allow the NSCSO Contractor to report on aggregated complaints to the Authority. |
| 3.1 | Web | The NSCSO Contractor and the DRS Contractor acknowledge that each shall act as the owner of content on the Authority's public website and other media pertaining to activities for which they are responsible, and therefore shall be responsible for ensuring that this media is accurate and up to date. |
| 3.2 | Web | Where the NSCSO Contractor is made aware that content owned by the DRS Contractor is inaccurate or out of date it shall notify them within 2 working days. |
| 3.3 | Web | The DRS Contractor and NSCSO Contractor shall work together and with the Authority to provide consistent and useable navigation and a consistent user experience to users of the London Borough of Barnet web site. Parties shall ensure that users of the integrated Barnet website have a joined up and coherent (in terms of consistent style, content, functionality and language) customer experience. |
| 3.4 | Web | The NSCSO Contractor shall provide DRS Contractor with direct access and the necessary support required to review and update web content, including providing the DRS Contractor with access to the Content Approval Process. The NSCSO Contractor shall provide service to the same specifications and |

| Ref | Function/Aspect | Service requirement |
|-----|----------------------|---|
| | | standards to the DRS Contractor as they do to the Authority. |
| 3.5 | Web | The DRS Contractor and NSCSO Contractor shall work together and with the Authority to set up and maintain the structure and functionality of media content pertaining to activities related to the Authority or either Contractor, including the Authority website, to improve the experience of customers using it. |
| 3.6 | Web | The NSCSO Contractor will ensure that the Authority's website known at www.Barnet.gov.uk (or other Authority related web sites as agreed between the parties through the Change Protocol process set out in Schedule 14)is provided in line with the Service Levels set out in the NSCSO Primary Contract, Schedule 4, Price Performance Mechanism |
| 4.1 | Single Customer View | The DRS Contractor shall support the NSCSO Contractor in providing a single view of the customer. This single customer view is expected to comprise live customer interactions with DRS, NSCSO, the Authority and other partners. The DRS Contractor shall enable this single view by providing suitable information flows, in the form of system to system interactions to the NSCSO to populate a cross-delivery unit single customer view, or as otherwise agreed between the parties as part of joint planning and implementation of the relevant Transformation plans in order to achieve the single view of the customer in the most effective way for the Authority. |
| 4.2 | Single Customer View | The NSCSO Contractor shall make arrangements so that the DRS Contractor is able to access and use the information contained within the single customer view that it must provide under its primary contract. |
| 5.1 | Media | The DRS Contractor and NSCSO Contractor shall work together and with the Authority to support delivery of the LBB communications strategy and shall adhere to the Authority's media policy. |
| 6.1 | KPI reporting | The DRS Contractor and the NSCSO Contractor shall collaborate (where necessary) to provide the Authority with performance information pertaining to the KPIs and PIs within agreed reporting |

| Ref | Function/Aspect | Service requirement |
|-----|-----------------|---|
| | | timescales as set out in the Primary Contracts of each contractor. |
| 6.2 | KPI reporting | The DRS Contractor and NSCSO Contractor shall share performance and business data between NSCSO and DRS as reasonably requested, to identify and respond to challenges or identify opportunities for service improvements. |
| 6.3 | KPI reporting | The DRS Contractor acknowledges the performance and KPI commitments made by the NSCSO Contractor to the London Borough of Barnet. The DRS Contractor confirms that it has reviewed those information commitments, and shall provide the necessary information or data to the NSCSO Contractor to allow those commitments to be met. DRS shall provide such information in a mutually agreed suitable format. The information will be machine readable, and provided within agreed timescales and quality. |
| 6.4 | KPI reporting | Where the NSCSO Contractor provides a customer contact function for services provided by the DRS Contractor it shall provide the DRS Contractor with the equivalent data and management information relating to them as to the Authority. It shall share performance and business data with the DRS Contractor upon reasonable request that will support the DRS Contractor to identify opportunities and solutions for improvement. |
| 6.5 | KPI reporting | The DRS shall measure customer satisfaction in accordance with its Primary Contract but in any case using a methodology in keeping (as far as reasonably possible) with the methodology specified by NSCSO. |
| 7.1 | Insight | The DRS Contractor acknowledges the Insight commitments made by the NSCSO Contractor in its primary contract with the Authority and the NSCSO Contractor acknowledges the Insight commitments made by the DRS Contractor in its primary contract with the Authority. The DRS and NSCSO Contractors confirm that they have reviewed these commitments and shall provide the information to each other to allow those commitments to be met and to enable the enhancement of |

| Ref | Function/Aspect | Service requirement |
|-----|-----------------|--|
| 7.2 | Insight | insight data in relation to the Borough through the joined up exchange of information, data and tools. The NSCSO Contractor agrees to provide access to its Insight Tools and Services to the DRS Contractor and all other partners, allowing the DRS Contractor to take advantage of the information contained therein to assess and improve DRS services. |
| 8.1 | Finance | The DRS Contractor shall provide the necessary financial information to the NSCSO Contractor to allow it to fulfil its financial management obligations as laid out in the primary contract between itself and the Authority. |
| 8.2 | Finance | The DRS Contractor and the NSCSO Contractor shall use the same systems that allow customers to make payments for services for which they charge. All customer payments for council services provided by the DRS Contractor as laid out in the DRS output specifications shall be paid directly into a LBB account managed by the NSCSO Contractor. |
| 8.3 | Finance | The DRS Contractor shall provide the NSCSO Contractor with the information required to fulfil its obligations around cashbook and reconciliation functions to the Authority. This will include access to information on sales and payments for services on a weekly basis. |
| 8.4 | Finance | The NSCSO Contractor will promptly attribute any payments received for services rendered by the DRS Contractor or the Authority to the relevant party. |
| 8.5 | Finance | The DRS Contractor and NSCSO Contractor are responsible for any recovery of outstanding debt arising from services for which they have charged the recipient. |
| 8.6 | Finance | The Authority will provide the NSCSO Contractor with the necessary financial information on the DRS Contractor budget to fulfil obligations regarding budgeting activities laid out in its primary contract. |
| 8.7 | Finance | The DRS Contractor will provide both the Authority and the NSCSO Contractor with data on budget forecasts on a monthly basis. |

| Ref. | Function/Aspect | Service requirement |
|------|-----------------|---|
| 8.8 | Finance | The NSCSO Contractor will incorporate any data supplied by the DRS Contractor to the forecasts it will produce. |
| 8.9 | Finance | The DRS Contractor and the Authority will agree whether to apply for grant monies from funding bodies. The Authority and the DRS Contractor shall provide the NSCSO Contractor with the necessary information on new grants or changes to grant funding received by the DRS Contractor to be used for budget monitoring purposes. |
| 8.10 | Finance | Where DRS services are receiving grant funding for which the Authority is accountable by law, the DRS Contractor will supply the NSCSO Contractor with the information required to complete statutory grant returns within the timescales set out by the funding body. |
| 8.11 | Finance | Where the DRS Contractor requests capital funding from the Authority it shall do so through the standard corporate process. The DRS Contractor will provide access to capital expenditure information as required by the NSCSO Contractor in order for them to fulfil the obligations laid out in their primary contract on capital budget monitoring. This will include regular monthly reporting on capital expenditure. |
| 8.12 | Finance | The DRS Contractor shall make payments arising from revenue generated through traded services to the Authority gross of VAT, and shall provide the NSCSO with the necessary accounting information to appropriately account for VAT on those sums. |
| 9.1 | GIS | The NSCSO Contractor will host a corporate Geospatial Information System (GIS) on behalf of the Authority. The NSCSO Contractor will also host a GIS that can be accessed by external parties (including the public) via the Authority website. |
| 9.2 | GIS | The NSCSO Contractor shall provide access to the GIS to the DRS Contractor free of charge provided DRS Contractor's users are connected to the NSCSO provided ICT network. Should the DRS Contractor use ICT infrastructure other than that provided by the NSCSO Contractor, the NSCSO Contractor shall offer DRS access to the GIS, but may make a charge for the direct costs associated to making the system available. |

| Ref | Function/Aspect | Service requirement |
|-----|-----------------|---|
| 9.3 | GIS | Should the DRS Contractor choose to use its own GIS for internal purposes, it must continue to provide geospatial data to maintain the NSCSO hosted GIS. |
| 9.4 | GIS | <p>The DRS Contractor shall populate the Corporate GIS with spatial data (including metadata) pertaining to their activities, including the following:</p> <ul style="list-style-type: none"> Services delivered (e.g. planning / building control applications) Policies (e.g. conservation areas, locally listed buildings, parking restrictions, TPOs) Physical assets (e.g. CPZ signs, grit bins, recycling points) |
| 9.5 | GIS | <p>The DRS Contractor shall be responsible for maintaining and updating Geospatial data relevant to the provision of DRS services, and core reference data and on behalf of the Authority. This includes (but is not limited to):</p> <ul style="list-style-type: none"> Accident Data Address Data Adopted Roads Air Quality Measurement Article 4 Directions Authorised Processes Common Land Conservation Areas Contaminated Land Enforcement Notice History Environmental Health Notices Financial Charges (Improvement Grants) Floodplains Greenbelt Land Greenspace Information for Greater London |

| Ref | Function/Aspect | Service requirement |
|------|-----------------|---|
| | | <p>Historical Maps (from Environmental Agency)</p> <p>Landfill Sites (historical)</p> <p>LDF (Local Development Framework) unclear category encompassing a number of planning policy layers</p> <p>Locally Listed Buildings</p> <p>Metropolitan Open Land</p> <p>Parking Data (restrictions, bays etc.)</p> <p>Planning History</p> <p>Planning Legal Agreements</p> <p>Pollution Incidents (from Environmental Agency)</p> <p>Positive Buildings</p> <p>Proposals Maps unclear category encompassing a number of planning policy layers</p> <p>Retail Frontage</p> <p>Road Classifications</p> <p>Smoke Control Area</p> <p>Special Advertisement Control</p> <p>Statutory Listed Buildings</p> <p>Street Lighting</p> <p>Tree Preservation Orders</p> <p>UDP (Unitary Development Policy) encompassing a number of planning policy layers</p> <p>Winter Gritting Routes</p> |
| 9.6 | GIS | The DRS Contractor shall maintain the spatial data pertaining to their services (as outlined in Interface Output 9.4 and 9.5) in the corporate GIS. |
| 9.7 | GIS | The NSCSO Contractor shall provide the DRS Contractor with the necessary system access to fulfil its obligation to maintain geospatial data in the Corporate GIS, as specified in the outputs above. |
| 9.10 | GIS | The NSCSO Contractor will ensure that the Authority's Corporate GIS system is provided in line with the |

| Ref | Function/Aspect | Service requirement |
|------|-----------------|--|
| | | Service Levels set out in Schedule 4, Price Performance Mechanism. |
| 10.1 | LLPG | The DRS Contractor shall supply the Authority with information such as changes to properties or streets, or any discrepancies with existing data, that it identifies, that would require an update to the LLP in order for it to remain accurate. It shall also work with the Authority to reconcile any information that is deemed ambiguous or contradictory to existing records. |
| 10.2 | LLPG | The NSCSO Contractor shall supply the Authority with information, such as closed property references, that it receives that would require an update to the LLP in order for it to remain accurate. It will also work with the Authority to reconcile any information that is deemed ambiguous or contradictory to existing records. |
| 10.3 | LLPG | The DRS Contractor and NSCSO Contractor will use the LLP data that is held within the system hosted by the NSCSO Contractor to ensure that they use a common set of information. |
| 11.1 | ICT | <p>The NSCSO Contractor and DRS Contractor acknowledge that there are many IT systems in place at London Borough of Barnet that have users from multiple partners, and which are in many cases used as key communication tools in business processes.</p> <p>The NSCSO Contractor will maintain the Computing Environment to the Contract Standard set out in its Primary Contract and the DRS Contractor has satisfied itself that these standards will meet its requirements. The NSCSO contractor will consult with the DRS Contractor on any planned changes to the IT environment as part of its IS service Change Management process. Any changes to be made to the ICT environment will be managed by the NSCSO Contractor in way that minimises the disruption to the DRS and Authority Services and users.</p> <p>Where there is a stated requirement within this Schedule for the shared use of an NSCSO Platform Business Application and the procurement of an alternative Business Application or change to business process is agreed, the NSCSO Contractor will procure the right for the DRS Contractor to use the</p> |

| Ref | Function/Aspect | Service requirement |
|------|-----------------|---|
| | | replacement system as part of the procured contract requirements. |
| 11.2 | ICT | Where one party uses the applications or systems of the other Contractor it shall use them within the terms of the license and with the permission of the owner. It shall use the application or system in accordance with reasonable policies and procedures set by that Contractor. |
| 11.3 | ICT | The DRS Contractor acknowledges that the NSCSO Contractor is responsible for providing an ICT architecture strategy to the Authority. |
| 11.4 | ICT | The NSCSO Contractor shall establish regular dialogue with the DRS Contractor that will support development of the ICT strategy as it pertains to DRS solutions, and to the impact on DRS of shared or common solutions such as CRM. |
| 11.5 | ICT | The parties will work jointly on strategies for data integration and the establishment of a single customer view as part of ICT strategy development. |
| 11.6 | ICT | The NSCSO Contractor will consider any DRS concerns in the development of the ICT strategy and will ensure that any concerns raised by the DRS Contractor are clearly expressed in the final strategy documentation as delivered to the Authority. |
| 11.7 | ICT | The DRS Contractor will engage with the NSCSO Contractor and the Authority prior to making any changes to ICT systems that are used by or otherwise impact the other parties, and will work with them to mitigate any negative impacts that they might have on the ability of the other parties to fulfil the obligations laid out in their primary contract. |
| 11.8 | ICT | The NSCSO Contractor will engage with the DRS Contractor and the Authority prior to implementing any changes to ICT systems that are used by or otherwise impact the other parties, and work with them to |

| Ref | Function/Aspect | Service requirement |
|------|-----------------|---|
| | | <p>mitigate any negative impacts that they might have on the ability of the other parties to fulfil the obligations laid out in their primary contract.</p> <p>The Service Provider will consult with the DRS provider on any planned changes to the IT environment as part of its IS service Change Management process</p> |
| 12.1 | Email | <p>Notwithstanding whether or not the DRS continues to use an NSCSO provided email service, the NSCSO shall ensure the DRS Contractor's staff can communicate with the public and other stakeholders using "barnet.gov.uk" email addresses. The NSCSO shall provide at no cost a suitable technical solution (e.g. forwarding) to allow DRS to receive and send such emails.</p> |
| 12.2 | Email | <p>The DRS Contractor shall be responsible for the cost of any certificate or other credentials required that will allow the DRS Contractor's server to communicate securely with the NSCSO Contractors email server.</p> |
| 12.3 | Email | <p>The NSCSO Contractor shall provide GCsX email accounts to DRS Contractor related parties upon request. The NSCSO Contractor shall charge the DRS Contractor for such a service at the same rates as to the Authority.</p> |
| 12.4 | Email | <p>The NSCSO Contractor shall designate a point of contact for DRS staff to make requests or report faults. Any faults with the corporate email service that are reported shall be resolved by the NSCSO Contractor in accordance with the service level specified in the primary contract with the Authority.</p> |
| 12.5 | Email | <p>The DRS Contractor shall provide the necessary information to allow the NSCSO Contractor to set up, maintain and dispose of corporate email addresses for DRS staff in a timely manner. DRS staff that are provided with a corporate email account or address shall use the account/address in accordance with relevant Authority policies, including branding for email signatures.</p> |
| 13.1 | Estates | <p>The NSCSO Contractor will consider the views of the DRS Contractor and other partners in the development of proposals regarding management of the Authority's assets. The NSCSO Contractor will</p> |

| Ref | Function/Aspect | Service requirement |
|------|---------------------------|---|
| | | ensure that any views of the DRS Contractor or partners are clearly expressed in proposals regarding the management of Authority assets. |
| 13.2 | Estates | <p>The NSCSO Contractor shall provide the free storage of all existing DRS materials that is accommodated in NSCSO facilities (that is not covered by the core offer of physical storage specified in Interface Output 20.1).</p> <p>The NSCSO Contractor shall provide notice of any increases in the charges associated with service to the DRS Contractor one month prior to them taking effect.</p> |
| 14.1 | Health & Safety | The DRS Contractor will provide the necessary access to information and sites to the NSCSO Contractor to allow them to fulfil their obligations around Health & Safety monitoring. |
| 14.2 | Health & Safety | The DRS Contractor will provide the NSCSO Contractor with the necessary data and information to allow them to fulfil their obligations around Health & Safety performance monitoring. |
| 15.1 | Democratic Accountability | The DRS Contractor will provide the necessary information that the NSCSO Contractor requires for disclosure to the public in order to comply with statutory requirements such as, but not limited to, Statements of Accounts. |
| 15.2 | Democratic Accountability | The NSCSO Contractor and DRS Contractor will make the necessary information available to each other, and will collaborate, in order to meet the requirements placed upon either Contractor or the Authority arising from the Authority's Constitution. |
| 15.3 | Democratic Accountability | The NSCSO will refer any requests pertaining to activities of the DRS Contractor from members and MPs immediately to the Authority and the DRS Contractor. |
| 15.4 | Democratic Accountability | The DRS Contractor will provide NSCSO with points of contact necessary for referral of relevant enquiries to them. |

| Ref | Function/Aspect | Service requirement |
|------|-------------------|--|
| 16.1 | Pensions | The DRS Contractor will provide the NSCSO Contractor with the necessary information in a timely manner for them to fulfil their obligations with regards to administering pensions on behalf of the Authority, pension scheme members and all organisations with admitted body status. |
| 16.2 | Pensions | The DRS Contractor shall collect and forward employee and employer contributions to the Authority within the timeframes required by the Authority and NSCSO Contractor for all employees that are members of the LGPS. |
| 16.3 | Pensions | When the Authority grants admitted body status to the DRS Contractor the NSCSO Contractor shall provide the DRS Contractor with the managed LGPS service that it provides to other organisations that participate in the LBB scheme. The NSCSO Contractor shall make the necessary arrangements to change the scheme should the Authority approve any requests by the DRS Contractor to do so. |
| 17.1 | DRS information | <p>The DRS contractor shall provide the following information to the NSCSO Contractor:</p> <ul style="list-style-type: none"> Details of building works and completions within the Borough Details of vacant properties within the Borough Projected numbers of new houses built within the Borough <p>The DRS Contractor shall supply the NSCSO Contractor with this information in relation to any changes to domestic or non-domestic properties as a result of building work that may impact the Business Rates or Council Tax charges arising from the property.</p> |
| 18.1 | NSCSO information | <p>The NSCSO Contractor shall provide the following information to the DRS Contractor as reasonably requested:</p> <ul style="list-style-type: none"> Property and business ownership |

| Ref | Function/Aspect | Service requirement |
|------|----------------------|--|
| 19.1 | Customer Platform | The NSCSO Customer Platform shall be offered to DRS and other Barnet partners within the terms of Licence. In the event that a replacement NSCSO Customer Platform is provided the NSCSO Contractor will ensure the continued use of the replacement system as part of the Procurement Specification. Any replacement Customer Platform will be procured on the basis that DRS will also require the right to use the replacement system. |
| 19.2 | Customer Platform | The annual cost for provision of the NSCSO customer platform to other parties shall be at the same rated basis as provision to The Authority (i.e. the same per user or per desktop cost, as applicable). |
| 19.3 | Customer Platform | One-time costs may be charged by NSCSO to cover Configuration of the NSCSO platform for use by DRS or other third party. Such costs shall be as per the NSCSO's rate card with the Authority. |
| 20.1 | Office Accommodation | <p>The NSCSO Contractor will provide the services listed below to the DRS Contractor.</p> <p>All services will be provided to the same specifications and standards as they are to the Authority.</p> <ul style="list-style-type: none"> • Workspace – a work space to each DRS staff at NLBP4 including appropriate office furniture and access to utilities. • Physical office storage • Security – necessary arrangements to access the building. • Locker – locked personal storage within the office accommodation. • Service desk – a point of contact to request services and report problems. • Portage and courier service – movement of deliveries/goods and the disassembling movement and/or reassembling of general furniture and equipment • Corporate room bookings – access to the office room booking system to make reservations • Mailroom service • Energy and utilities – free access/use of utilities within the office facilities • Fire officer training |

| Ref | Function/Aspect | Service requirement |
|------|----------------------|--|
| | | Accommodation will be provided on the basis of the terms granted to the NSCSO contractor under its Licence to Occupy within the NSCSO Schedule 9 provisions |
| 20.2 | Office Accommodation | The NSCSO Contractor shall offer this service to a maximum of 250 DRS Staff, with any additional staff undertaking work in relation to the DRS Joint Venture agreed between the parties as they are identified. DRS staff may include employees, Contractors, agency staff or sub-Contractors working for the DRS Contractor. Any additional service shall be negotiated between the NSCSO Contractor and the DRS Contractor. |
| 20.3 | Office Accommodation | <p>In order to facilitate the successful delivery of operational facilities covered by the agreement, the DRS Contractor will undertake the following duties:</p> <ul style="list-style-type: none"> Reimburse the NSCSO Contractor for any damage caused to its accommodation or equipment as a result of client misuse (excluding normal wear and tear). Provide a named officer(s) to act as the contact point for DRS with respect to operational facilities covered by the agreement, including initial reporting of facilities related problems Provide any inputs necessary for the provision of facilities management in accordance with the agreed procedures Take all reasonable measures to ensure that the requirements of all relevant legislation are complied with Promote and comply with any energy efficiency activities undertaken by the NSCSO Contractor Maintain a facilities asset register of all equipment used Provide named officer(s) per floor of occupied space to act as the Fire Officer who will fulfil the required Fire Officer role Provide a named officer(s) per floor of occupied space to act as First Aider who will fulfil the required First Aider role Log all requests for facilities management with the identified officer or the NSCSO Contractor's customer self-service system Maintain the infrastructure integrity by not removing or attaching any item and not prejudicing the |

| Ref | Function/Aspect | Service requirement |
|------|----------------------|--|
| 20.4 | Office Accommodation | <p>security of the NSCSO Contractor's accommodation</p> <p>The NSCSO Contractor shall be free (subject to agreement with the Authority) to make improvements to the accommodation provided to the Authority under the primary contract and shall deliver the same changes to accommodation provided to the DRS Contractor. It shall not be prevented from making improvements as a result of its obligation to provide accommodation to the DRS Contractor. Any changes that the NSCSO Contractor makes to the service offered to the DRS Contractor shall be in line with those to the Authority unless otherwise agreed.</p> |
| 20.5 | Office Accommodation | <p>The NSCSO Contractor shall review any changes to accommodation provision that the DRS Contractor requests to ensure that they align with the accommodation strategy.</p> |
| 20.6 | Office Accommodation | <p>The NSCSO Contractor shall offer these services to the DRS Contractor up to and including 31st August 2015 to allow for the dilapidations on NLBP4 prior to the Authority exercising its Lease break clause at 17th October 2013</p> |
| 21.1 | Online Payments | <p>The NSCSO Contractor shall offer the online payment service (as amended from time to time) that is provided to the Authority to the DRS Contractor, and shall not charge the DRS Contractor for any costs over and above the per transaction fees that are levied by the provider.</p> |
| 21.2 | Online Payments | <p>The DRS Contractor shall make arrangements such that any online payment by a customer using the service shall contain the necessary information required by the NSCSO Contractor for completion of cashbook and reconciliation activities.</p> |
| 21.3 | Online Payments | <p>The NSCSO Contractor shall be free to change the charge per transaction to the DRS Contractor should the per-transaction fees vary. However the NSCSO Contractor will notify the DRS Contractor prior to the introduction of any changes, and will give the DRS Contractor the benefit of any notice period it receives from the payment provider.</p> |

| Ref | Function/Aspect | Service requirement |
|------|-----------------------------|---|
| 21.4 | Online Payments | The NSCSO Contractor will ensure that the corporate on-line web payments application is provided in line with the Service Levels set out in Schedule 4 |
| 22.1 | Chip & PIN | The NSCSO Contractor shall offer a chip and PIN service to the DRS Contractor to the same specifications and at the same rates as it does to the Authority for a minimum of three months from the point of DRS service transfer date. The DRS Contractor shall be free to purchase this service from NSCSO Contractor during the three month period it is offered. |
| 22.2 | Chip & PIN | Should either Contractor choose to terminate any arrangement to trade this service it must provide a minimum of three months' notice to the other party. |
| 23.1 | NSCSO Professional Services | <p>The NSCSO Contractor shall offer professional services and advice to the DRS Contractor to the same specifications and standards as to the Authority. They shall include, but not be limited to, the following services:</p> <ul style="list-style-type: none"> Acquisitions advice – provision of advice on land assembly and acquisition strategy, and appropriation of land under S.122 of the Local Government Act 1972. Disposals of land – obtaining consent from the Secretary of State for the disposal of Authority land (housing, education and playing fields) under S.123 of the Local Government Act 1972 & S.233 Town & Country Planning Act 1990. Grant of Demolition and Works licenses - grants of leases both secure and unsecure in accordance with the Landlord & Tenant Act 1954, and grants of other licences/access rights for the implementation of the Development Agreement. Compulsory Purchase Orders – negotiation of acquisitions through Private Treaty and application of the Compensation Code to negotiate acquisitions following the implementation of a Compulsory Purchase Order. Property matters associated with the making & implementation of Compulsory Purchase Order (referencing, identifying property interests etc.). Valuations |

| Ref | Function/Aspect | Service requirement |
|------|-----------------------------|---|
| 23.2 | NSCSO Professional Services | The DRS Contractor may request services directly from the NSCSO Contractor. All requests for NSCSO services shall support the fulfilment of the obligations upon the DRS Contractor as part of their primary contract with the Authority or to objectives of the One Barnet group. |
| 24.1 | ICT desktop service | The NSCSO Contractor shall maintain and provide the Computing Environment including the ICT Desktop Service as set out in section 24 below, to the standards and specification which exist at the DRS Service Transfer Date and any amendments to that service shall be agreed between the parties at no cost to the Authority. |
| 24.2 | ICT desktop service | <p>The Desktop Service will include the operation and maintenance of existing ICT infrastructure, including:</p> <ul style="list-style-type: none"> Maintenance of server operating systems Ensuring infrastructure server hardware is maintained Provide on-going availability of the network facilities Maintain, provide and support e-mail servers, firewalls, existing remote access systems and web cache environments Perform backup and restore of e-mail data Investigate and resolve network or infrastructure server issues raised by the DRS Contractor related parties, whether they be hardware or operating software Routine server monitoring and housekeeping for infrastructure servers. Routine network monitoring and housekeeping Routine server monitoring and housekeeping for those systems for which the NSCSO Contractor has administrative responsibility Maintenance of antivirus systems Ensure any existing programmes of key system health checks are carried out <p>For the avoidance of doubt the Desktop Initial transferring assets used in the performance of DRS Service will transfer to the DRS Contractor at the DRS Service Transfer Date. The NSCSO Contractor will not be</p> |

| Ref | Function/Aspect | Service requirement |
|------|---------------------|--|
| | | <p>responsible for the refresh of any assets which are not used in the direct Provision of NSCSO Services as set out in the NSCSO contract, Schedule 29 Asset Maintenance and Refresh but will seek to resolve any issues through break fix services or via a hot swap where this is possible.</p> |
| 24.3 | ICT desktop service | <p>The Desktop Service shall include the hosting of the following DRS Contractor applications. The Hosting service will be provided throughout the Initial Term at no additional cost to the DRS Contractor where the hosting requirements in terms of capacity and processing power requirements will be in line with the those existing at the DRS service Transfer Date.</p> <p style="text-align: center;"> ACCSMAP Atlas M3 Legacy System Ocella Mayrise </p> <p>The DRS Contractor will notify the NSCSO Contractor where hosting of these applications are no longer required or where any replacement applications are planned in line with the Service Delivery Plans and the parties shall jointly plan how these changes shall be implemented to avoid any disruptions to the Services or any impact on the ability of the parties to meet the obligations of the Primary contracts. Only those changes not set out in the Service Delivery Plans shall be treated as a Change, and shall be managed through the Change Protocol process as set out in Schedule 14.</p> <p>For the avoidance the NSCSO Contractor will not be responsible for the refresh of any assets which are not used in the direct Provision of NSCSO Services as set out in the NSCSO contract, Schedule 29 Asset Maintenance and Refresh but will seek to resolve any issues through break fix services or via a hot swap</p> |

| Ref | Function/Aspect | Service requirement |
|--------|---------------------|--|
| | | where this is possible. |
| 24.4 | | Intentionally omitted |
| 24.5 | ICT desktop service | The Desktop Service shall include provision of the same suite of office productivity applications and other software that is provided to all staff within the Authority as part of the primary contract. |
| 24.6 | ICT desktop service | The Desktop Service shall include telephony services. The NSCSO Contractor will provide and support, either directly or through its established third party providers, the infrastructure to deliver IP telephony within Barnet Council buildings and the same number of fixed PSTN lines as are supported at the commencement. This service does not extend to call centre infrastructure or mobile telephony. |
| 24.6.1 | ICT desktop service | For avoidance of doubt, the DRS Contractor is responsible for its own outbound telephone call costs. The NSCSO contractor shall provide the DRS Contractor and the Authority with an itemised statement of telephone call costs attributed to DRS on a monthly basis. |
| 24.7 | ICT desktop service | The Desktop Service shall include desktop support. The NSCSO Contractor will provide, either directly or through its established third party providers, the following services to support desktop and departmental system use: Carry out those activities stemming from changes in DRS (excluding activities that do not form part of the service) workforce, including setting up accounts, issuing passwords and setting up access to systems for which NSCSO has systems administrative responsibility. Ensure regular backup and restore of server data where NSCSO has systems administrative responsibility. Ensure any existing programmes of key system health checks are carried out Provide routine advice and guidance on the use of desktop equipment and desktop standard |

| Ref | Function/Aspect | Service requirement |
|-------|---------------------|---|
| | | <p>software (more complex advice would be delivered under additionally chargeable consultancy or training services).</p> <p>Set up, maintain and remove e-mail addresses within the agreed timeframes</p> <p>Investigate and resolve desktop faults and problems raised by DRS staff, with respect to operating systems, software and hardware.</p> |
| 24.8 | ICT desktop service | <p>A Service Desk provided by the NSCSO Contractor will be the primary point of contact for receipting and monitoring of incident and service requests and will be available during the same hours as the same service provided to the Authority. All faults and problems reported by the DRS Contractor shall be resolved within the timescales agreed for applications of equivalent priority under the primary contract or service level agreement between the NSCSO Contractor and the Authority.</p> |
| 24.9 | ICT desktop service | <p>The Desktop Service shall include an intranet service. The NSCSO Contractor shall provide DRS staff with access to the intranet site containing information on ICT services, as provided to the Authority, for the duration that the ICT service is provided to the DRS Contractor.</p> |
| 24.10 | ICT desktop service | <p>The Desktop Service shall include provision of storage. The NSCSO Contractor will provide DRS with the amount of file storage currently used at the time of transition. In the event that the DRS Contractor decides to extend its use of the Computing Environment for more than 3 months after the DRS Service Transfer Date the DRS contractor will be provided with a 3 per cent increase in the storage allowance year on year in line with the service provided to the Authority. Any requests for storage over and above this allowance shall be handled by the NSCSO Contractor on the same terms as they would be under the primary contract with the Authority. The NSCSO Contractor will have a system in place to back up any storage used by DRS.</p> |
| 24.11 | ICT desktop service | <p>The Desktop Service shall include SAP managed services. These will be delivered in accordance with the contract between the Authority and Logica CMG. It will be supplied to the DRS Contractor within the same specifications and standards as to the Authority for the period up to 31st July 2014. Thereafter alternative Finance, HR and CRM functionality shall be put in place by the DRS and NSCSO contractor</p> |

| Ref | Function/Aspect | Service requirement |
|-------|---------------------|--|
| | | <p>respectively to support their Services and users.</p> |
| 24.12 | ICT desktop service | <p>The Desktop Service shall include a managed Idox Acolaid service. The Idox Acolaid service will incorporate the following applications:</p> <ul style="list-style-type: none"> Acolaid Accolate Accolnet Enterprise CadCorp Embedded GIS Public Access <p>These application services will be provided throughout the Initial Term at no additional cost to the DRS Contractor and in line with the NSCSO IS Output Specification as set out in Schedule 1 to the NSCSO Primary Contract subject to the terms set out in Schedule 29 in relation to maintenance and refresh provisions where the DRS Provider will be responsible for the upgrade and refresh of these systems not used in the Direct Provision of NSCSO Services. The DRS Contractor will notify the NSCSO Contractor where these applications are no longer required and any resulting change to the Periodic Service Charges within the NSCSO Contract will be managed through the Change Protocol process as set out in Schedule 14:</p> |
| 24.13 | ICT desktop service | <p>A single version of the Autocad application shall be supplied to the same specifications and standards as supplied to the Authority subject to the terms set out in Schedule 29 in relation to maintenance and refresh provisions where the DRS Provider will be responsible for the upgrade and refresh of these systems not used in the Direct Provision of NSCSO Services. The service charge to the DRS Contractor will</p> |

| Ref | Function/Aspect | Service requirement |
|-------|---------------------|---|
| | | cover their proportion of costs generated from purchase of licenses and hosting the application. |
| 24.14 | ICT desktop service | Extended office productivity applications (e.g. MS Visio, MS Project, etc.) over and above those that form part of the desktop service shall be offered on the same terms as to the Authority. |
| 24.15 | ICT desktop service | This Desktop Service shall be offered to a maximum of 250 DRS staff based within premises managed by the NSCSO Contractor where the necessary ICT infrastructure is in place. DRS staff may include employees, Contractors, agency staff or sub-Contractors working for the DRS Contractor. The NSCSO Contractor shall not be obliged to extend this service to DRS staff parties that are based in other locations. |
| 24.16 | ICT desktop service | The NSCSO Contractor will provide ICT services in accordance with the specification detailed, but will not be constrained to offer services using the same products or platforms that are in use today. The NSCSO Contractor shall be free to modify the applications and systems that it supplies to DRS should they require to as part of works to update the existing infrastructure. They shall not be constrained to continue offering the same software should continuing to do so prevent required maintenance to existing infrastructure to maintain functionality of the wider system. |
| 24.17 | ICT desktop service | In the event that the NSCSO Contractor wishes to introduce significant changes (e.g. change of office provider; increase of virtual desktop provision; change of operating system, etc.) in a service consumed by the DRS Contractor they shall notify them in advance of any changes being implemented. The parties will work together to ensure that any such changes are not detrimental to the Services and do not impact the ability of either Contractor to delivery its obligations under the Primary Contracts |
| 24.18 | ICT desktop service | Requirement removed. |
| 24.19 | ICT desktop service | In the event of service failure, or if the NSCSO Contractor deems there to be a high risk of service failure unless works to remedy the situation are carried out, then they may modify relevant systems or applications without first notifying the DRS Contractor. |

| Ref | Function/Aspect | Service requirement |
|-------|---------------------|---|
| 24.20 | ICT desktop service | Requirement removed. |
| 24.21 | ICT desktop service | <p>In order to facilitate the successful delivery of the services, and changes to services, covered by the agreement, the DRS Contractor undertakes the following duties:</p> <ul style="list-style-type: none"> Receive the charges and make payment for the services as specified in any agreement. Provide such access as may reasonably be deemed necessary to any premises, plans, information, staff etc. as are required to allow the services to be delivered by the NSCSO Contractor. Reimburse the NSCSO Contractor for any damage caused to its equipment as a result of client misuse. Provide a named officer(s) to act as the contact point for DRS Contractor and its subsidiary companies with respect to the provision of the various services covered by the agreement, including the initial reporting of any ICT related problems or service requests. Provide any inputs necessary for the provision of the services in accordance with the agreed production run schedules. Comply with all relevant Acts such as the Data Protection Act or the Copyright Act. Ensure that the IT provision by the DRS Contractor and its subsidiary companies complies with relevant Health and Safety guidelines and the Authority's corporate policies and standards. Maintain an inventory of all IT equipment to be supported by the NSCSO Contractor and notify NSCSO of all staff changes and associated IT requirements. Contribute to the testing of LBB's Disaster Recovery plan as and when required Log all requests for implementation and support services from Information Systems through the NSCSO Service Desk as is appropriate. Comply at all times with the Authority's Information Management policies, including, but not limited to the Authority's Information Security Policy, and Acceptable Use Policy. Not attempt to adjust or repair any item of hardware or software where maintenance of the item is the responsibility of the NSCSO Contractor or where the item of hardware or software is connected to or to be connected to the NSCSO's networks. |

| Ref | Function/Aspect | Service requirement |
|-------|---------------------------|---|
| | | Not install or modify any software that is to be used on the NSCSO Contractor's networks unless agreed by NSCSO. |
| 24.22 | ICT desktop service | The NSCSO Contractor shall maintain and provide the Computing Environment to the standards and specification which exist at the DRS Service Transfer Date and any changes to the environment will be agreed between the Contractors ensuring that any such changes are not detrimental to the Services and do not impact the ability of either Contractor to delivery its obligations under the Primary Contracts |
| 25.1 | DRS Professional Services | <p>Professional services and advice shall be offered to the NSCSO Contractor to the same specifications and standards as to the Authority under the primary contract. These services shall include, but not be limited to, the following:</p> <ul style="list-style-type: none"> Planning guidance and approvals Building control assessments and sign-off of building developments Environmental Health inspections Highways and transport planning advice Pest control |
| 25.2 | DRS Professional Services | For informal advice the NSCSO Contractor may contact the DRS Contractor directly. |
| 25.3 | DRS Professional Services | The NSCSO Contractor may request professional services from the DRS Contractor. All requests for DRS services that are charged rates equivalent to those offered to the Authority under the primary contract shall support the fulfilment of the obligations upon the DRS Contractor as part of their primary contract with the Authority or to objectives of the One Barnet group. Prior to delivery, the NSCSO Contractor and the DRS Contractor shall agree the specifications of the professional services to be delivered by the DRS Contractor. |
| 26 | DRS Planning and | The DRS Contractor will provide confirmation to the NSCSO Contractor of completed changes to domestic and commercial properties certified by building Control in order that the Council Tax and NNDR property |

| Ref | Function/Aspect | Service requirement |
|-----|------------------|---|
| | Building Control | database can be updated to reflect this, the correct liabilities calculated and the customer billed promptly for the amended liability. |

Part B – KPIs and PIs

Redacted Page

DRS Key Performance Indicators

| | |
|----|--------------------------------|
| ID | DRS Key Performance Indicators |
|----|--------------------------------|

Building Control

| | |
|--------|---|
| KPI001 | Meet building regulation application statutory timescales - decisions in 5 or 8 weeks |
|--------|---|

Environmental Health

| | |
|------|--|
| EH01 | Appropriate response to service requests |
|------|--|

| | |
|-------|---|
| EH01A | Compliance with Environmental Health Service Standards (non-priority) |
|-------|---|

| | |
|-------|---|
| EH01B | Compliance with Environmental Health Service Standards (priority) |
|-------|---|

| | |
|------|---|
| EH02 | Provide comprehensive support for businesses to meet the relevant EH standards (Note: this KPI requires the delivery of all sub-KPIs) |
|------|---|

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|--|---|
| EH02A (LAPPC) Formerly Sched 2a LAPCC | LAPPC Part 2a and 2b processes intervention programme |
|--|---|

| | |
|--|--------------------------|
| EH02B (FHIP) Formerly Sched 2a FHIP | Food Hygiene Inspections |
|--|--------------------------|

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|--|----------------------------|
| EH02C (FSIP) Formerly Sched 2a FSIP | Food Standards Inspections |
|--|----------------------------|

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|--------------------------------------|--------------------|
| EH02D (FSP) Formerly Sched 2a FSP | Food Sampling Plan |
|--------------------------------------|--------------------|

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|--|-------------------------|
| EH02E (DWS) Formerly Sched 2a (DWS) | Drinking Water Sampling |
|--|-------------------------|

| | |
|--|--------------------------------------|
| EH02F (HSIP) Formerly Sched 2a HSIP | Health & Safety Inspection Programme |
|--|--------------------------------------|

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|--|-------------------------------------|
| EH02G (AWIP) Formerly Sched 2a AWIP | Animal Welfare Inspection Programme |
|--|-------------------------------------|

DRS Key Performance Indicators

| ID | DRS Key Performance Indicators |
|--|--|
| EH02H Formerly Sched 2b EH02A | Compliance with current Authority or DRS Enforcement Policy in relation to Environmental Health, Trading Standards and Licensing |
| EH02i (HMO) Formerly Sched 2c EH02B | Compliance with Licensing Requirements (HMOs) |
| EH02J Formerly Sched 2c EH02C | Known licensable HMOs are licensed in a timely manner |
| EH02K Formerly Sched 2c EH02C | Businesses licensed in a timely manner |
| EH02L Formerly Sched 2d EH02E | Increased customer satisfaction in relation to statutory enforcement |
| EH03 | Completion of projects to assist in meeting the key priorities of the Joint Strategic Needs Assessment priorities |
| EH04 | Increase in the number of private sector units meeting minimum standards available for letting |
| EH04A | Number of empty properties brought back into residential use |
| EH04B | Number of category 1 hazards reduced. |
| EH05 | Improvement in food hygiene in the highest risk premises |
| EH06 | Increase in the number of homes with burglary prevention measures in the borough |
| EH07 | Reduce unit cost of disabled adaptations without reduction in quality of work to maximise the use of the allocated budget |
| EH08 | Safer work places - A higher level of compliance with health and safety legislation in the known most unsafe work places. |
| EH09 | Service plans, Sampling and Intervention programmes detailed in Schedule 4 to be submitted to the Authority for approval by 1st week of March each year. |
| Hendon Cemetary & Crematorium | |
| HCC01 | Meeting religious burial requests |
| Highways network management | |

DRS Key Performance Indicators

| ID | DRS Key Performance Indicators |
|-------------|--|
| KPI1 | Programmes - completing tasks/works within agreed programmes and programme milestones |
| 1.1 | Annual programme relating to Highway Safety Inspections |
| 1.2 | Annual Programme relating to Carriageway Resurfacing schemes |
| 1.3 | Annual Programme relating to Footway Relay schemes |
| 1.4 | Annual Programme relating to other highway improvement schemes |
| 1.5 | Annual programme relating to Highway Condition Assessment |
| 1.6 | Annual programme of weed prevention |
| 1.7 | Annual programme of Gulley Cleansing |
| 1.8 | Annual programme relating to Bridge Inspections |
| 1.9 | Annual programme relating to Cyclic Bridge Maintenance |
| KPI2 | Response Timescales |
| 2.1 | Emergency Defects Rectification Timescales completed on time |
| 2.2 | Category 1 Defects Rectification Timescales completed on time |
| 2.3 | Category 2 Defects Rectification Timescales completed on time |
| 2.4 | Insurance Investigations completed on time |
| 2.5 | Response in dealing with complaints relating to weeds on the public highway |
| 2.6 | Response in dealing with Highway Licence applications |

DRS Key Performance Indicators

| ID | DRS Key Performance Indicators |
|---|---|
| 2.7 | Processing of Vehicle Crossover Applications - timescale for providing quotes |
| 2.8 | Timely construction of Vehicle Crossovers following receipt of payment |
| 2.9 | Processing of Vehicle Crossover Appeals |
| 2.10 | Response to complaints relating to a drainage malfunction and/or flooding event |
| 2.11 | Responding to weather reports/warnings (gritting in winter) |
| KPI3 | Compliance with NRSWA, TMA and London Permit Scheme (LoPs) |
| 3.1 | Timely response to Permit requests |
| 3.2 | Appropriate conditions attached to Permits |
| 3.3 | Appropriateness of approved and rejected extension requests |
| 3.4 | Compliance with chargeable Inspection regime |
| 3.5 | Levels of passed and failed inspections |
| 3.6 | Activity levels in relation to S50 Licences |
| 3.7 | S74 compliance and sanctions correctly imposed for failures |
| 3.8 | Interventions (from DfT or similar agencies) regarding Traffic Manager Duties |
| Planning Development Management - Applications & Appeals | |
| KPI001 | Compliance with planning application statutory timescales |
| KPI002 (Combination of previous KPI002) | Quality assurance (Appeal Performance) |
| Planning Development Management - Enforcements | |
| KPI001 | Enforcement and breach of condition notices |
| KPI002 | Prosecution and direct action |
| Land Charges | |
| KP001 | Processing speed for Full Official Searches (online and post) |
| Brent Cross & Cricklewood - Transport & Regeneration | |

DRS Key Performance Indicators

| ID | DRS Key Performance Indicators |
|--|--|
| | None -- covered in Regeneration KPIs |
| Trading Standards & Licensing | |
| TSLKPI 01 | Effectiveness of trading standards and licensing department interventions/obtaining compliance |
| TSLKPI01A | Effectiveness of Trading Standards department interventions |
| TSLKPI01B | Effectiveness of Licensing department interventions |
| TSLKPI 01C (old KPI 01) | Fair trading environment within the Borough - Effectiveness of the department in improving the fair trading environment - percentage of businesses who are persistently trading unfairly in the London Borough of Barnet |
| TSLKPI 02 (former KPI03) | Appropriate response to statutory deadlines |
| TSLKPI 03 (former KPI04) | Improvement projects - ensures that the Trading Standards Department undertake targeted and measured projects aimed at improving the fair trading environment |
| TSLKPI 04 (former KPI05) | Appropriate response to service requests - dealt with to pre set standards to the satisfaction of customers |
| Traffic & Development and Highways strategy | |
| KPI HS01 | Delivery of Local Implementation Plan (LIP) documents - in accordance with agreed timeframes to meet Authority decision making requirements and TfL deadlines |
| Regeneration | |
| REGENKPI01 | New Homes Completed |
| REGENKPI02 | Budgetary and Financial Controls |
| REGENKPI03 | Delivery of Project Outcomes and Benefits |
| REGENKPI04 | Improved Employment opportunities |
| REGENKPI05 | Identify, secure and deliver the provision of new affordable homes |
| REGENKPI06 | S106 obligations for employment & training activities |
| Strategic Planning | |
| SP KPI 01 | % of Strategic Planning Documents completed and signed off by the Authority |

DRS Key Performance Indicators

| ID | DRS Key Performance Indicators |
|-----------|--|
| SP KPI 02 | % of s106 cases cleared annually |
| SP KPI 03 | % of Community Infrastructure Levy (CIL) contributions due collected |

| Super KPIs | |
|------------|--|
| SKPI 01 | Increase business survival rate (compared against other boroughs) |
| SKPI 02 | Reduction in youth unemployment (compared against other boroughs) |
| SKPI 03 | Reduction of vacant high street properties (compared against other boroughs) |
| SKPI 04 | Increase Central Government funding success |
| SKPI 05 | Improve customer satisfaction in DRS service |
| SKPI 06 | Standard/Urgent Response as defined by Authority |
| S PI 07 | Comparable customer satisfaction performance (Net Promoter) |
| S PI 08 | Reduction of vacant <u>commercial</u> properties (Barnet year-on-year) |
| POL KPI | Compliance with Policy |

Business survival rate across the Borough

By the end of the fourth year of the Partnership, increase by 5 percentage points more than against recognised comparable Boroughs, the number of Barnet businesses surviving for more than 2 years.

To demonstrate that the investment and innovation that Capita is providing across the DRS cluster, as a whole, will add value to the Council's strategic objectives and priorities over and above the delivery of the specific service output requirements for individual services. To report the level of these improvements. This will enable a clear demonstration of value for money and help inform service and policy development over the term of the partnership.

This particular indicator will help to demonstrate value in terms of increased prosperity within the Borough and increased income to the Authority (through NDR)

[TBC]

There are no validated baseline data for this Super KPI as this is not currently measured by the Council. The 'firm baseline' will be mutually defined as the agreed starting point for each of these through the wider baselining exercise which will be completed no later than the end of the 3rd month of the partnership. To enable us to work out a meaningful target Capita Symonds have worked with their partner, Local Futures, to collate data available in the public domain relevant to these targets to provide an estimated baseline where this is available. Once the actual baseline has been agreed with the Council, Capita are happy to revise the targets upwards if needed to maintain the ambition to commit to and deliver significant improvement.

Capita's initial estimates based on the previous year are that Barnet businesses survival rates are 67.84%, which compares to a London average of 70% and a Great Britain average of 70.3%. Note: The list of comparable boroughs will be agreed with the Authority during the first three months of service commencement.

By end of year 2, to have increased the businesses survival rate by 2 percentage points more than the business survival rate achieved in the same period by comparable boroughs

By end of year 3 to have increased the businesses survival rate by 4 percentage points more than the business survival rate achieved in the same period by comparable boroughs

By end of year 4 and thereafter to have increased the businesses survival rate by 5 percentage points more than the business survival rate achieved in the same period by comparable boroughs

Note: If the average increase of comparable boroughs is 70% in Year 2, then the target is 72% for that year.

Note: Any financial deductions for Year 1 will be consolidated with any financial deductions for Year 2. Furthermore, the time delay in reporting will result in any potential annual financial deductions being delayed. Any potential penalty payments will be due in the reporting year when the data becomes available.

1) At the beginning of each year, the list of boroughs agreed with the Authority to be comparable with Barnet will be provided from the Local Futures National Database, based on a set of Determinants to be agreed with the Council (such as size, demographics, current infrastructure, etc.) and the businesses survival rates for the preceding year for each of these comparable boroughs will be recorded from the nationally reported data (as collected through the Local Futures systems)

Business survival rate in Barnet minus average survival rate across comparable boroughs

Annual Report

TBC

TBC

The Local Futures national database, which collates more than 2,000 datasets from more than 130 nationally recognised sources including, but not limited to, the National Census, NOMIS, BRES etc. at a range of levels including Regional, sub-regional, NHS 3, District, Ward, LLSOA and Census Output Area levels

The full data set is published across more than 130 pieces (a comprehensive list can be provided)

Not applicable - the data is drawn from 3rd party reports

LBB specific

The data is drawn from nationally recognised sources and has been subject to the quality checks of those sources

The source data is stored in the 3rd party systems of nationally respected organisations from which the Local Futures national database captures it; the Local Futures database is hosted on secure systems which are password protected. The data held in the Local Futures systems fully complies with Data Protection Requirements

None

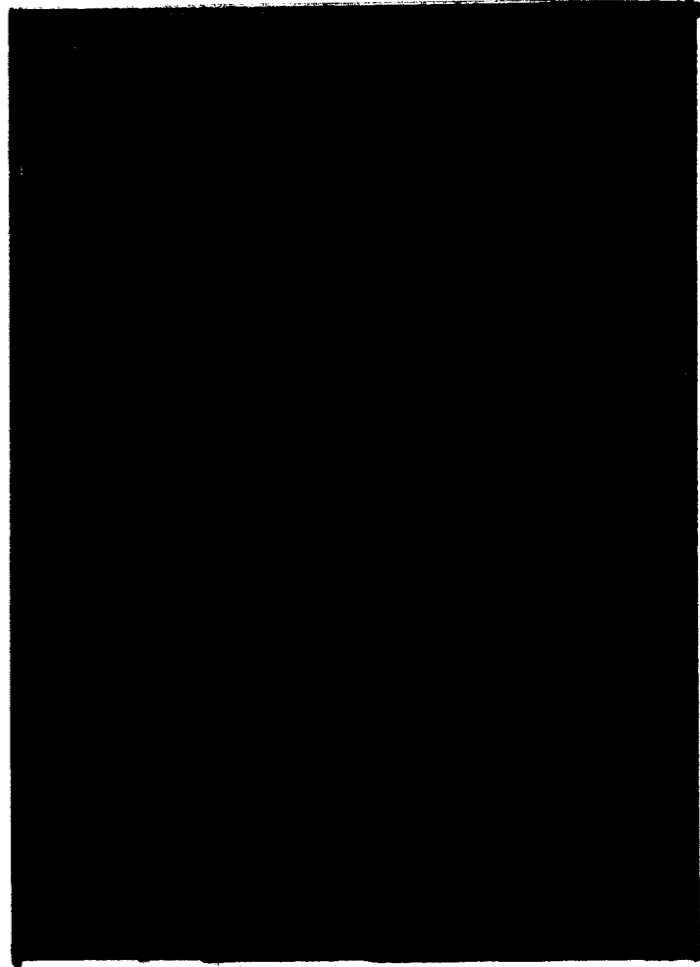
Businesses survival rate will be lower than targeted, although it may still be comparable to similar boroughs

No

Partnership Reporting for the first year of the Partnership. The data is drawn from the nationally reported data (as collected through the Local Futures systems)

Name

Date



Reduction in Youth Unemployment (including graduates and school leavers) - 16-24 year olds

After the fifth year of the Partnership, annually decrease by 2 percentage points more than against recognised comparable boroughs (measured through the Barnet Observatory against recognised industry benchmarks provided by Local Futures), the number of Barnet based unemployed Young People

To demonstrate that the investment and innovation that Capita is providing across the DCS cluster, as a whole, will add value to the Council's strategic objectives and priorities over and above the delivery of the specific service output requirements for individual services.

To report the level of these improvements.

This will enable a clear demonstration of value for money and help inform service and policy development over the term of the partnership.

This particular indicator will demonstrate improvements in terms of increased prosperity within the Borough and reductions in cost pressures on the Authority

[4c]

There are not published baseline data for this Super Key. The 'firm baseline' will be mutually defined as the agreed contract for each of these through the wider baseline exercises which will be completed no later than the end of the 3rd month of the Partnership. To enable us to work out a meaningful target Capita have worked with their partner, Local Futures, to collate data available in the public domain relevant to these targets to provide an estimated baseline where this is available. Once the actual baseline has been agreed with the Council, Capita are happy to revise the targets upwards if needed to maintain the ambition to commit to and deliver significant improvement. Note: This is a performance target which will be agreed with the Authority during the first three months of service commencement.

To achieve a percentage point decrease in the proportion of Barnet based unemployed Young People year-on-year which achieves at least the same % decrease compared with comparable boroughs and in addition outperforms the average performance of comparable boroughs as follows:

- End of Year 1: Maintaining agreed baseline
- End of Year 2: 0.5 percentage points better than the average of comparable boroughs for that year
- End of Year 3: 1.1 percentage points better than the average of comparable boroughs for that year
- End of Year 4: 1.5 percentage points better than the average of comparable boroughs for that year
- End of Year 5 and thereafter: 2 percentage points better than the average of comparable boroughs for that year and each year thereafter

Note: For example, for Year 3 if average of comparable boroughs is 15% then the target is 14%. Note: the time delay in reporting will result in any potential annual deductions being delayed. Any potential penalty payments will be due in the reporting year when the data becomes available.

1) At the beginning of each year, the list of boroughs used to be comparable with Barnet will be provided to the Local Futures National Database, based on a set of Determinants to be agreed with the Council (such as size, demographics, economic performance) and the rates of Unemployed Young People for the preceding year for each of these comparable boroughs will be recorded from the nationally reported data (or collected through the Local Futures systems)

Youth unemployment rate in Barnet minus average youth unemployment rate across comparable boroughs

Annual Report

TBC

TBC

The Local Futures national database, which collates more than 2,000 datasets from more than 130 nationally recognised sources including, but not limited to, the National Census, NOMIS, ONS, BLES etc. at a range of levels including Regional, sub-regional, Ward 3, District, Ward, LSOA and Census Output Area levels

The full data set is published across more than 130 places (a comprehensive list can be provided)

Not applicable - the data is drawn from 3rd party reports

LBB specific

The data is drawn from nationally recognised sources and has been subject to the quality checks of those sources

The source data is stored in the 3rd party systems of nationally respected organisations from which the Local Futures national database captures it; the Local Futures database is hosted on secure systems which are password protected. The data held in the Local Futures systems fully complies with Data Protection Requirements

None

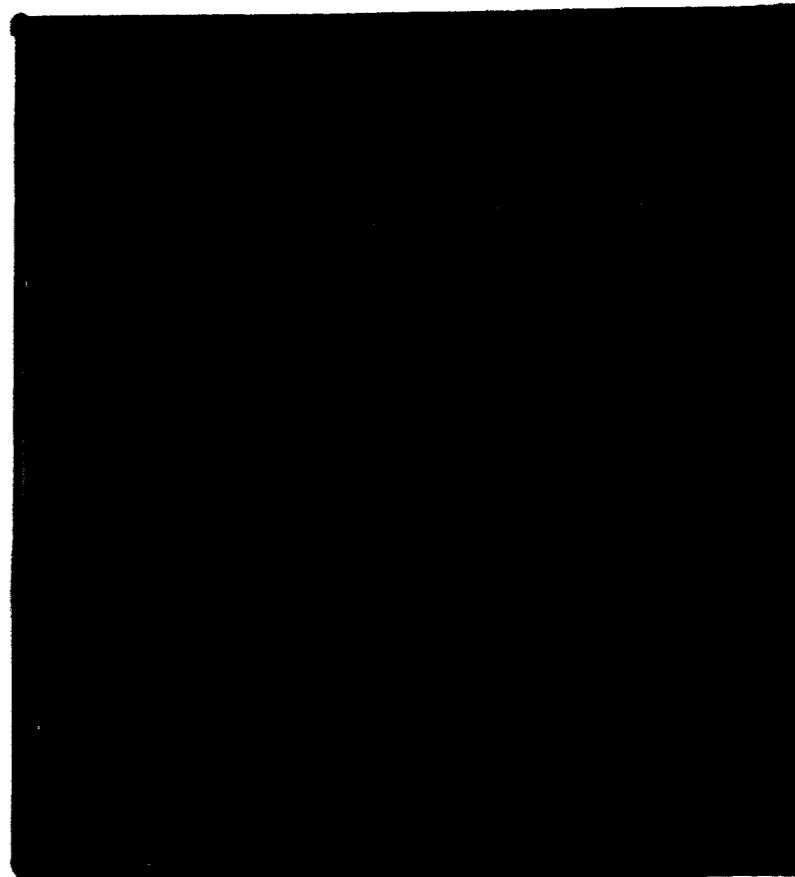
Performance in employment of graduates and school leavers will be above target, although may still be comparable with similar boroughs.

No

None

Name

Date



Reduce the number of "Vacant High Street Properties" (VHSP) across the Borough

After the end of the fifth year of the Partnership, the proportion of VHSP across the Borough to decrease by 5 percentage points against other comparable boroughs

To demonstrate that the investment and innovation that Capita is providing across the DRS cluster, as a whole, will add value to the Council's strategic objectives and priorities over and above the delivery of the specific service output requirements for individual services. To report the level of these improvements. This will enable a clear demonstration of value for money and help inform service and policy development over the term of the partnership.

This particular indicator will help to demonstrate increased prosperity within the Borough and increased income to the Authority

TBC

There are not validated baseline data for this Super KPI as this is not currently measured. The firm baseline will be mutually defined as the agreed starting point through the baselining exercise which will be completed no later than the end of the 4th month of the partnership. This will entail agreeing the list of comparable boroughs. To enable us to work out a meaningful target Capita have worked with their partner, Local Futures, to collate data available from the Local Data Company to provide the baseline. Any data on commercial properties broken down by district will be provided to the Council. Capita are happy to raise the targets upwards if needed to maintain the ambition to commit to and deliver significant improvement.

To achieve a percentage point decrease year-on-year in the proportion of Barnet based high-street properties which are vacant which achieves at least the same % decrease compared with comparable boroughs and in addition outperforms the average performance of comparable boroughs as follows:

- End of Year 1: mention baseline
- End of Year 2: 2 percentage points better than the average of comparable boroughs for that year
- End of Year 3: 3 percentage points better than the average of comparable boroughs for that year
- End of Year 4: 4 percentage points better than the average of comparable boroughs for that year
- End of Year 5 and thereafter: 5 percentage points better than the average of comparable boroughs for that year

Note: For example, for Year 3 if average of comparable boroughs is 15% then the target is 12%.

Note: the time delay in reporting will result in any potential annual deductions being delayed. Any potential penalty deductions will be due in the reporting year when the data becomes available.

The methodology for calculating the information for this KPI will be agreed during the first 4 months of the partnership. This will entail agreeing the list of comparable boroughs.

The Service Provider will be responsible for gathering the data

Average proportion of vacant high street properties across comparable boroughs minus proportion of vacant high street properties in Barnet

Annual Report

TBC

TBC

TBC

The data will be published through the Local Futures system

No

LBB specific

To be confirmed

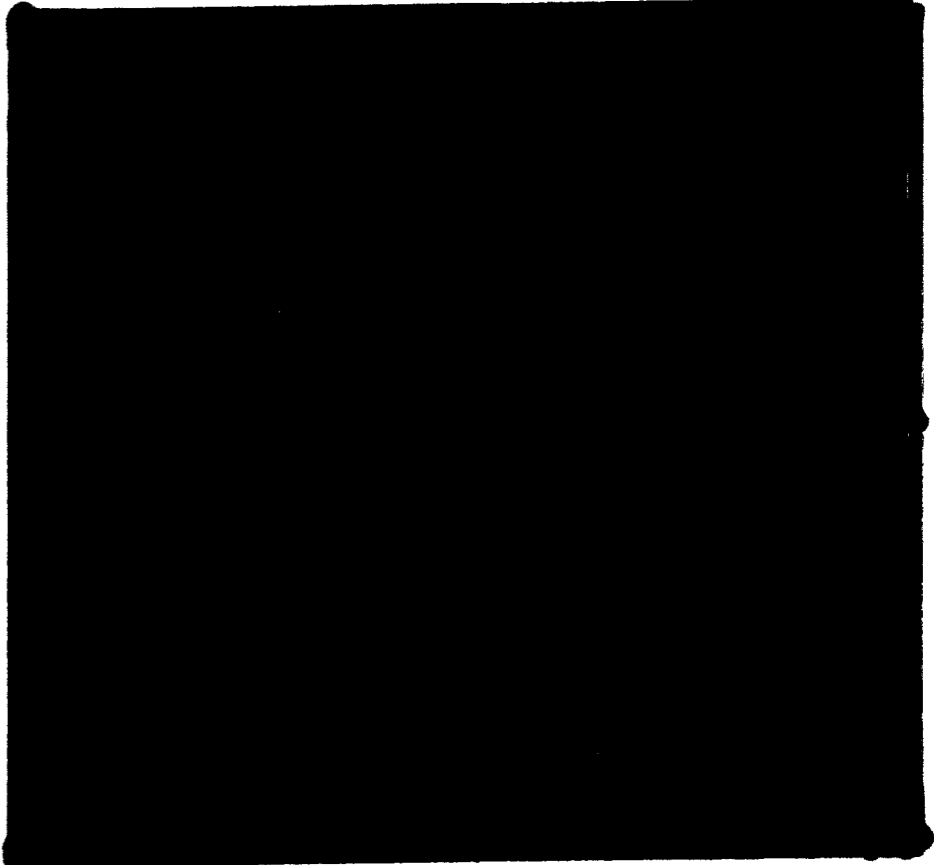
The source data is stored in the systems of the Local Data Company from which the Local Futures national database captures it; the Local Futures database is hosted on secure systems which are password protected. The data held in the Local Futures systems fully complies with Data Protection Requirements.

None.

Vacant units will be higher than target. This will impact on DCS income and ancillary services, and regeneration.

No

| Name | Date |
|------|------|
| | |



Barnet success rates in bidding for and winning available funding

The increase in the success of Barnet in bidding for and winning available funding related to DRS services, year-on-year measured in terms of the 'hit rate' of applications made and awards of funding which exceed the Council's average for the 2 years preceding commencement of the contract. This excludes funding which is allocated automatically to the Authority (e.g. Disabled Facilities Grant).

To demonstrate that the investment and innovation that Capita is providing across the DRS cluster, as a whole, will add value to the Council's strategic objectives and priorities and above the delivery of the specific service output requirements for individual services, the Partnership will help inform service and policy development over the term of the partnership.

This particular indicator will help to demonstrate increases in funding and resources available for regeneration

There is no validated baseline data for this Super KPI as this is not currently measured. The 'firm baseline' (current hit rate performance and amount of funding received which will inform the targets) will be mutually defined as the agreed starting point for each of these through the wider baselining exercise which will be completed no later than the end of the 3rd month of the partnership. The target for Year 1 onwards will be agreed no later than the end of the 3rd month of the partnership based on the baseline data to be defined.

The target for Year 1 onwards (and underperformance bands) will be agreed no later than the end of the 3rd month of the partnership based on the baseline data to be defined.

By the end of year 1 to achieve an agreed percentage increase compared to the Council's average for the 2 years preceding the start of the contract in (a) the hit rate for winning all available funding and (b) the % of the maximum possible funding from those bids that was achieved; to maintain that improvement year on year throughout the term of the contract

The total number of funding opportunities actually bid for each year as a proportion of the total number relevant to the council should be comparable to the proportions done in the 2 years preceding contract commencement (i.e. at least 80% of the baseline proportion)

(1) Baseline number of bids & value of won bids; Establish the baseline at contract start in terms of what funding the council has applied for in the preceding 2 years and work out an average 'hit rate' based on:
 (a) the number of awards bid for v. the number won and;
 (b) the % of the maximum possible funding from those bids that was achieved

(2) Yearly number and value of relevant funding opportunities arising; At the end of year 1 and each subsequent year of the contract record and report the number and value of funding opportunities made by central government, the Greater London Authority, European Union, and other funding sources which were available to the council at the end of Year 1 and each subsequent year of the contract also record and report the number and value of these central government funding opportunities relevant to the council which were bid for by the Partnership and record the number 'won', the total value of all of these and for each award the value of the award as a % of the total that could have been awarded

(4) Compare the number and value bid in year to the potential available and compare this and the number and value won to the baseline. At the end of Year 1 and each subsequent year of the contract calculate:
 (i) the % of the number of possible relevant funding opportunities available in that year which were in fact bid for by the Partnership

(ii) the % hit rate for the year in terms of the number of awards made compared to the number 'won'
 (iii) the % hit rate for the year in terms of the maximum value of awards which could have been made under the bids won compared to the actual value of the awards won

(iv) compare the % for (i), (ii) and (iii) to the average for the same indicators relating to the 2 years preceding contract award

Performance in year on measures less performance on equivalent measures in previous year (denominator in year 1 is average of 2 years prior to contract commencement).

Note: the target for Year 1 is pro-rated depending on the performance as at service transfer date.
 Note: this formula may change depending on the baseline findings to be agreed and subsequent targets to be set.

Annual Report

TBC

TBC

LBB specific

not applicable

The data is drawn from nationally recognised sources and has been subject to the quality checks of those sources

The data will be recorded in the Partnership's Performance Management System, which is password protected with access restricted to named council officers and partnership employees. The data will be provided annually to the Performance Management team of the NSCSO. The information will be stored by the DRS Partnership in compliance with both Freedom of Information and Data Protection requirements

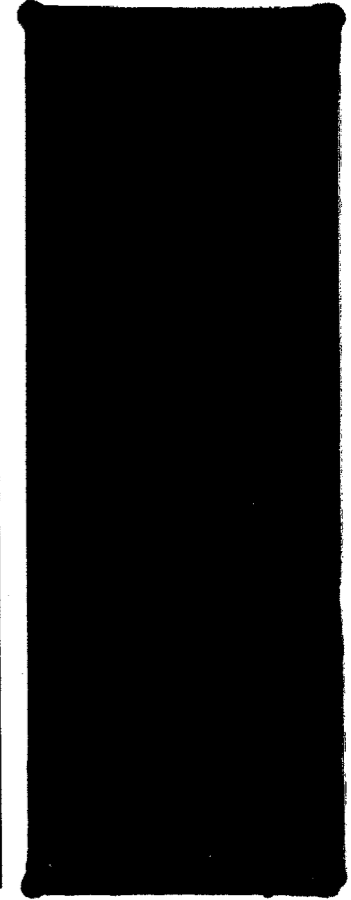
None as the data can be corroborated by the bid and award notification documents for each funding opportunity

Improvements in realisation of funding will be reduced, which may affect realisation of strategic objectives for DRS and related services.

No

Name

Date



Improved customer satisfaction

The % of customers confirming they are satisfied or better with the services based on the cumulative results of monthly customer satisfaction surveys.

The survey results/scores of the individual services should be provided separately, and an overall/consolidated score across all services should also be provided.

Note: This should include, among others, customer satisfaction with process of moving into their new homes under the Regeneration Service, and Environmental Health non-statutory/non-regulatory satisfaction surveys. Satisfaction surveys from customers who are regulated will be calculated separately (e.g. in Environmental Health).

To demonstrate that the investment and innovation that Capital is providing across the DfS cluster, as a whole, will add value to the Council's strategic objectives and priorities and provide a clear delivery of the Regeneration Service, the Regeneration Service will be a key focus of the partnership. This will enable a clear demonstration of value for money and help inform service and policy development over the term of the partnership.

The particular indicator will help to demonstrate improvements in customer service

TBC

The survey methodology and design will be agreed with the Authority no later than the end of month 2. Baseline data will be gathered during the following 3 months.

The satisfaction survey score should comply with all of the following:

- 1. Year 1: each service area to improve from their baseline performance by 10% on an average across all services.
 - 2. Year 2: each service area to reach at least 80% by the 4th quarter of Year 2. On all service areas achieve 80% performance by the end of Year 2. On all service areas achieve 80% performance by the end of Year 2.
 - 3. Year 3: each service area to reach at least 85% by the 4th quarter of Year 3. On all service areas achieve 85% performance by the end of Year 3.
 - 4. Year 4: each service area to reach at least 90% by the 4th quarter of Year 4. On all service areas achieve 90% performance by the end of Year 4.
 - 5. Year 5 and thereafter: each service area to reach at least 87.5% by Year 5. On all service areas achieve 87.5% customer satisfaction on average across the DfS services with no service area scoring below 72.5%.
- Note: For example, if the baseline was 50%, then the target for Year 1 is 55% and, for Year 2, the target would have been 57.5%.

A statistically significant survey to be conducted at the end of each year of the contract. The number of survey returns should be statistically significant in relation to the size of the customer base for that service.

During the survey design phase, the service provider and the Authority will agree who will conduct the survey (e.g. third party organisation or service provider).

% of respondents answering "Satisfied" or better in the following scale:
 "Very Satisfied", "Satisfied", "Neither Satisfied nor Unsatisfied", "Unsatisfied", "Very Unsatisfied" or as agreed during the survey design phase.

Number of respondents answering "Satisfied" and number of respondents answering "Very Satisfied" or as agreed during the survey design phase.

The formula to calculate the average score across all services will be agreed during design phase. The score of each service area will be weighted using a number that is the statistically significant number of returns required for each service area depending on the size of its customer base.

The formula will exclude returns which are either incomplete or do not meet data submission requirements (this will be defined during survey design phase).

Reported monthly but measured annually

Survey data collected by the service provider. The Authority reserves the right to conduct an independent verification/review of the data on an annual basis.

The data will be sourced from surveys undertaken across a representative and statistically significant sample of the customers of the DfS

No

No

LBS specific

not applicable

The survey methodology will be agreed and validated by a suitably qualified 3rd party

The original survey returns will be made available to validate the results

The data will be recorded in the Partnership's Performance Management system, which is password protected with access restricted to named council officers and partner employees. The data will be used by the DfS partnership in compliance with both Freedom of Information and Data Protection requirements

That an insufficient number of participants respond to achieve a statistically significant survey

Customer satisfaction is a key measure supporting the achievement of the wider growth objectives for the Authority and for joint venture. Lower than expected customer satisfaction would require review of processes and performance to deliver improvements.

No

Name

Date

Applicable
Responding to the Authority's request for information (urgent response and standard response)

Definition

To measure Compliance by Service Provider with responding to reasonable requests for information which have been defined by the Client as requiring a reasonable Urgent Response (within 4 hours) or a reasonable Standard Response (within 2 days). The Authority determines the type of request (either Standard or Urgent) at the point of request and provides an explanation as to the need for the request.

Why we are using this metric

To ensure that the Client can either be assured that an urgent issue is being dealt with appropriately and/or allowing the Client to provide information which was requested by a third party

Person responsible for data collection

As defined by the Service Provider

Baseline

New requirement due to the new Client/Service Provider arrangement requiring a new information flow

Year End target

All requests are responded to within 4 hours if an Urgent Response. 90% of Standard Response requests are responded to within 2 days.

Q1

Q2

Q3

Q4

Q5

Q6

Q7

Method of calculation

1. Client logs request to Service Provider, 2. Service Provider records the request on their Management Information system with date/time received and target completion date/time, 3. Service Provider updates system with response including date/time, 4. Service Provider records response date/time, 5. Outcome of all requests/responses received in the month reported in the Service Providers monthly report, 6. Client validates records at end of month and agrees accuracy of data, 7. Any failings identified agree calculation in accordance with KPI criteria.

Formula

Number of requests requiring urgent requests that are responded to within 4 hours divided by the total number of urgent requests.

Number of requests requiring standard requests that are responded to within 2 days divided by the total number of standard requests.

Reporting format
number late - timescale of lateness for each

Reporting frequency

Monthly

Yes

Quarterly

Data Provider

SP to confirm

SP to confirm

Data Source

SP and Client Management Systems

Data Publishing/Access

No

Data Storage/Management

No

Compatible Indicator

LBB Specific

n/a

Data Accuracy Checks

Client makes the requests and the Service Provider will record dates and times of the requests. Client can validate the reports at the end of each reporting period

Data Storage and Security

Data stored in management systems and reported using spreadsheets both of which will have restricted access

Risks to collecting, publishing or publishing data

No

Impact of poor performance if below target

Urgent issues may not be dealt with in an appropriate timescale which could lead to risks and inability to pass on important/urgent information, potentially leading to safety, financial risks, business continuity, bad publicity and detrimental to reputation.

Commercial sensitivity

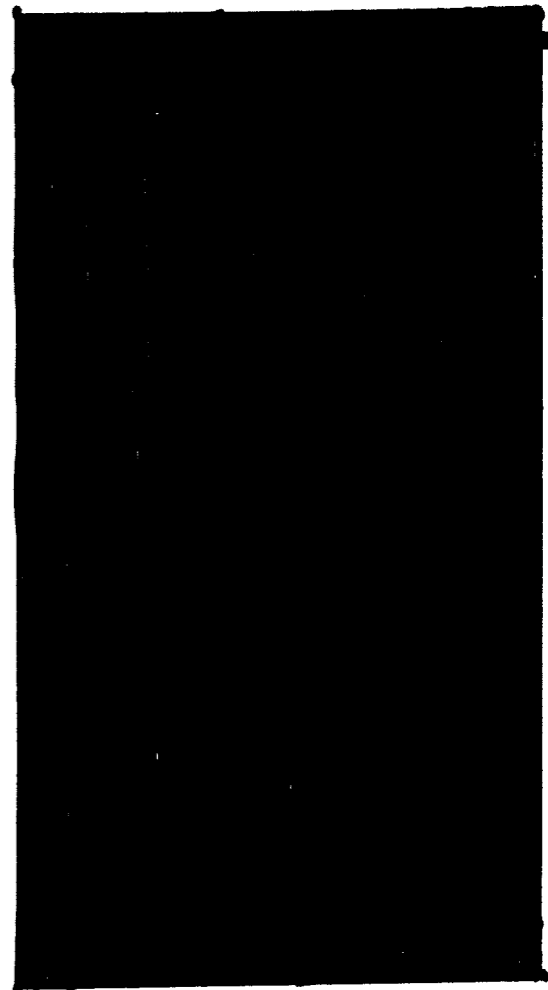
No

Data Quality/Reporting

I certify that the information provided above is, to the best of my knowledge, accurate, false or otherwise, and I understand the responsibility that falls on me in this regard.

Name

Date



Alignment of customer satisfaction with the best comparable organisations in the UK

Levels of customer satisfaction measured using the 'Net Promoter' scoring methodology are comparable with the best organisations in the UK across both public and private sectors

Note: this cross-cutting/super PI can be elevated to a SKPI.

To demonstrate that the investment and innovation that Capita is providing across the DRS cluster, as a whole, will add value to the Council's strategic objectives and priorities over and above the delivery of the specific service output requirements for individual services. To report the level of these improvements. This will enable a clear demonstration of value for money and help inform service and policy development over the term of the partnership.
This particular indicator will help to demonstrate improvements in customer service measured as customer service is measured for the best private sector firms on the high street

[TBC]

A survey will be undertaken within 6 months of the commencement date to establish the baseline

To achieve a ranking placing the DRS in the upper quartile 48 months of commencement, and then for the remainder of the contract

(1) A statistically significant survey to be at the end of each year of the contract

Output from assessment will determine quartile boundaries.

Annually after 48 months

The data will be sourced from surveys undertaken across a representative and statistically significant sample of the customers of the DRS

Net Promoter web-site

No

Comparable to participating organisations across the UK through the Independent Net Promoter organisations

Net Promoter

The survey methodology will be agreed and validated by Net Promoter

The data will be recorded in the Partnership's Performance Management system, which is password protected with access restricted to named council officers and partnership employees. The data will be provided annually to the Performance Management team of the NSCSO. The information will be stored by the DRS partnership in compliance with both Freedom of Information and Data Protection requirements

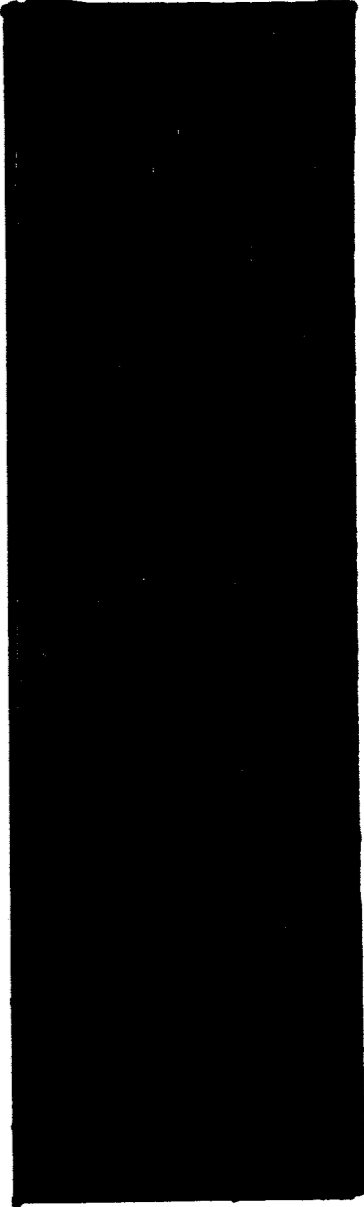
That an insufficient number of participants respond to achieve a statistically significant survey

Delivering a high level of customer satisfaction is key to the growth of DRS services and the wider development of Barnet. It is also important to staff retention and development. If performance is not on target the business will review causes and implement strategies to improve performance in line with peer organisations.

No

Name

Date



Reduce the number of "Vacant Commercial Properties" ("VCP") across the Borough

After the end of the fifth year of the Partnership, the proportion of VCP across the Borough to decrease by 5 percentage points (measured through the Barnet Observatory / Insight Team)

Note: this cross-cutting/super PI can be elevated to a SPT.

To demonstrate that the Investment and Innovation that Capital is providing across the DNS cluster, as a whole, will add value to the Council's strategic objectives and priorities over and above the delivery of the specific service output requirements for individual services. To report the level of these improvements. This will enable a clear demonstration of value for money and help inform service and policy development over time. This particular indicator will help to demonstrate increased prosperity within the Borough and increased income to the Authority

[sic]

There are not validated baseline data for this Super KPI as this is not currently measured. The "firm baseline" will be mutually defined as the agreed starting point for each of these through the wider baselining exercise which will be completed no later than the end of the 12th month of the partnership. Once the actual baseline has been agreed with the Council, the Super KPI will be reported on a quarterly basis upwards if needed to maintain the ambition to commit to and deliver significant improvement.

To achieve a percentage point decrease year on year in the proportion of Barnet based commercial units which are vacant, which achieves the following targets:

- End of Year 2: Maintain the baseline
- End of Year 3: 2 percentage points better than the baseline
- End of Year 4: 3 percentage points better than the baseline
- End of Year 5 and thereafter: 5 percentage points better than the baseline

Note: For example, if the baseline is 20%, then the target for Year 3 is 18%.

Note: Should this PI be elevated to an SPT, the time delay in reporting will result in any potential annual deductions being delayed. Any potential delay in reporting will be due in the reporting year when the data becomes available.

The Barnet Observatory / Insight Team will be responsible for gathering the data. The exact data gathering methodology to be agreed with the Authority within the first 6 months.

Number of vacant properties for the current year divided by the number of vacant properties as at baseline

Annual Report

TBC

TBC

The data is sourced from the Barnet Observatory / Insight Team

The data will be published through the Local Futures system

No

LBB specific

To be confirmed with the Local Data Company

The source data is stored in the systems of the Local Data Company from which the Local Futures national database captures for the Local Futures database is hosted on secure systems which are password protected. The data held in the Local Futures systems fully complies with Data Protection Requirements

Continued support from Local Data Company

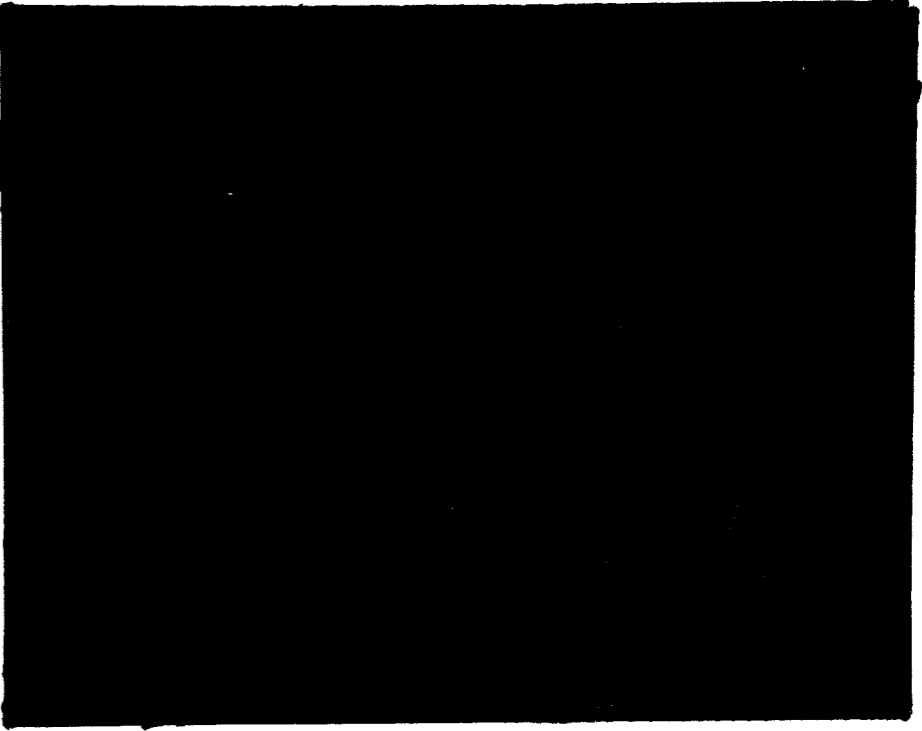
Vacant units will be higher than target. This will impact on DNS income and ancillary services, and regeneration.

No

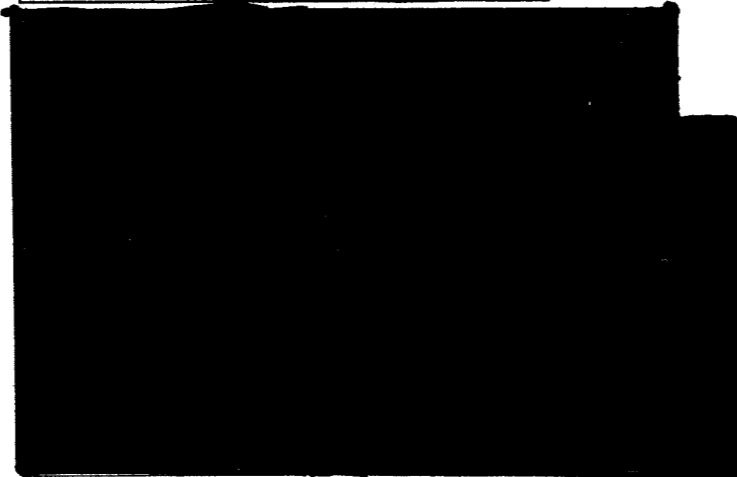
The source data is stored in the systems of the Local Data Company from which the Local Futures national database captures for the Local Futures database is hosted on secure systems which are password protected. The data held in the Local Futures systems fully complies with Data Protection Requirements

Name

Date

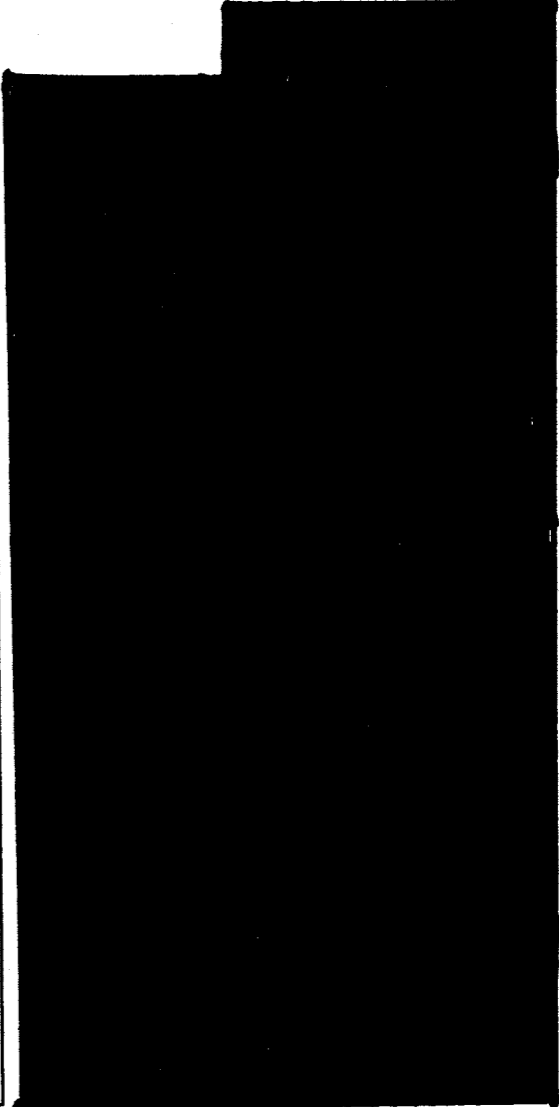


| | | | |
|---|-------------------------------------|--------------|--------------|
| KP1001 | | | |
| Number of decisions within statutory timescales | | | |
| Meet building regulation statutory timescales - decisions in 5 weeks or 2 months (dependent on the choice of the applicant at the time of application). This excludes the impact of any delayed decisions by an authorised officer of the Authority. | | | |
| Industry target. Of importance to applicants and developers and also a measure used by central government and industry associations. Failure may result in returning fees, loss of business and complaints | | | |
| [Redacted] | | | |
| 92% (2010/11) | | | |
| 92% | | | |
| Calendar Period | | | |
| April 92% | July 92% | October 92% | January 92% |
| May 92% | August 92% | November 92% | February 92% |
| June 92% | September 92% | December 92% | March 92% |
| Applications entered on Acolaid by admin. Crystal report run monthly measuring date of validation to when a decision has been made. Area Managers running the report do not have direct access to make entries on Acolaid or editorial rights for Crystal reports | | | |
| Number of applications with decisions on time / number of applications validated in reporting period *100 | | | |
| % | | | |
| Monthly | <input checked="" type="checkbox"/> | Quarterly | |
| [Redacted] | | | |
| Acolaid | | | |
| No | | | |
| The Authority share this information with the London District Surveyors Association (LDSA) by completing a monthly benchmarking sheet. The Authority historically also shared it with the CLG on an annual return but have not done so in recent years | | | |
| Comparable Indicator | | | |
| This is a KPI under the CLG Building Control Performance Standards. All Building Control Bodies are encouraged to report annual to the Department for Communities and Local Government (CLG). The Authority provide this voluntarily to the LDSA, our regional organisation | | | |
| Different reports (e.g. application count reports) can be run that should give similar data, which can be used to cross check/spot check data. | | | |
| Data Storage and Security | | | |
| Password protected folder on shared drive | | | |
| Collection is voluntary so risk is reputational. Incorrect figures would not be an accurate reflection of the authority's performance | | | |
| Price performance mechanism is used | | | |
| Yes | | | |
| Data Quality Report | | | |
| The information provided by all the surveyors is accurate and correct. The Authority have undertaken to ensure the accuracy and reliability of the data quality. | | | |
| Name | | | |
| Date | | | |



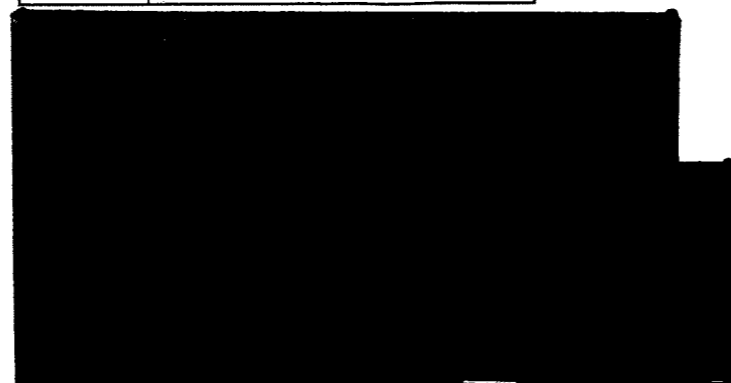
DRS methodology sheet

| | |
|--|---------------------|
| <p>Indicator Reference:</p> <p>PI003</p> | |
| <p>Indicator Title:</p> <p>Quality of work</p> | |
| <p>Definition:</p> <p>To check consistency and reliability of professional judgement, discretion and advice on decisions and site inspections.</p> | |
| <p>This excludes the impact of any intervention by an authorised officer of the Authority, and where the opinion of an independent arbitrator concurs with the service provider's view.</p> | |
| <p>Why it is used in the Indicator:</p> <p>If quality not maintained could increase liability against the Authority, reduce satisfaction levels, increase complaints and loss in business</p> | |
| <p>Person responsible for data collection:</p> <p>Not currently collected. Effectively done at this time by either of the Area Managers (Nick Lemox or Steve Snell) when signing decisions and when accompanying surveyors on site visits</p> | |
| <p>100% on life safety and 100% on non-life safety (May 2013, sample of 6 cases)</p> | |
| <p>100% on life safety requirements (as defined by industry standards), 90% non-life safety requirements (as defined by industry standards)</p> | |
| <p>NOTE: This PI will be fully failed if it does not achieve 100% on life safety requirements.</p> | |
| <p>100% and 90%</p> | <p>100% and 90%</p> |
| <p>Method of collection:</p> <p>The service provider will institute a self-audit on a random sample of 10 Building Notices (with random site inspections) and 10 Plan check of building regulation applications per annum for agreement on life safety and non-life safety matters. The cases will be of varied types and sizes of work.</p> <p>The Authority reserves the right to bring in a third-party Building Control expert to conduct the audit in exactly the same way as described above. In such cases, the third-party Building Control expert's findings will be used to measure this PI. Should there be disagreement on opinion between the third-party expert and the service provider, a mutually agreed arbitrator can be called upon to provide final judgement.</p> | |
| <p>Formula:</p> <p>Number of cases (both review of Building Notice and Full Plan application, and random site inspections) that meet all life safety requirements divided by the total number of cases audited.</p> <p>Number of cases (both review of Building Notice and Full Plan application, and random site inspections) that meet all non-life safety requirements divided by the total number of cases audited</p> <p>%</p> | |
| <p>6 Monthly</p> | <p>Quarterly</p> |
| <p>Reporting frequency:</p> <p>Quarterly</p> | |
| <p>Data Provider:</p> <p>Observational</p> | |
| <p>Data Storage Arrangements:</p> <p>No</p> | |
| <p>Data Sharing Arrangements:</p> <p>None</p> | |
| <p>Control Indicator:</p> <p>No</p> | |
| <p>Data Accuracy Checks:</p> <p>Area Managers could cross check each others reviews</p> | |
| <p>Data Storage and Security:</p> <p>Password protected folder on shared drive</p> | |
| <p>Collection is voluntary so risk is reputational. Incorrect figures would not be an accurate reflection of the authority's performance. Should there be disagreement as to whether this KPI has been satisfied there is an option of arbitration with the loser paying the costs</p> | |
| <p>Impact on Performance Indicators:</p> <p>Price performance mechanism is used</p> | |
| <p>Control Indicator:</p> <p>Yes</p> | |
| <p>Other Quality Indicators:</p> <p>Quality of work provided above is the best of my knowledge, accuracy, and impartiality and understanding of the responsibilities, including the quality policy</p> | |
| <p>Name</p> | <p>Date</p> |



DRS methodology sheet

| | | | |
|--|-------------------------------------|-----------|--------------------------|
| P1005 | | | |
| Considerate contractor | | | |
| Promote the Considerate Contractor Scheme | | | |
| Encourages builders to minimise disturbance and inconvenience to local residents and businesses | | | |
| Not currently collected | | | |
| Develop and agree with the Authority an annual plan prior to the start of each year to encourage contractors to sign up to the scheme. The plan will have weighted milestones (sum of all points of milestones equals 100). 100% of the milestones to be achieved for the year. | | | |
| The production of the plan and measurement of achieved milestones. | | | |
| Annual plan agreed with the Authority. Sum of all points of milestones achieved for the year. | | | |
| Annually | <input checked="" type="checkbox"/> | Quarterly | <input type="checkbox"/> |
| The annual plan and report. | | | |
| No | | | |
| No | | | |
| No | | | |
| 20% random sample check of approved applications | | | |
| Data Storage and Security | | | |
| Password protected folder on shared drive | | | |
| Collection is voluntary so risk is reputational. Incorrect figures would not be an accurate reflection of the authority's performance | | | |
| Price performance mechanism is used | | | |
| No | | | |
| Name | | | |
| Date | | | |



DRS methodology sheet

PI007

Acknowledgement and decision to street naming and numbering applications

To measure the number of applications acknowledged within 3 days and a decision made within 8 weeks of validation. This excludes the impact of any intervention by an authorised officer of the Authority. It is acknowledged that there may be some delays in the submission of additional documents by the applicant and that these are built in to the targets below.

Increase satisfaction levels leading to fewer complaints

No baseline

100% acknowledged and 95% decided.
This assumes that the current performance is similar to these proposed targets.

| | | | |
|--|---|---|--|
| April 100 and 95% May 100 and 95% June 100 and 95% | July 100 and 95% August 100 and 95% September 100 and 95% | October 100 and 95% November 100 and 95% December 100 and 95% | January 100 and 95% February 100 and 95% March 100 and 95% |
|--|---|---|--|

A report is being written to produce a list of acknowledgements and decisions which can be run on Crystal Reports.

Number of applications acknowledged within 3 days / number of valid applications in reporting period *100 and Number of valid applications with a decision in 8 weeks / number of valid applications in reporting period *100

| | |
|-----------|-------------------------------------|
| | % |
| Monthly | <input checked="" type="checkbox"/> |
| Quarterly | <input type="checkbox"/> |

Accord

No

No

No

5% manual sampling check to be put in place

Data Storage and Security

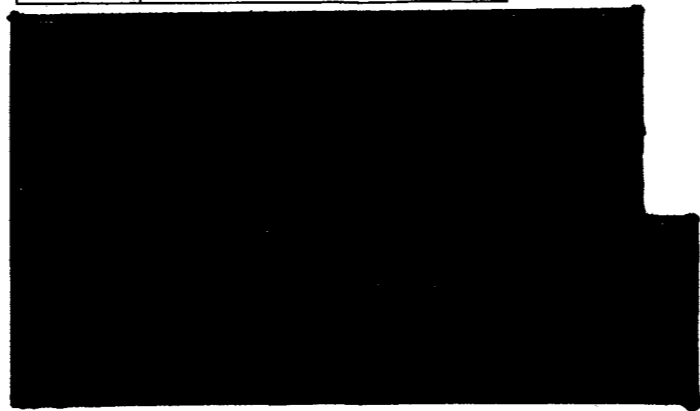
Password protected folder on shared drive

Collection is voluntary so risk is reputational. Incorrect figures would not be an accurate reflection of the authority's performance

Price performance mechanism is used

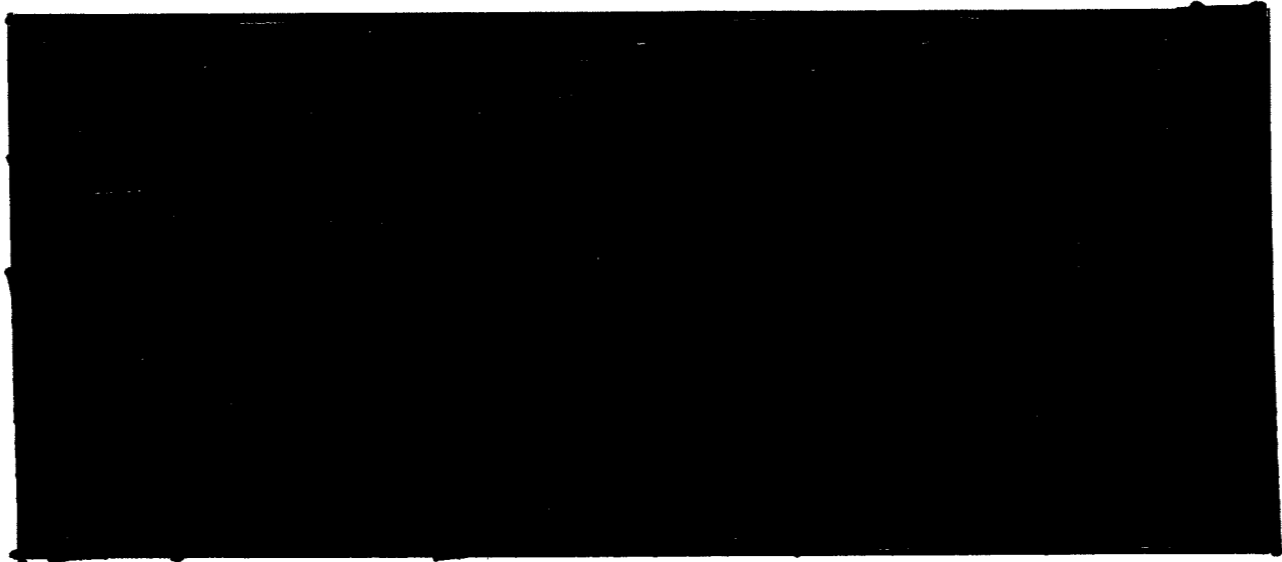
No

| | |
|-------------|--|
| Name | |
| Date | |



| | | | |
|---|----|----|--------|
| Indicator Reference | | | |
| EH01- KPI | | | |
| Indicator Title | | | |
| Appropriate response to service requests | | | |
| Definition | | | |
| Service requests are dealt with to pre set standards to the satisfaction of customers. This indicator is comprised of sub indicators detailed on tabs EH01A-EH01B. | | | |
| Why we are using this indicator | | | |
| Providing timely and appropriate responses to requests for service and which resolve issues is key for customer satisfaction, evidence collection, and customer assurance. It reduces failure demand and the likelihood of ill health and serious injury or death. | | | |
| Person responsible for data collection | | | |
| [REDACTED] | | | |
| Baseline | | | |
| See KPI EH01A-EH01B. This performance is not currently being adequately measured due to lack of customer satisfaction data for EH02C across the department. This situation will be rectified in the first quarter of 13/14. | | | |
| Year End Target | | | |
| Meet all sub targets of KPI EH01A-EH01B | | | |
| Quarterly Targets | | | |
| Q1 | Q2 | Q3 | Q4 |
| | | | |
| Method of collection | | | |
| See sub target methods of KPI EH01A-EH01B | | | |
| Formula | | | |
| All sub targets KPI EH01A-EH01B complied with. | | | |
| Return Format | | | Number |
| Reporting Frequency | | | |
| Quarterly | | | |
| Data Provider | | | |
| [REDACTED] | | | |
| TBC | | | |
| Data Source | | | |
| Idox Acolaid | | | |
| Data Publishing Arrangements | | | |
| No | | | |
| Data Sharing Arrangements | | | |
| No - there are no data sharing arrangements in place in relation to this indicator. | | | |
| Comparable Indicator | | | |
| This indicator is LBB specific although some or all of the raw data could be comparable. | | | |
| Data Accuracy Checks | | | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with case officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | | | |
| Data Storage and Security | | | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | | | |

| | |
|--|------------|
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact of poor performance if below target | |
| If performance is below target there is reputational risk, there is likely to be an increase in service complaints and there will be a reduction in customer satisfaction. Delays in service provision or provision of a service that does not meet the customers needs will lead to a higher likelihood of ill health, serious injury or death. | |
| Commercial sensitivity | |
| No | |
| Data Quality Reporter I certify that the information provided above is, to the best of my knowledge, accurate. I also certify I have read and understood the responsibilities laid out in the Data Quality Policy. | |
| Name | Rick Mason |
| Date | |



Indicator Reference

KPI
EH01A

Indicator Title

Compliance with Environmental Health Service Standards (Priority 2)

Definition

Timely response to service requests : Compliance with Environmental Health service standards below.

Why we are using this indicator

Timely response to service requests is key for customer satisfaction, evidence collection, and customer assurance. It reduces failure demand and the likelihood of ill health and serious injury or death.

Person responsible for data collection

[Redacted]

Baseline

89.1% in 2011/12
92.3% in 2012/13
89.6% 13/14 (as of 8th June 2013)

Note: these data include the four priority areas in KPIEH01B

Year End Target

90% achievement of service standards set out below

Quarterly Targets

| Q1 | Q2 | Q3 | Q4 |
|-----|-----|-----|-----|
| 90% | 90% | 90% | 90% |

Method of collection

The relevant cases are entered normally by Technical Support Officers onto Idox Acolaid NV data management system. Certain codes are set up to automatically generate a specific First Response target date (in line with those detailed below). Depending on the type of service request the first response may be provided by the Case Officer or the Technical Support Officer. The First Response date is then entered by the relevant officer into the "First Response Date Field". "First Response" is defined as "The first contact with the customer following the initial service request which results in advice being given on the action to be taken. This could be a telephone call, correspondence or a visit. Where the customer cannot be contacted or is anonymous e.g. poor House in Multiple Occupation (HMO) conditions, the first response would be correspondence or a visit to the premises. Where the service request is actioned and completed at the time of the first contact from the customer and the case is then closed this will be deemed to be the first contact". The inputting of certain actions on the case automatically completes the First Response Field. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below.

To Run (Not Export)
qryKPIFirstResponseDatesMakeTable

Description of query

1. This query creates the base data in a temporary table called 'tblKPIFirstResponseDates'
2. It looks for one of the following case types ('ID','FDIC','FDPCP','FDSK','ANSK','ANCP','HSCP','HSSK','SFCP','SFSK','HGCP','HGSK','PHCP','PHSK','SSCP','SSSK','HSACC'), i.e. cases with first response targets.
3. It excludes cases with an enquiry type of 'C812' Empty Property Street Survey as this is a proactive area of work with no first response requirement.
4. It uses the case start date as the selection date.
5. It creates a PASS/FAIL field with the following criteria. If there is a 'First Response Date' then it is within the 'First Response Target Date' it is labelled as 'PASS'. If the 'First Response Date' is not within the 'First Response Target Date' then it is labelled 'FAIL'. If there is no 'First Response Date' then it is labelled with 'OS' (outstanding) and '- PASS' if the current date (The date the report is run) is within the 'First Response Target Date' and '- FAIL' if the current date is passed the 'First Response Target Date'
6. It excludes case officers 'EMPTY PROPERTY SURVEY' as this is a data holding post for empty properties on hold, and 'DFG Systems Thinking Officer' as this is a project record.
7. It excludes cases where the address field is empty

To Export
There are two main types of queries that have an identical configuration except for the team name that they are extracting data for. These reports are Team data by case type and team data by officer

The teams are as follows
Admin (ADMIN)
Food and H&S ('FOOD','H&S','FHSS','FHSN')
Private Sector Housing (HOUS)

Formula

The report is to identify First Response dates for all those cases which have a First Response Target (as defined in the Service Standard Table below) within the period. Cases where first response date is null and target date has not expired are not included as their performance cannot be confirmed. The report then counts all which meet the target i.e. Total number of cases meeting the target/Total number of cases with a target. The performance is expressed as a percentage.

Return Format

Reporting Frequency %

Quarterly

Data Provider

[Redacted]

TBC

Data Source

Idox Acolaid

Data Publishing Arrangements

No

Data Sharing Arrangements

No - there are no data sharing arrangements in place in relation to this indicator.

Comparable Indicator

This indicator is LBB specific although some or all of the raw data could be comparable. Other Local Authorities may have different service standards.

Data Accuracy Checks

The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with case officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately.

Data Storage and Security

The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels.

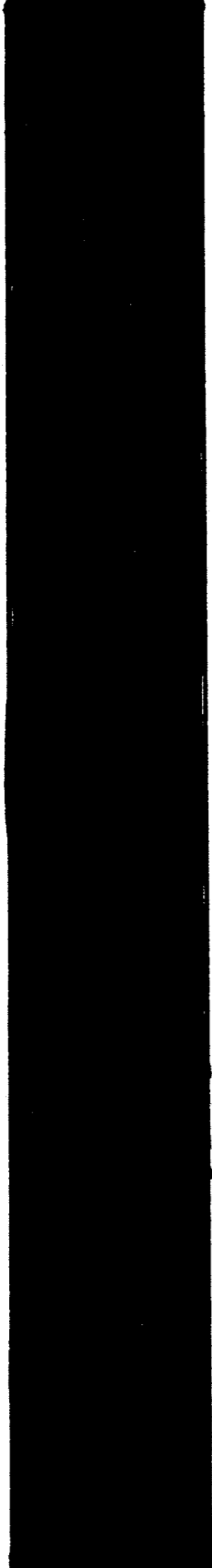
The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data collection is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI.

Impact of poor performance (below target)
 There is a reputational risk if performance is poor and it will have a knock on effect for EH01C. There is a higher likelihood of ill health and death/serious injury.
Commercial sensitivity

No

Data Quality Register
 I certify that the information provided above is to the best of my knowledge accurate. I also certify that I have read and understood the responsibilities set forth in the Data Quality Policy.

| | |
|-------------|------------|
| Name | [REDACTED] |
| Date | |



| Service Area | Function | Service Standard |
|--------------------------|--|--|
| Scientific Services | Complaints and service requests in relation to on going noise and nuisance | First response within one hour. |
| Scientific Services | Complaints and service requests in relation to not on going noise | First response within 3 days |
| Scientific Services | Complaints and service requests in relation to complex nuisances, noise, asbestos and dark smoke to be responded to during agreed operating times and non ionising radiation | Not on-going complaints of nuisance, noise, asbestos and dark smoke to be responded to during agreed operating times within 7 days |
| Scientific Services | Query regarding contaminated land | Response within 10 working days |
| Scientific Services | Exhumations | Response within 14 working days |
| Scientific Services | Requests for advice | Response within 5 working days |
| Scientific Services | Planning application consultations | The Service Provider shall respond to statutory planning consultations and SE1 applications within 21 days and requests for advice on relevant planning conditions and evidence within SLA agreement guidelines. |
| Pest Control | Treatments to eradicate rats, mice and insect pests of public health significance. | Carry out treatments within 3 working days during the months of October to April inclusive and not more than 5 working days during the months of May to September inclusive. |
| Public Health & Nuisance | Nuisances and public health hazards | On-going complaints of nuisance, noise, asbestos, foul water and dark smoke to be responded to during agreed operating times within one hour. |
| Public Health & Nuisance | Nuisances and public health hazards | Respond to complaints of significant pest infestations inside habitable buildings within one working day. |
| Public Health & Nuisance | Nuisances and public health hazards | Respond to complaints of filthy and verminous premises or people by visiting within 5 working days. |
| Private Sector Housing | Housing Complaints Relating to Condition of Property | Urgent service requests to be responded to within 1 working day. |
| Private Sector Housing | Housing Complaints Relating to Condition of Property | Non-urgent service requests to be responded to within 3 working days. |
| Private Sector Housing | Advice request regarding housing conditions | Respond to requests for advice within 5 working days. |
| Food Safety & Standards | Food Safety and Standards Consumer Complaints | Priority 1 complaints to be responded to within 1 day and Priority 2 within 3 working days |
| Food Safety & Standards | Food Safety and Standards Consumer Complaints | Priority 3 complaints to be responded to within 5 days |
| Food Safety & Standards | Food Safety and Standards Advice | Food safety and standards requests for advice to be responded to within 5 working days. |
| Food Safety & Standards | Drinking Water Safety, Sufficiency and Quality | Complaints or requests regarding drinking water to be responded to by communication to the complainant within 24 hours |
| Health and Safety | Health and Safety Complaints and Referrals Service | Complaints and referrals other than cases of Legionella, responded to within 5 working days of receipt. |
| Health and Safety | Health and Safety Advice Service | Requests for advice responded to within 5 working days of receipt |
| Health and Safety | RIDDOR Report Activity | All other health and safety investigations to be commenced within 5 days of receipt |
| Health and Safety | Smoke Free Complaints and Advice Service | First responses to complaints and requests for advice to be within 5 working days of receipt. |
| Health and Safety | Special Treatment Licensing | First responses to complaints and requests for advice to be within 5 days of receipt |
| Health and Safety | Animal Health and Welfare Complaints | First responses to complaints to be within 5 working days of receipt. |
| Health and Safety | Animal Health and Welfare Service Requests | Requests for advice responded to within 10 working days of receipt |

Indicator Reference

KP1
EH01B

Compliance with Environmental Health Service Standards (Priority 1)

Timely response to service requests : Compliance with Environmental Health service standards below. The service provider will respond within the timescales. The Authority will determine the reasonableness of any circumstances which may lead to a delay in response beyond the timescales provided and whether or not this will be regarded as a service failure.

Why we are using this indicator

Timely response to service requests is key for customer satisfaction, evidence collection, and customer assurance. It reduces failure demand and the likelihood of ill health and serious injury or death.

Person responsible for data collection

[Redacted]

Baseline

- Food Alerts
13/14 Q1: 1 out of 1 case within timescales
- Infectious disease control
13/14 Q1: 6 out of 6 cases within timescales
12/13: 18 out of 18 cases within timescales
- Legionella investigations
13/14 Q1: 1 out of 1 case within timescales
12/13: 3 out of 3 cases within timescales
- Major injury
13/14 Q1: 9 out of 9 cases within timescales
12/13: 17 out of 17 cases within timescales

Yearly target

100% achievement of service standards set out below

Quarterly targets

| | | | |
|------|------|------|------|
| Q1 | Q2 | Q3 | Q4 |
| 100% | 100% | 100% | 100% |

Method of collection

The relevant cases are entered normally by Technical Support Officers onto Idox Acolaid NV data management system. Certain codes are set up to automatically generate a specific First Response target date (in line with those detailed below). Depending on the type of service request the first response may be provided by the Case Officer or the Technical Support Officer. The First Response date is then entered by the relevant officer into the "First Response Date Field". "First Response" is defined as "The first contact with the customer following the initial service request which results in advice being given on the action to be taken. This could be a telephone call, correspondence or a visit. Where the customer cannot be contacted or is anonymous e.g. poor House in Multiple Occupation (HMO) conditions, the first response would be correspondence or a visit to the premises. Where the service request is actioned and completed at the time of the first contact from the customer and the case is then closed this will be deemed to be the first contact". The inputting of certain actions on the case automatically completes the First Response Field. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below.

To Run (Not Export)
qryKP1FirstResponseDates\$akeTable

Description of query

- This query creates the base data in a temporary table called 'tblKP1FirstResponseDates'
- It looks for one of the following case types (ID; FDC; FDPCC; FDSR; ANSR; ANCP; HSCP; HSSR; SFCP; SFSR; HSCP; HCSR; PHCP; PHSR; SSCP; SSSR; HSACC); i.e. cases with first response targets.
- It excludes cases with an enquiry type of 'CB12' Empty Property Street Survey as this is a proactive area of work with no first response requirement.
- It uses the case start date as the selection date.
- It creates a PASS/FAIL field with the following criteria. If there is a 'First Response Date' then if it is within the 'First Response Target Date' it is labelled as 'PASS'. If the 'First Response Date' is not within the 'First Response Target' then it is labelled 'FAIL'. If there is no 'First Response Date' then it is labelled with 'OS' (outstanding) and '1' - 'PASS' if the current date (The date the report is run) is within the 'First Response Target Date' - 'FAIL' if the current date is passed the 'First Response Target Date'
- It excludes case officers 'EMPTY PROPERTY SURVEY' as this is a data holding post for empty properties on hold, and 'DFG Systems Thinking Officer' as this is a project record.
- It excludes cases where the address field is empty

Formula

The report is to identify First Response dates for all those cases which have a First Response Target (as defined in the Service Standard Table below) within the period. Cases where first response date is null and target date has not expired are not included as their performance cannot be confirmed. The report then counts all which meet the target i.e. Total number of cases meeting the target/Total number of cases with a target. The performance is expressed as a percentage.

Return format %

Reporting frequency

Quarterly

Data provider

TBC

Data source

Idox Acolaid

Data Refreshing Arrangements

No

Data Sharing Arrangements

No - there are no data sharing arrangements in place in relation to this indicator.

Comparable indicator

This indicator is LBB specific although some or all of the raw data could be comparable. Other Local Authorities may have different service standards.

Data Accuracy Checks

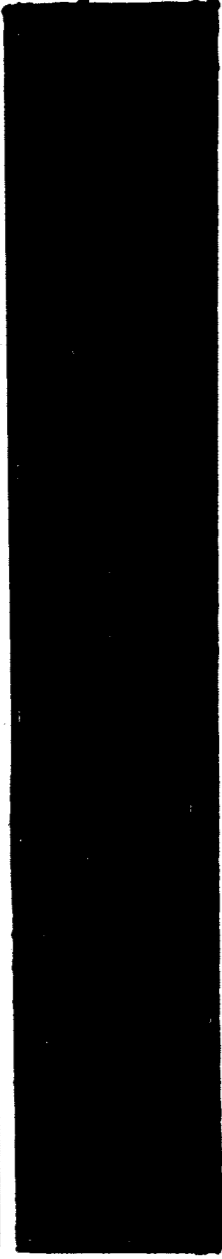
The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with case officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately.

Data Storage and Security

The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels.

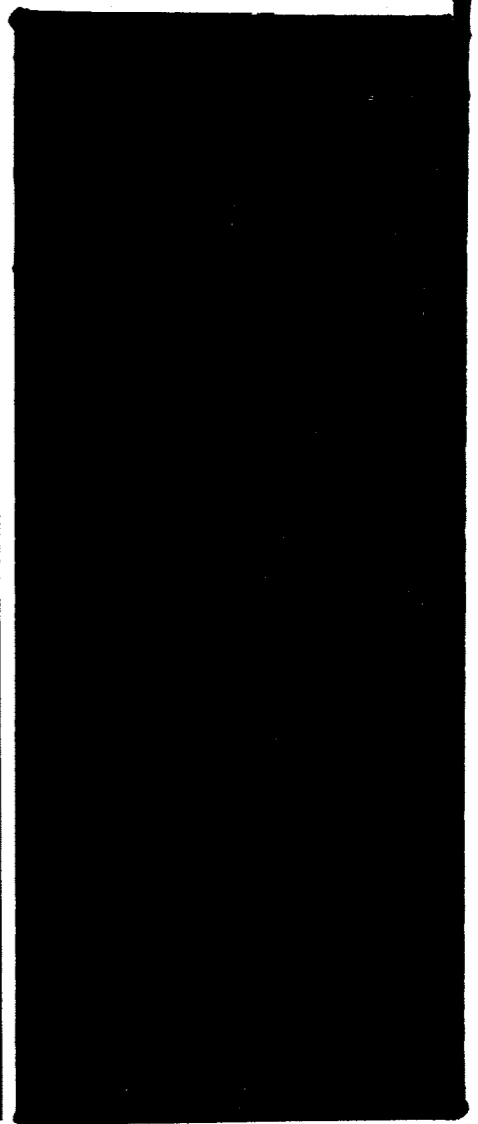
The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult and could be financial penalties/rewards if incorrect data leads to failure of the KPI.

| | |
|---|------------|
| Impact of poor performance if below target | |
| There is a reputational risk if performance is poor and it will have a knock on effect for EH01C. There is a higher likelihood of ill health and death/serious injury. | |
| Commercial sensitivity | |
| No | |
| Data Quality Report | |
| The data quality report is provided above. It is the responsibility of the data quality manager to ensure that the information provided is accurate and up to date. It is the responsibility of the data quality manager to ensure that the information provided is accurate and up to date. It is the responsibility of the data quality manager to ensure that the information provided is accurate and up to date. | |
| Name | Rick Mason |
| Date | |



| Service Area | Function | Service Standard |
|-------------------------|---|---|
| Food Safety & Standards | Food Alerts and Incidents | Appropriate interventions commenced on the day of receipt of Alert or incident notification. |
| Food Safety & Standards | Infectious Disease Control | High risk infection notification investigations started within 24 hours of receipt. |
| Health and Safety | Health and Safety – Legionella investigations | Legionella notification investigations commenced within 24 hours of receipt. |
| Health and Safety | RIDDOR Report Activity | Investigations of fatal accident reports commenced on the day of receipt and investigations of major injury reports commenced within 24 hours of receipt. |

| | |
|--|------------|
| EH02 - KP1 | |
| Provide comprehensive support for businesses to meet the relevant EH standards. The indicator is comprised of sub indicators detailed on tabs EH02 A-L. | |
| Comprehensive support provided for businesses to meet the relevant EH standards through programmed risk based intervention, licensing and fair and consistent enforcement (see KPI EH02A-2L). The indicator is comprised of sub indicators detailed on tabs EH02 A-L. | |
| It is very important to demonstrate that the service is applying regulatory powers consistently, fairly and that a professional customer focused service is being provided. | |
| Refer to tabs EH02 (LAPCC, FHIP, FSIP, DWS, HSIP, AWIP), and KPI EH02H-L. | |
| Comply with targets referred to in EH02 A-L. | |
| The targets outlined in the sub-KPIs is to be pro-rated for year one depending on service performance, and milestones achieved, as at service transfer date. | |
| 01 | 02 |
| 03 | 04 |
| Refer to collection methods referred to in EH02 A-L. | |
| Where a third-party contractor is utilised, the service provider may seek to improve commercial terms (e.g. instituting stronger penalties) | |
| Refer to formula's referred to in EH02 A-L | |
| Return Interval: % No. Days | |
| Quarterly | |
| Data Provider | |
| TBA | |
| Data Source | |
| Idox Acolaid | |
| Data Publishing Arrangements | |
| No | |
| Data Sharing Arrangements | |
| No - there are no data sharing arrangements in place in relation to this indicator. | |
| This indicator is LBB specific although some or all of the raw data could be comparable. | |
| Data Accuracy Checks | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with case officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Data Storage and Security | |
| Please refer to Data Storage and Security information in tabs KPI EH02A-L | |
| Data Quality Reports | |
| See KPI EH02A-L | |
| Commercial Sensitivity | |
| No | |
| Data Quality Reports | |
| To certify that the information provided is accurate to the best of my knowledge, accuracy, I also certify that I have read and understood the responsibilities laid out in the Data Quality Policy. | |
| Name | RICK MASON |
| Date | |



DRS methodology sheet

| | |
|--|------------------------|
| <p>EH02A LAPPCC</p> | |
| <p>LAPPCC Part 2a and 2b processes intervention programme</p> | |
| <p>Provide comprehensive support for businesses to meet the relevant EH standards and inspect Commercial premises that pollute air</p> | |
| <p>Compliance with legislation, departmental, statutory and service standards on Local Authority Pollution Prevention and Control. Provide comprehensive support for businesses to meet the relevant EH air quality standards. A plan will be developed and agreed with the Authority at the start of each year outlining the number of processes to be inspected per quarter.</p> | |
| <p>Statutory duty, Central Government PI, important to consumers and residents - higher likelihood of ill respiratory health</p> | |
| <p>2010-11 95% 2011-12 95% 2012-13 provisional figure 100% inspections carried out within statutory timescales</p> | |
| <p>Inspect and risk-assess 100% of medium and high-risk permitted processes to DEFRA/LAPPCC Guidelines based on the annual plan.</p> | |
| <p>100%</p> | <p>100%</p> |
| <p>100%</p> | <p>100%</p> |
| <p>The relevant inspection data is entered by scientific officers into IDOX Acolaid NV data management system. A standard Crystal report is run which collects the raw data and calculates the performance measure.</p> | |
| <p>Number of inspections carried out in accordance with DEFRA LAPPCC Guidelines and within the appropriate timescales divided by the target no. of inspections due for medium and high risk rated premises that have permits to pollute to air.</p> | |
| <p>Quarterly</p> | <p>%</p> |
| <p>Idox Acolaid</p> | |
| <p>Published by DEFRA</p> | |
| <p>CIEH, Defra and Clifa</p> | |
| <p>LBB specific</p> | |
| <p>ALEHM CIEH DEFRA</p> | |
| <p>The reports are checked by [redacted]</p> | |
| <p>Data Storage and Security</p> | |
| <p>The data is stored on specific case files in Idox Acolaid NV against premises addresses which is password protected. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises</p> | |
| <p>The reports have run for 1 year and accuracy is improving and reasonably robust the risk is if the database is changed. Previously the figures we collated for the annual DEFRA returns each May</p> | |
| <p>Statutory duty, Central Government PI, important to consumers and residents - higher likelihood of poor respiratory health</p> | |
| <p>Not particularly the premises are on a Public register but there may be commercially sensitive elements to the industrial process</p> | |
| <p>Name</p> | <p>[redacted]</p> |
| <p>Date</p> | <p>30th March 2013</p> |

Indicator Reference
EH02B (Food Hygiene Inspections)

Additional Information
Provide comprehensive support for businesses to meet the relevant EH standards

Description
Compliance with legislation, departmental, statutory and service standards - Food Hygiene Inspection Programme

MyView's Status and Indicator
The Council has a statutory duty to complete food hygiene inspection programmes in accordance with the Food Law Code of Practice Annex 5.

Responsible Officer/Department

Baseline
Outstanding due on or before 30/06/2013 but not yet completed.

Category A's - 0 outstanding (7 completed)

Category B's - 2 outstanding (50 completed)

Category C's - Not Broadly Compliant - 1 outstanding (8 completed)

Category C's - Broadly Compliant - 32 outstanding of which 8 fail 3 month test.

85 completed with 87.7% (64) within 3 months of due date

87 new businesses were identified in quarter of which 31 were inspected within the 28 day target and 12 outside the target and 44 not at all. Of the 44 uninspected 11 are still within the 28 day window so cannot be said to have failed.

Overall unratred inspection performance = 31/ 87-11 *100 = 40.8%

2012/13

All Category A's (17) and B's (97) completed, all but one Not Broadly Compliant C completed. Equates to >99%

16 Broadly Compliant C's not completed. (Total C inspections completed 666) Equates to 97% completed.

Of these C's only 37.7% were completed within due by date target. Most were already significantly overdue so the target could not be met this year.

333 unratred inspections completed but 36 not completed by year end.

NB The figures for unratred premises show inspections completed with no reference to the 28 day targets.

370 new businesses were identified in year. 144 of which were inspected within the 28 day target and 146 outside the target and 65 not at all. 13 premises taken out of the inspection program due to being low risk. Overall performance = 144/(370-13) *100 = 40.3%

Year End Targets

The targets are as follows:
A. 100% completion of due and overdue A, B and C (Not Broadly Compliant) rated premises Food Hygiene Inspections.

B. 85% completion of due and overdue C (Broadly Compliant) rated premises Food Hygiene Interventions within 3 months of intervention due date.

C. 85% completion of new unratred premises Food Hygiene Inspections within 28 days of discovery date.

The approach for undertaking any backlog inspections at point of service transfer shall be agreed at point of service transfer depending on the outstanding volume. This is estimated to cost in the region of £6k.

Output Targets

Method of Collection

Inspections are allocated to officers by Team Leaders on Acolaid Enterprise and are prioritised according to Risk Category and Inspection Due Date. Inspection risk ratings are input on Acolaid by inspecting officers after each food hygiene inspection. The system calculates the Risk Category and the next inspection due date. An ad hoc report is run to identify the total number of inspections outstanding by Risk Category and due date.

Formulae
A. Number of completed Food Hygiene Inspections due and overdue A, B and C (Not Broadly Compliant) rated premises, divided by the total number of required Food Hygiene Inspections due and overdue A, B and C (Not Broadly Compliant) rated premises

B. Number of completed Food Hygiene Interventions due and overdue C (Broadly Compliant) rated premises within 3 months of intervention due date, divided by the total number of required due and overdue Food Hygiene Interventions C (Broadly Compliant) rated premises within 3 months of intervention due date.

C. Number of completed Food Hygiene Inspections of new unratred premises within 28 days of discovery date, divided by the total required number of Food Hygiene Inspections of new unratred premises within 28 days of discovery date

Return Format

Reporting Frequency %

Monthly Y

Data Provider

Data Source
Itox Acolaid NV

Data Publishing Arrangements

The aggregated raw data is published on the Food Standards Agency (FSA) webpages

Data Sharing Arrangements

Raw data provided to the FSA as above by manual file upload to the Agency's Local Authority Enforcement Monitoring System website.

Comparability Indicator

This calculated indicator is LBB specific although the raw data is comparable. Other Local Authorities may have different service standards.

Data Accuracy Checks

The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. FHS rating searches are run in Acolaid to ensure that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately.

Data Storage and Security

The data is stored on Food Hygiene Inspection case files in Itox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Itox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels.

The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target.

Failure to improve the highest risk food businesses would lead to higher risk of ill health or injury to consumers and reputational damage to the Council.

Commercial Sensitivity

No

Data Quality Report

It is noted that the information provided above is for information only and is not intended to be used for legal purposes.

Name

Date


| | |
|--|----------------------------|
| Indicator Reference | |
| EH02C (Food Standards Inspections) | |
| Indicator Title | |
| Provide comprehensive support for businesses to meet the relevant EH standards | |
| Definition | |
| Compliance with legislation, departmental, statutory and service standards - Food Standards Inspection Programme | |
| Why we are using this indicator | |
| The Council has a statutory duty to complete food standards inspection programs in accordance with the Food Law Code of Practice Annex 5. | |
| Person responsible for data collection | |
| [REDACTED] | |
| Baseline | |
| <p>Note: The report identifying which inspections were missed is still being developed.</p> <p>2013/14 - Q1 to June 27th</p> <p>The inspection performance for inspections completed is as follows:</p> <p>Category A's 0 Outstanding (1 completed)</p> <p>Category B's 12 outstanding (26 completed)</p> <p>Unrated 86 completed</p> <p>2012/13</p> <p>A rated 100% (3) completed but 67% (2) met 28 day target</p> <p>B rated 38 inspections missed 131 done equates to 77.5%</p> <p>Unrated 236 completed. Awaiting accurate report on how many were missed</p> | |
| Year End Target | |
| <p>The targets are as follows:</p> <p>100% completion of A, B and unrated food premises interventions as follows:</p> <p>A rated: within 28 days of Food Standards Intervention due date.</p> <p>B rated: no later than on the occasion of the next due Food Hygiene Intervention.</p> <p>Unrated: inspection within 28 days of discovery date and at the same time as the first food hygiene inspection.</p> <p>The approach for undertaking any backlog inspections at point of service transfer shall be agreed at point of service transfer depending on the outstanding volume. This is estimated to cost in the region of £2k.</p> | |
| Quarterly Targets | |
| Q1 | Q2 |
| Q3 | Q4 |
| Method of collection | |
| <p>Hygiene Inspections are allocated to officers by Team Leaders on Acolaid Enterprise. Prior to inspection officers check to see if an A or B rated or unrated food standards inspection is also due or overdue. If that is the case the two inspections are carried out at the same time. Inspection risk ratings are input on Acolaid by inspecting officers after each food standards inspection. The system calculates the Risk Category and the next inspection due date. An ad hoc report is run to identify the number of due standards inspections not carried out when hygiene inspections were completed.</p> | |
| Formula | |
| <p>A rated: Number of A rated interventions completed within 28 days of due date, divided by the total number of A rated interventions required</p> <p>B rated: Number of B rated interventions completed on or before the next due intervention, divided by the total number of required B rated interventions</p> <p>Unrated: Number of unrated premises inspected at the same time as the first food hygiene inspection, divided by the total number of unrated premises requiring inspection at the same time as the first food hygiene inspection</p> | |
| Return Format | Reporting Frequency |
| Monthly | Y |
| Data Provider | |
| TBA | |
| Data Source | |
| Idox Acolaid NV | |
| Data Publishing Arrangements | |

| | |
|--|--|
| The aggregated raw data is published on the Food Standards Agency (FSA) webpages | |
| Data Sharing Arrangements | |
| Raw data provided to the FSA as above by manual file upload to the Agency's Local Authority Enforcement Monitoring System website. | |
| Comparable Indicators | |
| This calculated indicator is LBB specific although the raw data is comparable. Other Local Authorities may have different service standards. | |
| Data Accuracy Checks | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Standards inspections searches are run in Acolaid to ensure that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Data Storage and Security | |
| The data is stored on Food Standards Inspection case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. | |
| Impact of poor performance if below target | |
| Failure to meet statutory inspection duties can lead to reputational damage to the Council. Failure to regulate food standards can lead to an uneven playing field for traders and increased risk of harm to consumers | |
| Commercial Sensitivity | |
| No | |
| I certify that the information provided above is, to the best of my knowledge, accurate. I also certify: | |
| Name | |
| Date | |

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|---|--|
| Indicator Reference | EHO2D (Food Sampling Plan) |
| Indicator Title | Provide comprehensive support for businesses to meet the relevant EH standards |
| Definition | Compliance with legislation, departmental, statutory and service standards - Food Sampling Plan |
| Why we are using this indicator | The Authority has a statutory duty to enforce food safety and standards requirements in the Borough. It is a Food Standards Agency expectation that Food Authorities prepare and execute a Food Sampling Plan in accordance with current guidance. It is consumer expectation that regulatory resources be directed to monitoring food safety and authenticity to prevent injuries, and ill health and food fraud. |
| Person responsible for data collection | [Redacted] |
| Baseline | 2012/13 - 100% All planned sampling was completed in good time and planned sample numbers were met or exceeded. The service provider shall take over the implementation of the sampling plan at point of service transfer. The approach for undertaking any backlog sampling at point of service transfer shall be agreed at point of service transfer depending on the outstanding volume. Planned food sampling has not started for 2013/14 due to delays in finalising the sampling plan (as of end-June 2013). The Food Standards Agency has delayed issuing its grant aided sampling requirements due to funding delays and Public Health England has issued plans very late due to their demanding transition from HPA to PHE. Finalising the plan is often delayed by external agencies, but rarely as much as this year. Planned sampling will commence in July 2013 and the Authority is confident that it will produce a more substantial plan in Q2 and complete the required sampling by year end, all other things being equal. |
| Year and Risk | 100% of Food Sampling Plan completed in accordance with the timetable in the plan. NB Some national or regional sampling surveys can be curtailed due to competing matters arising. In this case the plan should be amended in agreement between the service provider and LBB |
| Quarterly Targets | Q1: 0% Q2: 0% Q3: 0% Q4: 0% |
| Method of collection | The Sampling Plan is introduced at the start of the year but is generally adjusted in year. Any reasonable changes to the plan will be agreed with the Authority. Sample targets (number and type) are allocated by Team Leaders to officers. Individual sample details are input on Acolaid food cases by officers after each sampling visit. An ad hoc report is run to identify the type and number of samples taken. This report is then matched to the Plan by the group Manager to assess compliance. Some national and regional surveys will not have a numerical sample target, for these a nominal target will be set in house and added to the plan. |
| Formula | No. of Sampling Plan activities completed v Total No. of Planned activities. This is a Pass/Fail sub-KPI. |
| Reporting Frequency | Quarterly |
| Data Provider | [Redacted] |
| Data Source | TBA |
| Data Publishing Arrangements | Idox Acolaid NV - details on sampling tabs on any of: food hygiene inspection cases (FHIN), food standards inspection cases (FSIN), food sampling cases (FSSMP) |
| Data Storage Arrangements | The aggregated raw data is published annually on the Food Standards Agency (FSA) webpages. Some survey results are published by FSA, Public Health England (PHE) and organisations such as Consensus Action on Salt (CASH). The media may then re-publish. Usually the data is attributed to source authorities and occasionally source businesses are identified. |
| Comparable Indicators | Aggregated raw data is provided to the FSA as above by manual file upload to the Agency's Local Authority Enforcement Monitoring System website at year end. Specific survey results are often shared regionally or nationally with FSA, PHE, local authorities and other interested parties. |
| | This calculated indicator is LBB specific. |
| Data Access Details | The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with officers. It is not currently possible to run searches in Acolaid to ensure that the reports are picking up all relevant data. Officers are instructed on how to record any new interventions required in the plan at the outset. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| Data Storage and Security | The data is stored on food case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. |
| Commercial Sensitivity | No |
| Name | [Redacted] |
| Date | [Redacted] |

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|---|--|
| Indicator Reference | EHO2E (Drinking Water Sampling) |
| Project Title | Provide comprehensive support for businesses to meet the relevant EH standard |
| Objective | Compliance with legislation, departmental, statutory and service standards - Drinking Water Safety. This is a KPI to be measured from year 2 due to the need to first identify the locations, conduct a risk assessment, and then only conduct sampling. |
| Why we are using this indicator | The Authority has a statutory duty to monitor drinking water quality in the Borough. It is a Drinking Water Inspectorate (DWI) expectation that Local Authorities monitor Private Distribution System (PDS) and Private Water Supply (PWS) water quality in accordance with current guidance. It is consumer expectation that regulatory resources be directed to monitoring drinking water safety and quality to prevent ill health |
| Person responsible for data collection | [Redacted] |
| Baseline | 2012/13 - None. The work to identify Private Distribution Systems will be carried out in 2013/14. The one Private Water Supply sample was delayed by logistics and will be effected in 2013/14. |
| Year End Target | The Authority will begin the required investigative work in July 2013 with a view to completing the obligatory risk assessments on private drinking water distribution systems well before the DWI deadline of 31/12/2014. Upon point of service transfer, a proportionate amount of the project plan would have been carried out. |
| Year 1 | Identify all private distribution systems liable to inspection based on DWI guidance, and risk-assess those distribution systems. |
| Year 2 onwards | 100% of relevant water systems sampled in accordance with Drinking Water Inspectorate (DWI) guidance and the individual risk assessment NB Some systems may not require sampling every year. Not possible to quantify demand at this time. |
| Output Measures | 04 |
| Method of collection | The sampling requirement will be identified and planned at the start of the year, but it is likely to be adjusted in year as new systems are identified. New Private Distribution Systems will be entered and coded on Acolaid as premises and the sampling requirements, if any, recorded for each on PWS/PDS cases attached to those. Sample targets (number and type) will be allocated by Team Leaders to officers. Individual sample details will be input on Acolaid cases by officers after each sampling visit. Ad hoc report will be run to identify the type and number of samples taken and these will be compared to the plan. |
| Formula | No. of samples completed *100/ Total No. of samples required. |
| Return Format | % |
| Frequency | Quarterly |
| Data Provider | [Redacted] |
| TBA | TBA |
| Data Source | Idox Acolaid NV - details on Drinking Water Quality case sampling tabs |
| Data Publishing Arrangements | The aggregated raw data is published annually on the Food Standards Agency (FSA) webpages. Some survey results are published by FSA, Public Health England (PHE) and organisations such as |
| Data Sharing Arrangements | |
| Impact Indicator | Aggregated raw data will be provided to the DWI (DEFRA) as an electronic file at year end. |
| Comparison Indicator | This indicator is LBB specific. |
| Data Access Check | The reports and raw data will be checked for errors and inconsistencies by the Group Manager in consultation with officers. Searches in Acolaid will be used to identify PDS/PWS's to check relevant premises are reported. It is not currently possible to run searches in Acolaid to ensure that sample reports are picking up all relevant data. Officers will be instructed on how to record these new interventions at the outset. One to Ones will be used to ensure that officers are using Acolaid correctly and accurately. |
| Data Storage and Security | The data will be stored on PDS/PWS case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Other Data Sources | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. |
| Other Data Sources | This water quality sampling will be a statutory duty by end 2014/15. Failure to deliver could lead to criticism from DEFRA and reputational damage to the Council. Failure to monitor water quality through sampling could lead to higher risk to consumer health. |
| Confidentiality | No |
| Data Quality Report | [Redacted] |
| Name | [Redacted] |
| Date | [Redacted] |

| | | | |
|--|------------|----|----|
| Indicator Reference | | | |
| EH02F (Health & Safety Inspection Programme) | | | |
| Indicator Details | | | |
| Provide comprehensive support for businesses to meet the relevant EH standard | | | |
| Definition | | | |
| Compliance with legislation, departmental, statutory and service standards - as defined in the annual Health and Safety Intervention Programme | | | |
| Why we are using this indicator | | | |
| The Authority has a statutory duty to enforce health and safety requirements in the Borough. It is a government expectation that Health and Safety Enforcement Authorities prepare and execute an Intervention Plan in accordance with current guidance. It is a public expectation that regulatory resources be directed to improving the highest risk workplaces and/or work activities to minimise risk of workplace injuries and ill health. | | | |
| Person responsible for data collection | | | |
| [Redacted] | | | |
| Baseline | | | |
| 2012/13 - A rated Inspections (11) completed 100% The rest of the plan contained 11 other objectives of which 9 were met, there were two project exceptions. Commercial estate surveys were postponed until April 2013. Raising awareness of H&S risks in the workplace for young people was postponed sine die due to competing priorities as agreed between the service provider and LBB. | | | |
| Year and Target | | | |
| 100% of Health and Safety Intervention Programme completed in accordance with timetable in plan. This is a Pass/Fail sub-KPI. | | | |
| Quarterly targets | Q1 | Q2 | Q3 |
| | | | Q4 |
| Method of collection | | | |
| The Intervention Plan is introduced at the start of the year. Inspection and other intervention actions are input on Acolaid by inspectors after each health and safety intervention. An ad hoc report is run to identify the total number of health and safety interventions carried out in year. Some items in the plan will be more qualitative or not suitable for adding to an Acolaid case e.g. Seminars for traders, (I suggest these will be recorded against the plan in a protected Excel file and evidenced) | | | |
| Formula | | | |
| No. of Intervention Plan activities completed v Total No. of Planned Intervention activities. This is a Pass/Fail sub-KPI. | | | |
| Return Format | | | |
| Reporting frequency: % | | | |
| Quarterly | | | |
| Data Provider | | | |
| TBA | | | |
| Data Source | | | |
| Itox Acolaid NV | | | |
| Data Publishing Arrangements | | | |
| No | | | |
| Data Sharing Arrangements | | | |
| Aggregated intervention performance is provided in annual returns to the Health and Safety Executive. | | | |
| Comments for Director | | | |
| This calculated indicator is LBB specific. | | | |
| Data Security Checks | | | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Health and safety interventions searches are run in Acolaid to ensure that the reports are picking up all relevant data. Officers are instructed on how to record any new interventions required in the plan at the outset. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | | | |
| Data Storage and Security | | | |
| Most of the data is stored on specific health and safety case files in Itox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Itox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. Data which cannot be stored against a case file will be recorded against the Intervention Plan in a secure XL file. | | | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. | | | |
| Impact of poor performance below target | | | |
| Failure to deliver the Intervention Plan could lead to criticism from the HSE and reputational damage to the Council. Failure to improve unsafe workplaces and/or work activities could lead to higher risk of ill health or injury to employees | | | |
| Commercial Sensitivity | | | |
| No | | | |
| Data Quality Report | | | |
| I certify that the information provided above is, to the best of my knowledge, accurate. I also certify I have read and understood the arrangements for data protection policy. | | | |
| Name | [Redacted] | | |
| Date | [Redacted] | | |

| Indicator Reference | | | |
|---|----|----|----|
| EH02G (Animal Welfare Inspection Programme) | | | |
| Indicator Title | | | |
| Provide comprehensive support for businesses to meet the relevant EH standards | | | |
| Definition | | | |
| <p>Compliance with legislation, departmental, statutory and service standards - as defined in the annual Animal Welfare Inspection Programme.</p> <p>This would exclude instances when the third-party contractor does not comply with its delivery requirements/timescales and the non-compliance is not due to the non-performance of the service provider. However, where the non-compliance is due to the non-performance of the service provider (e.g. incorrect information provided), then these shall be counted as failures under this KPI.</p> <p>The service provider will actively manage the third-party contractor in the most reasonable and appropriate manner to achieve the targets/deadlines. Should targets not be met, the Authority will determine if the actions undertaken by the service provider to manage the third-party contractor are reasonable and appropriate.</p> | | | |
| Why we are using this indicator | | | |
| <p>The Authority has a statutory duty to enforce Animal Welfare requirements in the Borough, particularly in respect of the various welfare licensing requirements. Licences can only be issued to applicants who have been assessed as compliant with welfare licence conditions. This requires inspection by appropriately qualified officers. It is a public expectation that regulatory resources be directed to ensuring a level playing field for licencees and that animals are not mistreated.</p> | | | |
| Person responsible for data collection | | | |
|  | | | |
| Baseline | | | |
| <p>2012/13 - all licensed premises and new applicants were inspected, totalling 28 inspections and mid-term checks. One premises appears to have missed its routine follow up check visit.</p> | | | |
| Year End Target | | | |
| <p>100% completion of planned minimum animal welfare inspections</p> | | | |
| Quarterly Targets | | | |
| Q1 | Q2 | Q3 | Q4 |
| | | | |
| Method of collection | | | |
| <p>The Inspection Plan is produced at the start of the year. It is delivered by a contractor, City of London Animal Health and Welfare Services. When the inspection report is received it is scanned onto Acolaid NV by business support staff on the Animal Welfare Licence case against the relevant address. An ad hoc report is run to identify the total number of inspection reports received in year against the number of licence applications received.</p> | | | |
| Formula | | | |

| | |
|---|-----|
| No. of Inspection Plan visits completed*100/Total No. of Planned visits. This is a Pass/Fail sub-KPI. | |
| Return Format | % |
| Reporting Frequency | |
| Quarterly | Yes |
| Data Provider | |
| [REDACTED] | |
| TBA | |
| Data Source | |
| Idox Acolaid NV Animal Welfare Licence case files | |
| Data Publishing Arrangements | |
| None | |
| Data Sharing Arrangements | |
| Inspection data is provided in annual returns to DEFRA by the contractor. | |
| Comparable Indicator | |
| This calculated indicator is LBB specific. | |
| Data Accuracy Checks | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Animal welfare case and interventions searches are run in Acolaid to ensure that the reports are picking up all relevant data. | |
| Data Storage and Security | |
| The data will be stored on PDS/PWS case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. | |

Impact of poor performance if below target

Failure to deliver the Intervention Plan could lead to criticism from DEFRA. Failure to monitor animal welfare conditions before issuing licences could lead to higher risk of harm or suffering to animals and reputational damage to the Council.

Commercial sensitivity

No

Data Quality Reporter

I certify that the information provided above is, to the best of my knowledge, accurate. I also

| | |
|-------------|--|
| Name | |
| Date | |

| | | | |
|--|----|----|----|
| Indicator Reference | | | |
| KPI EH02H | | | |
| Indicator Title | | | |
| Compliance with current Authority or DRS Enforcement Policy in relation to Environmental Health, Trading Standards and Licensing | | | |
| Description | | | |
| Demonstration of regulatory service compliance with current Enforcement Policy | | | |
| Why are we using this indicator | | | |
| It is very important to demonstrate that the service is applying regulatory powers consistently, fairly and proportionately in compliance with the Council's enforcement policy. Auditing should identify inappropriate use of, or failure to use, enforcement powers and assists in demonstrating implementation of equalities expectations. | | | |
| Rationale for the audit collection | | | |
| [REDACTED] | | | |
| Baseline | | | |
| 2012/13 172 compliant out of 183 = 94% compliant (data for HGCP 12/13 will be complete by 4th July 2013) 2013/14 84.2% compliant (sample size 38 cases all PHCP or SSCP). No audits have been completed in relation to Trading Standards cases as yet. | | | |
| Self-Insurances | | | |
| <p>Target for 6 month audit: Minimum of 95.0% of sampled cases are Enforcement Policy compliant The quality assurance systems review should pass the audit.</p> <p>Target beyond 6 month point if the audit is passed: Gain accreditation/continue to be accredited through ISO 9001</p> <p>Target beyond 6 month point if the audit is failed: Minimum of 95.0% of sampled cases are Enforcement Policy compliant using self-audit</p> | | | |
| Output/Outputs | | | |
| Q1 | Q2 | Q3 | Q4 |
| | | | |
| Methodology | | | |
| <p>A third-party external auditor will be commissioned to review compliance with the Enforcement Policy at the end of the 6th month from service transfer date. The detailed terms of reference for the audit will be agreed between the Authority and the service provider. A random sample of 2% of cases (or as agreed by the Authority and the Service Provider) which cuts across all quarters, case types, and all officers. The auditor will also review the extent to which the quality assurance systems being put in place/are in place can ensure compliance with the Enforcement Policy and existing management processes.</p> <p>The intention of the audit is to ensure that during the initial 6 months of the contract, there is assurance on the quality of work (the output) and the implementation of new quality assurance systems.</p> <p>Payment terms: if the audit is passed for both the case review and the quality assurance review (or passed for either), then the cost of the audit will be split equally between the service provider and the Authority. If both the case review and the systems review fails, then the service provider will settle the cost of the audit.</p> <p>Furthermore, if the audit is passed for both the case review and the systems review, then this KPI will be measured through whether or not the service will gain accreditations/continue to be accredited by the relevant ISO 9001. If either the case review or the systems review fails at the six month point, then the methodology for audit as described below will be utilised.</p> <p>Cases in scope are sampled and audited by line managers as below. Acolaid case actions and notes are assessed for compliance against the Enforcement Policy on a pass or fail basis. A form is completed for each audit and is scanned onto the sampled Acolaid file. An audit action with a pass or fail result is entered on each sampled file. Audit to cover a randomly* selected sample of not less than 5% of cases (covering all officers at least once per quarter) of all cases in scope unless different figure stated below. All officers to be included in audit at least once per quarter. Cases in scope are: Complaints: Animal Welfare (ANCP), Food (FDIC, FDPCP), Health and Safety (HSCP), Private Sector Housing (HGCP), Public Health (PHCP (2.5%), Smoke Free (SFPCP), and Scientific Services (SSCP(2.5%))Licensing (LICCP) Trading Standards (TSOP, TSCPP). All cases with sign off date in period.</p> <p>Licences: Animal Welfare (ANLIC), Special Treatment (HSLIC), HMO's (HGLIC), Pollution Prevention and Control Permit (SSAP). All cases with issue dates in period.</p> <p>Inspections: Food Hygiene (FHIN), Health and Safety (HSIN), Animal Welfare (ANIN) Licensing (LOI, LSTI, LPEL, LPRL, LGPL, GP, TSJL, LTEN, LGTUN). All cases with inspection dates in the previous quarter.</p> <p>Samples: Food (FSSMP), Health and Safety (HSSMP), Trading Standards (TSIN). All cases with sign off date in period.</p> <p>An ad hoc reports is run to identify Acolaid cases with audit records dated within the quarter (in period), those passing are counted and expressed as a percentage of total cases with audit records dated within period. Addresses are excluded from this list.</p> <p>*The current case selection process is not of a completely random nature due to the need to cover all officers at least once per quarter to ensure compliance across the teams. The number to be audited is determined to meet the percentage target. These are then divided into date order for each officer. Where 1 case is required this will be the middle case in the list, where 2 cases are needed these will be the top and bottom cases from the list and where four cases are required these will be the top middle and bottom cases from the list. If more than three cases are needed 2 cases will be picked from the top and bottom. An alternative sampling method would be considered as long as the criteria are met.</p> | | | |
| Formula | | | |
| Number of sampled cases passing audit in period expressed as a percentage of total cases with audit records dated within period. | | | |
| $\frac{\text{Number of sampled cases passing audit}}{\text{Total number of sampled cases}} \times 100\%$ | | | |
| Return Format | | | |
| Reporting Frequency | | | |
| Quarterly | | | |
| Reporting Period | | | |
| TBA | | | |
| Data Source | | | |
| Idox Acolaid NV case files. | | | |
| Data Sharing Arrangement | | | |
| No | | | |
| Data Storage Arrangement | | | |
| No - there are no data sharing arrangements in place in relation to this indicator. | | | |
| Comparison | | | |
| This indicator is LBB specific although some or all of the raw data could be comparable. | | | |
| Data Accuracy | | | |
| Random sampling of data input by officers at case reviews, and managers would review reports to identify possible errors in data. | | | |
| Data Storage and Security | | | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid NV is password protected. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises. | | | |

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| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact of poor performance if below target: | |
| Failure of enforcement policy audits demonstrates poor application of enforcement powers and/or poor customer care. This can lead to customer dissatisfaction, unfair treatment of enforcement subjects and possible risk to customers if inadequate action has been taken to resolve health risks. There may be reputational and financial risks to the Council/Provider if inappropriate enforcement action is taken which incurs loss or damage to customers. | |
| Commercial Sensitivity | |
| No | |
| Data Quality Reporter | |
| I certify that the information provided above is true to the best of my knowledge and I am also clearly aware of and understand the responsibilities laid out in the Data Quality Policy. | |
| Name | <div style="background-color: black; width: 100%; height: 15px;"></div> |

| | | | | | | | | | | | |
|---|-------------------------|-------------|-----------|-----------|-------------------------|-------------|---|--|--|--|--|
| Indicator Reference | | | | | | | | | | | |
| KPI EHOzi | | | | | | | | | | | |
| Indicator Title | | | | | | | | | | | |
| Compliance with Licensing Requirements (Houses in Multiple Occupation - HMOs) | | | | | | | | | | | |
| Definition | | | | | | | | | | | |
| Major licence conditions are met or enforcement action is proceeding. | | | | | | | | | | | |
| Why we are using this indicator | | | | | | | | | | | |
| The aim of this indicator is to ensure that Licenced HMOs are meeting the legal standards for Licenced premises. | | | | | | | | | | | |
| Persons responsible for data collection | | | | | | | | | | | |
| [Redacted] | | | | | | | | | | | |
| Baseline | | | | | | | | | | | |
| 2012/13 45.16% properties with expired major conditions are compliant 2013-14 1st April - 13th June 2013 46.15% (as of 8th June 2013) | | | | | | | | | | | |
| Data Target | | | | | | | | | | | |
| End of Year 1 - 50% with expired major conditions are compliant or enforcement action is proceeding. By end of Year 2 up to end of Year 4 - at least 60% properties with expired major conditions are compliant or enforcement action is proceeding. By end of Year 5 and for the remainder of the contract 90% expired major conditions are compliant or enforcement action is proceeding. | | | | | | | | | | | |
| Note: Enforcement action is proceeding when the case has been approved by the Council for: <ul style="list-style-type: none"> • prosecution and/or • work in default/Emergency Remedial Action or • an Interim Management/Empty Dwelling Management Order is being secured" | | | | | | | | | | | |
| Quarterly Output | | | | | | | | | | | |
| Q1 | Q2 | Q3 | Q4 | | | | | | | | |
| see above | see above | see above | see above | | | | | | | | |
| Method of collection | | | | | | | | | | | |
| The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. As part of the drafting of the HMO Licence where major conditions are being granted the Case Officer enters the "Major Conditions" code HMOSP into the "Licence Check" field in the Licences Tab. A start date and expiry date are also added in the relevant box on in the "Licence Check" field. Where the condition is live but not expired a "Y" is entered in the result box. This automatically changes to a "N" when the condition expires. When an inspection has been completed by the Case Officer and the condition found to be complied with a date is added in the "check" box and a "NA" input into the result box. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | | | | | | | | | | | |
| Formula | | | | | | | | | | | |
| Run report to identify all open cases in scope and count those with major conditions complied with or where enforcement action is proceeding divided by the total number of cases with major conditions required *100. | | | | | | | | | | | |
| Cases in scope are Houses in Multiple Occupation licences (HGLIC). Major conditions are defined as those requiring work to the premises. It excludes conditions relating to submission or displaying of paperwork. | | | | | | | | | | | |
| <table border="1"> <tr> <td>Compliant</td> <td>Returned for compliance</td> <td>Enforcement</td> <td>%</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table> | | | | Compliant | Returned for compliance | Enforcement | % | | | | |
| Compliant | Returned for compliance | Enforcement | % | | | | | | | | |
| | | | | | | | | | | | |
| Frequency | | | | | | | | | | | |
| Quarterly | | | | | | | | | | | |
| Data Validity | | | | | | | | | | | |
| TBA | | | | | | | | | | | |
| Data Source | | | | | | | | | | | |
| Idox Acolaid | | | | | | | | | | | |
| Data Publishing Arrangements | | | | | | | | | | | |
| No | | | | | | | | | | | |
| Data Sharing Arrangements | | | | | | | | | | | |
| All Licensing Data (as defined under the Housing Act 2004) is held on the HMO Licence register - there are no data sharing arrangements in place in relation to this indicator. | | | | | | | | | | | |
| Comparability | | | | | | | | | | | |
| This indicator is LBB specific although some or all of the raw data could be comparable to other Local Authorities. | | | | | | | | | | | |
| Data Audit & Validation | | | | | | | | | | | |
| Random sampling of data input by officers at case reviews, and managers would review reports to identify possible errors in data. | | | | | | | | | | | |
| Data Storage and Security | | | | | | | | | | | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | | | | | | | | | | | |
| Risk | | | | | | | | | | | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | | | | | | | | | | | |
| Impact of poor performance | | | | | | | | | | | |
| There is a reputational risk if performance is poor. There is a higher likelihood of ill health and death/serious injury if these high risk HMOs remain unimproved e.g. higher risk of fire. | | | | | | | | | | | |
| Significance | | | | | | | | | | | |
| No | | | | | | | | | | | |
| Data Quality | | | | | | | | | | | |
| The data is information that is used to calculate the performance measure and is subject to the same data quality requirements as other data used in the performance measure. | | | | | | | | | | | |
| Name | [Redacted] | | | | | | | | | | |
| Date | [Redacted] | | | | | | | | | | |

| Indicator Reference | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|-------------------------------|-----|-----|----------------------|-----------------------|----------------|-----|----------------|----|----------------|-------------------------------|----------------|-------------------------------|----------------|----|----------------|----|----------------|------|----------------|----------------|----------------|----------------|----------------|-----|-----------------|----------|
| KPI EH02J- HMOs | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Indicator title | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Known licensable HMOs are licensed in a timely manner | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Definition | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Known licensable HMOs are licensed in a timely manner | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Why we are using this indicator | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Administration of Licences within a reasonable timescale is key for customer satisfaction and assurance. Being responsive and professional to Landlords provides a template for the behaviour expected from them by the Council. Building a professional relationship can assist the Council in securing compliance with the relevant legislation. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Person responsible for data collection | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| [REDACTED] | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Baseline | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 9% compliance 2012/13 Minimum of 30% compliance 2013/14 (8th June 2013). Data is currently being reviewed to ensure that the electronic records are fully representative. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>Year licensed issued</th> <th>Total number of cases</th> </tr> </thead> <tbody> <tr> <td>2006 - 2013:</td> <td>145</td> </tr> <tr> <td>2006:</td> <td>0</td> </tr> <tr> <td>2007:</td> <td>10 (7 CASES AWAITING RENEWAL)</td> </tr> <tr> <td>2008:</td> <td>32 (6 CASES AWAITING RENEWAL)</td> </tr> <tr> <td>2009:</td> <td>31</td> </tr> <tr> <td>2010:</td> <td>22</td> </tr> <tr> <td>2011:</td> <td>18</td> </tr> <tr> <td>2012:</td> <td>20 (3 RENEWED)</td> </tr> <tr> <td>2013:</td> <td>12 (7 RENEWED)</td> </tr> </tbody> </table> | | | | Year licensed issued | Total number of cases | 2006 - 2013: | 145 | 2006: | 0 | 2007: | 10 (7 CASES AWAITING RENEWAL) | 2008: | 32 (6 CASES AWAITING RENEWAL) | 2009: | 31 | 2010: | 22 | 2011: | 18 | 2012: | 20 (3 RENEWED) | 2013: | 12 (7 RENEWED) | | | | |
| Year licensed issued | Total number of cases | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006 - 2013: | 145 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2006: | 0 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2007: | 10 (7 CASES AWAITING RENEWAL) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2008: | 32 (6 CASES AWAITING RENEWAL) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2009: | 31 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2010: | 22 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2011: | 18 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2012: | 20 (3 RENEWED) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 2013: | 12 (7 RENEWED) | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Average licensing timescales 12/13 166.37 days (22 cases) Average licensing timescales 13/14 156.8 days (10 cases). This years cases are detailed below. The average has been skewed by an old case. Without this it would be 134 days. The process was fully reviewed in the last half of 12/13 and the process is still being refined. There is also a new Licensing Officer. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1"> <thead> <tr> <th>CASEFULLREF</th> <th>Average</th> </tr> </thead> <tbody> <tr> <td>HGLIC/06/18458</td> <td>58</td> </tr> <tr> <td>HGLIC/06/19690</td> <td>79</td> </tr> <tr> <td>HGLIC/06/19793</td> <td>64</td> </tr> <tr> <td>HGLIC/06/20003</td> <td>37</td> </tr> <tr> <td>HGLIC/07/01036</td> <td>58</td> </tr> <tr> <td>HGLIC/07/21530</td> <td>90</td> </tr> <tr> <td>HGLIC/10/08769</td> <td>1018</td> </tr> <tr> <td>HGLIC/11/70259</td> <td>316</td> </tr> <tr> <td>HGLIC/12/75248</td> <td>388</td> </tr> <tr> <td>HGLIC/12/86032</td> <td>114</td> </tr> <tr> <td>Total / Average</td> <td>156.8235</td> </tr> </tbody> </table> | | | | CASEFULLREF | Average | HGLIC/06/18458 | 58 | HGLIC/06/19690 | 79 | HGLIC/06/19793 | 64 | HGLIC/06/20003 | 37 | HGLIC/07/01036 | 58 | HGLIC/07/21530 | 90 | HGLIC/10/08769 | 1018 | HGLIC/11/70259 | 316 | HGLIC/12/75248 | 388 | HGLIC/12/86032 | 114 | Total / Average | 156.8235 |
| CASEFULLREF | Average | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/06/18458 | 58 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/06/19690 | 79 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/06/19793 | 64 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/06/20003 | 37 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/07/01036 | 58 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/07/21530 | 90 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/10/08769 | 1018 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/11/70259 | 316 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/12/75248 | 388 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| HGLIC/12/86032 | 114 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total / Average | 156.8235 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Year one target | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| For each of the first three quarters of Year one, the target is 30% HMOs licenced within 2 months of receipt of complete application. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| By the fourth quarter of Year two, the target will be to licence 50% of HMOs within 2 months of receipt of complete application, unless otherwise agreed between the Authority and the service provider at the joint review of performance, income, policy, and operations which will be concluded during the third quarter of Year one. The targets for the period between the fourth quarter of Year one and the third quarter of Year two will also be jointly agreed at the review during the third quarter of Year one. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Note: This would exclude instances when a third-party (e.g. Fire Service) does not comply with its delivery requirements/timescales and the non-compliance is not due to the non-performance of the service provider. However, where the non-compliance is due to the non-performance of the service provider (e.g. incorrect location provided), then these shall be counted as failures under this KPI. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Quarterly targets for Year 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Q1 | Q2 | Q3 | Q4 | | | | | | | | | | | | | | | | | | | | | | | | |
| 30% | 30% | 30% | TBC | | | | | | | | | | | | | | | | | | | | | | | | |
| Method of collection | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. When a complete application is received a date is entered by Technical Support Officer into the "Application Validation" field in the "Licence Details" tab. When the Licence is issued the date of issue is entered by the Technical Support Officer into the "Date Issued" field in the "Licence Details" tab. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Formula | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of licences issued within target as a percentage of the total number of licences issued. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Number of licences issued within target (2 months) divided by the total number of licence applications issued | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Return Format | | | % | | | | | | | | | | | | | | | | | | | | | | | | |
| Reporting Frequency | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| | |
|---|------------|
| KPI EHO2J HMOs Quarterly | |
| Data Provider | |
| [REDACTED] | |
| TBA | |
| Data Source | |
| Idox Acolaid | |
| Data Publishing Arrangements | |
| No | |
| Data Sharing Arrangements | |
| No - there are no data sharing arrangements in place in relation to this indicator. | |
| Comparable Indicator | |
| This indicator is LBB specific although some or all of the raw data could be comparable to other Local Authorities. | |
| Data Accuracy Checks | |
| Random sampling of data input by officers at case reviews, and managers would review reports to identify possible errors in data. | |
| Data Storage and Security | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact of poor performance / below target | |
| There is a reputational risk if performance is poor. There is a higher likelihood of service complaints and possible insurance issues for businesses awaiting a licence. There is also a higher risk of ill health and death/serious injury if these high risk HMOs remain unimproved for longer e.g. higher risk of fire. | |
| Commercial Sensitivity | |
| No | |
| Data Quality Report | |
| I certify that the information provided above is, to the best of my knowledge, accurate. I also certify I have read and understood the responsibilities laid out in the Data Quality Policy. | |
| Name | [REDACTED] |
| Date | [REDACTED] |

DRS methodology sheet

| | | | |
|--|----|----|----|
| Indicator Reference | | | |
| KPI EH02K H&S | | | |
| Indicator title | | | |
| Businesses license applications processed in a timely manner | | | |
| Definition | | | |
| Licence applications processed in a timely manner | | | |
| Why we are using this indicator | | | |
| Administration of licences within a reasonable timescale is key for customer satisfaction and assurance. Delays in processing a licence can lead to uncertainty and even financial loss to businesses. Being responsive and professional to applicants provides a template for the behaviour expected from them by the Council. Building a professional relationship can assist the Council in securing compliance with the relevant legislation. | | | |
| Person responsible for data collection | | | |
| [REDACTED] | | | |
| Baseline | | | |
| 2012/13 outcome 90.5% 2013/14 92.45% (as of 8th June 2013) | | | |
| Year and target | | | |
| 95% of Special Treatment Licence and Animal Welfare Licence applications (with complete documentation) notified of decisions within 30 working days | | | |
| Quarterly targets | | | |
| Q1 | Q2 | Q3 | Q4 |
| | | | |
| Method of collection | | | |
| The relevant cases, Case Type HSLIC or ANLIC, are entered by Technical Support onto Idox Acolaid NV data management system when a licence is first required. They remain open until the business closes or no longer needs a licence. When a complete licence application is received the date is entered by Technical Support Officer into the "Application Received" field in the "Licence Details" tab on the relevant case. When the Licence is issued the date of issue is entered by the Technical Support Officer into the "Date Issued" field in the "Licence Details" tab. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | | | |
| Formula | | | |
| Number of licences issued within target as a percentage of licence applications received | | | |
| Number of licences issued within target (30 working days) divided by the total number of licence applications received | | | |
| Return format | | | |
| % | | | |
| Reporting frequency | | | |
| Quarterly | | | |
| Data provide | | | |
| [REDACTED] | | | |
| TBA | | | |
| Data Source | | | |
| Idox Acolaid | | | |
| Data Publishing Arrangements | | | |
| No | | | |
| Data Sharing Arrangements | | | |
| No - there are no data sharing arrangements in place in relation to this indicator. | | | |
| Comparable Indicators | | | |
| This indicator is LBB specific although some or all of the raw data could be comparable. Other Local Authorities may have different service standards. | | | |
| Data Accuracy Check | | | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Searches are run to list and count numbers of applications received to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | | | |
| Data Storage and Security | | | |

The data is stored on specific case files in Idox Acolaid NV against premises addresses which is password protected. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises.

The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target.

Impact of poor performance below target
There is a reputational risk if performance is poor. There is a higher likelihood of service complaints and possible financial loss to businesses waiting for licences before starting trade.

Commercial sensitivity
No

Data Quality Reporter
I certify that the information provided above is, to the best of my knowledge, accurate.

| | |
|-------------|------------|
| Name | [Redacted] |
| Date | |

| | |
|--|--|
| Indicator Reference | |
| KPI EH02L | |
| Indicator Title | High level of customer satisfaction of service users (statutory activities) |
| Definition | Increase in the number of customers of enforcement related cases scoring a minimum of 8 out of 10 in the standard satisfaction survey for statutory activities. |
| Why we are using this indicator | The aim of this indicator is to ensure that a service is being provided that meets customers needs to a high level of satisfaction. |
| Person responsible for data collection | Private Sector Housing, Private Tenanted Housing Condition service requests - 2012/2013 59%. (sample size of 270) 2013/14 Environmental Health (as of 8th June 2013) 65.1% (sample size of 43) |
| Baseline | Baseline data will be gathered during the first 3 months of service transfer. The survey methodology and design will be agreed with the Authority. |
| Year End Target | The survey score should comply with all of the following: - improve from their baseline performance by 10% on or before 12 months following the Service Transfer Date and improve by at least 5% in year 2 (compared to year 1) unless any of the later targets (described below) are already achieved - reach at least 70% in the 4th quarter of year 3 - reach at least 75% by year 5 and maintain thereafter. If the baseline is already at 75% or above, then this needs to be maintained throughout. Note: For example, if the baseline is 50%, then the target for Year 1 is 55%, and for Year 2 is 57.75% |
| Quarterly Targets | 01 02 03 04 |
| Method of collection | The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. Where appropriate at the final inspection of the work the Case Officer leaves a Customer Satisfaction Form and pre paid envelope for completion by the tenant. If the recipient has difficulties with completion, assistance is offered by the Case Officer. All other forms are sent out by the Technical Support Officer on a weekly basis following case completion. Use of a survey monkey for HMO licensing should commence in July. When the form is returned to the authority the results are entered as standard actions by choosing codes S003-S018 as appropriate. The overall score is entered in the result box under the action codes S101-S104 depending on the type of service request. Where a form is not submitted the questionnaire is followed up by the Technical Support Officer with a telephone call where possible and the form completed over the phone. Poor scores are followed up with the customer to ascertain if the score is due to poor service provision of other issues e.g. desire to be rehoused. At monthly meetings Customer Satisfaction feedback is reviewed and where issues are identified that are resulting in poor customer service the process is reviewed and changes implemented. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. |
| Formula | Quarterly report on case data held in Acolaid for the financial year to date. Report to count total satisfaction survey scores added to cases in period. The report identifies the number of satisfaction scores added in period where the score is in range 8-10 and expressed as a percentage of the total added in period. 100% of cases are surveyed. Number of survey returns with satisfaction scores of 8-10, divided by the total number of survey returns |
| Reporting Frequency | % |
| Quarterly | |
| Data Provider | |
| TBA | |
| Data Source | Idox Acolaid |
| Data Publishing Arrangements | No |
| Data Sharing Arrangements | No - there are no data sharing arrangements in place in relation to this indicator. |
| Comparable Indicator | This indicator is LBB specific although some or all of the raw data could be comparable. |
| Data Accuracy/Quality | The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately |
| Data Storage and Security | The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Impact of poor performance/risks/rewards | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| Control Measures | There is a reputational risk if performance is poor and it is indicative that the service being provided is poor or it does not meet the needs of those in receipt of regulatory activity and may be perceived as being unclear or unfair. If service provision is poor there is a higher likelihood of ill health and death/serious injury. |
| Compliance/Policy | No |
| Other Information | Readily that the information provided above is the best of my knowledge and I have already taken steps to ensure that the information provided is accurate and reliable. I have also taken steps to ensure that the information provided is accurate and reliable. |
| Name | |
| Date | |

EHO3 - KPI

Completion of projects to assist in meeting the key priorities of the Health and Wellbeing Strategy identified by the Joint Strategic Needs Assessment

Projects delivered in partnership with the Director of Public Health and outputs agreed.

The aim of this indicator is to assist the Council in meeting the needs outlined in the Health and Wellbeing Strategy identified by the Joint Strategic Needs Assessment (current version 2011-15)

11/12 Smoking Cessation and Winter Well (Warm Homes Healthy People Funding Secured), Health Catering Project
 12/13 - Winter Well Project (Warm Homes Healthy People Funding Secured and project satisfactorily completed on budget 56 properties improved through Winter Well Grants Budget £38,500), and Healthier Catering Commitment Project. Project plans are currently being developed with Public Health for Winter Well 13/14 and the Healthier Catering Commitment.

A minimum of three projects are to be undertaken each financial year, with 100% of agreed plans, milestones, and outcome based targets achieved which improve the health of residents agreed at the commencement of the project with the Director of Public Health

This will depend on the nature of the projects implemented and will be agreed at commencement of the projects. Where appropriate data will be recorded on Idox Acolaid.

The number of Projects set up.

The number of outcomes met across all projects divided by the total number of outcomes across all projects.

Projects completed in agreed timescale

Annually measured KPI but with quarterly reporting on progress.

TBA

Idox Acolaid

No

No - there are no data sharing arrangements in place in relation to this indicator.

This indicator is LBB specific although some or all of the raw data could be comparable.

Report to be confirmed by Director of Public Health

Data Storage and Security

Where data is stored on Idox Acolaid NV. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels.

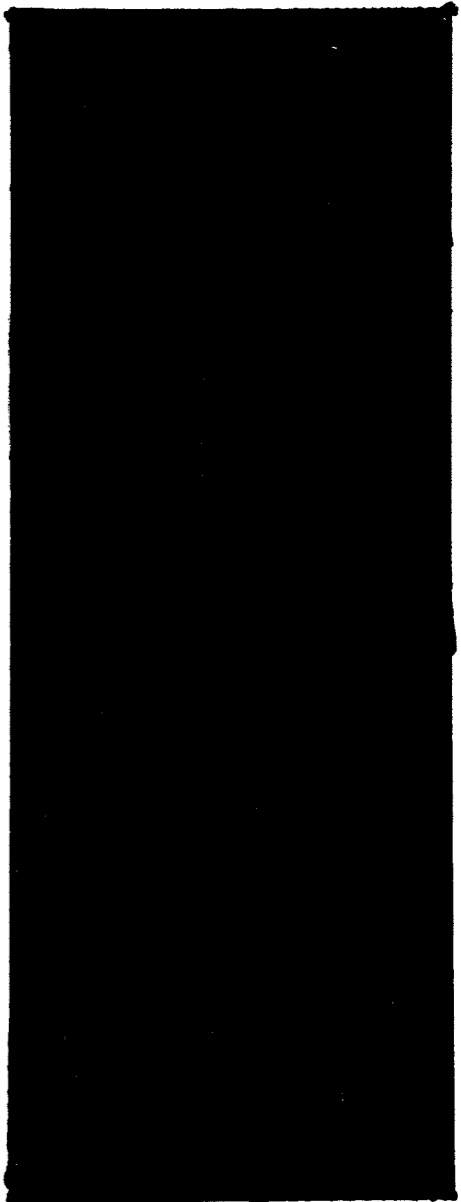
Other data may be stored on Microsoft Office applications which will be restricted/password-protected.

The main risk relating to data collection is that currently there are only two officers capable of the Idox Acolaid data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI.

Failure to engage fully with the Public Health agenda could lead to unnecessary resources being wasted by LBB and the Health Authority e.g. housing disrepair leading to respiratory issues, falls, strokes etc. It could also lead to exclusion from funding opportunities as they become available.

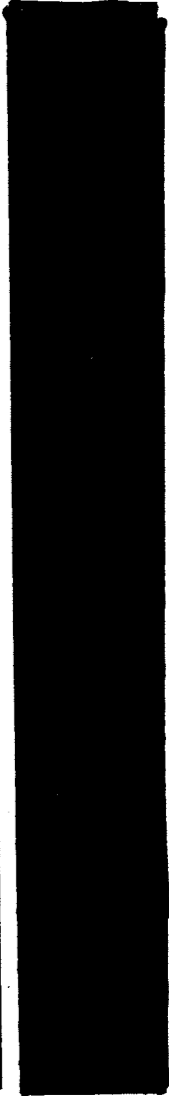
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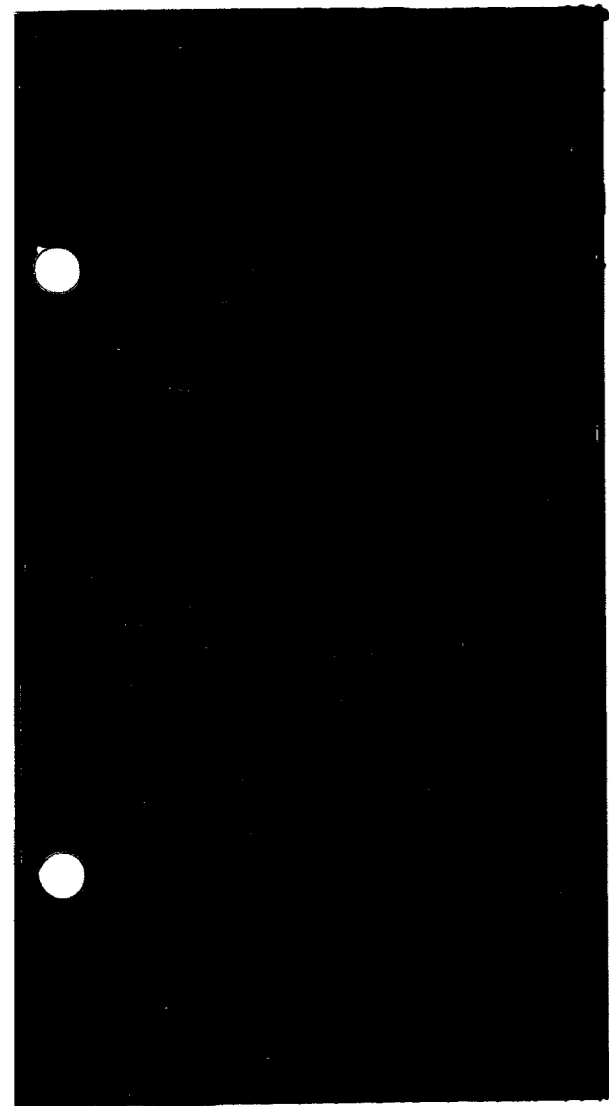
Name
Date



DRS methodology sheet

| | |
|---|------------|
| Indicator Reference | |
| EH04 - KPI (see KPI EH04A and EH04B) | |
| Indicator Title | |
| Increase in the number of private sector units meeting minimum standards available for letting | |
| Definition | |
| To measure the increase in the available housing stock that meets minimum legal standards. This is a composite indicator consisting of KPI EH04A and EH04B | |
| Measurement Unit | |
| At a time when the private rented sector is saturated in Barnet it is key that this sector is being policed to ensure that properties meet basic safety standards and empty properties are brought back into residential use. | |
| Person responsible for data collection | |
| [Redacted] | |
| Baseline | |
| Refer to tabs KPI EH04A and EH04B. | |
| Targets | |
| Refer to targets in KPI EH04A and EH04B | |
| Q1 | Q2 |
| Q3 | Q4 |
| Method of collection | |
| Refer to method of collection in tabs KPI EH04A and EH04B | |
| Formula | |
| Meeting 100% the targets in tabs EH04A and EH04B | |
| Return format | number |
| Reporting frequency | |
| Quarterly | |
| Data Provider | |
| [Redacted] | |
| TBA | |
| Data Source | |
| Idox Acolaid | |
| Data Publishing Arrangements | |
| No | |
| Data Sharing Arrangements | |
| No - there are no data sharing arrangements in place in relation to this indicator. | |
| Comparable Indicator | |
| This indicator is LBB specific although some or all of the raw data could be comparable. | |
| Data Accuracy Checks | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| Data Storage and Security | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact of poor performance on below table | |
| EH04 - KPI (see KPI EH04A and EH04B) | |
| Commercial Sensitivity | |
| No | |
| Data Quality Register | |
| To ensure that the information provided always is in the best of our knowledge, accuracy, reliability, timeliness and understand the responsibilities set out in the Data Quality Policy. | |
| Name | [Redacted] |
| Date | [Redacted] |

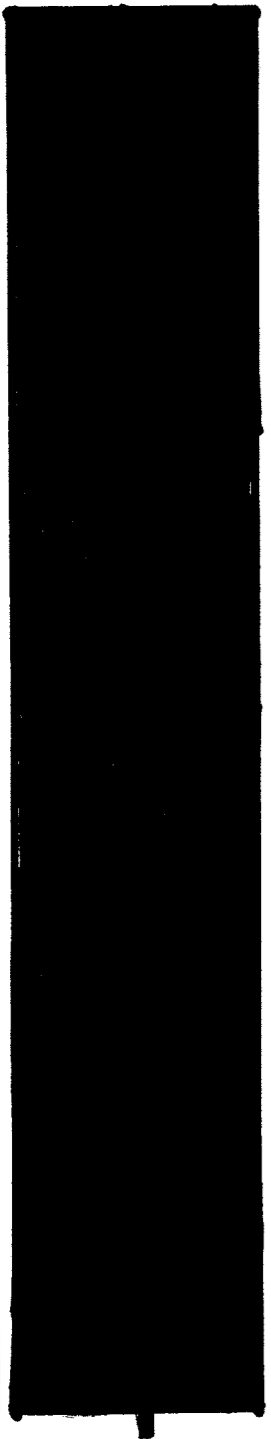




| | |
|--|----|
| Indicator Reference | |
| KPI EH04A | |
| Indicator Title | |
| Number of empty properties brought back into residential use | |
| Definition | |
| To measure the number of long term empty properties brought back into residential use following the involvement of PSH. | |
| Why we are using this indicator | |
| Barnet has nearly 2000 long term empty properties which is a wasted housing resource. There is a higher likelihood of properties being squatted and linked with crime and anti social behaviour if they are vacant long term. This could lead to a drop in local property prices. Failure to engage effectively with this KPI will result in a lack of additional housing being provided to Barnet Homes to house vulnerable persons. Additional housing will reduce the number of persons placed in expensive nightly purchase accommodation. | |
| Person responsible for data collection | |
| Baseline | |
| 8 properties back into use following Council involvement 2011/12. 314 properties back into use following Council involvement 2012/13. 198 2013/14 (8th June 2013) | |
| Note: Although 314 were achieved previously, the more time-consuming and complex cases remain to be addressed so the number of hits will imminently start to decrease significantly. | |
| Year End Target | |
| 200 long term (empty for 6 months or more) empty properties brought back into use in 2013/14. | |
| Note: the target for years 2 to 10 will be agreed with the Authority prior to the start of each year. | |
| Q1 | Q2 |
| Q3 | Q4 |
| Method of collection | |
| The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. Following on from case completion the Case Officer fills in the date of completion, person signing off the case and signed off reason on the "Enquiries" screen. Where action has been taken by the Local Authority to bring the property back into residential use one of codes R39-R42 will be used. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | |
| Formula | |
| Report identifies all closed cases in period (on a monthly and cumulative basis) where the property has been reoccupied following involvement by the Authority. Cases in scope are Private Sector Housing (HGCP | |
| Return Format | |
| Reporting Frequency | |
| Number of properties brought back into use. | |
| Quarterly | |
| Data Provider | |
| TBA | |
| Data Source | |
| Idox Acolaid | |
| Data Publishing Arrangements | |
| Yes - It feeds into Council Tax HCA Statistical return that is reported to Central Government and published on the Empty Homes website. | |
| Data Sharing Arrangements | |
| No - there are no data sharing arrangements in place in relation to this indicator. | |
| Compatible Indicator | |
| This indicator is LBB specific although the data could be compared to other Local Authorities. | |
| All other boroughs record this for the HCA statistical return. | |
| Data Accuracy Checks | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Data Storage and Security | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. Under reporting could lead to a reduction in the funding allocated by LBB to support this area of work. | |
| Impact on poor performance if below target | |
| There is a reputational risk if performance is poor. If service provision is poor there is a higher likelihood of properties being squatted and linked with crime and anti social behaviour. This could lead to a drop in local property prices. Failure to engage effectively with this KPI will result in a lack of additional housing being provided to Barnet Homes to house vulnerable persons. Additional housing will reduce the number of persons placed in expensive nightly purchase accommodation. | |
| Confidential sensitivity | |
| No | |
| Data Quality Rating | |

I certify that the information provided above is to the best of my knowledge, accurate, accurate, also identify I have read and understand the responsibilities laid out in the Data Privacy Policy.

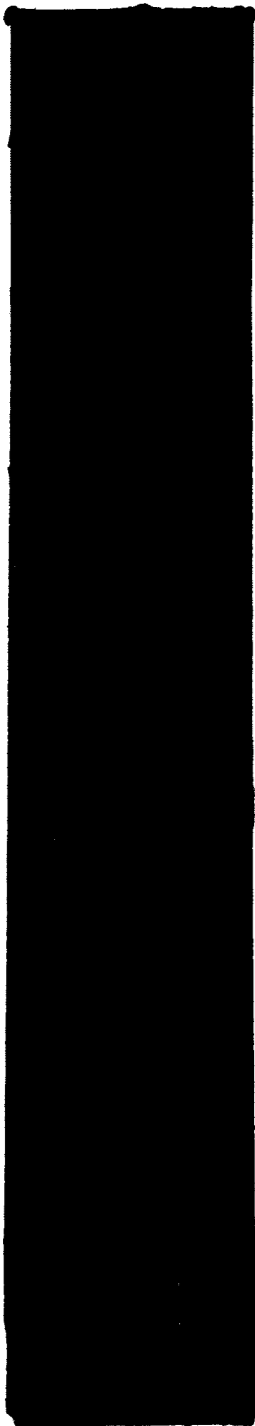
| | |
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| Name | |
| Date | |



| | |
|---|--|
| Indicator Reference | |
| KPI EH04B | |
| Indicator Title | |
| Number of Category 1 (Cat 1) hazards reduced. | |
| Definition | |
| Number of private tenanted properties with Category 1 hazards (as defined by the Housing Act 2004) reduced to Category 2 (Cat 2) hazards | |
| Why we are using this indicator | |
| At a time when the private rented sector is saturated in Barnet it is key that this sector is being policed to ensure that properties meet basic safety standards. Reducing category 1 hazards is a measure of properties being actively improved to minimum legal standards. | |
| Person responsible for data collection | |
| [Redacted] | |
| Baseline | |
| 97 tenanted properties with Cat 1's reduced 2011/12 157 tenanted properties with Cat 1's reduced 2012/13 18 tenanted properties with Cat 1's reduced 2013/14 (8th June 2013) | |
| Key Performance Indicators | |
| A minimum of 152 properties with Category 1's reduced to Category 2 hazards per annum (or where enforcement action is proceeding) in private rented accommodation. The target of 152 is pro-rated for year one depending on service performance at service transfer date. | |
| Note: the target for years 2 to 10 will be set by the Authority prior to the start of each year. Enforcement action is proceeding when the case has been approved by the Council for: | |
| <ul style="list-style-type: none"> prosecution and/or work in default/Emergency Remedial Action or an Interim Management/Empty Dwelling Management Order is being secured" | |
| Q1 | Q2 |
| Q3 | Q4 |
| Method of collection | |
| The relevant cases (service requests relating to housing conditions or Decent Homes Grants for tenanted properties) are entered by Technical Support onto Idox Acolaid NV data management system. The Case Officer aims to enable the landlord and tenant to work together to bring about property improvement. Where this isn't possible the property is inspected. Following inspection if a category 1 hazard is suspected a Housing Health and Safety Rating System (HHSRS) assessment is completed by the Case Officer using the assessment tool in the HHSRS pop up on the Housing Tab in Acolaid NV. Following completion of work to the property it is revisited and reassessed under HHSRS. This is entered as a second inspection by the Case Officer using the same methodology in Acolaid NV. Following on from case completion the Case Officer fills in the date of completion, person signing off the case and signed off reason on the "Enquiries" screen. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | |
| Formula | |
| Report to identify all closed cases (on a monthly and cumulative basis) where the property has a category 1 recorded and reduced to a category 2 or where enforcement action is proceeding. Cases in scope are Private Sector Housing (case type HGCP and enquiry types C801 to C809 and I805). Other cases may come into scope depending on the funding streams being utilised. | |
| Return Format | number of properties with cat 1's reduced. |
| Reporting Frequency | |
| Quarterly | |
| Data Provider | |
| [Redacted] | |
| TBA | |
| Data Source | |
| Idox Acolaid | |
| Data Publishing Arrangements | |
| No | |
| Data Sharing Arrangements | |
| No - there are no data sharing arrangements in place in relation to this indicator. | |
| Comparative Indicator | |
| This indicator is LBB specific although the raw data could be comparable. | |
| Data Accuracy Checks | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. A Crystal Ease report is run on the number of service requests closed to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Data Storage and Security | |
| The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | |
| Impact on poor performance (if any) | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact on good performance (if any) | |
| There is a reputational risk if performance is poor. Failure to meet this target is indicative that service requests are not being assessed appropriately. This could lead to an increase in complaints about the service and have an impact on EH02M. | |
| Confidentiality | |
| No | |
| Data Quality Reporter | |

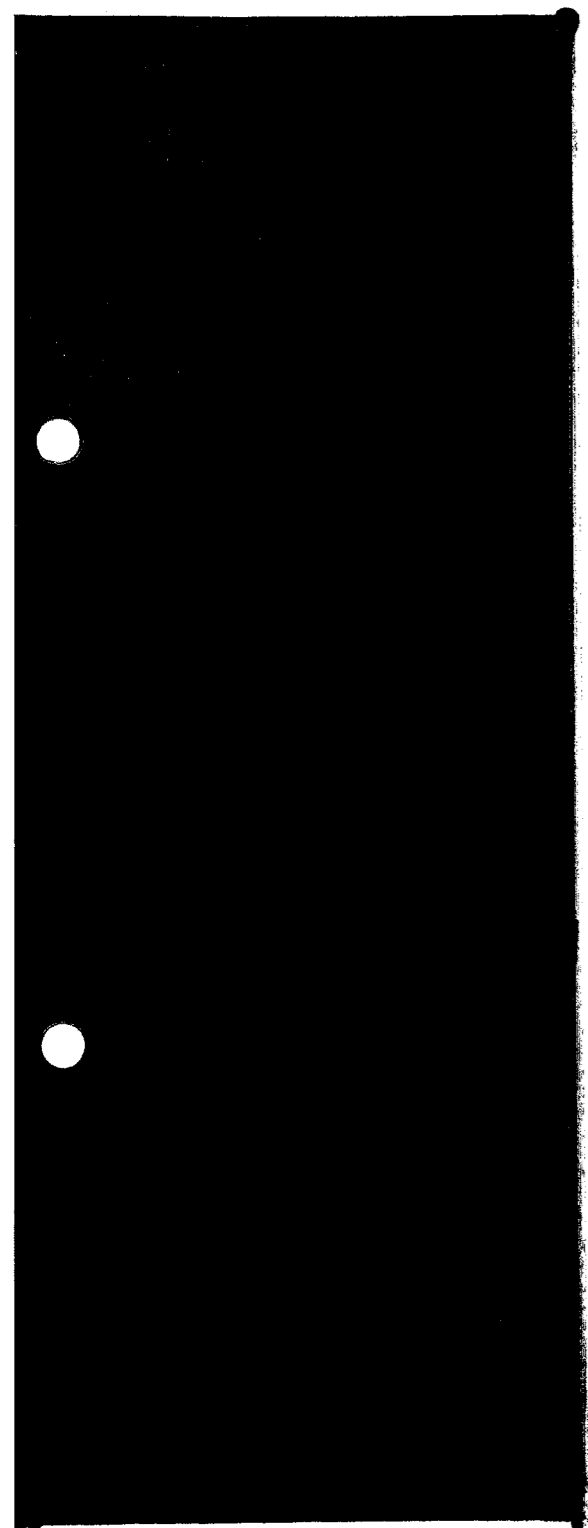
I certify that the information provided above is, to the best of my knowledge, accurate. I also certify I have read and understand the responsibilities laid out in the Data Quality Policy.

| | |
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| Name | |
| Date | |



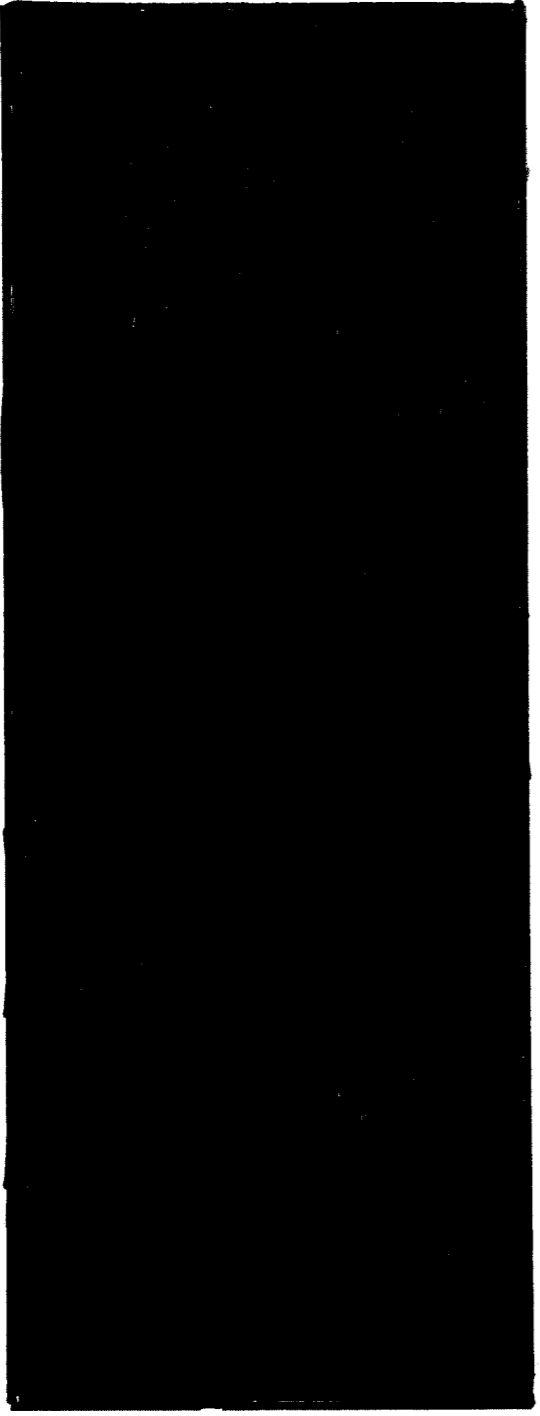
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|---|----|--|----|
| Indicator Reference | | EH05 - KPI | |
| Indicator Title | | Improvement in food hygiene in the highest risk premises | |
| Definition | | Reduction in the percentage of food businesses currently rated as 0 or 1 in the national Food Hygiene Rating Scheme (FHRS) | |
| Why we are using this indicator | | It is a government and public expectation that regulatory resources be directed to the highest risk premises to minimise risk of food poisoning and that those resources are effective in securing improvements | |
| Performance history or data collection | | 0/1 FHRS rated premises at 31/03/2013 was 24. At 01/04/2012 this figure was 96. Reduction therefore was 72 or 84.6%. 2013/14 (8th June 2013) 38 (increase of 58.3%). NB This high level of improvement is attributable to the receipt of a Food Standards Agency Olympic grant for an improvement programme focussed on improving the borough's highest risk businesses. This was a one-off programme. Note: c. 2,400 food premises in 12/13 | |
| Year and target | | Continual reduction in premises rated 0 and 1 in FHRS per annum on a straight line from service transfer date to a target of 1% or less at the end of year 4, and maintain thereafter. For example, if the percentage of 0 or 1 rated premises at service transfer date is 5%, therefore the targets for years 1 to 4 would be 4%, 3%, 2%, 1%, respectively. Should the percentage of 0 and 1 rated premises be at 1% or less at service transfer date, then this shall be maintained at 1% or less throughout the term of the contract. | |
| 01 | 02 | 03 | 04 |
| Quarterly targets | | | |
| Method of collection | | Inspection risk ratings are input on Acolaid by inspecting officers after each food hygiene inspection. The system calculates the FHRS rating. An ad hoc report is run to identify the total number of open cases (FHIN) with last inspection or re-rating revisit having FHRS rating 0 or 1. The reference point is the total of 0 or 1 rated premises at the end of the previous financial year. | |
| Formula | | Number of 0 and 1 rated premises at the end of the year divided by the number of total FHRS premises at the end of the year | |
| Return format | | % No. | |
| Reporting frequency | | Monthly | |
| Data Provider | | TBA | |
| Data Source | | Idox Acolaid NV | |
| Data display/management | | The raw data is published on the Food Standards Agency (FSA) webpages in connection with the national Food Hygiene Rating Scheme | |
| Data Storage/Management | | Raw data provided to the FSA as above by manual file upload to the Agency's website fortnightly. | |
| Comparable indicator | | This calculated indicator is LBB specific although the raw data is comparable. Other Local Authorities may have different service standards. | |
| Data Access/Check | | The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. FHRS rating searches are run in Acolaid to ensure that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Data Storage and Security | | The data is stored on hygiene inspection case files in Idox Acolaid NV against premises addresses. The module is password protected. Most staff are restricted from deleting inspection data. Staff are trained in information security and data protection requirements. Officers are formally authorised to take their tablets out of LBB premises. | |
| Impact of poor performance if below target | | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. | |
| Failure to improve the highest risk food businesses would lead to higher risk of ill health or injury to consumers and reputational damage to the Council. | | continued sensitivity | |
| Data Quality Report | | No | |
| Frequency, data the information provided above is to the best of my knowledge, accurate. I also confirm I have read and understood the responsibilities laid out in the Data Quality Policy | | | |
| Name | | | |
| Date | | | |

| | | | | | |
|--------------------------|--|--------------------------|--|--------------------------|--|
| Under performance band 1 | Under performance band 1 - deduction % | Under performance band 2 | Under performance band 2 - deduction % | Under performance band 3 | Under performance band 3 - deduction % |
|--------------------------|--|--------------------------|--|--------------------------|--|

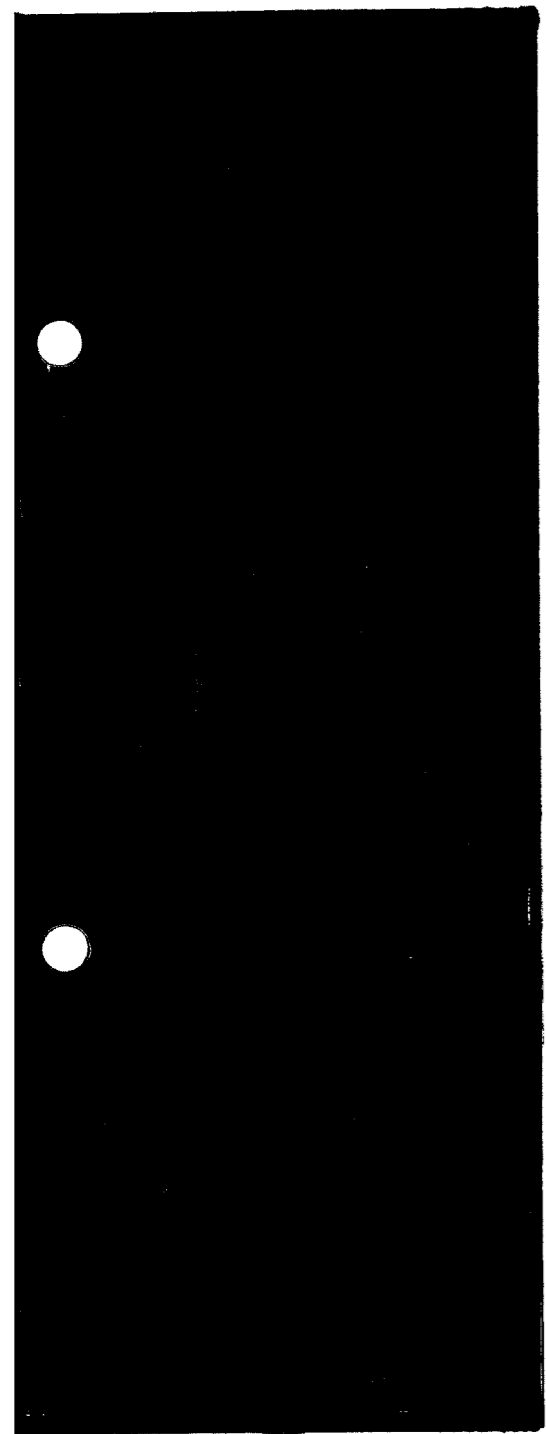


| Indicator Reference | | | | | | | |
|---|---|-------------------|--|----|----|----|----|
| KPI EH06 | | | | | | | |
| Indicator Title | | | | | | | |
| Increase in the number of tenanted homes with burglary prevention measures in the borough | | | | | | | |
| Definition | | | | | | | |
| Number of tenanted properties target hardened in the borough. | | | | | | | |
| Why we are using this indicator | | | | | | | |
| <p>Barnet has a major problem with burglary. During the 2011/12 performance year the borough suffered 3,453 offences of residential burglary. This was a 3% increase from the 3362 offences the previous year. During this 12 month period the burglary rate on Barnet was 25.5 burglaries per 1000 households. This is approximately 1 burglary for every 40 homes on the Borough. Barnet accounts for 5.4% of London burglaries. 32% more households are being burgled in the borough than 10 years ago. Each burglary costs society £3,925. Reducing this number is a corporate priority.</p> | | | | | | | |
| Person responsible for data collection | | | | | | | |
| Baseline | | | | | | | |
| <p>24 Category 1s reduced for Entry by Intruders 2012/13. 69 cases with Community Safety Grants (funding not necessarily secured annually). 3 2013/14 (8th June 2013). Community Safety funding not yet secured.</p> | | | | | | | |
| Year End Target | | | | | | | |
| <table border="1"> <thead> <tr> <th colspan="2">Quarterly Targets</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>Q2</td> </tr> <tr> <td>Q3</td> <td>Q4</td> </tr> </tbody> </table> | | Quarterly Targets | | Q1 | Q2 | Q3 | Q4 |
| Quarterly Targets | | | | | | | |
| Q1 | Q2 | | | | | | |
| Q3 | Q4 | | | | | | |
| Method of collection | | | | | | | |
| <p>The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. Eligible cases will be given Community Safety funding to install security measures. The remaining cases will be investigated for housing enforcement action. The Case Officer aims to enable the landlord and tenant to work together to bring about property improvement. Where this isn't possible verbally the property is inspected. Following inspection if a category 1 hazard is suspected a Housing Health and Safety Rating System (HHSRS) assessment is completed by the Case Officer using the assessment tool in the HHSRS pop up on the Housing Tab in Acolaid NV. Following completion of work to the property it is revisited and reassessed under HHSRS. This is entered as a second inspection by the Case Officer using the same methodology in Acolaid NV. Following on from case completion the Case Officer fills in the date of completion, person signing off the case and signed off reason on the "Enquiries" screen. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below.</p> | | | | | | | |
| Formula | | | | | | | |
| <p>Report to identify all closed cases (on a quarterly and cumulative basis) where the property has a category 1 recorded and reduced to a category 2 for the hazard "Entry by Intruders". Cases in scope are Private Sector Housing (HGCP). This amount is added to all cases where Community Safety Grants have been provided for security measures coded Enquiry Type 1808.</p> | | | | | | | |
| Return format | number of properties where burglary prevention measures have been implemented | | | | | | |
| Reporting frequency | Quarterly | | | | | | |
| Data Provider | TBA | | | | | | |
| Data Source | Idox Acolaid | | | | | | |
| Data Publishing Arrangements | No | | | | | | |
| Data Sharing Arrangements | No - there are no data sharing arrangements in place in relation to this indicator. | | | | | | |
| Comparable indicator | This indicator is LBB specific although some or all of the raw data could be comparable. | | | | | | |
| Data Accuracy Checks | The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | | | | | | |
| Data Storage and Security | The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. | | | | | | |
| <p>The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI.</p> | | | | | | | |

| | |
|---|------------|
| Impact of poor performance if below target | |
| There is a reputational risk if performance is poor with the public and partner organisations for example the Police. | |
| Commercial sensitivity | |
| No | |
| Data Quality Reporter | |
| I certify that the information provided above is to the best of my knowledge, awareness, or also ability to have read and understood the responsibilities set out in the Data Quality Policy. | |
| Name | [Redacted] |
| Date | |

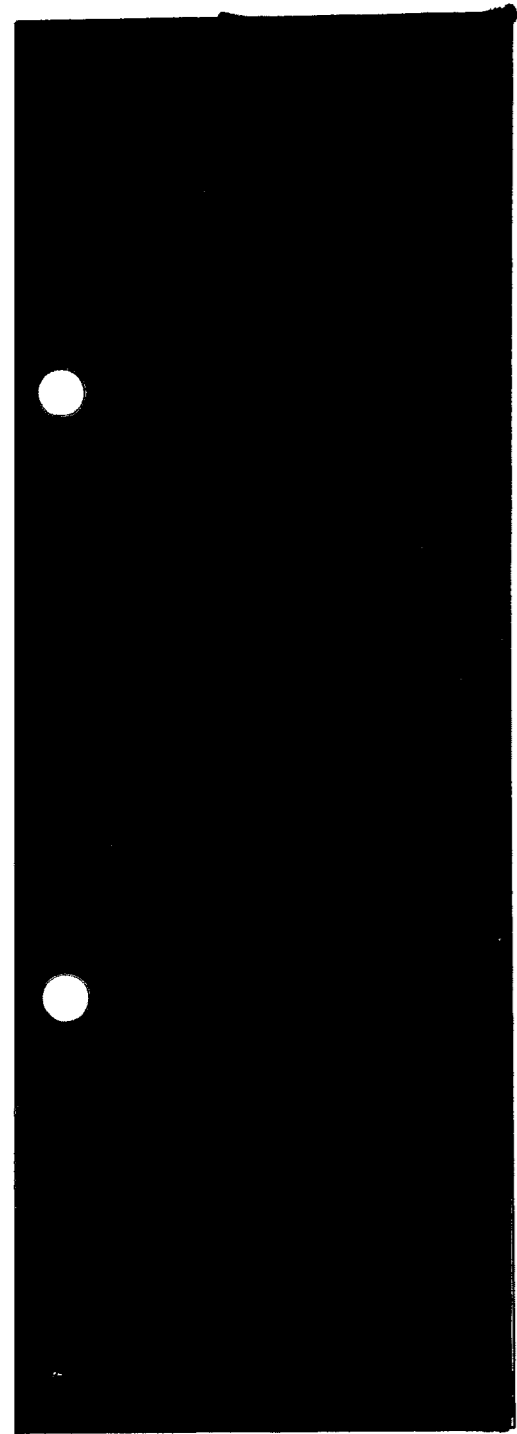


| | | | |
|---|-----------|---|-----------|
| Indicator Reference | | EH07 - KPI | |
| Indicator title | | Reduce unit cost of disabled adaptations without reduction in quality of work to maximise the use of the allocated budget | |
| Definition | | To enable more Disabled Facility Grants to be achieved for the same budget (excludes paediatric cases which are for children and young persons under 19 who are in full time education) | |
| Why we are using this indicator | | In the 2011 census the percentage of the population aged 65 or over was the highest seen in any census with one in six people in the borough being 65 or over. This increase will lead to more residents requiring assistance to remain safely and independently in their home with the assistance of a Disabled Facilities Grant (DFG). With reducing budgets it is imperative that maximum use is made of the funding available whilst ensuring that the quality of the work is not affected. | |
| Person responsible for collection | | [Redacted] | |
| Baseline | | 12/13: £7,230.22 (including paediatric cases i.e. 19 and over) and £6,646.99 (excluding paediatric cases) 11/12: £8,833.09 (including paediatric cases i.e. 19 and over) and £ 8,396.72 (excluding paediatric cases) 10/11: £ 7,953.49 (including paediatric cases i.e. 19 and over) and £7,739.23 (excluding paediatric cases) | |
| Year end target | | £7,500 or less average cost of DFG (excludes paediatric cases). Target now excludes paediatric cases due to the significant impact that a few high cost paediatric cases can have on the averages. | |
| Note: | | Note: the target will be reviewed at Year 4 and Year 7 as part of the overall service delivery review | |
| 01 | 02 | 03 | 04 |
| Method of collection | | The relevant cases are entered by Technical Support onto Idox Acolaid GR data management system. On approval the amount of grant funding approved is entered by the Technical Support Officer into the Finance Tab in the Total Grant field. Any revisions are entered into the Grant Details pop up in the Finance Tab. The case is closed by the Technical Support Officer entering a Completion date in the field in the Summary tab. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. | |
| Formula | | Sum of costs of all mandatory DFG cases in scope divided by total number of DFG cases. | |
| Return format | | Average cost | |
| Reporting frequency | | Quarterly | |
| Data Provider | | [Redacted] | |
| Data Source | | TBA | |
| Data Publishing Arrangements | | Idox Acolaid | |
| Data Sharing Arrangements | | No | |
| Compatible Indicator | | No - there are no data sharing arrangements in place in relation to this indicator. | |
| Data Accuracy Checks | | This indicator is LBB specific although some or all of the raw data could be comparable. | |
| Data Storage and Security | | The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | |
| Impact of poor performance in below target | | The data is stored on specific case files in Idox Acolaid GR against premises addresses which is password protected. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises. | |
| Commercial sensitivity | | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. | |
| Impact of poor performance in below target | | If costs are not kept down fewer adaptations will be delivered from the set budget. This could lead to the development of a waiting list and delays in delivering much needed adaptations. This could lead to more falls in the home and the additional financial pressure that this puts on the NHS and social services. | |
| Data Accuracy Reporting | | No | |
| Other Information | | We confirm that the information above is, to the best of my knowledge, accurate, also readily available and understood, and responsibilities laid out in the Data Quality Policy. | |
| Name | | [Redacted] | |
| Date | | [Redacted] | |



| | | | |
|--|--|------------|--|
| Indicator Reference | | | |
| EH08 - KPI | | | |
| Indicator Title | | | |
| Safer work places | | | |
| Description | | | |
| A higher level of compliance with health and safety legislation in the known most unsafe work places. | | | |
| Why we are using this indicator | | | |
| It is a government and public expectation that regulatory resources be directed to improving the highest risk premises to minimise risk of workplace injuries and ill health. | | | |
| Personnel responsible for data collection | | | |
| [Redacted] | | | |
| Baseline | | | |
| 2011/12 82 of 178 = 46% inspections were B2 or C (No re-rating data for 2011/12 as that approach not yet adopted) | | | |
| 2012/13 14 of 36 = 38.9% inspections were initially B2 or C. 3 recorded as reduced to C. Total is 47.2% Re-ratings were not always done in 2012/13 as this was not compulsory. | | | |
| Goal and target | | | |
| 75% of premises receiving an inspection intervention as determined by the definition attain a rating of no greater than B2 at the end of the intervention. The target of 75% is re-profiled for Year One depending on service performance, number of cases, and number of inspections carried out, as at service transfer date. | | | |
| Q1 | | Q4 | |
| [Redacted] | | [Redacted] | |
| Method of collection | | | |
| Inspection risk ratings are input on Acolaid by inspecting officers after each health and safety inspection. The system calculates the business safety rating (A, B1, B2 or C) and flags up the need for revisits and a final re-rating if the business is above rating B2 (i.e. A or B1). An ad hoc report is run to identify the total number of health and safety inspections carried out in year and the number of those with inspection or revisit rating of B2 or C. | | | |
| Formula | | | |
| No. of inspected businesses with health and safety rating or re-rating of B2 and C *100/Total number of businesses inspected. | | | |
| Return Format | | % | |
| [Redacted] | | | |
| Quarterly | | | |
| Data Provider | | | |
| TBA | | | |
| Data Source | | | |
| Itox Acolaid NV | | | |
| Data Publishing Arrangements | | | |
| No | | | |
| Data Sharing Arrangements | | | |
| N/A | | | |
| Confidential Indicator | | | |
| This calculated indicator is LBB specific. | | | |
| Data Accuracy Checks | | | |
| The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Health and safety inspections and ratings searches are run in Acolaid to ensure that the report is picking up all relevant data. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. | | | |
| Data Storage and Security | | | |
| The data is stored on health and safety inspection case files in Itox Acolaid NV against premises addresses. The module is password protected. Most staff are restricted from deleting inspection data. Staff are trained in information security and data protection requirements. Officers are formally authorised to take their tablets out of LBB premises. | | | |
| The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. | | | |
| Impact of poor performance (below target) | | | |
| Failure to improve the highest risk workplaces could lead to higher risk of ill health or injury to employees and the public and reputational damage to the Council. | | | |
| Commercial sensitivity | | | |
| No | | | |
| Data Quality Register | | | |
| Identify the data information provided above, to the best of my knowledge, accuracy, also certify I have read and understood the responsibilities laid out in the Data Quality Policy. | | | |
| Name | | [Redacted] | |
| Date | | [Redacted] | |

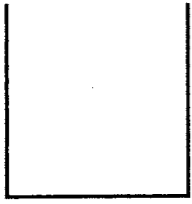


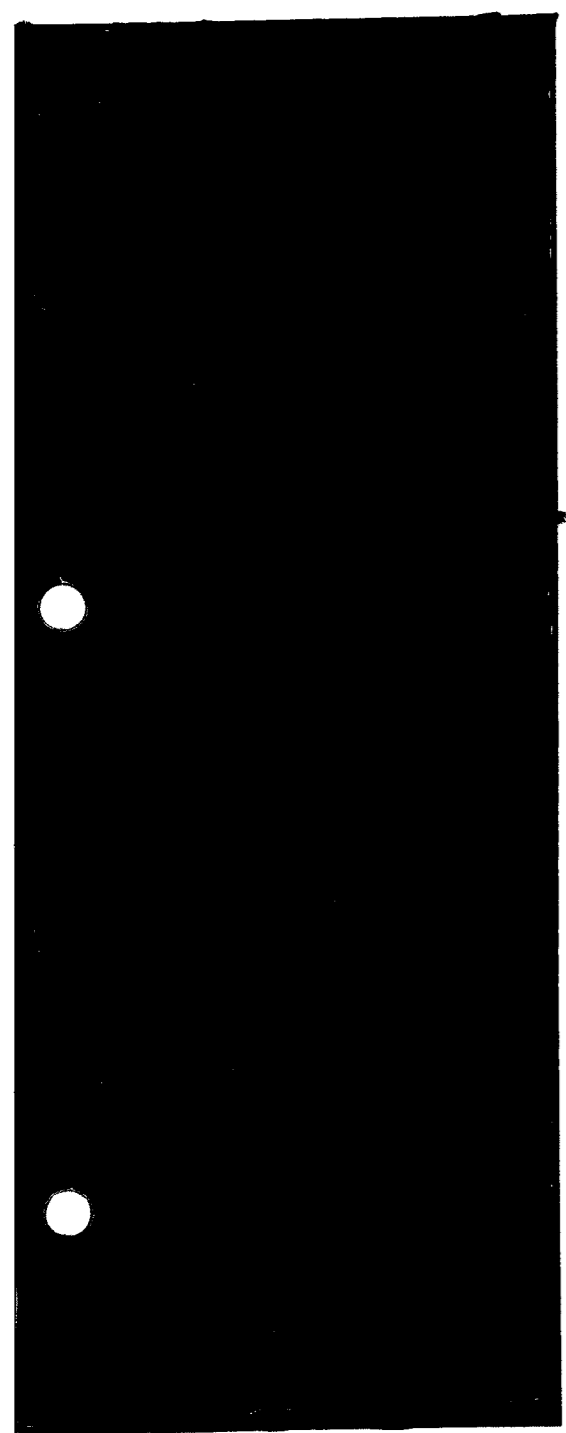


| | | | |
|--|-----|----------------|-----|
| Indicator Reference | | | |
| EH09 - KPI | | | |
| Indicator Title | | | |
| Service plans, Sampling and Intervention programmes detailed in Schedule 4 below to be submitted to the Authority for approval by 1st week of March each year and publishing within one week of LBB approval | | | |
| Definition | | | |
| Plans and programmes agreed by the Authority, produced on time, and published | | | |
| Why we are using this indicator | | | |
| Environmental Health & Trading Standards services are highly regulated and performance is monitored by Government departments. There is an expectation that intervention programmes are planned and based upon risk in accordance with national guidance. Some | | | |
| Person responsible for data collection | | | |
| [Redacted] | | | |
| Baseline | | | |
| Service Plans and Intervention Programmes are produced annually. | | | |
| Year End Target | | | |
| All plans submitted to the Council by the first week of March, a final version that is deemed satisfactory by the Authority by the 31st of March, and published within one week of LBB approval. | | | |
| Note: In the event that the Authority fails to agree the plan by the 1st of April, the service provider will deliver the proposed plan from that date until such time that the plan is agreed unless the Authority explicitly indicates that it does not wish to have the proposed plan or part thereof implemented. | | | |
| Quantity Target | | | |
| Of | Q1 | Q2 | Q3 |
| | | | 04 |
| Method of collection | | | |
| Each of the Plans and Intervention Programmes in Schedule 4 below for Environmental Health to be submitted to the Council by the end of the first week of March each year. It would be expected that these will have been drawn up in consultation | | | |
| Formula | | | |
| Service plans, Sampling and Intervention programmes detailed in Schedule 4 submitted to the Authority by the first week of March, a final version that is deemed satisfactory by the Authority by the 31st of March, and published within one week of LBB approval | | | |
| Return Format | | | |
| | | Date, and days | |
| Reporting Frequency | | | |
| Monthly | N/A | Quarterly | N/A |
| Data Provider | | | |
| Group Manager (Food, Health & Safety) | | | |
| Data Source | | | |
| Written plans | | | |
| Data Publishing Arrangements | | | |
| Yes. Service and Intervention Plans published on Council website | | | |
| Data Sharing Arrangements | | | |
| Yes. Although service and intervention plans are not required to be formally submitted, they may be required by FSA, HSE, CLG, DEFRA, BRDO etc. as part of Governments monitoring and auditing functions of local authority regulatory services. | | | |
| Comparable Indicator | | | |
| This indicator is LBB specific although some or all of the raw data could be comparable. Other Local Authorities may have different service standards. | | | |
| Data Accuracy Checks | | | |
| Each completed plan or intervention programme will be checked off against the Schedule 4 list of required plans. | | | |
| Data Storage and Security | | | |
| The plans consist largely of written text, setting out what activities each department will carry out, although numerical information, such as numbers of due inspections of a particular type will be generated from reports in Idox Acolaid. The individual premises that will make up the total number of inspections due are identified from risk rating data, entered onto premises records at the time of the last inspection. Officers entering inspections onto Acolaid must use a password to use the Acolaid system. Case files and data entry on Acolaid are audited during staff caseload reviews by managers and supervisors. | | | |
| There is no specific data required for this indicator. Either the plans are produced and published or they are not. | | | |
| Impact of poor performance (below target) | | | |
| Failure to produce plans and intervention programmes may mean that regulation is either not compliant with statutory requirements, or that it is unplanned, not risk based or compliant with the principles of good regulation. | | | |
| Commercial Sensitivity | | | |
| No | | | |
| Data Quality Report | | | |
| Identify what the information provided above is, on the basis of my knowledge, accurate. Also identify what the reader needs to do to have the responsibilities laid out in the Data Quality Policy | | | |
| Name | | [Redacted] | |
| Date | | | |

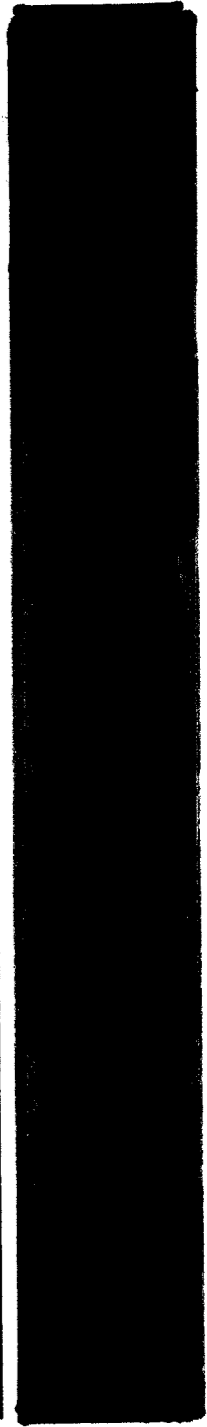
| Service Area | Function | Purpose of Plan |
|---|--|--|
| Environmental Health, Trading Standards & Licensing | Service Plan to cover all areas of Environmental Health, Trading Standards & Licensing | Plan to set out the overall strategic direction for Environmental Health, Trading Standards & Licensing |
| Public Health and Nuisance | Service Plan | Plan to cover work programme for Public Health, Nuisance and Pest Control |
| Scientific Services | Regulation of LAAPC Part A2 and Part B processes | LAPPC inspection programme in accordance with DEFRA guidance and work plan for Scientific Services |
| Food Safety & Standards | Food Hygiene and Standards Service Plan and Intervention Programmes | Food Service Plan to set out the overall work programme for Food Safety and Standards in accordance with the Food Law Framework Agreement. Incorporating the Food Hygiene and Standards Intervention Programme and Sampling Programme. |
| Health and Safety | Service Planning Arrangements and Planned Intervention Programme | Health and Safety Service Plan to set out the overall work programme for Health and Safety in accordance with HSE guidance incorporating Health and Safety intervention programme. |
| Private Sector Housing and Care & Repair | Service Plan | Plan to set out the work programme for Private Sector Housing and Care & Repair |
| Trading Standards and Licensing | Service Plan | Plan to cover work programme for Trading Standards and Licensing |

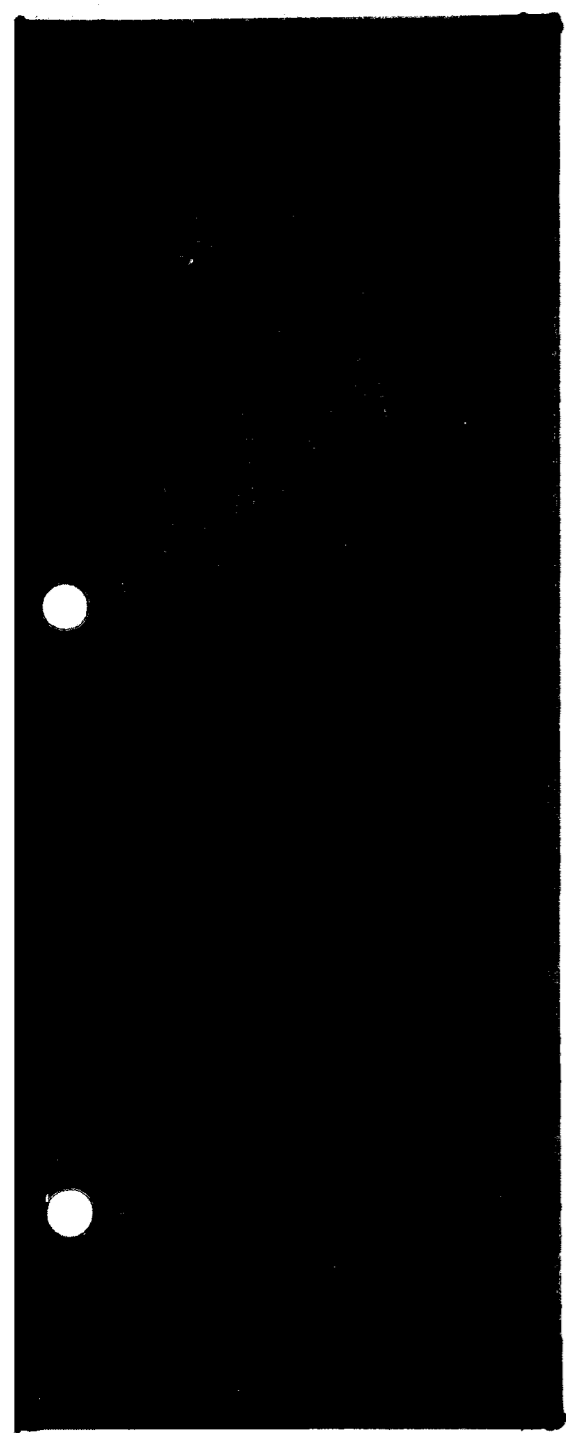
| | |
|---|--|
| Indicator number or code for reference and use with BI and management systems | Indicator Reference EH10 - PI |
| Indicator Title | Indicator Title Increasing number of Houses in Multiple Occupation (HMOs) licensed under the mandatory scheme |
| Put the formal, yet concise indicator definition here | Definition Increasing number of HMOs licensed annually under the mandatory scheme required under the Housing Act 2004. |
| Please provide details about why this indicator has been chosen | Why was it chosen? At a time when the private rented sector is saturated in Barnet it is key that this sector is being policed to ensure that properties meet basic safety standards. Ensuring that landlords of the highest risk houses in multiple occupation (HMOs) do not successfully avoid meeting their legal requirements is an important part of this. By increasing the numbers licensed annually the Council is increasing the number of compliant properties in the borough and aiming to build a professional relationship with the landlords which should help assist with resolving subsequent issues at their properties. |
| Name & Title of the senior officer with overall responsibility for this indicator | Person responsible for data collection [Redacted] |
| Provide baseline where applicable and explanation if no baseline available | 2006-2013: 145 properties licensed (2006: 0, 2007: 10, 2008: 32, 2009: 31, 2010: 22, 2011: 18, 2012: 20 (including 3 renewals) 2013-14 12 (including 7 renewals) (8th June 2013) |
| Targets for end of financial year | Year end targets Total number of licensed premises is increasing by 20 per year |
| Quarterly targets (if different from the overall end of year target) | Quarterly targets Q1 [Redacted] Q2 [Redacted] Q3 [Redacted] Q4 [Redacted] |
| Please provide a sequential list (i.e. a process map) outlining how the data is collected from first point up to the aggregation into a performance measure | Method of collection The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. When the Licence is issued the date of issue is entered by the Technical Support Officer into the "Date Issued" field in the "Licence Details" tab. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. |
| Formulaire Number of Calls Answered/ Number of calls received | Formulaire Number of HMOs that have been issued with a licence under the mandatory scheme compared to the number issued in the previous years of the scheme that are still valid |
| Agreed Reporting Frequency is this to be reported monthly or quarterly please delete as appropriate | Reporting Frequency Annually |
| Name of person who provides the data | Data Provider [Redacted] |
| Alternative person who provides the data in the absence of the above | TBA |
| Where is the data sourced from? Systems, surveys etc. | Data source Idox Acolaid |
| Is this information published anywhere and if so where | Data Publishing Arrangements No |
| Do we provide this information to any third parties such as DEFRA, CLECAT, and do you have any data sharing arrangements in place | Data Sharing Arrangements No - there are no data sharing arrangements in place in relation to this indicator. |
| Is this indicator comparable or LBB specific? | Comparable Indicator This indicator is LBB specific although some or all of the raw data could be comparable. |
| If comparable please provide details of who else measures this to assist with Benchmarking | Data Accuracy Checks The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Data Storage and Security The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Where is the data kept (i.e. spreadsheets, systems and what security if any is in place (e.g. password protected) to ensure data is not altered if it is data stored online with Freedom of Information and the Data Protection Act | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| Any risks to collecting, submitting or publishing this data - also if the data is incorrect and consequences of this - Please log any associated risks on ICAD and provide reference number | Impact on poor performance (if below target) There is a reputational risk if performance is poor. There is a higher likelihood of ill health and death/serious injury if these high risk HMOs remain unimproved e.g. higher risk of fire. |
| What will happen if performance against the indicator is poor? | Commercial sensitivity No |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information or background | Data Quality Reporting If certain data the information provided above is to the best of my knowledge, accurate, it also certifies I have read and understood the responsibilities laid out in the Data Quality Policy |
| This should be signed by senior LBB Barner officers with overall responsibility for this indicator | Name [Redacted] |
| | Date [Redacted] |



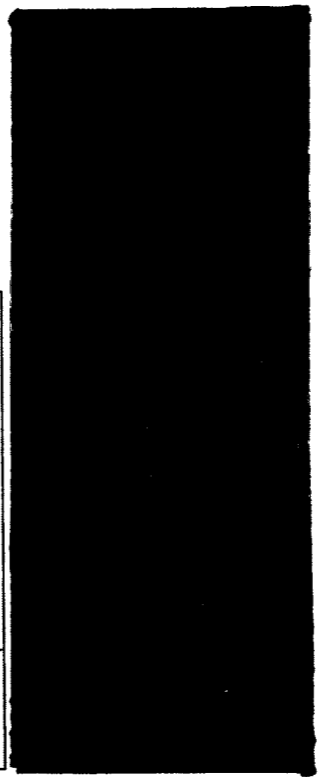


| | |
|---|--|
| Indicator number or code for reference and use with BI and management systems | Indicator Reference PI EH11 |
| Indicator Title | Indicator Title Increase in the number of accredited landlords in Barnet (accredited either through the London scheme or a local scheme) |
| Put the formal, yet concise indicator definition here | Definition Increase in the number of accredited landlords in Barnet (accredited either through the London scheme or a local scheme) |
| Please provide details about why this indicator has been chosen | Why we are using this indicator At a time when the private rented sector is saturated in Barnet it is key that this sector is being policed to ensure that properties meet basic safety standards. Ensuring that landlords are accredited helps to ensure that they have an understanding of their duties in relation to property management. This should assist with improving the standard of accommodation in the borough. |
| Name & title of the senior officer with overall responsibility for this indicator | Person responsible for data collection [Redacted] |
| Provide baseline where applicable and explanation if no baseline available | Yearly Baseline 2010/11 337 2011/12 384 (13.95% increase) 2012/13 415 (8.1% increase) |
| Target for end of financial year | Target Increase in the number of accredited landlords by 5% annually. For example, if there were 500 accredited landlords in the previous year, then the target for the current year is 525. |
| Quarterly targets (if different from the overall end of year target) | Quarterly Targets Q1 Q2 Q3 Q4 |
| Please provide a sequential list (ie a process map) defining how the data is collected from first point up to the aggregation into a performance measure | Method of collection The data is provided by the LLAS/UKLAP Project Co-Ordinator Jessica Alomankeh jessica.alomankeh@camden.gov.uk 0207 7974 1970 www.londonlandlords.org.uk . |
| Formulae | Formulae (Number of accredited landlords at year end minus the number accredited at end of the previous year) / number accredited at end of the previous year |
| Number of calls/Answered/ Number of calls received | Reporting frequency Annually |
| Agreed Reporting Frequency (is this to be reported monthly or quarterly please delete as appropriate) | Data Provider [Redacted] |
| Name of person who provides the data | TBA |
| Alternative person who provides the data in the absence of the above | Data Source Idox Acolaid |
| Where is the data sourced from? Systems surveys etc. | Data Publishing Arrangements No |
| Is this information published anywhere and if so where | Data Sharing Arrangements No - there are no data sharing arrangements in place in relation to this indicator. |
| Do we provide this information to any third parties such as DEFRA, CUG, etc. and do you have any data sharing arrangements in place | Comparable Indicator This indicator is LBB specific although some or all of the raw data could be comparable. |
| Is this indicator comparable or LBB specific? | Data Accuracy Checks As this is provided by an external source there are no checks to ensure accuracy of the data. All accredited landlords have their own unique reference number. |
| If comparable please provide details of who else measures this to assist with benchmarking | Data Storage and Security The only data stored is the total reported by LLAS. This is currently stored on the private drive of Belinda Livesey which will be transferred to a shared drive with restricted access |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Risk The main risk in collection is if LLAS stops providing the data. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| Where is the data kept i.e. spreadsheets systems and what security/analysis in place (ie. password protected) to ensure data is not altered. Is data stored in line with Freedom of Information and the Data Protection Act | Commercial sensitivity No |
| Any risks to collecting, submitting or publishing this data - also in the data's incorrect and consequences of this. Please log any associated risks on CAD and provide reference number | Data Quality Report I certify that the information provided above is, to the best of my knowledge, accurate. I also certify I have read and understood the responsibilities laid out in the Data Quality Policy |
| What will happen if performance against the indicator is poor? | Name [Redacted] |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information on background | Date [Redacted] |
| This should be signed by senior LB/Barnet officer with overall responsibility for this indicator | |





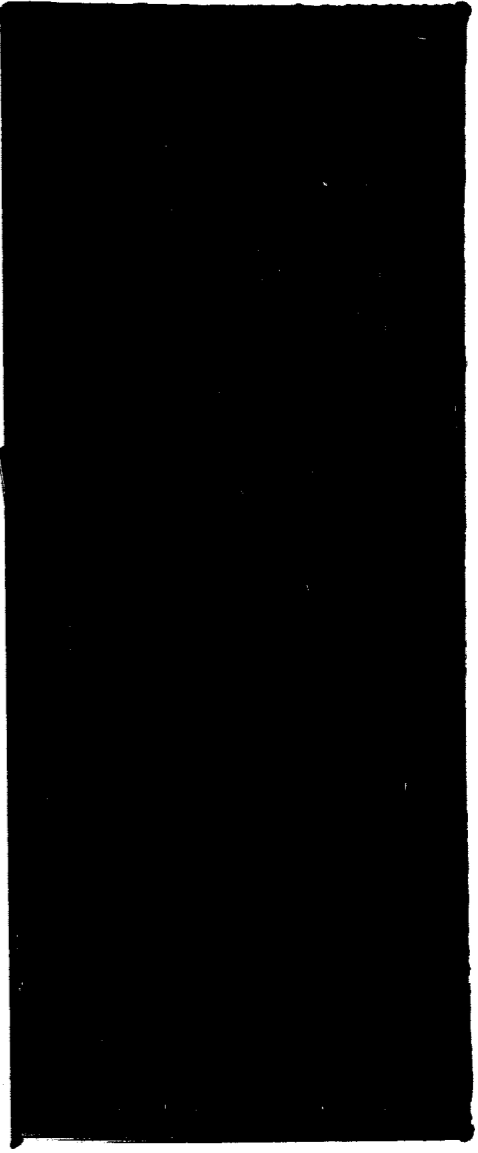
| | |
|------------|--|
| PI BH12 | Disabled evaluations delivered in a timely manner |
| | Average timescale for the administration of Disabled Facilities Grant works (DFGs) |
| | In the 2011 census the percentage of the population aged 65 or over was the highest seen in any census with one in six people aged 65 or over. It is important that we continue to provide an independent support service to help people with disabilities to live safely and independently in their homes with the assistance of a Disabled Facilities Grant (DFG). With these increasing numbers it is imperative that maximum use is made of the offer time available. In addition elderly and disabled persons need to be able to access the service within a reasonable timescale to reduce the risk of falls/injury if it is not possible to have the necessary support accommodation. |
| | 12/13 Total Completions 242 Mandatory DFGs 102 % meeting target 41.53% Average Timescale 310 calendar days MANDATORY DFGs Number completed in target time 12/13 44.54% (238 cases average completion time 312 days) Process has been fully reviewed and rolled out across all DFAs. Review completed in 12/13. (on review cases average timescales 11/12 151 days, 12/13 200 days) 2013/14 Q1 - average (Pilot) 217 days, average (non-pilot) 680 days |
| | Year One to Year Two Quarter One: Maintain the baseline |
| | Year Two Quarter Two and onwards: Average timescale for satisfactory completion 186 days or less for applications received from nine months after service transfer date. |
| | For on-going cases at point of service transfer, a plan will be developed by the Authority prior to service transfer on how to address each case including any additional resourcing requirements. |
| | Quarterly |
| | Below Actual |
| | No |
| | No - there are no data sharing arrangements in place in relation to this indicator. |
| | This indicator is LBS specific, although some or all of the raw data could be comparable. |
| | The reports and raw data are checked for errors and discrepancies and, if like, listed out by the staff in the report. Data Type searches are run to double check that the report is picking up all relevant cases. One to One are used to ensure that officers are using Accessible correctly and accurately. |
| | Data Storage and Security |
| | The data is stored on specific case files in Idow Accessible NW against premises addresses which is password protected. Staff are trained in computer security and are formally authorized to take their tablets out of Idow Accessible NW users. Officers are formally authorized to take their tablets out of Idow Accessible NW users. Officers are formally authorized to take their tablets out of Idow Accessible NW users. |
| | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| | If there are enough fewer adaptations will be delivered, severely leading to customer, impacting on the service. This could lead to the development of a waiting list which will cause delivery issues for subsequent years. |
| | No |
| | Name |
| | Date |



| CRITERIA | 1ST QUARTER 2011/12 | 2ND QUARTER 2011/12 | 3RD QUARTER 2011/12 | 4TH QUARTER 2011/12 | 1ST QUARTER 2012/13 | 2ND QUARTER 2012/13 | 3RD QUARTER 2012/13 | 4TH QUARTER 2012/13 | 2012 TO 2013 |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|--------------|
| Total Number of all Mandatory DFGs Completed. | 82 | 84 | 57 | 22 | 44 | 39 | 62 | 71 | 238 |
| Total Number of all Mandatory DFGs Completed within 186 days from receipt of O.T. referral (entry on computer) | 38 | 37 | 19 | 1 | 39 | 10 | 25 | 42 | 106 |
| % of all Mandatory DFGs completed within 186 days from receipt of O.T. referral (entry on computer) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

| CRITERIA | 1ST QUARTER 2011/12 | 2ND QUARTER 2011/12 | 3RD QUARTER 2011/12 | 4TH QUARTER 2011/12 | 1ST QUARTER 2012/13 | 2ND QUARTER 2012/13 | 3RD QUARTER 2012/13 | 4TH QUARTER 2012/13 | 2012 TO 2013 |
|--|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|--------------|
| Average number of calendar days taken from receipt of Occupational Therapist's referral to completion of all mandatory grants coded as Pilots. | 276 | 293 | 324 | 605 | 351 | 389 | 298 | 312 | 315 |
| Average number of calendar days taken from receipt of Occupational Therapist's referral to completion of all mandatory grants coded as Pilots. | 112 | 148 | 161 | 257 | 151 | 227 | 213 | 157 | 209 |
| Average number of calendar days taken from receipt of Occupational Therapist's referral to completion of all mandatory grants coded as Pilots. | 371 | 398 | 432 | 818 | 446 | 801 | 511 | 786 | 653 |

| | |
|---|---|
| Indicator number, code for reference and use with BIR and management systems | Indicator Reference PI EH13 |
| Indicator title | Indicator title Vulnerable persons provided with assistance to help them remain safely in their own home. |
| Put the formula, yet concise indicator definition here | Definition Provision of a Care & Repair or equivalent service to provide discretionary advice and support to vulnerable residents to help them stay safely in their own homes. Definition of "Care & Repair assistance" is non-statutory assistance that helps improve the housing conditions of old and/or vulnerable residents. This may for example be referral to another agency (telephone call or letter), assistance with work organisation/accessing benefits or financial advice/ assistance, sending out contractor details etc. (this is not meant to be an exhaustive list). |
| Please provide details about why this indicator has been chosen | Why are we using this indicator? Assisting vulnerable people supports Corporate priorities. |
| Name of the person or persons overall responsible for this indicator | Person responsible for data collection [Redacted] |
| Provide baseline where applicable and explanation if no baseline available | Baseline Total number of persons assisted by Care & Repair to stay safely in their own homes- 657 2012/13 (Decent Homes 147, Winter Well 56, Willy Aphorpe 62, FILT 12, Community Safety Cases 69, DFG's 238 (fee data being checked for DFGs), 60 general enquiries, 9 self funders assistance, Houseproud referrals 4). |
| Target for end of financial year | Target Minimum of 290 cases completed. The target has been exceeded however as the target is based on several different funding streams which may/may not be secured the current target is felt to be appropriate. Should further funding streams arrive, then a revised target will be agreed with the Authority. Should existing funding streams disappear, then the targets will also be revised and agreed with the Authority. |
| Quarterly targets for different from the overall end of year target | Quarterly targets [Redacted] |
| Please provide a sequential list, via process map, outlining how the data is collected from this point for the aggregation into a performance measure | Method of collection The relevant cases are entered by Technical Support onto Idox Acolaid GR (DFG cases) or NV (all other cases and full Care & Repair assistance on DFGs) data management system. Following on from case completion the Case Officer fills in the date of completion, person signing off the case and signed off reason. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below. |
| Formulae Number of calls answered Number of calls received | Formulae Number of persons assisted by Care & Repair to remain safely in their own homes [Redacted] |
| Agreed reporting frequency, this to be reported monthly or quarterly, bi- weekly, delete as appropriate | Reporting frequency Quarterly |
| Name of person who provides the data Alternative person who provides the data In the absence of the above | Data Provider TBA |
| Where is the data sourced from systems, surveys etc | Data sources Idox Acolaid |
| Is this information published anywhere and if so where | Data sharing arrangements No |
| Do we provide this information to any third parties such as PFA, CCL, etc and do you have any data sharing arrangements in place | Comparability data No - there are no data sharing arrangements in place in relation to this indicator. |
| Is this information published on a public website? If not, please provide details of who else measures this to assist with benchmarking | Comparability data This indicator is LBB specific although some or all of the raw data could be comparable. |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out? | Data Accuracy Checks The reports and raw data are checked for errors and inconsistencies and glitches ironed out by the Group Manager in consultation with other officers. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| Where is the data stored, spreadsheet, system and what security of any is in place (e.g. password protected) to ensure data is not altered, is data stored online with freedom of information and the data protected by etc | Data Storage and Security The data is stored on specific case files in Idox Acolaid NV and Acolaid GR against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Any risks to releasing, submitting or publishing this data, also, if the data is incorrect what consequences of this, please list any associated risks on a table and provide reference number | Main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| What will happen if performance against the indicator is poor? | Main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| Is the indicator commercially sensitive? If please describe how and why any other relevant information or background | Commercially sensitive No |
| This should be signed by Senior in Charge of the overall responsibility for this indicator | Name [Redacted] Date [Redacted] |



PI EH14

Housing service requests completed satisfactorily in a timely manner

Note: This PI does not have targets as it is intended to only be Management Information that is reported to the Authority.

Time taken to satisfactorily complete a housing service request

The Housing Enforcement Team carries a heavy caseload. Although numbers of service requests isn't increasing the complexity of the requests, this may be due to a shortage of suitable accommodation and impending benefit reductions. It is imperative that cases are actioned appropriately within a reasonable timescale to reduce the risk to the occupiers. This also reduces the amount of failure demand on already stretched Technical Support Officers.

Most recent baseline data:

2011/12- 55.5% cases completed in 35 days (based on 991 service requests) (timescale all cases average 143 days - Pilot 34 days (429 cases), non pilot 206 days)
2012/13- 61.34% cases completed in 35 days (based on 1001 service requests) (timescale all cases average 176 days. Pilot 59 days (594 cases), non pilot 328 days)
All cases are now run through the "pilot" procedure following service review.
2013/14 Q1 - average (Pilot) 118 days, average (non-pilot) 367 days

Earlier baseline data submitted:

Total Signed off 1001
Within 35 calendar days 613
% meeting target 61.24%
Average Timescale 177 calendar days
Pilot Signed off 489
Within 35 calendar days 323
% meeting target 66.01%
Average Timescale 61 calendar days
Non Pilots Signed off 512
Within 35 calendar days 290
% meeting target 56.64%
Average Timescale 287 calendar days

This PI does not have targets as it is intended to only be Management Information that is reported to the Authority.

The relevant cases are entered by Technical Support onto Idox Acolaid IV data management system. The date the service request is received is entered in the Received Date field on the Enquiries tab by Technical Support Officer. Following on from case completion the Case Officer fills in the date of completion (Sign Off Date), the person signing off the case and signed off reason on the "Inquiries" screen. A standard Crystal Report is run and processed through Access which collates the raw data and calculates the Performance Measure in accordance with the formula set out below.

Total Time (working days) from first receipt of HGCP, HGSR, HGSRN cases (excluding 1805, 1806, 1807 and CB12 service requests) to satisfactory completion date on Acolaid for all cases divided by total number of relevant cases.

Quarterly

TBA

No

No - there are no data sharing arrangements in place in relation to this indicator.

This indicator is LBB specific although some or all of the raw data could be comparable.

The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately.

Data Storage and Security

The data is stored on specific case files in Idox Acolaid IV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid IV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels.

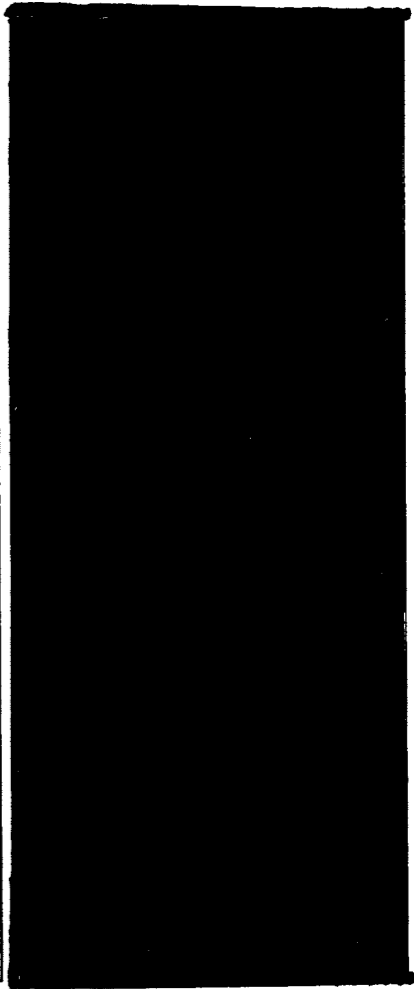
The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI.

If timescales elongate this will lead to customers remaining at risk in their home for longer. It will also put additional pressure on Social Services, Barnet and Homes and other support agencies e.g. CAB.

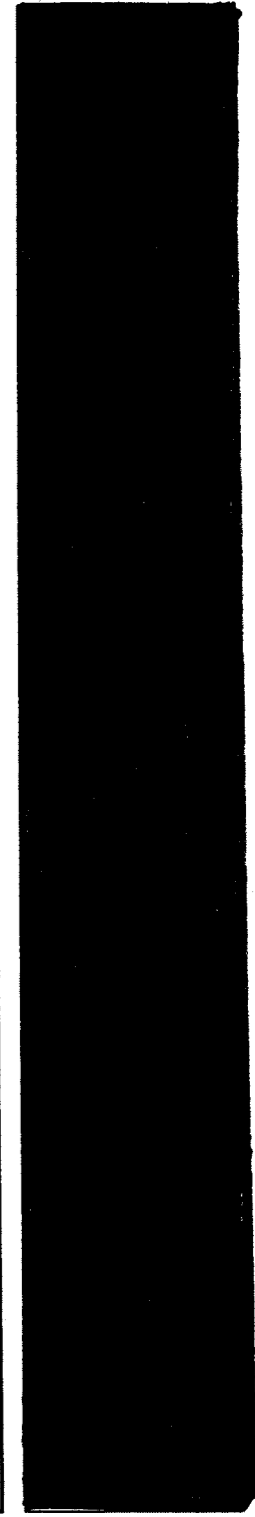
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Name

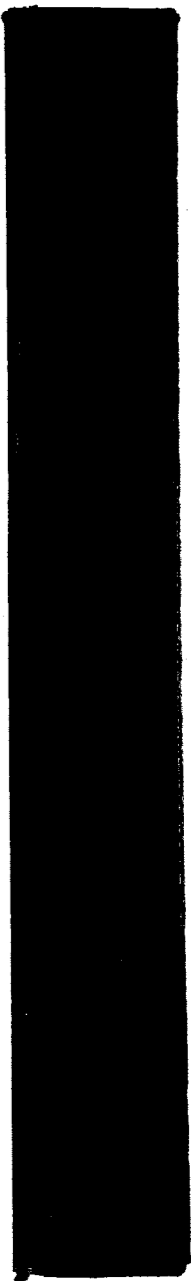
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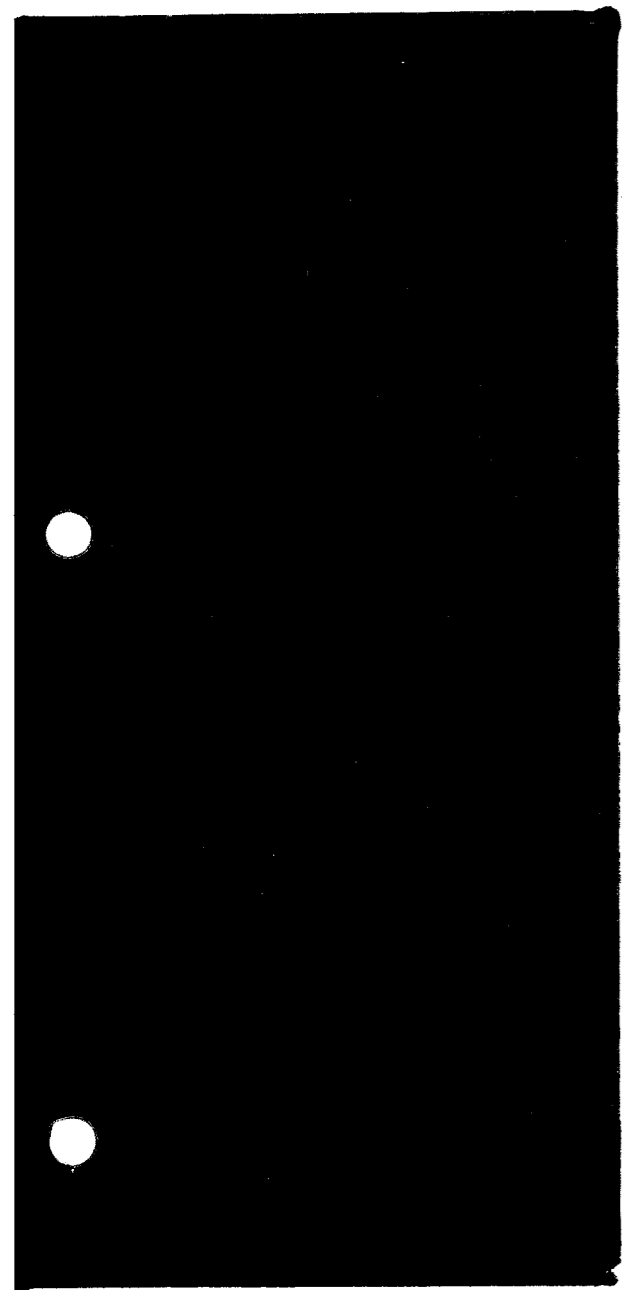


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|--|--|
| Indicator number or code for reference and use with BI and management systems | Indicator Reference PI EH16 |
| Indicator title | Indicator title Increase numbers of premises broadly compliant with food hygiene law (as defined in the Food Law Code of Practice) |
| Put the formula yet concise indicator definition here | Definition Percentage of food premises which meet the Food Standards Agency criteria for broad compliance with hygiene legislation. <i>City are using this indicator</i> |
| Please provide details about why this indicator has been chosen | Rationale The Council has a statutory duty to complete food hygiene intervention programmes in accordance with the Food Law Code of Practice Annex 5. This indicator demonstrates that the inspections and other interventions are effective in maintaining compliance across the full spectrum of food businesses in the Borough. <i>Person responsible for data collection</i> |
| Name & title of the senior officer with overall responsibility for this indicator | Year indicator At end of 2012/13 the figure was 2016 broadly compliant businesses out of a total of 2,374 which were in the inspection programme = 84.9% |
| Provide baseline where applicable and explanation if no baseline available | 88% of businesses which are broadly compliant per year |
| Target for end of financial year | Q1 Q2 Q3 Q4 |
| Quarterly targets (if different from the overall end of year target) | Method of collection Hygiene Inspections are allocated to officers by Team Leaders on Acolaid Enterprise and are prioritised according to Risk Category and Inspection Due Date. Inspection risk ratings are input on Acolaid by inspecting officers after each food hygiene inspection. The system calculates whether a business is broadly compliant and displays the outcome in a specific field An ad hoc report or search is run to identify the total number of inspections outcomes which are broadly compliant against the total number of outcomes. If a business has had no inspection it is counted only in the denominator. |
| Please provide a central list of a process map outlining how the data is collected from list point up to the aggregation into a performance measure | Formula No. of premises meeting the "broadly compliant" definition in the Food Law Code of Practice multiplied by 100 divided by the total number of food businesses liable for a food hygiene inspection |
| Formulae | Return format Annually % |
| Number of Calls Answered/ Number of calls received | Reporting frequency Annually |
| Name of person who provides the data | Data provider TBA |
| Alternative person who provides the data in the absence of the above | Data source TBA |
| Where is the data sourced from? Systems surveys etc. | Data Publishing Arrangements Itox Acolaid NV - Food Hygiene Inspection cases. |
| Is this information published anywhere and if so where | Data Sharing Arrangements The aggregated data and indicator is published on the Food Standards Agency (FSA) website several months in arrears of their collecting it for each financial year. |
| Does the information to any third parties such as DEBRA, GLG etc. and do you have any data sharing arrangements in place | Comparable indicator Raw data provided to the FSA as above by manual file upload to the Agency's Local Authority Enforcement Monitoring System website. FSA calculate and display the % broadly compliant. No other data sharing arrangements at present. |
| Is this indicator comparable or LBB specific | All food authorities should be measuring this. |
| If comparable please provide details of who else measures this to assist with benchmarking | Data Accuracy Check The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Broad compliance and total food businesses searches are run in Acolaid by the Group Manager to ensure that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Data Storage and Security The data will be stored on Food Hygiene. Inspection case files in Itox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Itox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Where is the data kept (e.g. spreadsheets, systems and what security in place) (e.g. password protected) to ensure data is not altered, is data stored in line with Freedom of Information and the Data Protection Act | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be inappropriate financial penalties/rewards if incorrect data falsely indicates failure or success against the KPI target. |
| Any risks to collecting, submitting or publishing this data - also if the data is incorrect and consequences of this. Please local authority associated links on LEAD and provide reference number | Impact of poor performance below target Failure to maintain compliance in the borough's food businesses would lead to higher risk of ill health or injury to consumers and reputational damage to the Council. |
| What will happen if performance against the indicator is poor? | Confidentiality No |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information or background | Name Date |
| This should be agreed by senior LB/Barnet officer with overall responsibility for this indicator | |

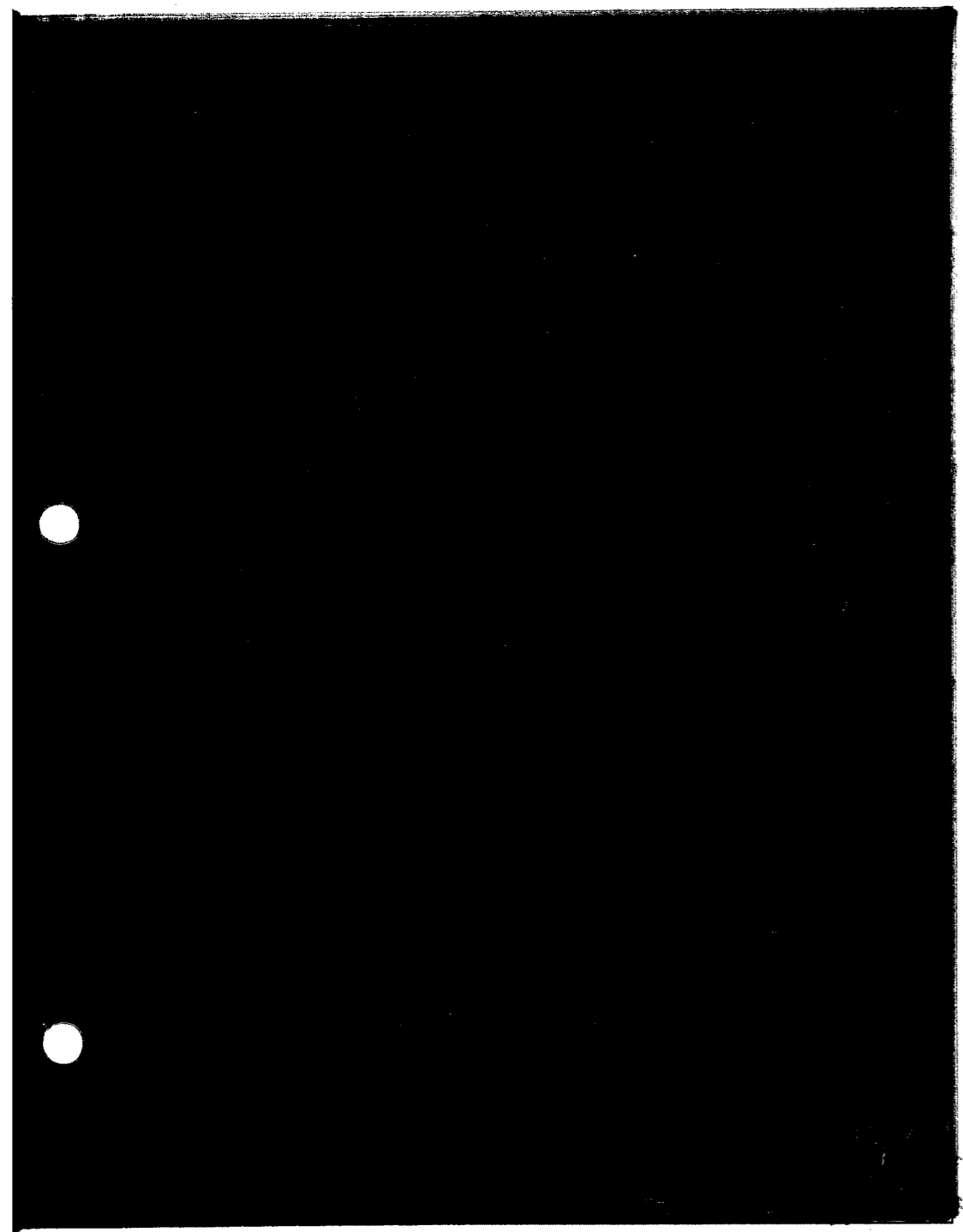


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| Indicator number or code for reference and use with Bland Management Systems | Indicator Reference PI EH17 |
| Indicator Title | Indicator Title Increase in shisha serving premises which are Smoke Free compliant |
| Put the format, yet concise indicator definition here | Definition Percentage of businesses offering shisha smoking which are currently compliant with statutory smoke free structural and management requirements. |
| Please provide details about why this indicator has been chosen | Motive for using this indicator The Health Act 2006 bans smoking in "smoke free" premises for health protection purposes. The Council has a duty to enforce this legislation and the associated Regulations to protect employees and patrons. Shisha smoking is particularly harmful, is common in Barnet and has proven to be the most likely business to breach the standards. |
| Name of the senior officer with overall responsibility for this indicator | Person responsible for data collection [Redacted] |
| Provide baseline where applicable and explanation if no baseline available | Baseline The last assessment was made in June 2012 when 25% were deemed to be compliant. (4/16) This was reassessed in April 2013 and 4/15 were deemed compliant as one was closed after prosecution = 26.7% |
| Target for end of financial year | Year End Target Improve to minimum 50% by end year 1, 75% by end year 2 and maintain at no less than 75% thereafter. |
| Quarterly targets (if different from the overall end of year target) | Q1 Q2 Q3 Q4 [Redacted] |
| Please provide a sequential list (ie a process map) outlining how the data is collected from first point up to the aggregation into a performance measure | Method of collection Shisha bar inspections are allocated to officers to inspect by Team Leaders. It is proposed for 2013/14 that a risk rating system is designed and implemented so that risk scores indicating compliance with smoke free standards will be entered and aggregated to produce a single indicator of compliance. Reports will then be run to extract this data. |
| Formulae Number of calls answered/ Number of calls received | Formulae (Number of smoke free compliant shisha premises x 100)/total open shisha premises |
| Agreed Reporting Frequency (this to be reported monthly or quarterly please delete as appropriate) | Return Format Reporting Frequency Quarterly % No. |
| Name of person who provides the data Alternative person who provides the data in the absence of the above | Data Provider TBA |
| Where is the data sourced from? Systems, surveys, etc. | Data Source Iadox Acolaid NV Smoke Free Inspection cases. |
| Is this information published anywhere and if so where | Data Publishing Arrangements Not published |
| Does this information go to any third parties such as DEFRA, GIG, etc and do you have any data sharing arrangements in place | Data Sharing Arrangements No - there are no data sharing arrangements in place in relation to this indicator. |
| Is this indicator comparable or LBB specific? | Comparable Indicator This indicator is LBB specific although some or all of the raw data could be comparable. Other Local Authorities may have different service standards. |
| If comparable please provide details of who else measures this to assist with Benchmarking | Data Accuracy Checks Currently a "qualitative" assessment of compliance at each premises is made by the enforcing officer which is interrogated by the Group Manager in consultation with those officers. The results are aggregated by the Group Manager. Case Type and Premises Use searches are run to double check that all relevant cases and premises have been included. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. Early in 2013/14 we propose to introduce a risk scoring system which will give a quantitative indicator of compliance at each premises which can be picked up in an ad hoc report/search in Acolaid NV. |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Data Storage and Security The data will be stored on Smoke Free Inspection case files in Iadox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Iadox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Where is the data kept (ie spreadsheets, systems and what security if any is in place (e.g. password protected) to ensure data is not altered, its data stored in line with Freedom of Information and the Data Protection Act | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. Publication of |
| Any risks to collecting, submitting or publishing this data - also in the data is incorrect and consequences of this. Please log any associated risks on JCAD and provide reference number | Risks to performance Failure to effect compliance will increase the risk of health damage to employees and patrons. |
| What will happen if performance against the indicator is poor? | Commercial sensitivity No |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information of background | Data Quality Reporter I certify that the information provided above is, to the best of my knowledge, accurate. I also declare that I have read and understood the responsibilities set out in the Data Quality Policy |
| This should be signed by senior TB Barnet officer with overall responsibility for this indicator | Name Date |



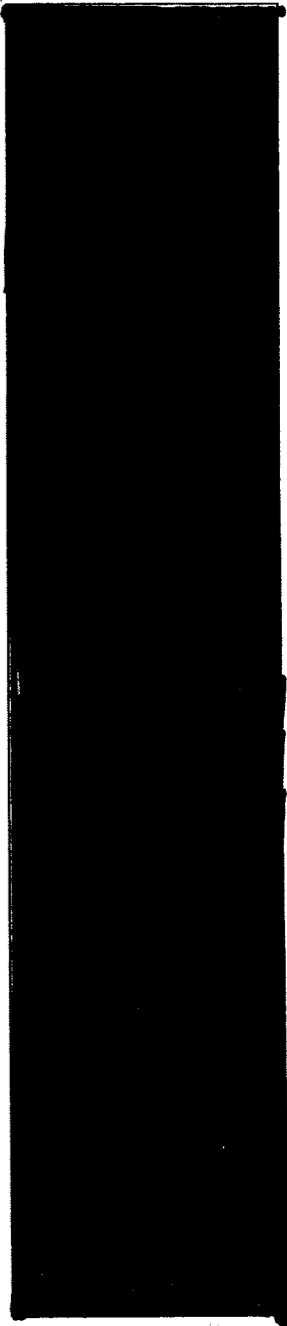


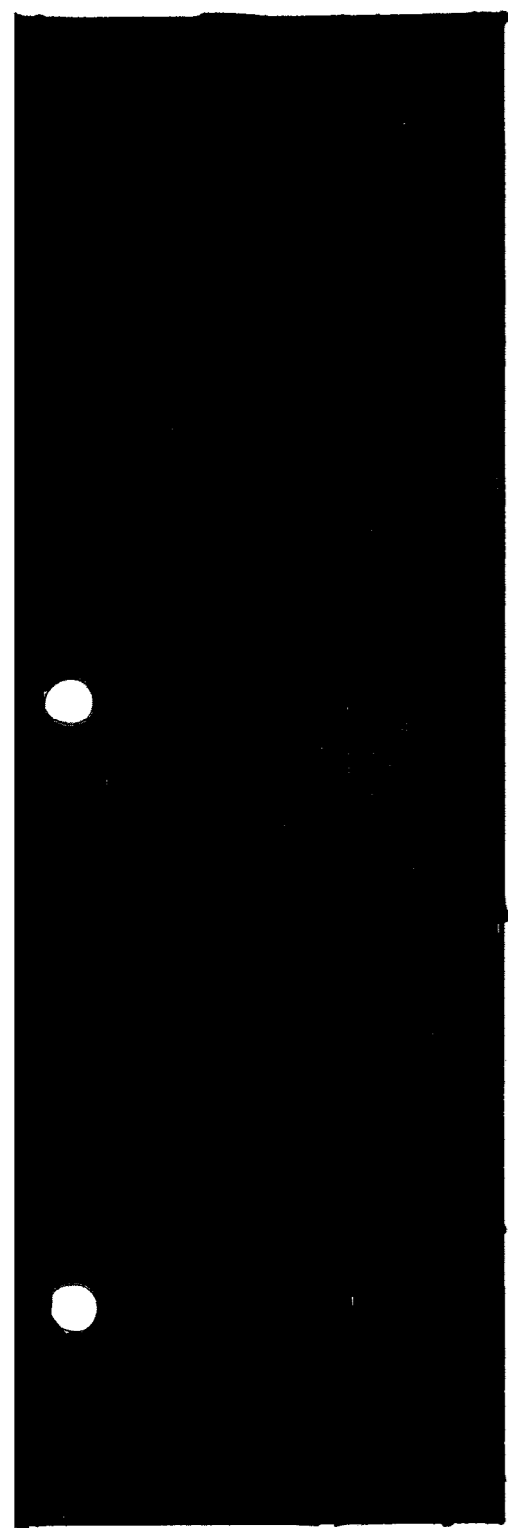
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| Indicator number or code for reference and use with BI and management systems | Indicator Reference PI EH19 |
| Indicator Title | Indicator Title Increase in the availability of healthier food from caterers |
| Put the format, yet concise indicator definition here | Definition Increase in numbers of takeaways and restaurants meeting London Healthier Catering Commitment (HCC) Standard, or any other scheme agreed by the Council |
| Please provide details about why this indicator has been chosen | Why we are using this indicator Reducing obesity (and other diet affected conditions) is a national and local Public Health high priority target. The Director of Public Health has committed to partnership working on this scheme as it can contribute to healthier eating for some significant risk groups. |
| Name & title of the senior officer with overall responsibility for this indicator | Person responsible for data collection [Redacted] |
| Provide baseline where applicable and explanation for baseline available | 2012/13 27 establishments held the award at year end. Denominator (eligible premises) is 830 as of 13/06/13. 3.25% |
| Target for end of financial year | Year end target Years 1 to 4: Annually increase from the baseline of 3.25% by a minimum of 2 percentage points per year and reaching a minimum of 12% at end of Year Four. Years 5 to 7: Annually increase by a minimum of 3 percentage points per year and reaching 35% by end of Year 7 and maintain at 35% thereafter. |
| Quarterly targets (if different from the overall end of year target) | Q1 Q2 Q3 Q4 [Redacted] |
| Please provide a sequential list of a process map outlining how the data is collected from first point up to the aggregation into a performance measure | Method of collection When a business has met the HCC Standards the inspecting officer issues a Certificate. This is printed from Acolaid which inserts a copy of the certificate onto the relevant Food Hygiene Case file. A report is run to simply count the number of certificate records. The award application and assessment forms are also attached to the file for audit purposes. A report can then be run to total the number of premises which are eligible to enter the scheme. |
| Formulae | Formulae Number of all open cases (FHIN) with HCC award action (i.e. where the standards were met) divided by the number of all premises in scope for the scheme |
| Number of Calls Answered / Number of calls received | Reporting Format % No. Quarterly |
| Agreed Reporting Frequency (is this to be reported monthly or quarterly please delete as appropriate) | Data Provider [Redacted] |
| Name of person who provides the data | TBA |
| Alternative person who provides the data in the absence of the above | Data Source Itox Acolaid |
| Where is the data sourced from (Systems, surveys etc) | Data Publishing Arrangements Award holders are listed on the Council's Environmental Health web pages and certificates can be displayed in food outlets |
| Is this information published anywhere and if so where | Data Sharing Arrangements Only as above. |
| Do we provide this information to any third parties such as DEFRA, OLG, etc. and do you have any data sharing arrangements in place | Certificates in scope The calculated indicator is LBB specific although the raw data could be comparable. Other London Local Authorities may have different service standards but several are implementing this scheme. |
| Is this indicator comparable or LBB specific | Data Accuracy Checks The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with other officers. Action Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| In comparable please provide details of who else measures this to assist with Benchmarking | Data Storage and Security The data will be stored on Food case files in Itox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Itox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | There could be financial penalties/rewards if incorrect data collection leads to inappropriate failure/exceedance of the KPI. Publishing in error the address details of a home-based caterer could amount to a breach of Personal Data Protection requirements. |
| Where is the data kept (ie. spreadsheets, systems and what security it has in place (eg. password protected) to ensure data is not altered. Is data stored online with Freedom of Information and the Data Protection Act | Impact of poor performance if below target [Redacted] |
| Any risks to collecting, submitting or publishing this data - also in the data's incorrect and consequences of this. Please identify any associated risks on GDPR and provide reference number | Confidentiality If certificates are information provided above is, on the basis of my knowledge, accurate I also certify I have read and understood the responsibilities laid out in the Data Quality Policy |
| What will happen if performance against the indicator is poor? | Confidential sensitivity No |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information of background | Data Quality Reference [Redacted] |
| This should be signed by senior LBB BAME officer with overall responsibility for this indicator | Name [Redacted] |
| | Date [Redacted] |



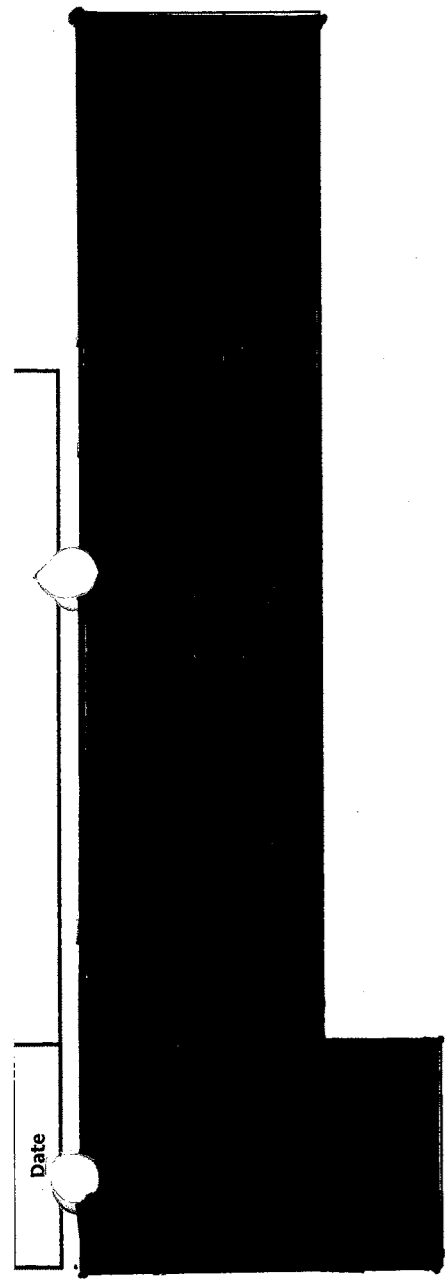
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| Indicator number or code for reference and use with BL and management systems | Indicator Reference PI EH20 |
| Indicator Title | Indicator Title Improved public awareness of Environmental Health |
| Put the formal yet concise indicator definition here | Definition To measure the public knowledge of the service and how it can help them |
| Please provide details about why this indicator has been chosen | Why we are using this indicator This indicator was chosen to ascertain the public awareness of the service provided by Environmental Health. This will also help inform a review of the effectiveness of the website and advertising campaigns/literature. |
| Name & title of the senior officer with overall responsibility for this indicator | Person responsible for data collection Collected by LBB Residents Perception Survey |
| Provide baseline where applicable and explanation if no baseline available | Methodology The methodology to gather this data, the formula, and the firm baseline performance will be agreed no later than the 12th Month following service commencement. It is acknowledged that the previous methodology and formula was not accurately reflecting the public awareness of the service. Old methodology: 51% aware of an aspect of what environmental health do 2011/12, Note: There is no 2012/13 baseline data as question wasn't included |
| Target for end of financial year | Year End Target Annually increase by 5 percentage points per year based on the baseline (e.g. if baseline is 50%, then target for Year Two is 55%), reaching 80% by Year 10. If 80% is reached earlier than Year 10, then 80% must be maintained. |
| Quarterly targets (if different from the overall end of year target) | Q1 Q2 Q3 Q4 |
| Please provide a sequential list in a process table outlining how the data is collected from first point up to the aggregation into a performance measure | Method of collection Data provided by the LBB Annual Authority Residents Perception Survey |
| Formulae | Formula Data provided by the Annual Authority Residents Perception Survey. |
| Number of Calls Answered / Number of calls received | The methodology to gather this data, the formula, and the firm baseline performance will be agreed no later than the 12th Month following service commencement. Return format % Reporting frequency |
| Agreed Reporting Frequency (is this to be reported monthly or quarterly please delete as appropriate) | Annually |
| Name of person who provides the data | Data Provider [Redacted] |
| Alternative person who provides the data in the absence of the above | TBA |
| Where is the data sourced from (Systems, surveys etc) | Data Source Itox Acolaid |
| Is this information published anywhere and if so where | Data Publishing Arrangements No |
| Do we provide this information to any third parties such as DEFRA, CCG, etc and do you have any data sharing arrangements in place | Data Sharing Arrangements No - there are no data sharing arrangements in place in relation to this indicator. |
| Is this indicator comparable or LBB specific? | Comparable Indicator This indicator is LBB specific although some or all of the raw data could be comparable. |
| If comparable please provide details of who else measures this to assist with benchmarking | |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Data Accuracy Checks There are none in place as this is provided from a source external to the department |
| Where is the data kept (spreadsheets, systems) and what security if any is in place (e.g. password protected) to ensure data is not shared with data stored online with | Data Storage and Security The data does not require secure storage as it is a public perception survey. Raw data is stored securely on a shared drive. |
| Any risks to collecting, submitting or publishing this data - also if the data is incorrect and consequences of this. Please | Impacted on performance if below target There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| What will happen if performance against this indicator is poor? | if performance is poor there is a risk that customers who need the help of the service will not be aware of how to get it. This could lead to unnecessary accidents/incidence of ill-health/deaths. |
| Is the indicator commercially sensitive? If please describe how and give any other relevant information or background | Commercial sensitivity No |
| This should be signed by senior LBB Partner officer with overall responsibility for this indicator | Name [Redacted] |
| | Date [Redacted] |

I certify that the information provided above is, to the best of my knowledge, accurate, also early. I have read and understand the responsibilities laid out in the Data Quality Policy.





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|---|---|
| Indicator number or code for reference and use with BIA and management systems | Indicator Reference PI EH21 |
| Indicator Title | Justified Repeat Service Requests |
| Put the formal, yet concise indicator definition here. | Reduction in the number of justified repeat service requests |
| Please provide details about why this indicator has been chosen | The aim of this indicator is to ensure that where possible service requests secure a sustainable resolution. This improves customer satisfaction, reduces the risk to public health and reduces time wasted dealing with the same service request repeatedly thus enabling more work to be completed with the same resources. |
| Name & Title of the senior officer with overall responsibility for this indicator | Person responsible for data collection |
| Provide baseline where applicable and explanation if no baseline available | Increase in repeat complaints of 3.7% for 12 months 2011/12-2012/13 Increase of 0.86% for the 12-months ending in 08/06/13 |
| Target for end of financial year | Reduce total number of repeat service requests by a minimum of 3.0% per annum. This target assumes that the baseline indicated above is accurate. |
| Quantify targets if different from the overall end of year target | 01 02 03 04 |
| Please provide a sequential list (i.e. a process map) outlining how the data is collected from first point up to the aggregation into a performance measure | Method of collection A "Repeat Service Request" is defined as one where there is a complaint of the same case type at the same premises where the start date falls within the previous 12 months of a complaint in the period (but excluding any within the previous 7 days). The figure derived will then be compared to that for the previous 12 month period. The relevant cases are entered by Technical Support onto Idox Acolaid NV data management system. Action is taken in line with standard procedures, legislation and guidance. On completion the sign off date is input into Acolaid by the Case Officer. All service requests relating to the same address are logged on the same premises record. A quarterly report on case data is held in Acolaid for the financial year to date. The report identifies all properties with repeat service requests as follows: Food (FDIC, FDP, HSCP), Health and Safety (HSCP), Private Sector Housing (HSCP), Public Health (PHCP), Smoke Free (SFCP), and Scientific Services (SSCP) with start dates in the period. |
| Formulae | Formulae Repeat justified requests in previous year minus repeat justified requests in current year divided by repeat requests in previous year multiplied by 100. |
| Number of Calls Answered/ Number of calls received | Note: For these purposes, "justified" means a request: - that reasonably requires an intervention in accordance with all prevailing policies and procedures - where the intervention was initiated on or after service transfer date. |
| Agreed Reporting Frequency is this to be reported monthly or quarterly please delete as appropriate | Reporting Frequency Quarterly reporting but an annual target. (compared to the similar period in the previous year and its comparison to the 12 months prior to that) |
| Name of person who provides the data | Data Provider TBC |
| Alternative person who provides the data in the absence of the above | Data Source Idox Acolaid |
| Where is the data sourced from? Systems, surveys, etc. | Data Publishing Arrangements No |
| Is this information published anywhere and if so where | Data Sharing Arrangements |
| Do we provide this information to any third parties such as DERA, OLG etc and do you have any data sharing arrangements in place | Comparable Indicator No - there are no data sharing arrangements in place in relation to this indicator. |
| Is this indicator comparable or LBB specific? | Data Accuracy Checks This indicator is LBB specific although the raw data could be comparable. |
| If comparable please provide details of who also measures this to assist with | Data Accuracy Checks Not known |
| Are there any checks in place to ensure the data is accurate and how are these checks carried out | Data Accuracy Checks The reports and raw data are checked for errors and inconsistencies by the Group Manager in consultation with case officers. Case Type searches are run to double check that the report is picking up all relevant cases. One to Ones are used to ensure that officers are using Acolaid correctly and accurately. |
| Where is the data kept? Are spreadsheets, systems and what security (any) is in place (e.g. password protected) to ensure data is not altered. Is data stored in line with Freedom of Information and the Data Protection Act | Data Storage and Security The data is stored on specific case files in Idox Acolaid NV against premises addresses. Acolaid is password protected, and is set up to limit the permissions given to officers to edit or delete key data. Staff are trained in information security and data protection requirements. The data is accessible to all Idox Acolaid NV users. Officers are formally authorised to take their tablets out of LBB premises but remote access to Acolaid is only possible through Council security channels. |
| Any risks to collecting, submitting or publishing this data, also if the data is incorrect and consequences of this. Please log any associated risks on ICAID and provide reference number | The main risk relating to data collection is that currently there are only two officers capable of providing this data. In their absence data retrieval is difficult. There could be financial penalties/rewards if incorrect data leads to failure of the KPI. |
| What will happen if performance against the indicator is poor? | Impact of poor performance is below target There is a reputational risk if performance is poor and it will have a knock on effect for EH01C. There is a higher likelihood of ill health and death/serious injury. If service requests are not being dealt with appropriately on first involvement this is a waste of the score investigating officer resource available. |
| Is the indicator commercially sensitive? If please describe how and give any other | Commercial Sensitivity No |
| This should be signed by senior LBB officer with overall responsibility for this | Data Quality Report I certify that the information provided above is to the best of my knowledge, accurate. I also certify that I have read and understood the responsibilities laid out in the Data Quality Policy. |
| Name | Name |



Date



Indicator