

Committee: Joint Regulatory Service Partnership Committee

Date: 25th June 2019

Wards: All

Subject: Partnership Income Generation

Lead officer: Chris Lee, Director for Environment & Regeneration

Lead member: Councillor Martin Elengorn (Richmond)
Councillor Helen Lee-Parsons (Richmond)
Councillor Tobin Byers (Merton)
Councillor Caroline Cooper-Marbiah (Merton)
Councillor Paul Ellis (Wandsworth)
Councillor Paula Walker (Wandsworth)

Contact officer: Cathryn James, Interim Assistant Director, Public Protection
Nick Steevens, Head of Regulatory Services Partnership

Recommendations:

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1. Members note and comment on the proposals for income generation within the Regulatory Services Partnership
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1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. This report seeks to highlight potential areas of business where the opportunity exists to increase income generation within the Regulatory Services Partnership (RSP).
- 1.2. The Partnership delivers Environmental Health, Trading Standards and Licensing functions on behalf of Merton, Richmond and Wandsworth Councils. The partnership was originally established in 2014 between Merton and Richmond upon Thames with Wandsworth Borough Council joining in Autumn 2017.
- 1.3. The services provided by the RSP are statutory with the core functions being required to meet performance standards that are set out in statute, through Codes of Practice or through performance indicators set at a local level. The RSP provides services for which a fee or charge is applicable. Whilst fees are mainly only permitted to be set on the basis of cost recovery, the RSP can also generate income through the setting of charges for some of its services.

2 DETAILS

- 2.1. The RSP delivers the following services on behalf of the Boroughs of Merton, Richmond Upon Thames and Wandsworth:
 - Food safety & standards
 - Health & Safety
 - Licensing
 - Environmental enforcement
 - Environmental protection

- Trading Standards
- Private Sector Housing (Wandsworth & Richmond only)
- Pest Control (Wandsworth only)

2.2. The objectives set out for the RSP were to:

- a. Achieve savings targets and to reduce budget pressures
- b. Deliver improved services to customers
- c. Increase resilience

3 INCOME GENERATION & COMMERCIALISATION

- 3.1. The table in Appendix 1 shows the service areas within the RSP and the potential opportunities for increasing income.
- 3.2. The potential to generate income in these areas is largely predicated by the need to have sufficient officer resource and expertise within the service.
- 3.3. In order for the RSP to be more commercially minded it must consider:
 - The needs of residents, businesses and visitors and the market in which the RSP operates.
 - The legal basis for income generation and commercialisation
 - Understanding the willingness of customers to pay for specific services and advice
 - How it can modify processes, staffing and procurement decisions to identify and respond to commercial opportunities expediently
 - How it can create a culture which develops its staff to embrace a more commercial approach, drawing on examples of high performing customer focused business organisations.
- 3.4. In order to provide a compelling proposition for customers, the RSP will need to consider any future branding, to allow it to meet the needs of future customers. An enhanced website will provide a good platform from which to buy a wide range of services.

4 ALTERNATIVE OPTIONS

- 4.1. The Regulatory Services Partnership could decide to seek no further income generating opportunities; however, this is unlikely to meet existing efficiency targets or develop the resilience and new skills required.

5 CONSULTATION UNDERTAKEN OR PROPOSED

- 5.1. None proposed at this juncture

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

- 6.1. There are no resource implications resulting from this report

7 LEGAL AND STATUTORY IMPLICATIONS

- 7.1. None

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None

9 CRIME AND DISORDER IMPLICATIONS

9.1. None

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. None

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

- Appendix 3 – Income Opportunities

12 BACKGROUND PAPERS

NONE

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