

Output Specification: Building Control

BASELINE

Document History

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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]	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 T&H	Trowers & Hamlin	29/11/12	Final

Sign off

Signature	[REDACTED]
Job title	[REDACTED]
Date	29/11/12

The Service

Definitions

Term	Definition
Authorised Officer(s)	means an officer of the Authority authorised or empowered by any relevant legislation, regulations or any other statutory instrument
Authority	means the London Borough of Barnet [and its successors and assigns]
BCPS	means the Building Control Performance Standards
Building Control	means the building control services performed by the Authority's department for building control
Building Regulations	means the Building Regulations 2010
CLG	means the Department for Communities and Local Government
Counter Notice(s)	means a notice pursuant to sections 80(2)(b)(i), 80(3), 81 and 82 of the Building Act 1984
Customer Satisfaction Survey	has the meaning given in clause 37.2 of the DRS Partnering Contract entered into by the Authority and the Service Provider
Dangerous Structure	means any building or structure which is in such condition, or is used to carry such loads, as to be dangerous
Dangerous Structure Notice(s)	means notice given in accordance with Part VII of the London Building Acts (Amendment) Act 1939 to the owner and occupier of a Dangerous Structure
Inspection Regime	means the inspection regime available on the Authority's website and as updated from time to time
LABC	means the Local Authority Building Control
LDSA	means the London District Surveyors Association
London Dangerous Structure Consortium Contractor Requirements	means the contractor requirements, obligations and resources as set out in the London Dangerous Structure Consortium Framework

Term	Definition
Naming and Numbering Policy	means the street naming and numbering policy as available on the Authority's website and as updated from time to time
PIBCS	means Performance Indicators for Building Control Services
Regulators' Compliance Code	means the Statutory Code of Practice for Regulators published by the Department for Business Enterprise and Regulatory Reform on 17 December 2007
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]

Scope

Building Regulations

Dangerous Structures

Demolitions

Street Naming and Numbering

Structural design

National Considerate Constructor Scheme

The Local Government (Miscellaneous Provisions) Act 1976 – specifically s16 – requisition for information

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
BC001	Administering Building Regulations	Processing applications	The Service Provider shall administer on behalf of the Authority the Building Regulations in accordance with the Building Act 1984 and any other relevant legislation. The Service Provider shall process applications and assess plans in accordance with the latest CLG BCPS (current edition 2006). The Service Provider shall provide a technical response to submitted drawings included as part of Full Plans applications.	BCPS	Whilst it is acceptable for the Service Provider to administer the Building Control function as such, certification requirements are vested in the Authority and are enforceable by the Authority. The Authority may appoint its "proper officer" or "Authorised Officers" to carry out any structural review work in relation to certification. This would preclude delegation to an external Service Provider.
BC002		Site inspections	The Service Provider shall provide all necessary administrative and logistical support to the Authority and its relevant Authorised Officers to allow such Authorised Officers to carry out inspections of building work in progress to ensure compliance with the Building Regulations. The frequency of inspections shall be in accordance with the level of inspections as published in the Authority's Inspection Regime, in addition to	BCPS	Inspections can be undertaken by third parties but at the instigation of the builder/developer. Deregulation powers don't allow the Authority itself to delegate or outsource its function in respect of this. In other

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			those recommended in BCPS.		words, to the extent that a builder requires the Authority to carry out an inspection and all checking of structural design, then the Authority will have to do so through its own Authorised Officers.
BC003		Enforcement	Where works are in contravention of the statutory requirements, the Service Provider shall ensure all evidence and other relevant materials are prepared to enable the Authority to decide whether it should take enforcement action in accordance with the LDSA Enforcement Policy and the Regulators' Compliance Code The Service Provider shall make all necessary arrangements to enable the Authorised Officer(s) to carry out their duty/power to prosecute. This shall include, but is not limited to the preparation and provision of information and any assistance that is reasonably required. The Service Provider shall collaboratively work on contraventions with internal and external agencies as required, including but not limited to Planning, Environmental Health, Housing, Highways.		Enforcement of the Building Act 1984 vests with the Authority. Only the "proper officer" or any "Authorised Officers" can make decisions in relation to certification and enforcement. However the Service Provider can carry out investigation and other preparatory work on the Authority's behalf.
BC004		Records, document	The Service Provider shall maintain accurate		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		and data control	and complete statutory and non statutory registers of Building Control information, including but not limited to Building Regulations applications, Dangerous Structures, demolitions, competent persons schemes, National Considerate Constructor Scheme, and approved inspectors, to enable the Authority to meet its statutory duties under the Building Act 1984 and any other relevant legislation, including but not limited to the London Building Acts (Amendment) Act 1939.		
BC005		Consultation	The Service Provider shall respond and provide information to reasonable requests for benchmarking information including but not limited to other local authorities, LDSA, CLG and LABC.	PIBCS	
BC006		Customer satisfaction	The Service Provider shall demonstrate that customer satisfaction rates are maintained or improved through the use of Customer Satisfaction Surveys.	PIBCS – Indicator BC7	
BC007		Fees	<i>The objective is to maximise income but not to the detriment of the Service. This is an area for discussion in the competitive dialogue but should be in accordance with the Building (Local Authority Charges) Regulations 2010 and the Building Regulations Charges Scheme that have been adopted by the Authority. Matters should include current processing of fees, debt recovery and entering/recording on</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
BC008	Dangerous structures		SAP business management software or an EU equivalent business management software product. The Service Provider is to deliver the Dangerous Structure process in accordance with the London Building Acts (Amendment) Act 1939 and any other relevant legislation. Where it is made known or reported that a structure is in a defective or dangerous state the Service Provider shall instruct a competent surveyor (of its own employment or otherwise) to make an immediate assessment of the level of response required. The Service Provider shall procure that such surveyor attends on site within 2 hours of receipt of the report if there is an immediate or unknown level of risk. The Service Provider shall carry out a survey of the structure and take the necessary action under the London Building Acts (Amendment) Act 1939 to remove any danger. The Service Provider shall issue Dangerous Structure Notices and advisory letters as required. The Service Provider shall record and maintain a complete register of information for all reported Dangerous Structures in sufficient detail for the service of notices and recovery of costs. Where a contractor is called, the Service Provider shall recover all costs in	24 hour 365 day a year emergency call out service	The duty to survey/assess vests in the Authority, but it can appoint any competent surveyor to do the survey/assessment on its behalf. In that respect, the Service Provider can be so appointed generally. The Authority must retain its responsibility for further action in relation to Dangerous Structures under the Building Act 1984 or the London Building Acts (Amendment) Act 1939, including the making safe of Dangerous Structures. The Service Provider can undertake works as a contractor on behalf of the Authority in doing so. To the extent that the Service Provider is to be

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			removing the danger. The Service Provider is to develop a debt recovery procedure with the Authority. The Service Provider shall provide on standby a suitable contractor to make safe any reported danger by an authorised employee and such contractor must be of equal or better standard than as set out under the London Dangerous Structure Consortium Contractor Requirements or an EU equivalent. The Service Provider shall procure that the contractor shall take only the necessary action to remove the danger and minimise the cost.		involved in debt recovery, it should be recognised that the decision to take any proceedings for civil recovery cannot be outsourced and must remain with the Authority. However, the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and it would be possible to agree a general arrangement by the Authority to allow the Service Provider to undertake civil recovery proceedings on the Authority's behalf.
BC009	Demolitions		The Service Provider shall manage and process demolition applications on behalf of the Authority in accordance with section 80 of the Building Act 1984. When required, the Service Provider shall serve Counter Notices within 10 days of the application for demolition (which is the notice required by the Authority		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
BC010	Street naming and numbering		under section 80(2)(a) of the Building Act 1984) and all sites shall be inspected by the Service Provider to ensure that conditions specified within the Counter Notices have been met. On behalf of the Authority, the Service Provider shall administer and process applications to enable the Authority to exercise its powers/duties in accordance with London Building Acts (Amendment) Act 1939 - Part II, London Government Act 1963 - Section 43, Local Government Act 1985 Schedule 8, paragraph 14(1) (Naming of Streets), and the Authority's Naming and Numbering Policy. The Service Provider shall consult with internal and external agencies including but not limited to the gazetteer custodian, Royal Mail, London Fire and Emergency Planning Authority as appropriate (or as required by the Authority) in accordance with the Audit Commission's Positively Charged Charging Directory. Where contraventions have been reported or made known to the Service Provider, the Service Provider shall take all necessary steps, including preparation of evidence and other materials, to enable the Authority to take enforcement action in accordance with the Regulators' Compliance Code and the relevant legislation/policies above.		Enforcement powers under the London Building Acts (Amendment) Act 1939 cannot be outsourced or delegated. The Service Provider may recommend a course of action to the Authority assisting in every aspect of actions to be taken but the decision must remain with the Authority.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
BC011	Structural design		The Service Provider shall check the structural design of Building Regulations applications and provide the following chargeable services: structural design and detailing; structural surveys; preparing reports; site investigation; and expert witness as required by the Authority including but not limited to Barnet Homes, Environmental Health, Education, Highways, Insurance, Planning and Green Spaces.		Inspections can be undertaken by third parties but at the instigation of the builder/developer. Deregulation powers don't allow the Authority itself to delegate or outsource its function in respect of this. In other words, to the extent that a builder requires the Authority to carry out an inspection and all checking of structural design, then the Authority will have to do so through its own officers. However the Service Provider can carry out the checking of design plans and make recommendations.
BC012	Considerate Contractor scheme		The Service Provider shall encourage contractors working within the London Borough of Barnet to join the National Considerate Constructors Scheme.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
BC013	Safety at Sports Ground		The Service Provider shall provide a suitably qualified engineer and technical officer to contribute and attend the safety advisory group for Barnet Football Club, Saracen's Football Club (RFU) and any future facilities which are subject to the Safety of Sports Grounds Act 1975.	Approximately 8 meetings a year	

PHR Equalities Baseline

Equalities Obligations

In delivering the requirements of this output specification the Service Provider shall co-operate with the Council 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	Building Control	What we know about our customers
The most recent customer survey carried out by the service (2009) showed that 74% of customers were property owners. The majority (62%) were aged between 35 and 54 years and 9% of customers were over 65 years. 73% of all customers were male. 5% of customers said that they had a disability under the DDA. 80% of customers were white; the next largest ethnic group was Asian at 11%. Overall customers were satisfied with the service provided, however some groups (Asian/British Indian households, women and disabled households) had higher rates of dissatisfaction.		

Equalities activity	
Access to information	Comprehensive information on the full range of services and the regulations are held on the

	Council's website.
Access to services e.g. face to face advice, home/site visits, telephone/written	Building Control officers provide professional advice on site, by appointment in the office, over the telephone and in writing.
Access for people with disabilities to buildings	Building Control has been commissioned in the past to undertake audits of Council building to ensure compliance with the DDA.
On line advice and services (e.g. applications)	Application forms can be downloaded from the website but there is currently no on line application process, although the Council is currently conducting a full review of the website content and functionality to improve customer interactions.
Consultation	Customers are consulted on completion of a DFG. As part of a recent system review of DFGs a number of customers were consulted about their customer experiences and 'journey' in relation to their DFG application and newly designed process' aim to resolve the concerns raised.
Charges/fees	
Accountability and relationship to Members	Fees and Charges for works controlled by the Building Regulations 2010 are set by the council in accordance with The Building (Local Authority Charges) Regulations 2010. With the exception of Regularisations, all charges are subject to VAT at the appropriate rate. Equalities issues are considered as part of the charges and fees reviews.
Procurement processes	There is little requirement for procurement in this service, however any procurement is in accordance with the Council's Contract Procedure Rules and Financial Regulations.
Monitoring	Customer satisfaction data is collected through regular surveys and is monitored by the service and through the directorate's equalities group and the senior leadership team.

Output Specification: Land Charges

BASELINE

Contents

Contents	2
Document History	3
Document Control	3
Version Control	3
Sign Off	3
Definitions	4
Scope	4
Service Requirement	5
PHR Equalities Baseline	8

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Sign Off

Signature	[REDACTED]
Job Title	[REDACTED]
Date	29 - Nov - 2012

Definitions

Term	Definition
Authority	means the London Borough of Barnet [and its successors and assigns]
LLCA	means the Local Land Charges Act 1975
LLCI	means the Local Land Charges Institute
Local Land Charges	has the meaning given in section 1 of the LLCA
NLIS	means the National Land Information Service
Official Search	means an official search as undertaken pursuant to section 9 of the LLCA
Personal Search(es)	means a personal search as undertaken pursuant to section 8 of the LLCA
Register	Means the local land charges register maintained in accordance with section 3 and section 4 of LLCA
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
Business Day(s)	means a day (other than a Saturday or Sunday) on which banks are open for domestic business in the City of London

Scope

- Provision of Land Charge Search
- Maintenance of Register
- Personal Searches

Service Requirement

Reference	Service Area	Function	Service Requirement	Service Level	Legal Points
LLC001	Local Land Charges	Searches of the Register (LLC1, CON29 (CON29R and optional enquiries CON290))	The Service Provider shall provide and manage a Local Land Charges service as required by the LLCA and Local Land Charges Rules 1977 (in both hard and electronic formats). The Service Provider shall attend the annual Local Land Charges conference and the southern LLCI quarterly meetings. The Service Provider shall provide an electronic and hard copy Official Search and Personal Search request and response facility.		See comment below.
LLC002		Maintain the Authority's Register	The Service Provider shall maintain the Register spatially in an electronic format and in accordance with the requirements set out in the LLCA and any other relevant legislation.		Under section 3(1)(b) of LLCA only a local authority can be a "registering authority", therefore it is not possible to outsource this role to a private sector contractor. In other words, the duty to be maintained cannot be outsourced. However, the Service Provider can support and update the register in both

Reference	Service Area	Function	Service Requirement	Service Level	Legal Points
LLC003		Set Local Land Charge fees	The Service Provider shall review fees annually in accordance with the requirements of the LLCA, the Local Authorities (Charges for Property Searches) (England) Regulations 1994, The Local Authorities (England) (Charges for Property Searches) Regulations 2008, the Local Land Charge Rules 1977 (as amended by the Local Land Charge (Amendment) Rules 2003) and any other relevant legislation. The Service Provider shall prepare a report for agreement / sign-off by the Authority in the form specified by the Authority from time to time. This report shall include a schedule of current and proposed charges, with reasons for any increase in fees above RPI or any reduction in fees. The Service Provider shall also provide adequate information to the Authority so as to allow the Authority to publish the relevant fees on the Authority's website.	The report shall be prepared annually.	hard copy and electronic form. Any electronic form must be on the Authority's website. Section 3(3) of the LLCA states that the Register (and Index) need not be kept in documentary form.

Reference	Service Area	Function	Service Requirement	Service Level	Legal Points
LLC004		Record Official Searches	The Service Provider shall record all Official Search and Personal Search requests and responses electronically with date information, as required by the LLCA.		
LLC005		Provide access for Personal Searches.	The Service Provider shall facilitate Personal Searches as required by the LLCA and the Local Land Charges Rules 1977. The Service Provider shall also allow access to the Register or provide copies of the Register free of charge for the purposes of a Personal Search where the Register is held only in hard copy format. The Service Provider shall administer the service in compliance with the Competition Act 1998; Office of Fair Trading recommendations; The Environmental Information Regulations 2004; and CLG Good Practice Guidance (see '<i>Personal Searches of the local land charges register and other records held by local authorities</i>').		
LLC006		Provide data/copies of documents	The Service Provider shall provide data and/or copies of any relevant documents held in connection with Local Land Charges to other Authority departments as required by such Authority departments.	Within 5 Business Days	

PHR 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: Land Charges	What we know about our customers
A majority of our customers are solicitors acting on behalf of a client. More recently we are getting more personal search companies requesting our services.	
There have been no recent customer satisfaction surveys.	
Equalities Activity	
Access to information	Comprehensive information on the full range of services and reference to the legislation are on the Authority's website.
Access to services e.g. face to face advice, telephone/written	Land Charge officers provide advice over the telephone and in writing.
Access for people with disabilities to	Building Control has been commissioned in the past to undertake audits of Authority building to ensure compliance with the DDA.

buildings	
On line advice and services (e.g. applications)	CON29 forms can be downloaded from the website. LLC1 forms are available direct from solicitors. There is an online search request facility.
Charges/fees	Fees and Charges are set by the Authority in accordance with Local Land Charges Act 1975, Local Authorities (England) Regulations 1994 and Charges for Property Searches Regulations 2008.
Accountability and relationship to Members	Fees and Charges are set by the Authority and approved by the Cabinet Resource Committee. Equalities issues are considered as part of the charges and fees reviews.
Procurement processes	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.
Monitoring	Performance is monitored regularly and fed back to the Assistant Director for Planning and Building Control.

Output Specification: Planning Development Management

BASELINE

Contents

Document History.....	3
Document Control.....	3
Version Control.....	3
Sign Off.....	3
Planning: Applications.....	4
Definitions.....	5
Scope.....	7
Service Requirement.....	8
Planning: Appeals.....	18
Definitions.....	19
Scope.....	19
Service Requirement.....	20
Planning: Trees and Landscaping.....	23
Definitions.....	24
Scope.....	25
Service Requirement.....	26
Planning: Enforcement.....	40
Definitions.....	41
Scope.....	42
Service Requirement.....	43
PHR Equalities Baseline.....	52

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Sign Off

Signature	Joe Henry
Job Title	Assistant Director of Planning and Development Management
Date	3/12/12

Planning: Applications

Definitions

Term	Definition
Authority	means the London Borough of Barnet [and its successors and assigns];
Advertisement Applications	means any of the following: Applications for planning permission and consent to display an advertisement; Applications for consent to display an advertisement; or Applications for listed building consent for alterations, extensions or demolition of a listed building and advertisement consent.
Applications for Conditions	means any of the following: Applications for removal or variation of a condition following grant of planning permission; or Applications for approval of details reserved by conditions attached to all permissions and consents.
Applications for Prior Approval	means applications for the prior approval of a development under the Town and Country Planning (General Permitted Development) Order 1995 as amended or updated from time to time.
Certificate of Lawfulness Applications	means any of the following: Applications for a Lawful Development Certificate for an existing use or operation or activity including those in breach of a planning condition; or Applications for a Lawful Development Certificate for a proposed use or operation
Councillor	means an elected member of the Authority.
Notifications Under the Communications Act	means applications under the Communications Act 2003 as amended or updated from time to time to be determined as described at P13 below.
Planning Applications	includes any of the following: Householder applications for full planning permission for works or extension to a dwelling; Householder applications for full planning permission for works or extension to a dwelling and conservation area consent; Householder applications for full planning permission for works or extension to a dwelling and listed building consent for alterations, extension or demolition of a listed building; Applications for full planning permission; Applications for outline planning permission with some matters reserved; Applications for outline planning permission with all matters reserved; Applications for approval of reserved matters following outline approval; Applications for planning permission and conservation area consent for demolition in a conservation area;

	Applications for planning permission and listed building consent for alterations, extensions or demolition of a listed building; Applications for conservation area consent for demolition in a conservation area; Applications for listed building consent for alterations, extension, change of use or demolition of a listed building; Applications for prior notification of proposed agricultural or forestry development – proposed building; Applications for prior notification of proposed agricultural or forestry development – proposed road; Applications for prior notification of proposed agricultural or forestry development – excavation/waste material; Applications for prior notification of proposed agricultural or forestry development – proposed fish tank; Applications for prior notification of proposed demolition; Applications for new planning permission to replace an extant planning permission in order to extend time limit for implementing planning permission and associated listed building and/or conservation area consents; Applications for non-material amendment following a grant of planning permission; or Applications for renewal of planning permissions.
Planning Committees	means all or any one of the Planning and Environment Committee, the West Area Planning sub-committee and the East Area Planning sub-committee.
Relevant organisations	means Hampstead Garden Suburb Trust, Conservation Area Advisory Committee's or Residents Associations.
RTPI	means Royal Town Planning Institute.
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;
Specialist Planning Advice	means advice in relation to highways, conservation and design, environmental health, trees, landscaping, ecology, biodiversity, property services, sustainability, building control and matters of law.
Standard Authority Hours	means 9 am – 5 pm on Working Days.
Supplementary Planning Guidance	means any supplementation planning guidance produced by the Greater London Authority.
TCPA 1990	means the Town and Country Planning Act 1990 as amended or updated from time to time
Telecommunication Applications	means applications for prior notification of proposed development in respect of permitted development by telecommunications code systems operators.
TPO	means Tree Preservation Order
Village Green Applications	means an application to register land as a Village Green under the Commons Act 2006 as amended or updated from time to time.
Working Days	means Monday to Friday excluding bank holidays.

Scope

- The output specification sets out the functions, currently undertaken by the Planning and Development Management Service, which shall be provided by the Service Provider. It includes performance targets and service level requirements and outlines the relevant legislative and policy background.
- Growth & Infrastructure Act 2013

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
P01	Advice	Provide a planning advice telephone service	The Service Provider shall manage and maintain a telephone service during Standard Authority Hours, offering advice and guidance on day-to-day planning matters to ensure accurate and helpful information is given to users of the planning service.	In accordance with corporate standards/policy	
P02	Advice	Provide a planning advice email and email service	The Service Provider shall manage and maintain a postal and e-mail service offering advice and guidance on day-to-day planning matters. The Service Provider shall respond to requests within ten days and shall ensure accurate and helpful information is given to users of the planning service.	In accordance with corporate standards/policy	
P03	Advice	Provide planning advice in person	The Service Provider shall provide a face-to-face service in an accessible location to residents of Barnet between the hours of 9am – 1pm (inclusive) on all Working Days offering advice and guidance on day-to-day planning matters. The Service Provider shall ensure accurate and helpful information is given to users of the planning service.	No service level needed	
P04	Advice	Provide pre-application advice	The Service Provider shall provide a paid pre-application service in line with the Authority's <i>Householder Pre-Application Advice Notes and Charges</i> and <i>Pre-Application Meetings – Notes and Charges</i> documents. The Service Provider shall provide advice in accordance with the TCPA 1990, the Planning and Compulsory		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Purchase Act 2004 and the Local Government Act 2003. The Service Provider shall undertake a site visit before a meeting where required in order to provide informed advice to the Authority. This site visit, depending on the nature of the proposal, may involve other Authority officers and the Service Provider shall provide a formal response to the customer. The Service Provider shall provide advice to the customer stating the relevant planning matters and whether a scheme is policy complaint.		
P05	Advice	Provide advice to other departments	The Service Provider shall provide advice to all departments at the Authority on planning related matters.		
P06	Planning	Planning Applications	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination all Planning Applications in accordance with the TCPA 1990, the Town and Country Planning (Development Management Procedure) (England) Order 2010 and Planning (Listed Buildings and Conservation Areas) Act 1990 and any other relevant legislation. The Service Provider shall where necessary negotiate with applicants and/or agents to ensure that national and local policy compliant applications are granted and that non-compliant applications are refused. The Service Provider shall record the decisions for audit and monitoring purposes and shall inform the applicant and/or agent, as well as any objectors and/or		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
P07	Planning	Environmental impact assessments	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination applications relating to environmental impact assessments in accordance with the Town and Country Planning (Environmental Impact Assessment) Regulations 2011, <i>Environmental Impact Assessment: a guide to procedures</i> published 2000 (ISBN: 9780727729606) and Circular 2/99: Environmental Impact Assessment (ISNB: 9780117534933).	All assessments are conducted in accordance with the regulations	
P08	Planning	Certificate of Lawfulness Applications	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination all Certificate of Lawfulness Applications in accordance with the General Permitted Development Order 1995 (as amended) and the TCPA 1990. The Service Provider shall record the decisions for audit and monitoring purposes and inform the applicant and/or agent of the decision within two days of the decision being made.		
P09	Planning	Village Green Applications	The Service Provider shall properly assess (so as to ensure informed decisions which give the appropriate designation of land are made) and recommend for either determination or referral to the appropriate village green inspectorate all Village Green Applications in accordance with the Commons Act 2006 and the	As expeditiously as possible	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
P10	Planning	Advertisement Applications	Commons Registration Act 1965. The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination all Advertisement Applications in accordance with The Town and Country Planning (Control of Advertisements) (England) Regulations 2007, the TCPA 1990, any other relevant legislation and guidance and all material planning considerations. The Service Provider shall where necessary negotiate with applicants and/or agents to ensure that policy compliant applications are granted and that non-compliant applications are refused. The Service Provider shall record the decisions for audit and monitoring purposes and inform the applicant and/or agent of the decision within two days of the decision being made.		
P11	Planning	Applications for Conditions	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination all Applications for Conditions in accordance with the TCPA 1990, Planning (Listed Buildings and Conservation Areas) Act 1990, the Town and Country Planning (Control of Advertisements) (England) Regulations 2007 and any other relevant legislation. The Service Provider shall where necessary negotiate with applicants and/or agents to ensure that policy compliant applications are granted and that non-compliant applications are refused. The Service Provider shall record the decisions for audit		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
P12	Planning	Telephone licence applications	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination telephone licence notifications in accordance with the Electronic Communications Code (Conditions and Restrictions) Regulations 2003, Part 24 of Schedule 2 of the Town and Country Planning (General Permitted Development) Order 1995 (as amended), the TCPA 1990, any other relevant legislation or guidance and all material planning considerations. The Service Provider shall ensure that the applicant and/or agent is informed of the decision within 28 days.		
P13	Planning	Notifications under the Communications Act (removal of kiosk)	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination notification applications in accordance with Part 24 of Schedule 2 of the Town and Country Planning (General Permitted Development) Order 1995 (as amended), the TCPA 1990 and any other relevant legislation. The Service Provider shall ensure that the agent is informed of the decision within 56 days.		
P14	Planning	Applications for Prior Approval	The Service Provider shall properly assess (so as to ensure informed decisions are made) and recommend for determination Applications for Prior Approval in accordance with the Town and Country Planning		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			(General Permitted Development) Order 1995 (as amended) and shall inform the applicant and/or agent of the decision within time scales set in the Order to make such determinations.		
P15	Planning	Hold roll-out meetings	The Service Provider shall hold roll-out meetings with telecommunication operators and cooperate fully with the Mobile Operators Association in accordance with Planning Policy Guidance Note 8: Telecommunication (ISBN0117536199) to discuss each operator's plans for the coming year and work with them towards the best solution for network development in the borough.	Annually	
P16	Planning	Carrying out of site visits	The Service Provider shall ensure that site visits are carried out (so as to ensure informed decisions are made) for each of the Planning Applications, section 191 Certificate of Lawfulness Applications, Advertisement Applications, Village Green applications, Notifications Under the Communications Act and Application for Prior Approval during the life of each application.		
P17	Planning	Reviewing practices	The Service Provider shall ensure that it is continually reviewing practices, policy and legislation and, where necessary, the Service Provider shall produce new guidance notes to ensure good practice and quality decisions.	Continuous process	
P18	Planning	Input into local plan policy making and guidance notes.	The Service Provider shall ensure the Authority is involved in approving any revisions to policy and guidance to ensure effective policy making and implementation	As and when and to meet specific deadlines required at the time.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
P19	Planning	Complaints	The Service Provider shall deal with complaints related to the planning service it provides in accordance with the Authority's complaints procedure.		
P20	Planning	Delegated powers	The Service Provider shall properly assess and recommend for determination all applications in accordance with the Authority's delegated powers as noted in <i>Delegated Powers of Head of Planning</i> or any document replacing it as adopted by the Authority from time to time.	Service level to be determined in accordance with the Authority's scheme of delegation	
P21	Planning	Determine S106 and other legal agreements	The Service Provider shall work with the Authority's Legal team to complete S106 agreements and other legal agreements in accordance with national and local policy, Supplementary Planning Guidance, Circular 05/05, Planning Obligations (ISBN 9780117539488) and the Community Infrastructure Levy Regulations 2010.	All agreements shall be completed within the statutory application targets	
P22	Planning	Facilitate Councillor site visits	The Service Provider shall ensure that Councillors have understood the planning applications being reported and the Service Provider shall ensure that a professional planner is available to accompany Councillors on site visits before each Planning Committee.	Prior to planning committees	
P23	Planning	Attend Authority meetings	The Service Provider shall ensure that appropriate professional planning officers are in attendance at Planning Committees, area forums and any other Authority meetings as necessary.		
P24	Removed	Removed	Removed	Removed	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
P25	Planning	Consideration of trees	In assessing all applications, the Service Provider shall consider the worth of trees and whether TPOs are necessary and shall ensure that appropriate action is taken to ensure that the making of a TPO is recommended to the Authority.		
P26	Consultation	Consultation with neighbouring occupiers to Planning Applications	The Service Provider shall consult with neighbours in accordance with the Town and Country Planning (Development Management Procedure) (England) Order 2010, the Authority's <i>Procedure on Publicity of Planning Applications</i> (adopted from time to time) and <i>Statement of Community Involvement</i> (adopted from time to time) to ensure effective communication with the residents and third parties.	In accordance with adopted procedure on Authority's publicity of planning applications	
P27	Consultation	Consultation with third parties	The Service Provider shall consult fully with statutory organisations in accordance with Town and Country Planning (Development Management Procedure) (England) Order 2010 in relation to assessing and determining Planning Applications and Village Green Applications. The Service Provider shall take into account comments received to ensure good communication and appropriate decision making. The Service Provider shall also consult fully with other relevant organisations in relation to assessing and determining Planning Applications and Village Green applications to ensure good communication and appropriate decision making.		
P28	Consultation	Maintain a weekly list	The Service Provider shall, once a week, create a list of all Planning Applications registered and make the list		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			accessible to Councillors and any interested party who requests a copy.		
P29	Consultation	Respond to consultation from other neighbouring authorities	The Service Provider shall respond to consultation requests on planning applications from other neighbouring authorities within the relevant consultation period including reporting to a committee for strategic developments.	All responses to be dealt with within the required time.	
P30	Consultation	Provide appropriate and accurate advice	The Service Provider shall obtain Specialist Planning Advice as necessary in order to ensure informed decision making.		
P31	Consultation	Ensure compliance with best practice	The Service Provider shall liaise with other planning departments and organisations (such as the Association of London Borough Planning Officers and the Planning Officers Society) to ensure best practice is followed.		
P32	Consultation	Liaise with the wider community	The Service Provider shall liaise with the wider community on appropriate matters. Methods of liaison include but are not limited to development forums for large scale developments, user forums, customer feedback and customer satisfaction surveys. The Service Provider shall properly act on the results of such communications to address any identified deficiencies.		
P33	Consultation	Benchmarking	The Service Provider shall respond to reasonable requests for information from other local authorities on benchmarking exercises.		
P34	Consultation	Informing national	The Service Provider shall respond to government consultation on proposed planning policy or legislation		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		planning policy	to ensure the views of the Authority are taken into consideration.		
P35	Monitoring	Monitor applications	The Service Provider shall ensure that monitoring information (such as housing delivery) is recorded to help inform planning policy.	All relevant planning applications	
P36	Monitoring	Record decision making process	The Service Provider shall ensure that a planning appraisal for all applications is recorded and made publicly available.	All planning and other applications	
P37	Training	Councillor Training	The Service Provider shall provide that Councillors, particularly those on planning committees receive an adequate level of planning training to ensure they have a good understanding of the planning process to facilitate their decision making role.	In accordance with best practice from the RTPI and councillor code of conduct	
P38	Training	Ward Walks	The Service Provider shall ensure that a professional planner is available to attend ward walks with Councillors and the chief executive officer to provide planning input.		
P39	Information	Freedom of Information	The Service Provider shall process all requests under the Freedom of Information Act 2000 and requests under the Environmental Information Regulations in line with The Authority's published policy.		Authority's deadlines are 20 days for FOI and 40 days for EIR. Response from Service Provider needs to be made sufficiently within those deadlines.

Planning: Appeals

Definitions

Term	Definition
Authority	The London Borough of Barnet [and its successors and assigns];
Councillor	means an elected member of the Authority.
Planning Decision	Decisions made under S.70, 73 and 73A of the Town and Country Planning Act (as amended) 1990, and S.16, 19 and 74 of the Planning (Listed Buildings and Conservation Areas) Act 1990;
The 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;
Standard Authority Hours	means 9 am – 5 pm on Working Days.
TCPA 1990	means the Town and Country Planning Act 1990 as amended or updated from time to time;
Working Days	means Monday to Friday excluding bank holidays.

Scope

- Administering appeals against planning and other decisions (except tree protection decisions and enforcement decisions)
- Cost claims made in appeal proceedings
- Training
- Maintaining records
- Non statutory notifications

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PA01	Planning Appeals	Administering appeals against planning and other decisions (except tree and enforcement decisions)	Where an appeal is made against a Planning Decision or a failure to make such a decision under section 78 of the TCPA 1990 (as amended), or under section 20 of the Planning (Listed Buildings and Conservation Areas) Act 1990, the Service Provider shall administer and defend those appeals ensuring compliance with the Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009, the Town and Country Planning (Hearings Procedure)(England) Rules 2000 (as amended by the Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009) and the Town and Country Planning Appeals (Determination by Inspectors) (Inquiries Procedure) (England) Rules 2000 (as amended by The Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009). Where an appeal is made against a householder Planning Decision under section 78 of the TCPA 1990 (as amended), the Service Provider shall administer and defend those appeals ensuring compliance with the Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009. Where an appeal is made under section 195 of the TCPA 1990 against a decision of an application for a certificate under section 191 or 192 of the TCPA 1990, the Service Provider shall administer and defend those appeals ensuring compliance with the Town and Country Planning (Enforcement) (Written Representations Procedure) (England) Regulations 2002, the Town and Country Planning (Enforcement) (Hearing Procedure) (England) Rules 2002, and the Town and Country Planning (Enforcement) (Inquiries Procedure) (England) Rules 2002. Where an appeal is made against an advertisement application decision, under section 78 of the TCPA 1990 (as amended), or regulation 17 of The Town and Country Planning (Control of Advertisements) (England) Regulations 2007, the Service Provider shall administer and defend the appeal ensuring compliance with regulation 118 of Part 1 of the annex to The Town and Country Planning (Control of Advertisements) (England) Regulations 2007.		Whilst appeals will automatically be defended, the Service Provider will need Authority approval for third party expense such as expert witnesses, use of counsel etc. The appeal will need to be reported to the Authority once notice received.

			Where an appeal follows either the hearing or inquiry procedure the Service Provider shall provide an appropriate venue. Where an appeal has been made against a Planning Decision of a Planning Committee and this appeal follows either the hearing or public inquiry procedure, then the Service Provider shall make all reasonable efforts to ensure that a Councillor who voted at the committee for the Planning Decision subject of the appeal, attends at the hearing or public inquiry in order to present the views of the committee. The Service Provider shall ensure that appeal statements are robust, particularly ensuring that detailed justification for any agreements sought through a S106 agreement are provided.		
PA02		Cost claims made in appeal proceedings	Where an application for costs is made by the appellant in accordance with Circular 03/2009: Cost Awards in Appeals and Other Planning Proceedings (ISBN: 9780117540064), the Service Provider shall defend this application. In the event that an award of costs is made in favour of the appellant then the Service Provider shall meet those costs unless the planning decision was made by an Authority planning committee.		
PA03		Training	The Service Provider shall ensure that training on planning appeal matters is provided to Councillors and planning officers.	Annually	
PA04		Maintaining records	The Service Provider shall maintain a record of all appeal and cost decisions.		
PA05		Non statutory notifications	The Service Provider shall ensure that when a request is made during the appeal process for a copy of a household appeal decision, this decision is sent to the relevant person (free of charge). The Service Provider shall ensure that all Councillors are notified of appeal decisions and, when a request is made for a copy of an appeal decision, that this decision is sent to the relevant Councillor (free of charge).		

PA06		General	The Service Provider shall process all requests under the Freedom of Information Act 2000 in line with The Authority's published policy. The Service Provider shall respond to correspondence within 10 Working Days. The Service Provider shall maintain a telephone service during Standard Authority Hours, offering advice on day-to-day appeal matters.		Authority's deadline is 20 days for FOI. Response from Service Provider needs to be made sufficiently within those deadlines.
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Planning: Trees and Landscaping

Definitions

Term	Definition
Authority	means London Borough of Barnet;
Blue Book	means Tree Preservation Orders: A Guide to the Law and Good Practice (ISBN: 9781851123612) as amended or updated from time to time;
Conservation Area	means an area designated under Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990 as amended or updated from time to time;
Councillor	means an elected member of the Authority;
Planning Committees	means all or any one of the Planning and Environment Committee, the West Area Planning sub committee and the East Area Planning sub-committee;
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;
Standard Authority Hours	means 9 am – 5 pm on Working Days;
TCPA 1990	means the Town and Country Planning Act 1990 as amended or updated from time to time;
Tree Preservation Regulations	means the Town and Country Planning (Tree Preservation) (England) Regulations 2012 as amended or updated from time to time;
TPO	means a Tree Preservation Order.
Working Days	means Monday to Friday excluding bank holidays.

Scope

- Making and Updating tree preservation orders within the borough
- Assessing applications to undertake treatment to trees included within a Tree Preservation Order
- Dealing with appeals against tree application refusals
- Dealing with claims for compensation under Part 6 of the Tree Preservation Regulations
- Investigating and resolving alleged breaches of the tree preservation legislation and other tree related enforcement issues
- Dealing with s.207 Tree Replacement Notices and associated appeals
- Providing advice to officers within Service Areas
- Dealing with high hedge complaints
- Complying with the requirements of the Hedgerow Regulations 1997
- General functions

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PT01	Planning Trees and Landscaping	Making and Updating Tree Preservation Orders within the borough	The Service Provider shall properly assess the matter (so as to ensure informed decisions are made) and draft relevant documents for approval by the Authority to make TPOs in accordance with s.198 of the TCPA 1990 ensuring adherence to the Authority's duty imposed under Section 197 of the TCPA 1990. Where a request for a new TPO is received, the Service Provider shall acknowledge this request in writing to the applicant. The Service Provider shall bring to the Authority a report seeking a decision on whether the specified tree(s) outlined in the request merit inclusion within a new TPO (no timescale currently set). The Service Provider shall assess trees for possible inclusion within a TPO in accordance with the guidance provided within the Blue Book. The Service Provider shall ensure new TPOs it recommends to the Authority are made in accordance with the provisions of the Tree Preservation Regulations and the guidance given in the Blue Book (as amended or updated from time to time). The Service Provider shall ensure that copies of the TPO and the Regulation 5 Notice (issued pursuant to regulation 5 of the Tree Preservation Regulations) are served in accordance with the Tree Preservation Regulations. The Service Provider shall ensure that all TPOs are made available for public inspection in accordance with the Tree Preservation Regulations and the Service Provider shall make a copy of the TPO available to the local land charges service. The Service Provider shall ensure all TPO details (including spatial and textual information) are digitised on the Authority's Geographical	Within 5 Working Days	Approval of Tree preservation Orders cannot be delegated

Ref	Service Area	Function	Service Requirement Information System (GIS)	Service Level	Legal Comments
			In considering whether to advise that the Authority confirms a TPO, the Service Provider shall give consideration to any objections or representations received within the time period specified in the Regulation 5 Notice (as specified within the Tree Preservation Regulations). The Service Provider shall recommend to the Authority that new TPOs are confirmed with or without modification (as appropriate) in accordance with the provisions of the Tree Preservation Regulations and the guidance given in the Blue Book. Following the decision on confirmation, the Service Provider shall notify all relevant parties in accordance with the provisions of the Tree Preservation Regulations. The Service Provider shall ensure that relevant parties are advised of the right to challenge the validity of the TPO in the High Court (in accordance with s.284 and s.288 of the TCPA 1990) and the time limit in which such a challenge can be made. If a challenge to the validity of a new TPO is made to the High Court then the Service Provider shall report to the Authority as to whether to defend the validity of the new TPO as appropriate. If any costs are awarded in favour of the applicant then the Service Provider shall meet those costs. The Service Provider shall recommend to the Authority variation or revocation of TPOs if appropriate, in accordance with the Tree Preservation Regulations, if errors come to light. The Service Provider shall maintain a record of TPOs and tree replacement and exemption notices. On receipt of a request in writing, the Service Provider shall respond in writing confirming whether or not tree(s) are included within a TPO	Within 3 Working Days of a written request	

Ref	Service Area	Function	Service Requirement and a record of such confirmation shall be kept by the Service Provider.	Service Level	Legal Comments
PT02		Applications to undertake treatment to trees included within a Tree Preservation Order and the discharge of associated conditions.	The Service Provider shall properly assess all applications for consent to treat trees included in TPOs or to discharge conditions imposed on TPO treatment and shall ensure that they comply with the requirements of section 327A of the TCPA 1990 (as amended) and Part 4 of the Tree Preservation Regulations. Where such an application does not comply with the requirements, the Service Provider shall inform the applicant providing details of the additional information that is required to validate the application. If the proposed treatment or treatments benefit from the exemption provisions contained within Part 3 – Regulation 14 of the Tree Preservation Regulations then the Service Provider shall inform the applicant that these treatments are exempt from the need to obtain the consent of the Local Planning Authority in writing Applications which are valid shall be acknowledged by the Service Provider. In accordance with s.69 of the TCPA 1990 and the Tree Preservation Regulations, the Service Provider shall maintain a register of all such applications for consent under the provisions of the Authority's TPOs. The Service Provider shall ensure all applications for TPO consent are publicised in accordance with Article 13 of the Town and Country Planning (Development Management Procedure) (England) Order 2010 and the Authority's published adopted policy and practice for consultation and publicity on planning applications (Reference: CR:27 Nov 2006rev). The Service Provider shall ensure that any representations received during the statutory consultation period are acknowledged in writing.	Within 5 Working Days of receipt Within 5 Working Days Within 5 Working Days. Within 5 Working Days.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall assess tree related applications in accordance with the guidance given in the Blue Book, the British Standard for Tree Work BS3998:2010 (as amended or updated from time to time), and other relevant good practice guidance and taking into account any representations received during the statutory consultation period and the information submitted with the application. If the reason for the application is the tree's alleged implication in property damage, the Service Provider shall seek appropriate advice (e.g. from a Structural Engineer). The Service Provider shall undertake any necessary correspondence if it becomes apparent that further information/clarification is required. The Service Provider shall produce a report for each application which includes details of reasons for the decision and, for imposing any condition(s) where appropriate. In cases where an application is required to be determined by an Authority Planning Committee because either the requisite number (in accordance with the Authority's constitution) or more objections have been received and the recommendation is approval, or a Councillor requests the application to be decided by the relevant Planning Committee, then the Service Provider shall ensure that a clear and thorough presentation of the application is given. Following determination of the application the Service Provider shall ensure that the applicant is advised of the decision, their rights of appeal and any other relevant information. Following determination of the application, the Service Provider shall advise any person who responded to the consultation within the relevant period of the outcome of the decision.	Within 3 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PT03		Appeals in relation to applications for treatment of Tree Preservation Order trees	The Service Provider shall maintain a record of tree application decisions in accordance with regulation 12 of the Tree Preservation Regulations. Where an appeal is made against a tree application decision under section 78 of the TCPA 1990 (as amended), Part 5 of The Tree Preservation Regulations, and section 208 of the TCPA 1990, the Service Provider shall administer and assist the Authority to defend those appeals ensuring compliance with the Tree Preservation Regulations, the Town and Country Planning (Hearings procedure) (England) Rules 2000 as amended by the Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009 and the Town and Country Planning Appeals (Inquiries Procedure) (England) Rules 2000 as amended by the Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009. Where an appeal follows the hearing or inquiry procedure, the Service Provider shall provide an appropriate venue for such to take place. Where an appeal has been made against a decision of a Planning Committee and this appeal follows either the public hearing or public inquiry procedure then the Service Provider shall ensure that all efforts are made that a Councillor who voted in the Planning Committee for the decision subject of the appeal, attends the public hearing or public inquiry in order to present the views of the committee. Where an application for costs is made by the appellant in accordance with Circular 03/2009 (Cost Awards in Appeals and Other Planning Proceedings) (ISBN: 9780117540064), the Service Provider shall defend this application (if appropriate). In the event that an award of costs is made in favour of the appellant then the Service Provider shall meet those costs unless the planning decision was made by the Authority's Planning Committee.	Within 5 Working Days	This provision does not make sense, there shouldn't necessarily be a need to bring the councillor forward. Is the intention to try and cover in this paragraph only those cases where a planning committee decision has been made to refuse against an officer recommendation?

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall consider whether there is a case to make a claim of costs against an appellant in accordance with Circular 03/2009 (Cost Awards in Appeals and Other Planning Proceedings) (ISBN: 9780117540064) and where there is a reasonable case the Service Provider shall make a claim in accordance with the circular. The Service Provider shall maintain a record of all appeal decisions and ensure all those on the list to be notified (including Councillors, planning officers and objectors) of appeal decisions are so notified, with a copy of the decision being made available upon their request. The Service Provider shall ensure that both its employees and Councillors understand lessons learnt as a result of an appeal.		
PT04		Claims for compensation under Part 6 of The Town and Country Planning (Tree Preservation) (England) Regulations 2012 (as amended or updated from time to time)	The Service Provider shall assist the Authority in defending any claim for compensation made under Part 6 of the Tree Preservation Regulations. Where appropriate in defence of such a claim the Service Provider shall obtain professional advice (e.g. from solicitors or structural engineers), provide statements and attend Lands Tribunals proceedings. In the event that compensation is offered by the Service Provider having sought appropriate professional advice, the Service Provider shall meet those compensation costs unless the decision to refuse consent to treat the tree was made by a Planning Committee. In the event that compensation is awarded in favour of the applicant, the Service Provider shall meet those compensation costs unless the decision to refuse consent to treat the tree was made by a Planning Committee.		Part 6 of the Tree Preservation Regulations entitles a person to claim compensation from the Authority.
PT05		Notices of intent to undertake treatment to trees growing within a Conservation Area (but not included	Upon receipt of a written notification of intention to undertake treatment to a tree within a Conservation Area (but not included within a TPO), the Service Provider shall vet the request to ensure that sufficient information has been provided for the registration of a notice in accordance with s.211 of the TCPA 1990.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		within a TPO)	If insufficient information has been provided, the Service Provider shall inform the applicant, providing details of what information would be necessary to complete the notice pursuant to s.211 of the TCPA 1990. If the proposed treatment(s) benefit from the exemption provisions contained within Part 3 – Regulations 14 and 15 of the Tree Preservation Regulations, the Service Provider shall inform the applicant in writing that the treatment(s) are exempt from the need to give notice to the Local Planning Authority. Following receipt of a valid notice pursuant to s.211 of the TCPA 1990 the Service Provider shall acknowledge receipt in writing and register the notice. The Service Provider shall ensure the relevant notice is advertised on the Authority's website and the tree owner is notified of the notice of intent where it is apparent that the tree owner may not be aware of the notice. The Service Provider shall; recommend that the Authority makes a TPO; allow six weeks to expire; or decide not to recommend that the Authority makes a TPO and let the work go ahead in accordance with s.211 of the TCPA 1990, undertaking any necessary inspection of the tree(s) for the purposes of recommending a new TPO if appropriate. The Service Provider will advise the person who submits the notice of the decision. The Service Provider shall keep a register of all notices made pursuant to s.211 of the TCPA 1990 in accordance with Section 214 of the TCPA 1990.	Within 5 Working Days of receipt Within 5 Working Days of receipt of exemption becoming apparent Within 5 Working Days	
PT06		Investigating and resolving alleged	The Service Provider shall acknowledge complaints by providing the complainant with details of the person investigating.	Within 5 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		breaches of the tree preservation and other tree related matters	The Service Provider shall maintain a record of all enforcement complaint details including investigation case notes, outcomes and letters. This record is to be made accessible to employees of the Service Provider. The Service Provider shall respond to all correspondence. The Service Provider shall carry out site visits (when required) to investigate alleged breaches. Where appropriate, the Service Provider shall use the powers conveyed in ss.196A-196C and ss.214B-214D of the TCPA 1990 to gain lawful access to a sites under investigation. Where appropriate, the Service Provider shall carry out investigations in accordance with the Police and Criminal Evidence Act 1984 (as amended), gathering sufficient evidence including through, but not limited to, interviews under formal caution, collecting samples for possible further analysis and taking photographs. Where the evidence demonstrates that it is appropriate to enforce the duty imposed under s.206 and s.213 of the TCPA 1990 or in respect of non-compliance with a planning condition, the Service Provider shall recommend to the Authority that it takes enforcement action and where such action is authorised, the Service Provider shall serve a tree replacement notice in accordance with s.207 of the TCPA 1990. The Service Provider shall recommend that the Authority undertakes appropriate action in accordance with s.209 of the TCPA 1990 if a notice served under s.207 has not been complied with. Where evidence demonstrates that it is appropriate, the Service Provider shall recommend to the Authority that it issues formal cautions against those alleged to have breached the tree preservation legislation in accordance with the code for crown prosecutors.	Within 10 Working Days	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where evidence demonstrates that it is appropriate, the Service Provider shall recommend to the Authority that it undertakes prosecution against those alleged to have breached the tree preservation legislation or other tree related legislation in accordance with the code for crown prosecutors.		
PT07		Providing advice to other officers within the Planning Department and other Service Areas	The Service Provider shall ensure that advice on tree and landscaping matters is available on request to all employees of the Service Provider and to other organisations or individuals that provide services on behalf of the Authority. The Service Provider shall ensure that advice on ecology and protected species matters is available on request to employees of the Service Provider and to other organisations or individuals that provide services on behalf of the Authority.		
PT08		Liaising with the Forestry Commission	The Service Provider shall liaise with the Forestry Commission for applications involving felling licence or Forestry Commission grant schemes.		
PT09		Applications to dispense with duty to plant replacement trees	The Service Provider shall deal with applications to dispense with the duty to plant one or more replacement trees pursuant to s.206(2) of the TCPA 1990.		
PT10		High Hedge complaints	The Service Provider shall provide advice on the high hedges legislation contained within Part 8 of the Anti-Social Behaviour Act 2003 to members of the public when required and in accordance with <i>High Hedges Complaints: Prevention and Cure</i> (ISBN: 9781851127970) and related guidance. Following receipt of a completed complaint form and fee, the Service Provider shall assess whether the hedge fits the criteria specified within Part 8 of the Anti- Social Behaviour Act 2003 and clarified within Chapter 4 of <i>High Hedges Complaints: Prevention and Cure</i>. If the Service Provider finds a complaint not valid then the Service	Within 5 Working Days.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Provider shall advise the Authority to write to the complainant advising them why and shall refund the fee where appropriate. If the Service Provider considers that the complainant has not done what they reasonably could to resolve the dispute, or if the complaint is frivolous or vexatious, then the complaint must be referred back to the complainant and the Service Provider shall recommend that the Authority advise them as to why the complaint cannot proceed. Upon receipt of a valid formal high hedge complaint the Service Provider will administer the complaint in accordance with the guidance given within Chapter 5 of <i>High Hedges Complaints: Prevention and Cure</i>. The Service Provider shall assess the high hedge complaint in accordance with the guidance in <i>Hedge Height and Light Loss</i> (ISBN: 1851127070). The Service Provider shall write a report detailing the relevant matters and the Service Provider shall, where necessary, prepare a plan for remedial notice to be issued. If in accordance with the guidance published in <i>High Hedges Complaints: Prevention and Cure</i> and <i>Hedge Height and Light Loss</i> the Service Provider determines that a remedial notice is appropriate, the Service Provider shall recommend to the Authority the service of a notice in accordance with the guidance given in Chapter 6 of <i>High Hedges Complaints: Prevention and Cure</i> and Part 8 of the Anti- Social Behaviour Act 2003. The Service Provider shall supply copies of remedial notices to the local land charges service and relevant parties (including the complainant, hedge owner(s) and occupiers). The Service Provider shall maintain a record of valid high hedge		The powers under this Act are exercisable only by the Authority and cannot be delegated.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			complaints and decisions including issued remedial notices. If an appeal is made against a remedial notice then the Service Provider shall comply with the requirements of the High Hedges (Appeals) (England) Regulations 2005 and the guidance given in chapter 8 of <i>High Hedges Complaints: Prevention and Cure</i>. Following a failure to comply with a remedial notice issued under Part 8 of the Anti-Social Behaviour Act 2003, the Service Provider shall recommend to the Authority that it undertakes appropriate action in accordance with the provisions of such Act, taking account of the guidance given in chapter 9 of <i>High Hedges Complaints: Prevention and Cure</i>.		
PT11		Hedgerows Regulations 1997	The Service Provider shall provide advice to customers upon request on the Hedgerows Regulations 1997 in accordance with the guidance given in <i>The Hedgerows Regulations 1997: A Guide to the Law and Good Practice</i> (ISBN: 1851120378). Following receipt of a hedgerow removal notice the Service Provider shall vet the notice to ensure that it complies with regulation 5 and is in the form specified in Schedule 4 of the Hedgerows Regulations 1997 and that it has been correctly served in accordance with the same Hedgerows Regulations 1997. If the hedgerow removal notice is not required or is invalid, the Service Provider shall inform the applicant, stipulating the reason(s) why such notice is not required or is invalid. The Service Provider shall consider any valid Hedgerow Removal notice within the time frame stipulated in regulation 5(6) of the Hedgerows Regulations 1997, undertaking any necessary consultation (regulations 5(3) and 5(4) of the same Hedgerows Regulations 1997) within that time frame.	Within 10 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall consider the notice and advise the Authority so that it can make an informed determination as to whether the Hedgerow fits the criteria of an "important" hedgerow in accordance with regulation 4 and Schedule 1 of The Hedgerows Regulations 1997 and the guidance given in chapters 6 and 7 of <i>The Hedgerows Regulations 1997: A Guide to the Law and Good Practice</i>. Following such a determination, the Service Provider should either issue a hedgerow retention notice or a written hedgerow removal notice stating that the hedgerow may be removed – in accordance with Regulation 5 of the Hedgerow Regulations 1997 and the advice given in chapter 8 of <i>The Hedgerow Regulations 1997: A Guide to the Law and Good Practice</i>. The Service Provider shall ensure notices are served in accordance with regulation 16 of the Hedgerow Regulations 1997 and s.329 of TCPA 1990. The provisions of regulation 15 of the Hedgerow Regulations 1997 should be adhered to for any application made by the Authority. The Service Provider shall keep a record in accordance with regulation 10 of the Hedgerow regulations 1997. Following an alleged breach of the Hedgerow Regulations 1997 the Service Provider shall acknowledge complaints by providing the complainant with the details of the investigating officer. The Service Provider shall maintain a record of all enforcement complaint details including investigating case notes, outcomes and letters, such to be made accessible to employees of the Service Provider. The Service Provider shall respond to all correspondence.	Within 5 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall carry out site visits (when required) to investigate alleged breaches of all relevant legislation. Where appropriate, the Service Provider shall use the powers conveyed in regulations 12, 13 and 14 of the Hedgerow Regulations 1997 to gain lawful access to a premises under investigation. Following a breach of the Hedgerow Regulations 1997, the Service Provider shall undertake appropriate action in accordance with the provisions of the Hedgerow Regulations 1997 and taking account of the guidance given in chapters 10, 11 and 13 of the <i>Hedgerows Regulations 1997: A Guide to the Law and Good Practice</i>. If an appeal is made under regulation 9 of the Hedgerow Regulations 1997 then upon receipt of a written request from the Planning Inspectorate (PINS) the Service Provider shall send copies of the relevant documents (as specified within the written request) to PINS within the time frame specified by that written request. The Service Provider shall advise the Authority of all appeals and shall take all necessary steps for the defence of the appeal. Where an application for costs is made by the appellant in accordance with Circular 03/2009 (Cost Awards in Appeals and Other Planning Proceedings) (ISBN: 9780117540064), the Service Provider shall defend this claim (if appropriate). In the event that an award of costs is made in favour of the appellant then the Service Provider shall meet those costs.	Within 10 Working Days	
PT12		General	The Service Provider shall contribute to development management policies, documents and guidance notes relating to tree and landscaping issues. The Service Provider shall process all requests under the Freedom of Information Act 2000 in line with The Authority's published policy.		Authority's deadline is 20 days for FOI. Response from Service Provider needs to be made sufficiently

Output Specification

BASELINE

Planning Development Management

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall maintain a telephone service during Standard Authority Hours, offering advice on day-to-day tree matters.		within those deadlines.

Planning: Enforcement

Definitions

Term	Definition
Authority	means London Borough of Barnet;
Councillor	means and elected member of the Authority;
Listed Buildings Act 1990	Planning (Listed Buildings and Conservation Areas) Act 1990 as amended or updated from time to time
Planning Committee	means all or any one of the Planning and Environment Committee, the West Area Planning sub committee and the East Area Planning sub-committee;
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;
Standard Authority Hours	means 9 am – 5 pm on Working Days;
TPCA 1990	means the Town and Country Planning Act 1990 as amended or updated from time to time
Working Days	means Monday to Friday excluding bank holidays.

Scope

- Investigating and resolving alleged breaches of planning control (excluding alleged unauthorised works to protected trees).
- Complaints relating to advertisements benefitting from deemed consent rights.
- Investigating complaints relating to land or buildings which are not properly maintained.
- Appeals against planning enforcement notices and listed building enforcement notices.
- Legal challenges to other notices
- Taking action under the Proceeds of Crime Act 2002 (as amended)
- Maintaining a register of enforcement, breach of condition and stop notices and maintaining other records.
- General functions.

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PE01	Planning Enforcement	Investigating and resolving alleged breaches of planning control (not alleged unauthorised works to protected trees)	The Service Provider shall acknowledge complaints by providing the complainant with details of the investigating officer. The Service Provider shall ensure complainants and any other interested parties are kept informed of progress on cases by sending them regular updates on the matter. The Service Provider shall maintain a record of all enforcement complaint details including investigation case notes, outcomes and letters, such to be made accessible to all employees of the Service Provider. The Service Provider shall prioritise the enforcement investigation in accordance with the guidance set out in the <i>Planning Enforcement Service</i> leaflet (or such other relevant guidance published from time to time). The Service Provider shall carry out site visits (when required) to investigate alleged breaches of planning control. Where appropriate the Service Provider shall use the powers conveyed in ss.196A-196C of the TCPA 1990 in order to gain lawful access to a premises under investigation. Where the Service Provider considers that the alleged breach may be a permitted development by virtue of the General Permitted Development Order 1995 (as amended), the Service Provider shall either carry out an investigation or send a standard appropriate letter to the complainant outlining permitted development allowances for the development built. Where a letter is sent, if no response is received from the complainant within 14 days then the development built shall be assumed to be a permitted development and the case shall be closed.	Within 5 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where it is considered that the alleged breach of planning control may require building regulation approval, potentially impacts on the highway or contributes directly or indirectly to a nuisance then the Service Provider shall ensure the relevant authorities are notified. Where the Service Provider finds that a property has been changed in such a way that may have council tax implications, the Service Provider shall ensure the Authority's tax department is notified of those changes. Where required, the Service Provider shall recommend to the Authority that it issues planning contravention notices in accordance with s.171C of the TCPA 1990. If no breach of planning control is found, then the Service Provider shall close the case, keep a record of this and notify all interested complainants of the outcome of the investigation. When a breach of planning control is found, then the Service Provider shall invite the owner/lessee of the land to either resolve the breach or apply for the appropriate consent, allowing a period of 28 days for such resolution or application. Where appropriate the Service Provider shall negotiate an appropriate settlement to resolve a breach of planning control with the owner/lessee of the land on which there is a breach of planning control. In the absence of a resolution to a breach of planning control (not including breaches of planning conditions) or an appropriate application for consent being received, where the Service Provider considers it expedient in the interests of public amenity, safety or ensuring development complies with the requirements of adopted planning policy, the Service Provider shall recommend to the Authority that it issue an enforcement notice in accordance with		Only the Authority can issue a planning contravention notice. Will need a procedure for report and approval by Authority for Service Provider then to serve.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			s.172 and s.173 of the TCPA 1990, in order to resolve the identified breach of planning control. In the absence of a resolution to a breach of planning condition or an appropriate application for consent being received, where the Service Provider considers it expedient in the interests of public amenity, safety or ensuring development complies with the requirements of adopted planning policy, the Service Provider shall recommend to the Authority that it issue either a breach of condition notice in accordance with s.187A of the TCPA 1990, or an enforcement notice in accordance with s.172 and s.173 of the TCPA 1990, in order to resolve the identified breach of planning control. Where an appeal to a Magistrate Court is made against a breach of a condition notice then the Service Provider shall properly advise the Authority in respect of defending it. In the case where an award of costs is made against the Authority, those costs shall be met by the Service Provider. Where appropriate, the Service Provider shall recommend withdrawal or variation of an enforcement notice by the Authority in accordance with s.173A of the TCPA 1990. Where the requirements of an effective enforcement notice have not been complied with by the end of the period of compliance, then the Service Provider shall recommend to the Authority whether it should take either prosecution action under s.179 of the TCPA 1990 or direct action under s.178 of the TCPA 1990 in order to resolve the breach of planning control. Where direct action is taken the Service Provider shall claim the costs in taking such action in accordance with s.178 of the TCPA 1990). Where it is expedient in the interests of public amenity or safety that any relevant activity should cease before the expiry of the period of compliance with an enforcement notice, the Service Provider shall		Only the Authority can issue an enforcement notice. Will need a procedure for report and approval by Authority for Service Provider then to serve. Only the Authority can issue an enforcement or a breach of condition notice. Will need a procedure for report and approval by Authority for Service Provider then to serve. It is for Authority to decide whether to

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			recommend to the Authority that it serves a stop notice in accordance with s.183, of the TCPA 1990, prohibiting the carrying out of that activity. Any compensation award made under s.186 of the TCPA 1990 for loss resulting from the service of a stop notice issued in accordance with s.183 of the TCPA 1990 shall be met by the Service Provider. Where a person contravenes an effective stop notice, the Service Provider shall advise the Authority as to whether it should take either prosecution action under s.187 of the TCPA 1990 or injunctive procedures (as set out in the next paragraph) to resolve the breach of planning control. Where the Service Provider advises, and the Authority considers, it necessary or expedient for any actual or apprehended breach of planning control to be restrained by injunction in the interests of public amenity or safety, the Service Provider shall make an application to the court in accordance with s.187B of the TCPA 1990 for an injunction. Any costs incurred as a result of injunctive procedures shall be met by the Service Provider. In cases where the Service Provider considers it expedient to issue a listed building enforcement notice in accordance with s.38 of the Listed Buildings Act 1990, the Service Provider shall present a report to the relevant Planning Committee recommending authorisation to serve the notice. Where authorisation is given to issue a listed building enforcement notice, the Service Provider shall issue the notice in accordance with s.38 of the Listed Buildings Act 1990. Where appropriate the Service Provider shall recommend that the Authority withdraws or varies a listed building enforcement notice in accordance with s.38 of the Listed Buildings Act 1990. Where works to a listed building are carried out without the requisite		defend. If it does, Service Provider can be witness, prepare papers in conjunction with Legal. These actions can only be taken by the Authority. These actions can only be taken by the Authority. The Service Provider may do the actual serving.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			permission, the Service Provider shall advise the Authority as to whether it should take prosecution action when it would be in the public interest to do so. Where it is necessary or expedient for any actual or apprehended breach of listed building legislation to be restrained by injunction in the interest of protecting a listed building, the Service Provider shall recommend to the Authority that it should make an application to the court in accordance with s.44A of the Listed Buildings Act 1990 for an injunction. Any costs incurred as a result of injunctive procedures shall be met by the Service Provider. In the absence of a resolution to a breach of planning control or an appropriate application for consent being given, where the Service Provider considers it not expedient to take further action because there is no demonstrable harm to amenity or safety and there is compliance with adopted planning policy, then the Service Provider shall justify this in writing and close the case. The Service Provider shall ensure any complainant is notified of the final decision and if this is challenged then the matter shall be reassessed. Where an advertisement is being displayed without the necessary consent and it is expedient in the interest of public amenity or safety to ensure that the illegal advertisement is removed then the Service Provider shall advise the Authority with regard to it taking action (including prosecution pursuant to regulation 30 of the Town and Country Planning (Control of Advertisements) (England) Regulations 2007) and/or direct action (under the TCPA 1990 as amended by the Localism Act 2011) until such breach is resolved.		The Service Provider may undertake the support and provide evidence on the matter in conjunction with legal.
PE02		Investigating complaints relating to advertisements benefitting from deemed consent	The Service Provider shall acknowledge complaints by providing the complainant with details of the investigating officer. The Service Provider shall maintain all details including investigating case notes outcomes and letters in an electronic format.	Within 5 Working Days	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
		rights	The Service Provider shall ensure complainants and any other interested parties are kept informed of progress on cases by sending them regular updates on the matter. Where an advertisement is displayed with deemed consent as defined by s.6 of the Town and Country Planning (Control of Advertisements) (England) Regulations 2007 and it is considered to cause substantial injury to amenity in the locality or a danger to members of the public, the Service Provider shall advise the Authority whether to serve a discontinuance notice in accordance with s.8 of the Town and Country Planning (Control of Advertisements) (England) Regulations 2007 requiring the removal of the advertisement. Where the period to remove the advertisement subject to an effective discontinuance notice expires and the advertisement remains in place, the Service Provider shall proceed with prosecution (regulation 8 of the Town and Country Planning (Control of Advertisements) (England) Regulations 2007) and/or direct action until the advertisement is removed. Where an appeal to the Planning Inspectorate is made against a discontinuance notice under Section 17 (3) of The Town and Country Planning (Control of Advertisements) (England) Regulations 2007, the Service Provider shall administer and take action to defend on the Authority's behalf those appeals ensuring compliance with: the Town and Country Planning (Appeals) (Written Representations Procedure) (England) Regulations 2009, the Town and Country Planning (Hearings Procedure)(England) Rules 2000 as amended by the Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009 and the Town and Country Planning Appeals (Inquiries Procedure) (England) Rules 2000 as amended by the Town and Country Planning (Hearings and Inquiries Procedures) (England) (Amendment) Rules 2009.		The direct action by the Service Provider is on the basis that the original approval from the Authority covered not only the discontinuance notice, but also

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PE03		Taking action under the Proceeds of Crime Act 2002 (as amended)	Where it can be demonstrated that significant financial gain (i.e. £10,000 or more) has occurred as a result of an illegal activity controlled under planning or advertisement legislation, the Service Provider shall advise the Authority as to whether it should take action under the Proceeds of Crime Act 2002 (as amended) (this action can result in substantial awards of monies to the Authority).		authorised prosecution in default of removal.
PE04		Investigating complaints relating to land or buildings which are not properly maintained.	The Service Provider shall acknowledge complaint by keeping a record of the complaint and by providing details of the investigating officer to the complainant. The Service Provider shall maintain all details including investigating case notes outcomes and letters in an electronic format. The Service Provider shall ensure complainants and any other interested parties are kept informed of progress on cases by sending them regular updates on the matter. Where it appears that the amenity of an area is adversely affected by the condition of adjoining land or building, the Service Provider shall advise the Authority as to whether it should serve a notice pursuant to s.215 of the TCPA 1990 in order to remedy the condition of such land or building. Where it appears that the requirements of the s.215 of the TCPA 1990 notice have not been complied with to a satisfactory degree, the Service Provider shall take prosecution (pursuant to s.216 of the TCPA 1990) and/or direct action proceedings (pursuant to s.219 of the TCPA 1990) on the Authority's behalf until the requirements of the notice have been complied with. Where direct action is taken the Service Provider shall claim the costs in taking such action in accordance with s.219 of the TCPA 1990).	Within 5 Working Days	The direct action by the Service Provider is on the basis that

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PE05		Appeals against planning enforcement notices and listed building enforcement notices	Where an appeal is made against a planning enforcement notice under s.174 of the TCPA 1990 or listed building enforcement notice under s.39 of the Listed Buildings Act 1990, the Service Provider shall administer and defend these appeals on behalf of the Authority ensuring compliance with the Town and Country Planning (Enforcement) (Written Representations Procedure) (England) Regulations 2002 (SI 2002/2683), the Town and Country Planning (Enforcement) (Hearing Procedure) (England) Rules 2002 (SI 2002/2684) and the Town and Country Planning (Enforcement) (Inquiries Procedure) (England) Rules 2002. Where an application for costs is made by the appellant in accordance with Circular 03/2009 (Cost Awards in Appeals and Other Planning Proceedings) (ISBN: 9780117540064), the Service Provider shall defend these applications. In the event that an award of costs is made in favour of the appellant then the Service Provider shall meet those costs.		the original approval from the Authority covered not only the discontinuance notice, but also authorised prosecution in default of removal.
PE06		Register of enforcement, breach of condition and stop notices and maintaining other records	The Service Provider shall maintain on the Authority's behalf a register of notices in compliance with s.188 of the TCPA 1990. The Service Provider shall maintain a record of all appeal and cost decisions.		
PE07		General	The Service Provider shall respond to all correspondence received. The Service Provider shall ensure that the local land charges service is	Within 10 Working Days	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			notified in writing of all notices served and withdrawn. The Service Provider shall ensure all Councillors are notified of appeal decisions and when a request is made of the Service Provider for a copy of an appeal decision that this decision is sent to the relevant Councillor (free of charge). The Service Provider shall ensure that anonymous complaints are not investigated. The Service Provider shall ensure that the details of all complainants are kept confidential. The Service Provider shall process all requests under the Freedom of Information Act 2000 in line with The Authority's published policy. The Service Provider shall maintain a telephone service during Standard Authority Hours, offering advice on day-to-day enforcement matters.	Within 3 Working Days of the date the notice is served. Within 3 Working Days of decision being issued.	Authority's deadline is 20 days for FOI. Response from Service Provider needs to be made sufficiently within those deadlines.

PHR 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; and
3. foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Service area: Development Management	What we know about our customers
Customers of the development management service can be applicants, agents or the general public. The service has undertaken regular customer satisfaction surveys and the last (2009) showed that almost 90% of those responding to this question (887) were of White ethnic origin. The next highest groups were Asian at 8% and Black at 2%. Mixed and Other ethnicity made up 3% (combined). Barnet's population is growing increasingly diverse, especially in the under 19 age group; the attitudes, ethnicity and culture of Barnet are now more reflective of London than previously:	
● By 2016 35% of the local population will be non-White (compared to 29% in 2011) ● Barnet's fastest growing ethnicity is 'Other' – a group that includes Middle Eastern and Central Asian states. Barnet is already home to a growing community from Iran and Afghanistan ● 10% of customers responding (894) said that English was not their first language. Our schools data shows that amongst Barnet resident pupils whose first language is not English, the most common languages spoken are Gujarati, Persian-Farsi, Somali, Arabic and Polish. ● 43% of respondents to the question in the customer satisfaction survey about faith/belief (854) said that they were Christian, the next highest was Jewish at 15%. 22% said that they had no faith/belief. ● Just fewer than 4% of customers (903) said that they had a disability as defined under the Disability Discrimination Act 1995. Their main disabilities were physical - 44% were mobility related and a further 36% had reduced physical capacity. A further 30% gave hearing impairment as their main disability. ● 67% of customers responding (906) were male and 33% female. ● 60% of customers said that they were satisfied or very satisfied with the planning application service and a further 20% were neither satisfied nor dissatisfied.	

	Equalities activity
Access to information	Comprehensive information about the planning application process is held on the Authority's website which also provides access to the national Planning Portal service.
Access to services e.g. face to face advice, home/site	Advice on applications is provided at the customer reception at Barnet House Barnet House reception and the

visits, telephone/written

customer services centres comply with the requirements of the relevant legislation including accessibility for people visual and hearing impairments as well as physical disabilities. Telephone advice is provided by the planning area teams.

A recent system review has been completed to improve customer journeys, experiences and outcomes. The outcome of this review has been a series of service improvement initiatives that will be of benefit to all customers. These are summarised in the table below:

Pre-application service	Validation process	Improve the number of positive outcomes	Reduce the number of refused and withdrawn applications
Give clear user-friendly permitted development advice on the Authorities website.	Vetting officers will be expected to be more proactive and engaging with customers.	Significantly reduce the number of withdrawn applications.	Allow both minor and significant changes to planning and certificate applications when likely to lead to a positive decision.
Give clear advice for both permitted development and proposals – supported by training.	The sustainability check list will no longer be a requirement for householder applications.	Reduce the number of applications refused.	
Accept pre-applications electronically.			Where an amendment would mean a decision outside 8 weeks applicant/agent to agree in writing to delayed decision.
Householders to get same day advice.			Site visits to be carried out within 4 weeks.
Advice note to be issued within 2 weeks of meeting.			
Offer a pre-application service to include providing drawings.			

Access for people with disabilities to buildings	The planning department has a planning advice service situated at Barnet House; the service gives planning advice mainly regarding residential development. Barnet House reception and the customer services centres comply with the requirements of the relevant legislation including accessibility for people visual and hearing impairments as well as physical disabilities. It is open to members of the public from 9.00am – 1.00pm Monday Wednesday and Friday. Members of the public do not need to book an appointment with the planning duty officer.
On line advice and services (e.g. applications)	Applications can be made on line via the Planning Portal service. This includes a full suite of guidance documents and information. The Planning Portal meets some accessibility criteria but the online application service is due to undergo a significant upgrade in the near future which will aim to achieve full compliance with the relevant criteria. In addition the Authority is also currently conducting a full review of the website content and functionality to improve customer interactions.
Consultation	Consultation on specific applications is carried out by issuing statutory notices. Where a resident is either unable to come to Authority offices to comment on an application or if they are unable because of age, disability or language barriers to put their views in writing a home visit can be undertaken by planning officers.
Consultation with vulnerable groups	Where an application is assessed as having a significant impact on a particular group of residents or area, a number of different approaches are taken to consult. For example planning area briefs routinely include an EIA and community consultation. This can be undertaken by through the major projects team or externally commissioned.
Charges/fees	Charges and fees are regularly reviewed in order to continue to provide a high quality service. Discounts for people on certain benefits are applied. Consultation on the charges is undertaken through the Authority's annual budget consultation.
Accountability and relationship to Members	Large or contentious planning applications are heard at planning area committees which residents are able to attend and to represent their views as part of the consideration process.
Procurement processes	Procurement is carried out in accordance with the Authority's contract procedure rules and financial regulations
Monitoring	The service IT system can hold the full range of equalities data required by the Authority through its diversity monitoring policy. Customer satisfaction surveys are carried out on line.

Output Specification: Environmental Health

Baseline

Contents

Contents	2
Document History	3
Document Control	3
Version Control	3
Sign Off	3
Definitions	4
Scope	14
Service Requirement	15
Environmental Health Equalities Baseline	141
Performance Measures	145

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	Rick Mason	13/01/12	Final
V2.0	Detailed Solution	Final Version of Baseline given to bidders to use for their detailed solution submission	Rick Mason	15/10/12	Final
V3.0	Prepped for T&H	Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review	Rick Mason	19/11/12	Draft
V4.0	Final Tenders	Version given to bidders to use for their final tenders will include up to date review from T&H	Rick Mason Towers & Hamlin	4/12/12	Final

Sign Off

Signature	Rick Mason
Job Title	Interim Assistant Director for Regulation & Community Safety
Date	4/12/12

Definitions

Term	Definition
ALEHM	means the Association of London Environmental Health Managers
AMES	means the Animal Health and Welfare Management and Enforcement System
AML	means an animal movement licence
Animal Licensing Legislation	means all legislation in respect of licensing animals including, but not limited to the: Pet Animals Act 1951 Breeding of Dogs Acts 1973 and 1991 Breeding and Sale of Dogs (Welfare) Act 1999 Animal Boarding Establishments Act 1963 Riding Establishments Acts 1964 and 1970 Zoo Licensing Act 1981 Dangerous Wild Animals Act 1976 Performing Animals (Regulation) Act 1925 The Animal Welfare Act 2006 Animal Health Acts 1981, 2002 Animal Health & Welfare Act 1984
Animal Health and Welfare Legislation	means all legislation in respect of animal health and welfare including, but not limited to the: Animal Welfare Act 2006 Animal Health Act 1981 Animal Health Act 2002 Guard Dogs Act 1975 Dogs Act 1871
ASB	means Anti Social Behaviour
Authorised Officer	means an officer formally authorised in writing by the Authority to carry out specified enforcement functions.
Authority	means the London Borough of Barnet and its successors and assigns
Avoidable contact	means repeat telephone call or other communication from Service Users to complain about service received or not received or to enquire about progress
BABIE	means the Bed and Breakfast Information Exchange
Barnet Homes	means Barnet Homes Limited, (Company registered number 04948659) whose registered office is at Barnet House,

	1255 High Road, Whetstone, London N20 0EJ
BPCA	means the British Pest Control Association
BRE	means the Building Research Establishment
BRDO	means the Better Regulation Delivery Office
CIEH	means the Chartered Institute of Environmental Health
Broadly Compliant	means food premises with no current hygiene compliance risk rating greater than ten in accordance with the Food CoP Hygiene Intervention Rating Scheme.
CIPFA	means the Chartered Institute of Public Finance and Administration
CoP	means a Code of Practice
Community Protection Legislation	means all legislation in respect of community protection including but not limited to the: Crime and Disorder Act 1998 Anti Social Behaviour Act 2003 Environmental Protection Act 1990 Clean Neighbourhoods and Environment Act 2005 Highways Act 1980 London Local Authorities Act 1990
Complex Statutory Nuisance	means any nuisance from industrial, large commercial or licensed premises and from large construction sites or major utility/ transport agencies including but not limited to noise nuisance, air quality and contaminated land involving technical assessments.
CPO	means a Compulsory Purchase Order
DEFRA	means the Department of Environment Food and Rural Affairs
DMS	means a Data Management System
DCLG	means the Department of Communities and Local Government
DFG	means a Disabled Facilities Grant
DPA	means the Data Protection Act 1998
DPR	means a Delegated Powers Report
DRS	means the Development & Regulatory Services
DWI	means the Drinking Water Inspectorate
EDMO	means an Empty Dwelling Management Order
EH	means Environmental Health
EHD	means an Environmental Health Department
EH Enforcement Policy	means the Enforcement Policy which covers Environmental Health, Trading Standards and Licensing, adopted by the Authority from time to time.
Eligible Applicant	means vulnerable older people and people with disabilities

Enforcing Authority	means the authority designated as the Enforcing Authority for the enforcement of Health and Safety legislation under the provisions of the Health and Safety (Enforcing Authority) Regulations 1998.
EIR	means the Environmental Information Regulations 2004
Environmental Protection Legislation	means all legislation in respect of environmental protection including, but not limited to the: Control of Pollution Act 1974, Environmental Protection Act 1990, Clean Air Act 1993, Environment Act 1995, Clean Neighbourhoods and Environment Act 2005, Pollution Prevention and Control Act 1999 Noise Act 1996 Noise and Statutory Nuisance Act 1993
FEMIS	means the Foundations Electronic Management Information System
FHRS	means the Food Hygiene Rating Scheme or successor scheme operated by the Food Standards Agency to inform consumers of the relevant hygiene standards of food businesses
FOI	means the Freedom of Information Act 2000
Food CoP	means the Food Law Code of Practice (England) April 2012 issued under Section 40 of the Food Safety Act 1990 or successor document.
Food Hygiene	means measures and conditions necessary to control hazards and to ensure fitness of food for human consumption.
Food Hygiene Inspection	An intervention (full inspection, partial inspection or audit) carried out in accordance with the FSA Food CoP which is sufficient in scope to permit a risk rating assessment to be carried out.
Food Law	means all legislation in respect of food law including but not limited to the Food Safety Act 1990 and any Orders, or Regulations or other instruments made thereunder, or having effect by virtue of the European Communities Act 1972 and relating to food safety or animal feedstuffs including: Regulation (EC) No. 178/2002 – principles of food law; Regulation (EC) No. 852/2004 – general hygiene requirements; Regulation (EC) No. 853/2004 – laying down specific hygiene rules for food of animal origin; Regulation (EC) No. 2073/2005 – microbiological criteria of foodstuffs; and any modification or re-enactment of the foregoing.
Food Standards	means the requirements of food standards law including but not limited to food labelling, advertising and presentation so as not to mislead, compliance with compositional standards and the control of contaminants, additives and residues.
Foundations	means the national body for home improvement agencies and handyperson services called Foundations

FSA	means the Food Standards Agency or successor organisation.
FSA Framework Agreement	means Food Standards Agency Framework Agreement on Local Authority Food Law Enforcement, or successor document
GOLD Command	means the commander in charge of the Authority services, responsible for formulating the strategy for an emergency incident and who has overall control of the Authority resources
Grants Act	means the Housing Grants, Construction and Regeneration Act 1996
Health & Safety Legislation	means all legislation in respect of health and safety including but not limited to the: Health & Safety at Work etc Act 1974 Health Act 2006 London Local Authorities Act 1991
HIT	means Home Improvement Trust
HMO	means a House in Multiple Occupation
Housing Act	means the Housing Act 2004
Housing Legislation	means all legislation in respect of housing and the condition of land or buildings including but not limited to the: Housing Acts 1985 (as amended), 1988, 1996 and 2004; Housing Grants, Construction and Regeneration Act 1996; Non statutory guidance Delivering Housing Adaptations for Disabled People: A Good Practice Guide (June 2006 edition); Housing Renewal Grants (Service and Charges) Order 1996; Disabled Facilities Grant (Maximum Amounts and Additional Purposes) (England) Order 2008; Housing Renewal Grants Regulation 1996; Regulatory Reform (Housing Assistance) (England and Wales) Order 2002; Housing Health and Safety Rating System Operating Guidance; HHSRS Enforcement Guidance; The Housing Health and Safety Rating System (England) Regulations 2005; Regulatory Reform (Fire Safety) Order 2005; The Licensing of Houses in Multiple Occupation (Prescribed Descriptions) (England) Order 2006; The Management of Houses in Multiple Occupation (England) 2006; The Licensing and Management of Houses in Multiple Occupation and Other Houses (Miscellaneous Provisions) (England) Regulations 2006; Public Health Acts 1936 and 1961; Environmental Protection Act 1990 Part II, III and IV; Building Act 1984; Caravan Sites and Control of Development Act 1960; Prevention of Damage by Pests Act 1949;

	Refuse Disposal (Amenity) Act 1978; Clean Neighbourhoods and Environment Act 2005; Anti-Social Behaviour Act 2003; Town and Country Planning Act 1990; Public Health (Control of Disease) Act 1984; Local Government (Miscellaneous Provisions) Act 1976 and 1982; Criminal Justice and Public Order Act 1994; Control of Pollution Act 1974; Health Protection (Notification) Regulations 2010; National Assistance Act 1948; Hendon Urban District Council Act 1929; Local Government and Housing Act 1989; London Government Act 1963; Local Government Act 1972; Local Government Act 2000; and any circulars, guidance, regulations, orders or other relevant statutory provisions made under or incorporated into the above.
HPA	means the Health Protection Agency or successor organisation.
HPU	means the Health Protection Unit (of the HPA) for North East and North Central London
HSE	means the Health and Safety Executive or successor organisation.
HSSA	means the Housing Strategy Statistical Appendix
HPU/EH Joint ID Protocol	means the current ID Protocol of the HPU and related sector EHDs setting out the roles, responsibilities and required actions for infectious disease control.
HPU/EH MOU	means the Memorandum of Understanding between the Health Protection Agency and Environmental Health Departments in North Central London (sets out responsibilities and commitments for infectious disease control)
Hygiene Prohibition Order	means a hygiene prohibition order under Part 2 of the Food Hygiene (England) Regulations 2006
ID	means infectious disease
Infectious Disease Legislation	means all legislation in respect of infectious disease including but not limited to the: Public Health (Control of Disease) Act 1984 (as amended) Health Protection (Local Authority Powers) Regulations 2010 Health Protection (Part 2A Orders) Regulations 2010
Inspector	means an officer appointed as an inspector under s.19 of the Health and Safety at Work etc Act 1974 by the Authority in its capacity as Enforcing Authority.

Interventions (Food Hygiene or Standards)	means activities that are designed to monitor, support and increase Food Law compliance within a food establishment. They include, but are not restricted to, Official Controls.
LAPPC	means Local Authority Pollution Prevention and Control
LBB	means the London Borough of Barnet
Lead Food Officer	means an officer designated as lead for Food Law enforcement as defined in the FSA Food CoP. This is the Group Manager (Food, Health and Safety)
Legionella Guidance and Protocols	means the documented procedures, policies, protocols and guidance issued from time to time by HSE, HPA, HPU relating to the investigation of Legionella cases, outbreaks and incidents of contamination, including but not limited to: Control Of Legionella: Investigation Of Outbreaks (And Single Cases) Of Legionellosis From Water Systems Incorporating Cooling Towers And Evaporative Condensers (HSE) Legionnaires Disease Policy (HPU)
Legislation, Act, Regulations, Order Legislation	means any reference to Legislation or an Act, Regulation or Order and includes any Act, Order or Regulation that enlarges, replaces, amends or re-enacts that Act or any Regulations or secondary legislation made thereunder. means Acts, Regulations, Orders or any other Statutory Instrument that the Authority has a duty to enforce, or under which the Authority is able to exercise powers of enforcement. Legislation also means any statutory code of practice or guidance issued thereunder.
LFEPa	means the London Fire and Emergency Planning Authority
LGR	means the Local Government Regulation or any successor body or organisation in the Local Government Group which provides advice, guidance or support to Local Authorities on matters of enforcement to aid consistency
LLAS	means the London Landlord Accreditation Scheme
LOTSa	means the London Trading Standards Association
Management Order	means an interim or final management order or a special interim management order under Part 4 of the Housing Act 2004
NETCEN	means the National Environmental Technology Centre
NWLFLG	means the North West London Food Liaison Group which is the local liaison group (as defined in the FSA Food CoP) of Lead Food Officers from each of the 9 London Boroughs comprising the north-west London sector.
Not Broadly Compliant	means food premises with at least one current hygiene compliance risk rating greater than ten in accordance with the Food CoP Hygiene Intervention Rating Scheme.
NPTA	means the National Pest Technicians Association
Official Controls	means any form of control for the verification of compliance with Food Law including the controls as defined in Article 2(1) of EC Regulation 882/2004 on official controls performed to ensure the verification of compliance with feed and food law, animal health and animal welfare rules.

OT	means Occupational Therapist
PCT	means a Primary Care Trust
PIT	means the Priority Intervention Team
Primary Authority	means the "primary authority" as defined by the Regulatory Enforcement and Sanctions Act 2008 and any guidance issued by BRDO
Prohibition Order	means a prohibition order under Part 1 of the Housing Act 2004
Proper Officers	means the officers appointed by the Authority to carry out functions under the Infectious Disease Legislation
PSH	means Private Sector Housing
Public Health Legislation	means all legislation in respect of public health including but not limited to the: Environmental Protection Act 1990, Control of Pollution Act 1974, Public Health Acts 1936 and 1961, Building Act 1984, Local Government (Miscellaneous Provisions) Act 1976, Prevention of Damage by Pests Act 1949, Clean Air Act 1993, Clean Neighbourhoods and Environment Act 2005
Relevant Infectious Diseases	means diseases currently allocated for EH investigation or joint EH/HPU action under the terms of the current HPU/EH Joint ID Protocol
Responsible Authority	means a responsible authority under Part 3 of the Licensing Act 2003
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;
Service User	means [●]
SLA	means a Service Level Agreement
Smokefree Legislation	means all legislation relating to the limiting of smoking including but not limited to the: Health Act 2006; Smoke-free (Premises & Enforcement) Regulations 2007; Smoke-free (Penalties & Discounted Amounts) Regulations 2007; and Smoke-free (Signs) Regulations 2012.
Special Treatment Establishment	means premises meeting the definition of an "establishment for special treatment" in Section 4 of the London Local Authorities Act 1991.
STAC	means a Scientific and Technical Advisory Cell – as operated by LFEPA.

STL	means a special treatment licence.
STL Legislation	means all legislation, regulations and guidance in respect of Special Treatment Establishments including but not limited to: Part 2 of the London Local Authorities Act 1991; and London Borough of Barnet Regulations and Licence Conditions for Special Treatment Licensing.
TEN	means a Temporary Exemption Notice under Part 2 of the Housing Act 2004
TSI	means the Trading Standards Institute
TS&L	means Trading Standards & Licensing
UKAS	means the United Kingdom Accreditation Services
Work Related Death Guidance	means guidance issued by The HSE and partner enforcement agencies, including (but not limited to) the following and any successor documents: HSE Operational Circular OC165/9 on Work Related Deaths Work Related Deaths – Investigators Guide Work Related Deaths – Liaison Protocol.
Documents	Agreement For Veterinary Agency Services dated 14th May 2010
	Air quality contracts
	Air Quality Procedure
	Animal Health and Welfare Service Delivery Plan
	Approved Contractors list
	Authority Customer Service Standards
	Authority's Equal Opportunities Policy
	Authority Formal Complaints Procedure
	Barnet Food Sampling Policy
	BRE Stock Data 2010
	Care and Repair Client Agreement and Contract
	Caravan Site Licenses Register
	Code of Conduct
	Corporate Plan
	Departmental Structure
	Enforcement Guidance
	Enforcement Policy
	Environmental Health Guidance to Emergency Telephone Operator

	Environmental Health - Health and Safety Complaints Investigation Policy
	Essex County Authority Stannah Stairlift NEC3 Contract No. 1685 dated 19th June 2007
	Fit and Proper Person Policy.
	Food Complaints and Service Requests Policy 2010
	Handy Person Scheme Guidance - DPR 847
	HMO Licenses Register
	Internal Control Checklist
	Approved HMO Standards
	Housing Strategy 2010-2025
	Houseproud Contract
	HPA Agreement for Food, Water and Environmental Microbiological Services April 01 2010
	Joint partnership agreement with the Fire Authority
	Joint Strategic Needs Assessment
	Legionnaires Disease Policy NEC 2010
	LLAS Set of Standards
	List of Known Empty Properties
	Memorandum of Understanding between the Health Protection Agency and Environmental Health Departments in North Central London (April 2006 – March 2007)
	Milly Aphrop Scheme Criteria – Funded by Milly Aphorp
	North London Sub Region 2011- 2013 Decent Homes Funding – Funding Guidance
	North London Sub Region 2011- 2013 Decent Homes Funding - Monitoring Return Template
	One Barnet Forward Plan
	Pest Control Treatment Policy
	Planning Service Level Agreement
	Private Sector Housing Financial Assistance Policy dated November 2010
	Public Analyst Service - Service Level Agreement March 2004
	Safeguarding Policy
	Safer Homes Scheme Criteria – Funded by Milly Aphorp
	Safer Homes Scheme Criteria – Funded by Safer Communities
	Scheme of Delegation
	Service Enforcement Policy
	Stock Condition Survey
	Supporting People Returns
	Sustainable Community Strategy for Barnet 2010-2020

Work in Default Procedure

Baseline

Scope

- Environmental Health Management
 - Corporate Issues
 - Service Development and Change
 - Operational Activities
 - Legal and Enforcement Issues
 - Customer Services
 - Staff Related Issues
 - Safety Issues for Staff
 - Liaison
- Also includes Trading Standards & Licensing in relation to the above
- Health & Safety at Work
 - Regulation
 - Special Treatments Licensing
- Food Safety & Standards
 - Regulation
- Animal Health & Welfare
 - Regulation
 - Licensing
- Infectious Disease Control
- Drinking Water Quality
- Smoke Free Regulation
- Scientific Services
 - Complex Statutory Nuisance
 - Air Quality
 - Contaminated Land
 - Electromagnetic Radiation
 - Pollution Prevention and Control
 - Exhumations
- Public Health & Nuisance, including noise and antisocial behaviour and crime and disorder
 - Pest Control
 - Private Sector Housing
 - Mandatory DFG's
 - Discretionary DFG's
 - Maintaining a minimum standard in the private sector housing stock
 - Housing complaints and advice
 - Houses in Multiple Occupation, including licensing
 - Licensing Caravan Sites
 - Bringing empty properties back into residential use
 - Immigration inspections
 - Squats
 - Working with Housing Associations
 - Stock condition surveys
 - Landlord's Forum
 - Decent Homes
 - Meeting the Housing Strategy and involvement in its renewal
 - Barnet Care & Repair Service
 - Assistance with renovation
 - Approved contractors
 - Financial assistance, loan provider
 - Returning home
 - Crime reduction
 - Referral to other schemes and minor works
 - Handyperson
 - Promoting the services and maximising funding opportunities.

- London Local Authorities Act 1996
- London Local Authorities Act 2000
- London Local Authorities Act 2004
- London Local Authorities Act 2007
- Environment and Safety Information Act 1988
- Fire Safety and Safety of Places of Sport Act 1987
- Safety of Sports Grounds Act 1975
- Slaughter of Poultry Act 1967

- Slaughterhouses Act 1974
- Mobile Homes Act 1983
- Protection of Freedoms Act 2012
- London Local Authorities Act 2012
- The Enterprise and Regulatory Reform Act 2013 (Primary Authority)
- Energy Act 2011

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH001	Environmental Health, Trading Standards & Licensing	Corporate Issues	<i>Purpose: To meet the Corporate and Strategic needs of the LBB</i> The Service Provider shall work with all relevant Authority services: the Public Health Team and other relevant Service Providers or organisations (e.g. LFEPA) to improve the health of Barnet's residents through partnership working and on matters that are considered by the Authority to be part of the usual business of Environmental Health. The Service Provider shall collaborate with all relevant parties and reach agreement on and implement any projects identified or introduced, as part of the Authority's corporate priorities and considered by the Authority to be part of the usual business of EH, providing the necessary resources to achieve the agreed outcomes.		
EH002	Environmental Health,	Corporate Plan	The Service Provider shall ensure that the key		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Trading Standards & Licensing		priorities of the current; Corporate Plan, Sustainable Community Strategy, One Barnet Forward Plan, Joint Strategic Needs Assessment, Safer Communities Strategy, and Health & Wellbeing Strategy, or any succeeding documents or other plans or strategies that have relevance to the work of EH and TS&L will be considered when prioritising work areas, investigating new projects and developing new policies.		
EH003	Environmental Health, Trading Standards & Licensing	Service Planning and Performance	The Service Provider shall produce an overarching Environmental Health Service Plan acceptable to the Authority to cover all areas of EH and link to corporate priorities and government initiatives. The Service Provider shall produce statistics that demonstrate compliance with the service plan in a format and at a frequency agreed with the Authority. The Service Provider shall in addition produce and provide to the Authority the data set out in the performance measures listed at the end of this output specification. Any amendments to this list	Plan to be submitted for review by the Authority by 1st week of March each year. Provide quarterly demand and output reports and comprehensive performance information on each area of service	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH004	Environmental Health, Trading Standards & Licensing	Policy monitoring	The Service Provider shall monitor the delivery of all services for consistency with service and Authority policies as specified elsewhere in this document for the specific specialist EH and TS&L functions and in relation to generic Authority policies on conduct and performance. The Service Provider shall ensure that review and corrective action in relation to such policies is undertaken and that this is documented and reported to the Authority at least quarterly.		
EH005	Environmental Health, Trading Standards & Licensing	Authority Democratic Process	The Service Provider shall ensure attendance at all relevant committees, meetings etc. as required by the Authority's democratic procedure. Appropriately experienced staff shall attend all committees, meetings and other relevant forums with sufficient knowledge to present reports and represent the service.		
EH006	Environmental Health, Trading Standards & Licensing	Delegated Powers	The Service Provider shall ensure that all actions taken by the service are in accordance with delegated powers. Where necessary and in accordance with the scheme of delegation and the Authority's constitution, the Service Provider shall ensure the appropriate permissions and authorisations are in		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			place before proceeding. E.g. delegated powers reports		
EH007	Environmental Health, Trading Standards & Licensing	Delegated Authority	The Service Provider shall ensure that all staff have received the appropriate written authorisation from the Authority to be able to undertake their duties and the responsibilities of the service The Service Provider shall ensure that officer authorisations shall be such that staff work within the Authority's scheme of delegation		
EH008	Environmental Health, Trading Standards & Licensing	Enforcement policy	The Service Provider shall abide by the current Authority EH Enforcement Policy and ensure that any actions taken are consistent with it.		
EH009	Environmental Health, Trading Standards & Licensing	Business continuity	The Service Provider shall maintain a documented Business Continuity Plan, approved by the Authority to ensure the maintenance of minimum levels of service in the event of an emergency situation that prevents normal working routine.		
EH010	Environmental Health, Trading Standards & Licensing	Statement of Internal Control	The Service Provider shall provide the Authority as requested, with information in relation to the measures in place to meet Corporate obligations as set out in the Internal Control Checklist or any succeeding document.	Information to be provided in a timely manner in accordance with deadlines given by the Authority.	
EH011	Environmental Health, Trading Standards & Licensing	Risk Register	The Service Provider shall maintain and make available to the Authority, an up-to-date register of all		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Licensing		risks in relation to the Environmental Health Service. The register shall be in the format specified by the Authority.		
EH012	Environmental Health, Trading Standards & Licensing	Budget monitoring and finance	The Service Provider shall carry out regular monitoring of budgets, including income and provide the Authority with information as requested on the EH and TS&L budget. The Service Provider shall comply with any requirements of the Authority in relation to accounting, including meeting any obligations relating to closing of end of year accounts or returns to government departments or others in relation to use of grant or other funding. The Service Provider shall use all relevant powers and process to recover any debt related to the undertaking of EH and TS&L enforcement and discretionary services in accordance with the current Authority or DRS enforcement policy.	Monitoring monthly and annually.	The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority and such powers and duties can only be exercised by the Authority. However, the Service Provider can submit recommendations to enable the Authority to take a

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH013	Environmental Health, Trading Standards & Licensing	Fees and charges	The Service Provider shall ensure where applicable and in accordance with legislation and Authority policy that debts are registered as a Land Charge against the property concerned. The Service Provider shall review all fees and charges in consultation with the Authority and in accordance with the Authority's annual timetable. The Service Provider shall have regard to any national guidance or legislation in setting fees. The Service Provider shall ensure that it undertakes an assessment of fees and charges for the Authority in relation to statutory functions, e.g. provision of various licences. This shall be limited to cost	Annual basis	final decision and in the case of any civil recovery, the Service Provider could collect any debts on behalf of the Authority. More generally the Authority could resolve as a matter of policy that the Service Provider may take all appropriate actions to recover debt.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			recovery only, or in accordance with legislation or statutory guidance. The Service Provider shall ensure application of statutory fees where applicable. Discretionary fees, such as for pest control, shall be retained at competitive rates to maintain or increase the current market share of the pest control business, to protect local residents and businesses from any disadvantage and to protect the local economy. The Service Provider shall ensure that fees are set such as to provide appropriate concessions to residents receiving relevant benefits as specified by the Authority.		
EH014	Environmental Health, Trading Standards & Licensing	Safeguarding	Staff engaged in EH and TS&L services should be trained in identifying issues related to safeguarding. Cases where safeguarding concerns are identified shall be referred to the relevant authority as they arise and in accordance with any Authority policy.		
EH015	Environmental Health, Trading Standards & Licensing	Equal opportunities	The Service Provider shall ensure that all services are provided having regard to equality of opportunity and in accordance with the Authority's equal opportunities policy. The staff of the Service Provider shall comply with any anti-discrimination legislation that may apply to their work including the Equality		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH016	Environmental Health, Trading Standards & Licensing	Targeted Services	Act. The Service Provider shall monitor services provided and where it is identified that certain members of the community are excluded or underrepresented as recipients of services, these services shall be targeted to ensure fair access, e.g. Black and Ethnic Minorities.		
EH017	Environmental Health, Trading Standards & Licensing	Racial incidents	The Service Provider shall have in place a mechanism for recording and reporting to the Authority any racial incidents or hate crime, involving staff or the delivery of services.		
EH018	Environmental Health, Trading Standards & Licensing	Service Development and Change Application of new legislation, approved Codes of Practice and guidance	<i>Purpose: to adapt to the changing national and local circumstances related to delivery of EH and TS&L services.</i> The Service Provider shall interpret new legislation and changes to existing legislation and provide, for the agreement of the Authority, proposals for implementation by a date agreed by the Authority. The Service Provider shall implement new legislation and guidance, including any new duties within the field of the EH and TS&L services and which is considered by the Authority to be part of the usual business of EH or TS&L (e.g. Smoke Free legislation of 2006).		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall put in place measures to achieve compliance with new statutory responsibilities. The Service Provider shall monitor changes in emphasis or interpretation that enforcing authorities or national regulators or other bodies (e.g. Local Government Group) put on legislation. The Service Provider shall interpret how changes to legislation affect existing Authority policy and procedures and advise the Authority of implications of changes.		
EH019	Environmental Health, Trading Standards & Licensing	Provision of new services	The Service Provider shall ensure that services are organised in such a way as to effectively deliver all EH and TS&L functions and to review and, where necessary, reorganise services within existing budgets to facilitate new service responsibilities which fall under the scope of EH and TS&L services.		
EH020	Environmental Health, Trading Standards & Licensing	Additional funding from external bodies, government departments and agencies	The Service Provider shall bid for renewal of funding and explore new avenues for funding where the scheme will assist in the improvement of safety, fair trading, health or well-being. The Service Provider shall seek to maximise income, which shall be used for the benefit of the service and the residents of Barnet, through all available funding streams related to EH and TS&L issues.		
EH021	Environmental Health, Trading Standards & Licensing	Public Health, Fair Trading, Safety	The Service Provider shall ensure that all actions and decisions taken by the service are consistent with provisions of legislation and best practice and		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Licensing	and Wellbeing	that in taking such decisions protection of public health, safety and wellbeing and elimination or reduction of risk to an acceptable level is the key consideration. The Service Provider shall participate in and provide appropriate resources, re-prioritising if necessary, to participate in projects and initiatives identified corporately, locally or nationally as being beneficial to public health, safety and wellbeing. The Service Provider shall carry out ad hoc projects as requested by the chief executive/director of the Authority or other where they link into health, fair trading, safety or well-being.		
EH022	Environmental Health, Trading Standards & Licensing	Operational Activities Location	<i>Purpose: To meet the needs of a modern EH and TS&L Service to ensure effective service delivery.</i> The Service Provider shall maintain an office location or other solution, reasonably available to the locality of the borough of Barnet from which enforcement staff will be able to ensure that they are conveniently located to be able to respond to reactive work within the borough with a minimum of delay and in certain cases within 1 hour, to reduce travelling time and environmental impact and to provide a convenient location for Service Users wishing to visit the service in person.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH023	Environmental Health, Trading Standards & Licensing	Equipment	The Service Provider shall provide enforcement staff with all necessary equipment to enable them to effectively conduct their duties in accordance with any statutory, national or other recognised guidelines.		
EH024	Environmental Health, Trading Standards & Licensing	IT and mobile working	The Service Provider shall provide field staff with appropriate IT equipment, including mobile communications equipment to enable them to work and be contactable whilst working remotely. Such equipment provided by the Service Provider shall be fit for purpose and the Service Provider shall upgrade it at appropriate intervals to keep up with modern practice and current industry standards and technology. All equipment must be provided with appropriate levels of security and encryption to the satisfaction of the Authority.		
EH025	Environmental Health, Trading Standards & Licensing	Documented procedures	The Service Provider shall ensure both internal and external consistent service delivery and enforcement is undertaken.		
EH026	Environmental Health, Trading Standards & Licensing	Maintenance of a suitable computerised software system for premises and case	The Service Provider shall maintain, review and renew as necessary the electronic DMS for the recording of all EH and TS&L related functions. This should link into an appropriate document management system, Local Land and Property		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		management	Gazetteer and finance system. The Service Provider shall take all reasonable steps to ensure the accuracy of the service database, in relation to premises and individual case records. The Service Provider shall use a range of resources to maintain and update the database in a timely manner. On completion the Service Provider shall ensure the file is fully recorded on the system to avoid the maintenance of paper files. The Service Provider shall securely maintain all existing paper files and securely dispose of paperwork and records in accordance with national data retention guidelines and Authority data protection policies. The Service Provider shall ensure relevant information on premises and properties within the borough is passed to the Authority to enable the Local Land and Property Gazetteer to be kept up to date. The Service Provider shall ensure that the system used is compatible as required by any government departments or other statutory bodies to enable direct population of data to national databases as may be required.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH027	Environmental Health, Trading Standards & Licensing	Data base accuracy and recording	The Service Provider shall ensure that all data relating to matters in which the service is involved is accurately and comprehensively recorded in a DMS in order to provide an accurate audit trail relating to cases. The database must be populated with and capable of fulfilling all the data requirements of the relevant government departments, for example but not limited to, Food Standards Agency, Department of Food Environment and Rural Affairs or Home Office. The system must be capable of producing accurate reports for both Authority and external stakeholder purposes. The Service Provider shall share the database with the Authority for monitoring purposes.		
EH028	Environmental Health, Trading Standards & Licensing	Statistical Returns	The Service Provider shall ensure timely and accurate completion of all statistical returns required by the Authority, Central Government, or other bodies, including, but not limited to CIPFA, CIEH, DEFRA, DCLG, FSA, HSE, NPTA, BPCA, Home Office, National Measurement Office or Gambling Commission.		
EH029	Not Used	Not Used	Not Used		
EH030	Environmental Health, Trading Standards & Licensing	Technical information	The Service Provider shall ensure that all staff have ready access to appropriate resources and up-to-date professional, technical and legal information in relation to EH and TS&L issues and shall provide them with all appropriate support in fulfilling their		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH031	Environmental Health, Trading Standards & Licensing	Communications	The Service Provider shall ensure it maintains appropriate and readily available communication with other national EH and TS&L departments and national regulators for immediate receipt and transmission of information and messages on the range of EH and TS&L services	The Service Provider shall maintain a subscription to the electronic communication service for Environmental Health professionals, EHCNet and Trading Standards professionals, TS Interlink, or any replacement or alternative service. The Service Provider shall ensure that all staff have access to communications sent via EHCNet or TS Interlink relevant to their specialist area, or on generic issues.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
				The Service Provider shall ensure that all staff have access to be able to send communications via EHCNet or TS Interlink. The Service Provider shall ensure that appropriate secure mailboxes are provided and maintained as may be required by government departments or national regulators	
EH032	Environmental Health	Scientific and Technical Advice	The Service Provider shall ensure that two (2) suitably qualified officers are nominated on behalf of the Authority to participate in the STAC.	Nominated staff shall participate in supporting STAC in any London borough.	
EH033	Environmental Health	Emergency Planning	<i>Purpose "To deal quickly to minimise the risks involved in serious incidents in partnership with other Authority Departments and external organisations".</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall provide expert advice and support to the Authority's emergency planning service as and when required, including but not limited to attending any necessary meetings or incidents. The Service Provider shall provide expert advice and support in relation to any other incident for which the Authority has a responsibility. In the event of a case being identified by the Service Provider which is deemed a serious incident, the Service Provider shall contact the Authority's director on GOLD Command to check if it is necessary for the emergency plan to be invoked and command established. The Service Provider shall attend all GOLD meetings or other incident meetings, when requested, to provide updates on the incident and agree action to be taken and contents of press releases. The Service Provider shall work with all other parties to deal with the serious incident and to eliminate any imminent risks. Once these have been rectified the Service Provider shall undertake all work in relation to health and safety risks, Category 1 hazards, public health nuisances or statutory nuisances.		
EH034	Environmental Health	Emergency Call Out	Provide an out of office hours service for emergency Environmental Health issues.	365 days per year outside of normal office hours (9-5 Monday – Friday).	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			An appropriately authorised and competent officer shall be on call via telephone to respond to emergencies as detailed in 'Environmental Health Guidance to Emergency Telephone Operator'. To provide advice on all Environmental Health issues covered by the Emergency Call Out Service and where necessary to protect life and limb, to attend premises within the borough and take appropriate enforcement action in accordance with all Environmental Health policies specified elsewhere in this document.		
EH035	Environmental Health, Trading Standards & Licensing	Consultations	The Service Provider shall provide timely responses to relevant consultations or other communications as requested by the Authority, on issues relating to EH and TS&L, including, but not limited to government consultations on new legislation or statutory guidance and local consultations and specific cases.		
EH036	Environmental Health, Trading Standards & Licensing	Legal and Enforcement Issues Prosecution and enforcement action	<i>Purpose: To effectively and properly apply the relevant legal processes applicable to EH and TS&L to ensure the Authority meets its Statutory obligations.</i> The Service Provider shall ensure that appropriate enforcement actions are taken in order to meet the Authority's statutory obligations in relation to EH and TS&L. In the case where only the Authority has the powers to take enforcement action, the Service Provider shall provide the relevant support and		This reference is a general one relating to any prosecution and legal actions regardless of the powers and duties to which it relates.

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			information to the Authority to enable them to do so. Enforcement actions shall be in accordance with the current Authority or DRS enforcement policy.		As a general health warning, it should be recognised that the individual powers, duties and limitations in respect of what actions the Service Provider can take, the specifics of which are detailed more particularly at the appropriate points below. As a general proposition, however, the Service Provider shall not act beyond the scope of the powers vested in him and the authorisations given to him in that in the absence of any specific authorisation, it must be assumed that the powers to act reside only with the Authority.
			The Authority shall bear the cost of any expert witnesses and/or legal representation until such time as costs are recovered if awarded. Costs shall be		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			apportioned in direct proportion to the contribution made by each party. The Service Provider and the Authority shall bear all costs of any legal cases in direct proportion to the contribution made by each party. The Service Provider shall, in discussion and agreement with the Authority, undertake cases which may result in being a test case. The Service Provider shall, where appropriate to the case, advise the Authority of the need to seek injunctions. The Service Provider shall advise the Authority on the need to engage any expert witnesses and/or legal representation. Costs awarded shall be apportioned in direct proportion to the contribution made by each party. The Service Provider shall seek or advise the Authority of the need to seek enforcement orders and warrants from the Courts as appropriate to the case.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH037	Environmental Health	Work in default	As a result of a duty-holder's non-compliance with an enforcement notice, works in default shall be carried out by the Service Provider in accordance with the EH Enforcement Policy. Work shall be commissioned and completed in line with the Work In Default Procedure. The Service Provider shall manage the EH work in default budget and shall work with the Authority's Legal and Debt Recovery section to recover costs in full (including administrative costs) from the recipient of the notice.	95% of debts recovered across EH	The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority. However, the Service Provider can submit recommendations to enable the Authority to take a case for civil recovery and the Service Provider could collect any debts on behalf of the Authority where the Authority has resolved beforehand a clear

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH038	Environmental Health	Compulsory Purchase	The Service Provider shall provide representation in action to compulsorily purchase any property as part of any action taken by the service.		policy on civil recovery that this can happen.
EH039	Environmental Health, Trading Standards & Licensing	Fixed penalties and other statutory notices	The Service Provider shall provide evidence for and serve fixed penalty notices and any other statutory notices issued by the Authority, or impose any relevant sanctions as provided by legislation where determined as being an appropriate action for any relevant offence, which the Authority considers falls under the usual business of EH and TS&L and in accordance with the current Authority or DRS enforcement policy.		The Service Provider should serve fixed penalty notices which have been issued by the Authority and not issue them itself.
EH040	Environmental Health	Land Registry	The Service Provider shall ensure that all actions which must be registered as a Local Land Charge, including notices, costs etc. are correctly notified to the Land Registry In order to take appropriate enforcement actions, the Service Provider shall make relevant enquiries to Land Registry or Companies House, including payment of any necessary fees. The Service Provider shall provide information to Service Users as requested by Land Registry.		
EH041	Environmental Health,	Customer Services	<i>Purpose: To provide excellent levels of customer</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Trading Standards & Licensing		services to both internal and external Service Users and ensure that services meet the needs of Service Users.		
	Environmental Health, Trading Standards & Licensing	Customer Service/Service Excellence	The Service Provider shall provide customer service that is designed to meet the needs of the Service User and shall ensure that processes are constantly reviewed to ensure that services are delivered "right first time", i.e. are designed to prevent Avoidable Contact. Where processes are not so designed, the appropriate changes shall be implemented to reduce Avoidable Contact.		
EH042	Environmental Health, Trading Standards & Licensing	Customer Service	The Service Provider shall ensure that the service and staff are compliant with the minimum standards in the current Authority customer service standards.		
EH043	Environmental Health, Trading Standards & Licensing	Service User Consultation	The Service Provider shall ensure service design is based upon relevant information proactively obtained from Service User consultation. Where failures are highlighted through consultation which may be due to service design, Service Provider shall implement appropriate changes.		
EH044	Environmental Health, Trading Standards & Licensing	Customer Service Complaints	The Service Provider will investigate and respond to complaints or enquiries about service as requested by the Authority and in accordance with Authority procedure and standards as published from time to time. Such complaints received directly by the Service Provider shall be notified to the Authority.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH045	Environmental Health, Trading Standards & Licensing	Ombudsman, Member & MP enquiries and Complaints	The Service Provider shall provide the Authority with information to enable them to thoroughly investigate all enquiries and complaints. The Service Provider shall attend investigatory interviews and provide detailed written responses in accordance with timescales specified by the Authority. The Service Provider shall at the direction of the Local Government Ombudsman bear the cost of any findings of maladministration by the Service Provider.		
EH046	Environmental Health, Trading Standards & Licensing	Sharing Service User data and confidentiality	The Service Provider shall gather data and information from its Service Users in relation to service trends and demands and make this available to the Authority The Service Provider shall respect the confidential nature of the data and information that it holds, for example, but not limited to personal patient data in relation to infectious disease cases. The Service Provider shall keep all data on secure encrypted servers and devices. The Service Provider shall keep all paper records in a secure and safe environment and shall ensure that they are handled in accordance with Authority data protection procedure in place at the time. The Service Provider shall ensure that all paper		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH047	Environmental Health, Trading Standards & Licensing	Freedom of information, environmental information and data protection	records to be destroyed shall be shredded and disposed of as confidential waste. The Service Provider shall provide all relevant information to the Authority that is subject to FOI, EIR or DPA requests. The Service Provider shall provide information within specified timescales to enable the Authority to meet the requirements of the FOI, EIR and DPA legislation and any guidance issued by the Information Commissioner or other relevant government or other recognised body as applicable at the time.		
EH048	Environmental Health, Trading Standards & Licensing	Service promotion	The Service Provider shall engage in a range of activities to promote the service and its availability. Activities shall include, but not be limited to: press releases and articles, leaflets and advertisements, talks and presentations to relevant parties, seminars, conferences and displays or exhibitions. E.g. Noise Action Week, National Food Safety Week, Scam Awareness Week etc.		
EH049	Environmental Health, Trading Standards & Licensing	Keeping web site up to date	The Service Provider shall ensure that the Authority's website is kept up to date with information relating to EH and TS&L functions. Information shall include, but not be limited to: statutory requirements, general information, help and advice, contact arrangements, range of services, important news, new legislation or guidance, fees		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			and charges, how to apply for licences and permits, on-line payments, downloadable forms and links to other departments. The Service Provider shall make best use of technology to provide a range of facilities, contact routes and information available to meet the needs of Barnet citizens and businesses.		
EH050	Environmental Health, Trading Standards & Licensing	Service Contact Mechanisms	The Service Provider shall ensure the service is contactable 24/7 through relevant channels. The Service Provider shall maintain generic email addresses, phone lines etc. for each distinct team as appropriate.		
EH051	Environmental Health, Trading Standards & Licensing	Plain language	The Service Provider shall ensure that all documentation produced or issued by the service is written in plain language and is clear and easy to understand by the people to whom it is directed.		
EH052	Environmental Health, Trading Standards & Licensing	Translation	The Service Provider shall ensure appropriate arrangements for written and verbal translation, or sign language. The Service Provider shall ensure availability of translators by telephone or if necessary in person in cases where clients, customers or others are unable to communicate in English or are deaf or blind.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall as necessary arrange for the translation of letters, formal notices, leaflets or other documents for clients, customers or others who are unable to read English or are blind. The Service Provider shall provide leaflets and information in appropriate languages as necessary. Translation and materials shall be in any language used within the borough.		
EH053	Environmental Health, Trading Standards & Licensing	Local Accountability	The Service Provider shall provide answers to questions raised at Authority meetings in relation to matters related to the provision of the EH and TS&L service. The Service Provider shall provide the Authority, upon request with professional and comprehensive responses in accordance with specified timescales.		
EH054	Environmental Health, Trading Standards & Licensing	Signposting	The Service Provider shall appropriately signpost members of the public who have been misdirected to the EH and TS&L section to the appropriate service provider as required.		
EH055	Environmental Health, Trading Standards & Licensing	Provision of professional and technical expertise	The Service Provider shall ensure that suitably qualified and experienced staff are available to support and advise other Authority services in the event of incidents or emergencies and advise on, amongst other things; contract specifications or other issues where such EH and TS&L expertise is		

Ref	Service Area	Function	Service Requirement required or applicable.	Service Level	Legal Comments
EH056	Environmental Health, Trading Standards & Licensing	Provision of Training	The Service Provider shall provide staff to assist other teams/departments in the event of a major emergency or corporate priority as determined by the chief executive of the Authority or his/her Deputy. The Service Provider shall provide appropriate training and briefings to Councillors, staff of other services, for example but not limited to Customer Services staff (which may in the future be provided by other organisations) and to the public, on issues relevant to the effective delivery of EH and TS&L services. Training and briefings shall be provided as required and agreed as necessary by the Authority in relation to new legislation, policies or procedures or in relation to issues of public concern. The Service Provider shall ensure that relevant staff participate as required in providing appropriate training to Councillors on the activities of the service or on new policies and legislation.		
EH057	Environmental Health, Trading Standards & Licensing Environmental Health, Trading Standards & Licensing	Staff related issues Competent and suitably knowledgeable	<i>Purpose: To ensure the highest quality of staffing appropriate for the delivery of EH and TS&L Services.</i> The Service Provider shall ensure that relevant staff have a detailed knowledge and understanding of law including emerging case law and EH and TS&L practice to enable them to meet the professional		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		staff	standards of Environmental Health Practitioners, Trading Standards Officers, Licensing Officers, Pest Control Officers and Scientific or Technical Officers.		
EH058	Not Used	Not Used	Not Used		
EH059	Environmental Health, Trading Standards & Licensing	Conduct of officers	When visiting private properties or meeting with members of the public the Service Provider shall ensure that officers comply with Authority policy and the current code of conduct. Officers shall not accept any gift from Service Users directly or indirectly related to the carrying out of their duties, unless allowable in accordance with Authority policy and current Code of Conduct.		
EH060	Environmental Health, Trading Standards & Licensing	Speakers at events	The Service Provider shall provide appropriately experienced and knowledgeable staff, where requested to speak, present or respond to questions at events, meetings or forums on issues related to EH and TS&L. The Service Provider Shall cascade all relevant information available from such conferences and seminars to relevant staff and shall report any policy implications to the Authority. The Service Provider shall update relevant procedures as necessary.		
EH061	Not Used	Not Used	Not Used		
EH062	Environmental Health, Trading Standards &	Staff Training	The Service Provider will ensure all staff are provided with appropriate and timely training,		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Licensing		including refresher training as necessary to enable them to competently and professionally carry out their statutory and non-statutory duties in connection with this contract. The Service Provider shall provide training to all relevant staff on new legislation, codes of practice or other recognised guidance and all relevant service and Authority policies and procedures. The Service Provider shall train and assess its staff to ensure that they meet any competency frameworks in place, either locally or as set by national regulators or other appropriate bodies. Where staff do not meet the requirements of competency frameworks, the Service Provider shall ensure that they receive appropriate training and reassessment to ensure they meet minimum requirements. The Service provider shall ensure that professionally qualified staff undertake sufficient training to meet any minimum requirement for continuing professional development as stipulated by the relevant professional body – e.g. Chartered Institute of Environmental Health or Trading Standards Institute.		
EH063	Environmental Health, Trading Standards &	Training of Student Professionals	The Service Provider shall provide on-going and ad hoc training to trainee professionals, e.g. Environmental Health or Trading Standards		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Licensing		Students. The Service Provider shall provide practical training and support of student professionals employed by the Authority, the Service Provider, other Authorities or external unfunded placements, including to enable them to meet the requirements of and achieve membership qualification status of relevant professional bodies. E.g. CIEH or TSI. Such professional training shall be in accordance with the minimum standards in the voluntary training accord issued by the CIEH.		
EH064	Environmental Health, Trading Standards & Licensing	Work experience and placements	The Service Provider shall facilitate and support with appropriate practical training any work experience or professional student placements as allocated by the Authority. The Service Provider shall appoint a sufficient number of suitable persons to be responsible for support of students and work placements.		
EH065	Environmental Health, Trading Standards & Licensing Environmental Health, Trading Standards & Licensing	Safety Issues for Staff Officer Safety Procedures	<i>Purpose: To ensure that staff involved in delivering EH and TS&L Services receive appropriate levels of protection.</i> The Service Provider shall ensure appropriate recording mechanisms are in place to ensure the safety of officers when visiting premises.	This requirement should include, but is not limited to: Data base	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
EH066	Environmental Health, Trading Standards & Licensing	Health and safety of staff	The Service Provider shall complete and maintain up-to-date risk assessments for all activities carried out by the EH and TS&L Service. The Service Provider shall fulfil all statutory responsibilities with regard to risk assessment and control of relevant risks regarding the work of EH and TS&L staff, recognising the specific nature of the role of the posts.	recording alerts for high risk premises Monitoring and recording of officer whereabouts Safety check up procedures for staff	
EH067	Environmental Health, Trading Standards & Licensing	Personal safety	The Service Provider shall ensure that all staff are issued with appropriate guidance, training and personal protective equipment to enable them to conduct their duties in a safe and appropriate manner and in accordance with risk assessments.		
EH068	Environmental Health, Trading Standards & Licensing	Liaison	<i>Purpose: To ensure effective liaison and cooperation with all relevant stakeholders in the delivery of EH and TS&L Services.</i>		
	Environmental Health, Trading Standards & Licensing	Technical and partnership groups	The Service Provider shall ensure that all parts of the service are regularly represented at all relevant		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Licensing	and liaison	technical, partnership and other relevant liaison groups on local, regional and national EH and TS&L related issues. The Service Provider shall ensure that appropriately qualified and senior staff attend all relevant meetings and play a full and active part in the operation of technical, liaison, partnership and working groups. E.g. North West Sector Food Liaison Group. The Service Provider shall share best practice and expertise with other authorities. Where expertise in a specific issue is absent in other local authorities, the service provider shall make any of its employees who possess such expertise available to assist such other local authorities as would benefit from assistance. The Service Provider shall participate in reciprocal arrangements with other local authorities to share expertise and best practice. The Service Provider shall engage in consultation exercises with other local authorities to improve best practice. The Service Provider shall participate in recognised partnership arrangements across the range of EH and TS&L activities, to include co-ordinated projects or events, peer groups and inter-authority auditing as		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			appropriate.		
EH069	Environmental Health, Trading Standards & Licensing	Association of London Environmental Health Managers and London Trading Standards Association	The Service Provider shall be a Member of ALEHM and LOTSA and maintain any relevant subscriptions to enable full participation and realisation of benefits of membership.		
EH070	Environmental Health	Liaising with Councillors	The Service Provider shall provide information for Councillors in relation to specific cases, subject areas or general policies on the basis of their need to know. Councillors shall be kept informed of new initiatives relating to EH and TS&L.		This provision shall be subject to the Member having a "need to know".
EH071	Environmental Health, Trading Standards & Licensing	Press and Public Relations	The Service Provider shall provide information from time to time requested by the Authority's communications team in response to press and other media enquiries. When requested to by the Authority, the Service Provider shall participate in any media or press	Meet timescales specified by the Communications Team on a case by case basis and in order to meet publishing deadlines, where relevant information is available.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			activity in relation to the work of EH and TS&L. The Service Provider shall draft and produce press releases or other reports or articles on issues and cases relevant to the work of EH and TS&L in order to publicise the service, report on activity or respond to articles, stories or news items etc.		
EH072	Not Used	Not Used	Not Used		
EH073	Environmental Health, Trading Standards & Licensing	Management meetings	The Service Provider shall attend meetings with officers of the Authority as requested.		
EH074	Environmental Health, Trading Standards & Licensing	Inter-departmental liaison	The Service Provider shall ensure appropriate staff attend regular liaison meetings with all services with which the EH and TS&L service interacts, both within the Authority and the Service Provider's or other partners' organisations.		
EH075	Environmental Health, Trading Standards & Licensing	Primary Authority	The Service Provider shall act on behalf of the Authority to enable the Authority to fulfil its role as "primary authority," under the Regulatory Enforcement and Sanctions Act 2008, in accordance with any existing primary authority relationships and contracts with businesses. The Service Provider shall carry out this function in accordance with the Regulatory Enforcement and Sanctions Act 2008 and any guidance issued by BRDO, the costs of which shall be recovered from the business concerned.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall act on behalf of the Authority in response to any request from a business to enter into a primary authority relationship, or where the Authority wishes to establish a primary authority relationship with any business and make recommendations to the Authority as to the way forward.		
			The Service Provider shall, where agreement has been reached between a business and the Authority to act as primary authority, carry out the function in accordance with the Regulatory Enforcement and Sanctions Act 2008 and any guidance issued by BRDO, the costs of which shall be recovered from the business concerned.		
SS001	Scientific Services	Complex Statutory Nuisance, Pollution Air Quality, Contaminated Land and Electromagnetic Radiation	<i>Purpose: To provide a comprehensive approach to managing and responding to significant issues in relation to Complex Statutory Nuisance, pollution, air quality, contaminated land and electromagnetic radiation within the LBB.</i> The Service Provider shall review, assess and inspect land and thoroughly investigate complaints and service requests in relation to complex nuisances, pollution, air quality, contaminated land and electromagnetic radiation.	The Service Provider Shall provide services on a daily basis, 52 weeks per year. The Service	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
				Provider shall be available to respond to on-going incidents at the following times: Monday to Friday 9.00 - 17.00 and; Outside the above hours at times to be agreed with the Authority to meet any significant demand for service from the public or others. The Service Provider shall respond to 95% of on-going complaints of nuisance, noise, asbestos and dark smoke during agreed operating times within one hour.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall, following inspection or an incident, assess the most appropriate course of action and where delegated to do so shall enforce the provisions and requirements of the Environmental Protection Legislation and all relevant DEFRA guidance.		The Service Provider can be authorised to undertake enforcement action in respect of statutory nuisances under section 80 of the Environment Act 1995. However other offences cannot be delegated to others to carry out and must be undertaken by authorised officers of the local authority however the position is complex in that under section 56 of the Clean Air Act 1993, a person may be authorised on behalf of a local authority to exercise rights of entry and inspection so for this limited purpose it would be possible to permit delegation to the

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall seek to provide a coordinated, efficient response with all interested parties in order to resolve and minimise recurrent complaints or issues.		Service Provider.
SS002		Planning Consultation	<i>Purpose: To provide a professional Environmental Health response to Statutory Consultations on Planning Applications</i> The Service Provider shall reply to all planning application consultations and provide comments or advice in relation to application of appropriate conditions in order to protect the health, safety and wellbeing of residents and other persons. The Service Provider shall respond to requests for evidence for appeals and inquiries within service level agreement guidelines.	To reply to all consultations on planning applications in writing within 28 days or Town and Country Planning Act legislative guidelines.	
SS003		Control of Pollution	<i>Purpose: Control Emissions from Industrial Processes.</i> The Service Provider shall inspect LAAPC Part A2 and Part B (Environmental Protection Act 1990) processes of businesses that emit air pollutants in accordance with a risk based inspection programme	The Service Provider shall inspect and carry out risk	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			established in accordance with statutory guidance and shall liaise with DEFRA & LFEPA.	assessment of all permitted processes in accordance with DEFRA LAPPC Pollution Prevention and Control guidelines. Data in relation to this activity shall be reported to DEFRA annually.	
				The Service Provider shall ensure that invoices are raised annually according to risk assessments and DEFRA statutory fees.	
			The Service Provider shall administer the granting of permits.	Granting of permits and response to new applications and variations within DEFRA timescales.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall, or shall recommend that the Authority, either grant the permit or refuse in line with the requirements contained in Environmental Protection Legislation. The Service Provider shall set, or shall recommend that the Authority sets, appropriate conditions when granting a permit. For refusal of the application for a licence, the Service Provider shall take action in line with the requirements of Environmental Protection Legislation. The Service Provider shall assess and determine, or recommend that the Authority determines, all applications for variations of permits in line with the requirements of Environmental Protection Legislation. The Service Provider shall revoke, or shall recommend that the Authority revokes, permits in line with the requirements of Environmental Protection Legislation. The Service Provider shall have a programme to actively seek out unknown premises subject to the requirement for a permit in the borough and shall issue, or recommend that the Authority issues, a permit for those which are subject to the permitting		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			provisions. Where the owner of a premises subject to the requirement for a permit does not submit an application for a permit following notification by the Service Provider, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the EH Enforcement Policy. Where a premises ceases to be subject to the requirement for a permit, the Service Provider shall complete visits annually to check whether the premises is being used in a way that would require it to have a permit and if it is the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the EH Enforcement Policy. The Service Provider shall, following inspection or an incident, assess the most appropriate course of action and where deemed appropriate the Service Provider shall enforce, or recommend that the Authority enforces, the provisions and requirements of the Environmental Protection Legislation and all relevant guidance.		Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure that the Provisions of the smoke control orders contained within the Clean Air Acts 1956-1993 are enforced in all residential and commercial premises in the LBB Where statutory notices are not complied with or any other event has occurred in contravention of Environmental Protection Legislation, and such non-compliance or contravention warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution. Where statutory notices are not complied with, and such non-compliance warrants action in accordance with the EH Enforcement Policy, the Service Provider shall produce a report and the case shall be recommended to the Authority for undertaking		Service Provider may support or facilitate the discharge of the function. Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function. Enforcement of these provisions cannot be delegated or contracted out and therefore the

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			works in default.		actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function.
			The Service Provider shall work with the Authority's Legal and Debt Recovery services to recover costs in full from the recipient of the notice including administrative costs.		The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority. However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
SS004		Air Quality monitoring	<i>Purpose: To review and assess LBB's air quality</i> Carry out air quality monitoring, in accordance with DEFRA Standards set out in its local air quality management guidance and the Authority's environmental health air quality procedure. The Service Provider shall review and publish results of air quality monitoring in a format and location	Operate and properly maintain 2 air quality continuous monitoring stations analysing PM10 and NO2 in accordance with DEFRA Guidelines in order to meet the Authority's obligations in relation to air quality monitoring.	collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.

Ref	Service Area	Function	Service Requirement (website) to be agreed with the Authority.	Service Level	Legal Comments
SS005		Contaminated Land	The Service Provider shall submit progress reports in relation to the air quality action plan to DEFRA in accordance with local air quality management guidance and DEFRA timescales and in accordance with the requirements of the Environment Act 1995. <i>Purpose: To ensure that contaminated land does not cause significant harm to humans, land, buildings and ecosystems.</i> The Service Provider shall inspect contaminated land and following inspection assess the most appropriate course of action and where deemed appropriate enforce the provisions of the Environmental Protection Legislation, including the Environmental Protection Act 1990 to prevent significant harm. Where statutory notices are not complied with, or any other event has occurred in contravention of Environmental Protection Legislation, and such non-compliance or contravention warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority	Actions shall be in accordance with DEFRA contaminated land guidance and The Environmental Protection Act 1990 and the Environment Act 1995 and other related legislation.	Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			for prosecution.		should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function. Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function. The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with
			Where statutory notices are not complied with, and such non-compliance warrants action in accordance with the EH Enforcement Policy, the Service Provider shall produce a report and the case shall be recommended to the Authority for undertaking works in default.		
			The Service Provider shall work with the Authority's Legal and Debt Recovery services to recover costs in full from the recipient of the notice including administrative costs.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall liaise with DEFRA concerning results of inspections. The Service Provider must review its potentially contaminated land sites in accordance with DEFRA guidance.		the Authority as such powers and duties can only be exercised by the Authority. However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
SS006		Upkeep and maintenance of noise, light and air quality monitoring equipment	The Service Provider shall maintain and calibrate all Type 1 sound level meters, continuous air quality monitors and light meters that are contained in the departments' inventory or replace with suitable equivalent equipment that shall be appropriately calibrated.	All air quality monitors shall be calibrated and maintained to DEFRA NETCEN or UKAS standards. All air quality data is to be validated to ensure at least 90% data capture. All sound level meters and light meters shall be maintained and calibrated to UKAS standards.	
SS07		Public Register	The Service Provider shall keep a public register of all permits issued by the Authority in line with the requirements of the Environmental Protection Act 1990.		
PC001	Pest Control	Provision of a Pest Treatment Service	<i>Purpose: To provide a pest control treatment service to residents and businesses to destroy and control pests of public health significance.</i> The Service Provider shall upon request from residents or businesses provide appropriate	Carry out treatments within 3	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			treatments to eradicate rats, mice and insect pests of public health significance, including but not limited to; cockroaches, pharaohs ants, fleas, bedbugs and wasps.	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, or by agreement with Service User.	
			The Service Provider shall provide advice to the public on pest control, prevention and proofing measures to supplement the treatments provided.	The treatment shall be carried out to BPCA and NPTA standards.	
			The Service Provider shall charge a fee in line with the fees and charges approved and keep records of such for audit purposes. The fee will be reviewed by the Service Provider in agreement with the Authority on an annual basis to ensure that it reflects value for money.	Fee charged in line with agreed fees and charges. Annual review of fees and charges.	
				The Service Provider shall provide a	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PH001	Public Health and Nuisance	Provision of a service to abate nuisance, risks to public health, respond to crime and disorder and to resolve cases of anti-social behaviour	<i>Purpose: To provide a reactive and proactive service to effectively deal with all public health and statutory nuisances, antisocial behaviour and crime and disorder identified or notified to the Authority or the Service Provider on behalf of the Authority.</i> The Service Provider shall inspect land for nuisances and public health hazards, and thoroughly investigate complaints and service requests about issues including, but not limited to: • Defective Drainage • All types of statutory nuisance including, but not limited to Smoke Nuisance, Odours, Dust, Light and other hazards prejudicial to health • Noise and vibration • Exposure to fumes, effluent and asbestos	subsidised service to residents receiving qualifying benefits in accordance with the appropriate key performance indicator. The Service Provider must aim to resolve complaints at the earliest opportunity and thus minimise the likelihood of recurring complaints. Services to be provided to residents and businesses on a daily basis, 52 weeks per year. The service will be available to respond to on-	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			• Potentially hazardous private land or buildings • Pest infestations • Filthy and verminous premises and persons • Accumulations of Refuse Other issues not related to statutory nuisance: • Anti-social behaviour, including noise which may not be a statutory nuisance • Nuisance highway obstruction, such as advertising boards • Street trading enforcement. The Service Provider shall provide additional support to the Police to respond to cases of antisocial behaviour and crime and disorder, where a multi-agency approach is required between the Police, the Authority and others. Examples of cases could include but are not limited to: • Vandalism • Public nuisance • Burglary initiatives	going incidents at the following times: Monday to Friday 9.00 -17.00 and; Out of hours at times to be agreed with the Authority to meet any significant demand for service from the public or others. Response to 95% of on-going complaints of noise nuisance (deemed likely to be a statutory nuisance), dark smoke, asbestos, foul water and significant public health hazards during agreed operating times by visiting within one hour. Respond to 95% of	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
				complaints of significant pest infestations inside habitable buildings by visiting within one working day.	
				Respond to complaints of filthy and verminous premises or people by visiting within 5 working days.	
			The Service Provider shall provide a coordinated response with all relevant parties in order to resolve and minimise recurrent complaints or issues.	Minimum 65% of total of annual complaints shall not be similar to previous complaints at the same premises (i.e. repeat complaints).	
				Multiple complaints on premises to be reduced by at least 3% year on year.	
			The Service Provider shall, following inspection or an incident, assess the most appropriate course of		Each of the relevant statutory

Ref	Service/Area	Function	Service Requirement	Service Level	Legal Comments
			action and where deemed appropriate enforce, or recommend to the Authority that it enforces, the provisions and requirements of the Public Health Legislation and the Community Protection Legislation and all DEFRA guidance concerning noise, nuisance, air quality and public health in relation to all of the above nuisances and public health hazards.		provisions has a separate regime determining whether it is possible to delegate a function and/or authorise a person outside of the Authority to carry out enforcement.
			Where statutory notices are not complied with or any other event has occurred in contravention of Public Health Legislation, and such non-compliance or contravention warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution.		Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where statutory notices are not complied with, and such non-compliance warrants action in accordance with the EH Enforcement Policy, the Service Provider shall produce a report and the case shall be recommended to the Authority for undertaking works in default.		Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function.
			The Service Provider shall work with the Authority's Legal and Debt Recovery services to recover costs in full from the recipient of the notice including administrative costs.		The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority.

Ref	Service/Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure effective liaison where appropriate with the police, social services, Barnet Homes, other social landlords and other relevant partners and organisations, in order to effectively resolve complaints, including mediation where deemed appropriate. The Service Provider shall carry out all necessary		However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PH002		Consultations	investigations and enquiries to enable effective resolution or enforcement action in relation to public health, nuisance and antisocial behaviour issues. The Service Provider will advise the Authority as to how it shall act as a Responsible Authority for EH matters (nuisance and public safety) in respect of licensed premises, in accordance with Licensing Act 2003. The Service Provider shall provide a professional analysis of the application and respond to such consultations in accordance with statutory time limits, making observations, setting conditions or making representations as deemed appropriate and in accordance with the provisions and requirements of the Licensing Act 2003, the Environmental Protection Act 1990, and all relevant DEFRA licensing and noise guidance and any of the Authority's relevant policies in place at the time. The Service Provider shall attend licensing committees or sub-committees in order to make representations at committee to control noise and	Respond to all consultations within statutory timescales.	The particular powers are not capable of being outsourced or delegated and therefore the Service Provider can only advise the Authority in its role as a Responsible Authority.

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			nuisance complaints or risk to public safety arising from licensed premises.		
PH003		Noise Action Week	The Service Provider shall participate in health promotion and training initiatives relevant to the work of the team, including "Noise Action Week."		
PH004		Exhumations	The Service Provider shall minimise public health risk from Exhumations in accordance with the Burial Act 1857 and Public Health Acts of 1936 and 1961. The Service Provider shall respond in a reasonable timescale before the exhumation is planned to requests to inspect exhumations and review risk assessments of exhumations. The Service Provider shall attend exhumations if necessary or where the family of the deceased request attendance.		
PH005		Upkeep and maintenance of Pest control and public health and drainage equipment.	The Service Provider shall maintain and calibrate all pest control and public health and drainage equipment that are contained in the department's inventory and replace with suitable equivalent equipment at appropriate intervals.	All equipment shall be calibrated and maintained to DEFRA NPTA, and BPCA standards.	
PSH001	Private Sector Housing	Mandatory DFG's	<i>Purpose: "To provide disabled adaptations within a set budget to enable elderly and vulnerable persons to remain in their own homes"</i>		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall consult the Social Services Authority to obtain an assessment of the adaptations required for the Service User to remain safely in their home. The Service Provider shall work with Social Care Direct and Children & Adult Social Care to ensure that the applicants "end to end" DFG process time is kept to a minimum. The Service Provider shall ensure that cases are prioritised depending on the critical nature of the Service User's condition. The Service Provider shall assess the grant application in accordance with the Grants Act, the circulars made beneath the Act and the current private sector housing financial assistance policy. The Service Provider shall not exceed the allocated budget. The Service Provider shall work jointly with the Authority's Children & Adult Social Care to ensure that the DFG programme is aligned to the social care medium term financial strategy and is meeting the needs of the most vulnerable clients. The Service Provider shall complete a financial assessment of the Service User using the means test process as detailed in the relevant regulations, to determine whether they have a contribution	In line with Social Care Direct's prioritisation criteria. 100% of DFG budget committed.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			towards the DFG.		
			The Service Provider shall ensure that decisions are recorded for audit purposes and the financial regulations are complied with and that government returns requested are completed. The Service Provider must ensure that works are completed in accordance the Grants Act and the associated circulars, related British standards, building regulations and planning requirements. The work must also meet the requirements of the Social Services Authority. The Service Provider should seek financial contributions where available from housing associations towards the adaptations where funding is available. Where adaptations may affect the means of escape from a property in the event of a fire the LFEPA must be consulted. The Service Provider shall keep financial records of Service User contributions, grant sums approved and paid and repayment of any sums on disposal of the property. The Service Provider must ensure grants are registered as a local land charge and that repayment	Returns submitted by set deadlines:- CIPFA – June HSSA - June DCLG – As requested.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			of grant is considered in accordance with the current Private Sector Housing Financial Assistance Policy adopted on 30 August 2012. Any grant repaid will be returned to the DFG programme. The Service Provider shall provide the required information to Social Services to ensure that a client's care package is reviewed in the light of the adaptations completed. The Service Provider shall administer reduced schemes in consultation with the Service User and the OT in line with the requirements of the current Private Sector Housing Financial Assistance Policy. The Service Provider shall administer alternative schemes in consultation with the Service User and the OT in line with the current Private Sector Housing Financial Assistance Policy. Where appeals are received about the amount of funding allocated the Service Provider shall deal with these in line with the Authority's complaints procedure. Where adaptations are provided in private rented properties, the Service Provider shall pass the property and landlord related information onto Barnet Homes.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall liaise with Barnet Homes with a view to achieving consistency in the approach towards provision of adaptations across all tenure types in the borough. The Service Provider shall maintain a list of local contractors and surveyors who have experience of providing disabled adaptations compiled in accordance with good procurement practice and shall make this available to grant applicants. The Service Provider shall use the framework agreement through Essex County Authority NEC3 contract number 1685 signed with Stannah stair lifts on 19th June 2007 until 9th June 2017 or until an alternative provider is identified capable of providing a higher level of performance. The Service Provider must ensure the current Private Sector Housing Financial Assistance Policy is reviewed annually and revised/updated as necessary to meet local and national standards/financial requirements. The Service Provider shall secure DFG funding from the DCLG on an annual basis and apply for any additional funding as it becomes available throughout the year.	Published criteria met by all contractors and surveyors. 100% of stairlifts are purchased using the framework agreement. Annual basis and approved by Authority. Annual basis and approved by Authority.	
PSH002	Private Sector	Right to Control	Purpose: "To assist a disabled person to access a range of different services, namely housing,		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Housing		<i>employment and care with choice and flexibility to meet all of their needs "</i> The Service Provider shall work jointly with the Authority's Right to Control Team, where Service Users have care and employment needs shared between both services, to ensure that services are aligned to meet the needs of those clients.		
PSH003	Private Sector Housing	Discretionary DFG's	<i>Purpose: "To provide additional assistance for disabled adaptations within a set budget to enable elderly and vulnerable persons to remain in their own homes or to move to a property which is adapted or more suitable for adaptation"</i> Where all of the requirements detailed in relation to mandatory DFGs are complied with and additional funding is required, the Service Provider will provide discretionary DFGs up to a maximum of £20,000 where the Service User meets the requirements detailed in the current Private Sector Housing Financial Assistance Policy provided under the Regulatory Order. The Service Provider shall administer relocation grants in consultation with the Service User and the OT in line with the current Private Sector Housing Financial Assistance Policy. The Service Provider shall administer landlord assistance grants in consultation with the Service		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH004	Private Sector Housing	Housing Complaints Relating to Condition of Property	User and the OT in line with the current Private Sector Housing Financial Assistance Policy. <i>Purpose: "To maintain a minimum standard in the private sector housing stock in the borough"</i> The Service Provider shall investigate all complaints related to housing conditions received regarding private and housing association owned and managed properties The Service Provider shall investigate all complaints related to owner occupied properties where the condition causes a statutory nuisance to neighbouring premises or there is perceived to be a risk to the health of the owner caused by occupation of the premises.	Urgent service requests to be responded to by communication to the complainant within 1 day. Non-urgent service requests to be responded to by communication to the complainant within 3 days. Urgent service requests to be responded to by communication to the complainant within 1 day. Non-urgent service requests to be responded to by communication to	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall investigate all complaints related to the condition of Barnet Homes properties. The Service Provider shall provide a report to the complainant and to Barnet Homes confirming any contraventions of the Housing Act 2004 or other legislation relating to housing defects or deficiencies, or if any statutory nuisances are present. The Service Provider shall prioritise complaints received for inspection based on the nature of the complaint received. The Service Provider shall visit properties giving the correct notice of entry contained in the Housing Legislation having regard to the requirements of the legislation which could conceivably be used to abate the problem reported. The Service Provider shall carry out a full internal and external inspection and shall assess the most appropriate course of action to remedy the defects found, or, in response to incidents, it shall take into consideration the requirements of the Housing Legislation. If a Category 1 hazard, public health nuisance or statutory nuisance is witnessed, the Service Provider	the complainant to within 3 days. Non-urgent service requests to be responded to by communication to the complainant within 3 days. Urgent service requests contain an imminent risk to health.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			shall undertake the appropriate enforcement action to reduce/remove the hazard in line with the Housing Legislation and the EH Enforcement Policy. Where a Category 1 hazard is identified relating to fire safety the Service Provider shall consult with the LFEPA prior to taking any enforcement action. If any tenants will be displaced by the action taken the Service Provider shall provide the tenants with details of the Authority's housing service, and provide the Authority's housing service with information necessary to assist the tenant with re-housing. Where a tenant/occupier appears to be at serious risk of harm the case details shall be referred to Social Services Where properties are found to be statutorily overcrowded or having a Category 1 hazard for overcrowding the Service Provider shall refer case details to the Authority's housing service. Where serious problems are identified with gas appliances the Service Provider shall work with the HSE to resolve the case. Where statutory notices are not complied with, or any other event has occurred in contravention of Housing Legislation, and such non-compliance or	Joint partnership agreement with the Fire Authority.	Enforcement of these provisions cannot be

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			contravention warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution.		delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function.
			Where statutory notices are not complied with, and such non-compliance warrants action in accordance with the EH Enforcement Policy, the Service Provider shall produce a report and the case shall be recommended to the Authority for undertaking works in default.		Enforcement of these provisions cannot be delegated or contracted out and therefore the actions of the Service Provider should be to recommend a course of action to the Authority. However, the Service Provider may support or facilitate the discharge of the function.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall work with the Authority's Legal and Debt Recovery services to recover costs in full from the recipient of the notice including administrative costs.		The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority. However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.
			Where a notice is served by the Service Provider under the Housing Act a set fee will be charged. The	In line with approved fees and	The decision to take proceedings

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			fee will be reviewed by the Service Provider and approved by the Authority on an annual basis to ensure that it reflects value for money. Where the fee is not paid the Service Provider shall work with the Authority's Legal and Debt Recovery services to recover costs in full from the recipient of the notice.	charges. Annual review.	(including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority. However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.
PSH005	Private Sector Housing	Additional Funding Streams	The Service Provider shall locate and bid for funding streams to enable the provision of grants to support the enforcement/advisory work undertaken by the private sector housing team.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where funding has already been secured prior to the involvement of the Service Provider, or is in the process of being secured, the Service Provider shall take on responsibility for implementing and completing the scheme. The Service Provider shall work with the North London Housing Sub Region to secure Sub Regional Funding, provide a consistency in approach to work across the boroughs, and work in partnership where this will provide a cheaper and more effective solution to an area of work.		
PSH006	Private Sector Housing	Rogue Landlords	<i>Purpose "To prevent vulnerable homeless persons from being placed in accommodation owned by rogue landlords"</i> The Service Provider shall refer the following landlords to the Housing Service to ensure that their accommodation is not used by the Authority to place homeless persons subject to the Rehabilitation of Offenders Act 1974: 1. Landlords successfully prosecuted by the Authority 2. Landlords who have had work in default undertaken at one of their properties. 3. Landlords have had properties which have		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH007	Private Sector Housing	ASB/Mediation	been the subject of Management Orders <i>Purpose "To bring together landlords and tenants in order to resolve a dispute and reach an agreement for works to be undertaken"</i> Where the relationship between the landlord and tenant has broken down the Service Provider will try and assist the parties in reaching a situation where necessary work can be undertaken. If this fails and the condition of the property is impacting on neighbouring premises in a detrimental way the case will be referred to the PIT.		
PSH008	Private Sector Housing	HMO licensing	<i>Purpose "The Service Provider shall licence all HMOs falling under the mandatory licensing scheme and take the appropriate enforcement action in relation to those falling out of the scheme"</i> The Service Provider shall assess and determine all applications for mandatory licensing in accordance with the Housing Legislation. The Service Provider shall consult with Planning, Housing and Council Tax prior to determining an application for mandatory licensing. The Service Provider shall either grant the licence or refuse the application for a licence in line with the	In accordance with the relevant statutory provisions and fit and proper person policy.	This duty is assumed to vest with the Authority.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			requirements contained in the Housing Act.		
			The Service Provider will carry out an inspection to check the works are complied with, for assessment of category 1 hazards and for re-licensing purposes on expiry of the licence period. For refusal of the application for a licence, the Service Provider shall take action in line with the requirements of The Housing Act. The Service Provider shall complete programmed visits to check whether the property is being used as an unlicensed HMO and if it is, and such unlicensed use warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution. The Service Provider shall assess and determine all applications for variations of mandatory licenses in line with the requirements of the Housing Act. The Service Provider shall revoke, or shall recommend that the Authority revokes, licences in line with the requirements of the Housing Act. The Service Provider shall implement a programme to actively seek out unknown licensable HMO's in the borough and to licence those which are subject to the licensing provisions.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where the owner of a licensable HMO does not submit an application for a licence following notification by the Service Provider, and such failure warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution.		The decision to take proceedings (including civil recovery) cannot be outsourced and must remain with the Authority as such powers and duties can only be exercised by the Authority. However the Service Provider can submit recommendations to enable the Authority to take civil recovery proceedings and the Service Provider could collect any debt on behalf of the Authority. The Authority could make a general resolution to allow the Service Provider to take civil recovery proceedings on its behalf.
			Where the owner of a licensable HMO does not submit an application for a licence following		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			notification by the Service Provider, and any of the occupiers are in receipt of Housing Benefit the Service Provider shall work with the Housing Benefit department to obtain a rent repayment order in line with the requirements of the Housing Legislation.		
			The Service Provider shall on an annual basis review the need to introduce additional and selective licensing powers for certain types of HMO and/or to tackle particular issues on an annual basis.	Annual review and report submitted to Authority.	
			Where an additional or selective licensing scheme is found to be a cost effective method for tackling certain types of HMO a scheme shall be implemented following Authority agreement.		
			The licence fee shall be reviewed by the Service Provider and recommended to the Authority on an annual basis to ensure that it reflects value for money.	In line with approved fees and charges. Annual review.	
			Applications for first and second TENs will be processed by the Service Provider in line with the requirements of the Housing Act.		
			The Service Provider shall consult with the LFEPA prior to requiring any work in relation to means of escape in case of fire and other fire precautions.		
			Where a property is licensable but cannot be licensed, e.g. the proposed licence holder is not a fit	In line with Fit and Proper Person	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			and proper person, a Management Order must be made by the Service Provider in line with the requirements of the Housing Act following approval by the Authority. Where properties cease to be licensable, the Service Provider shall complete visits annually to check whether the property is being used as an unlicensed HMO and if it is, and such unlicensed use warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution.	Policy.	
PSH009	Private Sector Housing	Public Registers	<i>Purpose "To provide information to the public on licences issued and Management Orders served"</i> The Service Provider shall keep a public register of all licences and Management Orders issued by the Authority in line with the requirements of the Housing Act.		
PSH010	Private Sector Housing	HMO Declarations	<i>Purpose "To advise the owner/manager and tenants that the property has been declared a HMO."</i> The Service Provider shall serve HMO declaration notices in line with the requirements of the Housing Act.		
PSH011	Private Sector Housing	Caravan Sites	<i>Purpose "The Service Provider shall licence all Caravan Sites falling under the mandatory licensing</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			scheme and ensure that minimum requirements, health and safety standards and facilities are maintained and licence conditions complied with" The Service Provider shall assess and determine all applications for a licence for a mobile home park in accordance with the Caravan Sites and Control of Development Act 1960. The Service Provider shall attach conditions to the licence specifying minimum standards to be achieved and maintained by the owner using the model mobile home standards issued by the government. The Service Provider shall have a programme in place of regular site inspections based on risk and government guidance to ensure that the conditions of the licence are being complied with.	Applications determined within 14 days. Attached conditions meet Government Model Standards 100% compliance with conditions.	
PSH012	Private Sector Housing	Empty Homes	Purpose "The Service Provider shall work with other departments and use the most effective method to bring empty properties back into residential use" The Service Provider shall have a programme in place to trace and engage with the owners of empty or derelict property, respond to complaints about empty properties, offering advice and assistance to get the properties back into use. Where complaints are received regarding empty	Respond to complaints to be by communication to the complainant within 5 days. 100% compliance with notices.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			properties the Service Provider shall use the appropriate legislation to abate nuisances, deal with public health issues and secure the property against unauthorised entry. In order to bring empty properties back into residential use the Service Provider shall negotiate with the owner in the first instance. Where this fails, enforcement action will be used. This may include the service of Improvement Notices and Prohibition Orders under the Housing Act, use of enforced sales, CPOs and EDMOs in accordance with the EH Enforcement Policy Where appropriate, the Service Provider shall, recommend the making an EDMO or a CPO to the Authority. The Service Provider shall make appropriate arrangements to manage properties where management is taken over through an EDMO or a Management Order. The Service Provider shall seek funding in order to implement an empty property grants programme to bring properties back into residential use for tenants and owner occupiers in line with the criteria set out in the current Private Sector Housing Financial Assistance Policy. This would include working with the Council Tax service in relation to the new homes	100% compliance with notices. 100% of Empty Property budget spent.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			bonus. The Service Provider shall work with the Council Tax service in order to prioritise empty properties requiring enforcement action, e.g. properties in the worst condition with Council Tax debts. The Service Provider shall refer properties to the Planning Service where a notice under section 215 of the Town and Country Planning Act 1990 may be appropriate. The Service Provider shall run a biannual empty property steering group meeting for all services in the Authority or relevant partners, working together to bring empty properties back into residential use (e.g. Law and Probity, Planning, Property Services, Housing). This group will prioritise cases for enforcement action. The Service Provider shall work with the police in relation to securing empty properties linked with criminal activity. The Service Provider shall work with the Housing Service to try and ensure that properties brought back into residential use are available for use by Authority placed homeless persons. The Service Provider shall complete an annual empty property survey based on data provided by	Two meetings per annum. Minutes of meetings to be provided to the Authority on a 6 monthly basis.	
		Empty Property Survey			

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH013	Private Sector Housing	Private Sector Housing Advice	the Council Tax Service. <i>Purpose "To assist tenants and landlords in being aware of/meeting legislative standards, and to ensure the improvement of properties in the private sector "</i> The Service Provider shall respond to requests for advice relating to the condition of properties in the private sector and compliance with Housing Legislation. The Service Provider shall provide information in the form of mail shots and press releases to advise landlords and tenants of any legislative changes that affect private sector housing conditions.	Requests for advice to be responded to by communication to the complainant within 5 days.	
PSH014	Private Sector Housing	Response to a Serious Incident, e.g. block of flats with gas safety problems	<i>Purpose "To deal quickly to minimise the risks involved in serious incidents in partnership with other Authority Services and external organisations"</i> In the event of a serious incident the Service Provider shall contact the Authority's director on GOLD Command to check if it is necessary for the Emergency Plan to be invoked and command established.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall attend all GOLD meetings, to provide updates on the incident and agree action to be taken and contents of press releases. The Service Provider shall work with all other parties to deal with the serious incident, to eliminate any imminent risks. Once these have been rectified the Service Provider shall undertake all work to abate Category 1 hazards, public health nuisances or statutory nuisances.		
PSH015	Private Sector Housing	Immigration Inspections	<i>Purpose: "To determine whether the property is suitable and safe for occupation and whether it would become statutorily overcrowded by the addition of a person seeking entry to the UK"</i> The Service Provider shall carry out an inspection on receipt of documentation from the immigration authorities showing proof of the process of application for the intended immigrant with a relevant reference number. The Service Provider shall confirm proof of ownership or tenancy of the property. The Service Provider shall provide a letter confirming the findings of their investigations for the applicant to forward onto the relevant immigration authority.	Inspection carried out within 5 working days. Letters to be sent out to confirm suitability for occupation within 5 working days.	

Ref	Service/Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall charge a fee as approved by the Authority and keep records of such for audit purposes. The fee will be reviewed by the Service Provider and approved by the approving body on an annual basis to ensure that it reflects value for money.	Fee charged in line with approved fees and charges. Annual review of fees and charges. 100% of fee income achieved.	
PSH016	Private Sector Housing	Squats	<i>Purpose: "To ensure minimum standards of accommodation are met or prohibiting the use of accommodation where compliance with statutory standards cannot be achieved."</i> The Service Provider shall play a lead role in a multi-agency response in relation to bringing squatted properties back up to a suitable standard or prohibiting their usage. This will involve partnership working with other Authority services and external organisations.		
PSH017	Private Sector Housing	Housing Associations	<i>Purpose: "To improve the conditions in Housing Association stock within the borough and ensure it meets minimum standards"</i> The Service Provider shall work with housing associations in the borough to ensure that housing condition problems in their stock are dealt with, with minimal Environmental Health involvement.		
PSH018	Private Sector Housing	Stock Condition Survey	<i>Purpose: "To provide key data on the housing stock to assist in prioritising resources, programming work</i>		

Ref	Service Area	Function	Service Requirement and obtaining funding"	Service Level	Legal Comments
			The Service Provider shall regularly review the housing conditions in the area. In order to do this the service provider shall undertake a statistically valid (to be agreed with the Authority) stock condition survey at regular intervals. The Service Provider shall keep a record of the information noted in the stock condition survey. The Service Provider shall use the survey to target available resources at the most vulnerable groups, and/or the areas most in need of specific forms of assistance e.g. targeting funding for security measures at areas with the highest burglary rates.	Review at least every 5 years. Results of survey used in Housing Strategy and to target resources.	
PSH019	Private Sector Housing	London Landlord Accreditation Scheme	<i>Purpose: "To improve the private rented sector, by raising knowledge and awareness of landlords of their responsibilities, and accrediting those that meet a minimum set of standard"</i> The Service Provider will continue to be involved in the LLAS and take part in landlord training and other promotional activities as required by the LLAS.		
PSH020	Private Sector Housing	Landlords Forum	<i>Purpose: "To hold a forum for all private sector landlords and agents every 6 months in order to involve, listen and consult them on our service and other services within the Authority. To use the forum</i>		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			<i>as a mechanism to brief landlords and agents on topics of interest to them and to inform of changes to legislation or guidance"</i> The Service Provider shall work with the Housing Service to organise and hold a landlords forum every 6 months which is publicised to all landlords and agents. The Service Provider shall consult the landlords and agents through the forum, about the service and make improvements in response, publishing the results on their website.	2 landlord forums per annum. 1 guest speaker at each forum. Minutes of meetings to be provided to the Authority on a 6 monthly basis. 1 consultation exercise per annum. Results of consultation undertaken and service improvements made published on website.	
PSH021	Private Sector Housing	Infectious Disease Control in relation to residential accommodation	The Service Provider shall respond to all notifications of Legionella or suspected Legionella infection in accordance with current Legionella Guidance and Protocols issued by the HPA and HSE, in particular the Legionnaires Disease Policy NEC 2010	Investigation of Legionella notifications to commence within 24 hours of receipt	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH022	Private Sector Housing	Decent Homes	<i>Purpose: "To improve homes within the District which contain vulnerable households by removing category 1 hazards and increasing the number of these homes meeting the Decent Homes Standard."</i> The Service Provider shall secure and administer any North London Sub Region Decent Homes Scheme and any linked subsequent or replacement schemes, in line with the funding guidance applicable to the scheme at the time and ensure that the allocated budget is met and not exceeded during any stipulated period. The Service Provider shall seek out alternative funding streams to enable continuation of this work stream. The Service Provider shall ensure that decisions are recorded for audit purposes and the financial regulations are complied with. The Service Provider shall complete and submit a quarterly return using any prescribed monitoring return template.	The Service Provider will achieve any predetermined target within budget for the Decent Homes Scheme or subsequent or replacement schemes. 100% complete return submitted at the end of each quarter.	
PSH023	Private Sector Housing	Promotion and Training	<i>Purpose: "To promote PSH, to raise awareness and improve knowledge on private rented sector and to improve health outcomes for those living in that sector."</i>		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall, in conjunction with Service Provider organisations such as Barnet PCT and the police, offer housing and health promotion and training activities where such activities will promote PSH or assist in a more effective service provision.		
PSH024	Private Sector Housing	Housing Strategy	<i>Purpose: "To set out and deliver the work, in conjunction with Service Providers, to improve private sector housing conditions in the borough."</i> The Service Provider shall meet the requirements of the current housing strategy. The Service Provider shall work with the Housing Service to renew the housing strategy prior to its expiration.	Every 4 years or more frequently to reflect changing circumstances.	
PSH025	Private Sector Housing	Condition of Accommodation Being Used for the Placement of People through Local Authority funded schemes and BABIE e.g. Supporting People Scheme	<i>Purpose: "To ensure that the accommodation used for placements is safe and suitable for occupation."</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall undertake an annual inspection programme of HMOs used by the Authority through Local Authority funded schemes and BABIE e.g. Supporting People. The Service Provider shall report back to the scheme coordinator on the condition of the properties and undertake the appropriate enforcement action under Housing Legislation to ensure that the properties are of a minimum standard.	100% compliance with inspection programme as agreed with client in each case.	
PSH026	Private Sector Housing	Consultation by other departments	<i>Purpose: "To provide advice, assistance and help to enable a unified approach to tackling and improving private sector properties in the District."</i> The Service Provider shall provide advice to other services as requested. For example, but not limited to, the planning service in relation to HMOs.		
PSH027	Barnet Care & Repair Service		<i>Purpose: "To offer the services of a government backed, not for profit, Home Improvement Agency to assist vulnerable older people and people with disabilities to live safely in their own homes"</i> The "Care & Repair" service shall be provided through a combination of office based activities and outreach work. The Care & Repair service will form part of the "Supporting People" programme of support for elderly and vulnerable persons.		
PSH028	Barnet Care & Repair	Assistance with	The Service Provider shall, on request, assist the	100% completion	

Ref.	Service/Area	Function	Service Requirement	Service Level of application forms.	Legal Comments
	Service	DFG process	Eligible Applicant with completion of all paperwork required to complete a DFG application.		
PSH029	Barnet Care & Repair Service	Assistance with adaptation and repair/renovation work	The Service Provider shall offer a full surveyor service to Eligible Applicants to enable the completion of building repairs and adaptation work. This should include drawing up plans and specifications, obtaining planning and building regulations approval, obtaining competitive tenders, instruction and supervision on site of the appointed contractor. The Service Provider shall ensure that all works are completed to the relevant British Standards, Building Regulations and planning requirements.	100% fees received	
PSH030	Barnet Care & Repair Service	Approved Contractors List	The Service Provider shall put people in touch with reliable contractors who have been vetted by the care and repair agency and offer good value for money and excellent customer care skills to avoid the possibility of Eligible Applicants falling victim to 'cowboy' builders or doorstep selling. The Service Provider shall maintain a list of such reliable contractors and shall review it on an annual basis against a list of set criteria e.g. quality of service	100% of contractors meeting set criteria approved	
PSH031	Barnet Care & Repair Service	Financial Assistance	The Service Provider shall assist Eligible Applicants in securing funding through charitable grants, loans or equity release to fund essential adaptations and repairs/renovations to their current or proposed		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			home. The Service Provider shall assist Eligible Applicants in maximising their income by ensuring that they are in receipt of the correct benefits.		
PSH032	Barnet Care & Repair Service	Returning Home Scheme	Where the current condition of a property prevents an Eligible Applicant from returning home from hospital the Service Provider shall arrange for the necessary works and/or cleaning to be undertaken to leave the property in a safe condition in relation to the client's needs. Each case will be funded on a case by case basis by Social Services.	Average cost £150	
PSH033	Barnet Care & Repair Service	Crime Reduction Work	The Service Provider shall locate and bid for funding streams to enable the provision of measures e.g. cutting back hedges, providing or replacing locks on doors and windows or replacing broken glazing, for Eligible Applicants that will secure properties after burglaries and reduce risk of properties being burgled. The Service Provider shall work with the Police and the Authority's Community Safety Department to protect Eligible Applicants from domestic burglary and distraction burglary. This shall include the administration of grants, and linking up with other relevant initiatives.	Average cost of £150 100% of security grants budget spent.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH034	Barnet Care & Repair Service	Partnership Working with Loan Provider	The Service Provider shall work with Houseproud or an alternative equity release company that ensures that the loan provider associated with HIT is Financial Services Authority regulated and has empathy for the needs and concerns of older and disabled people.		
PSH035	Barnet Care & Repair Service	Promotional Work	The Service Provider shall undertake a programme of presentations to voluntary and community groups to explain what Barnet Care & Repair does and the schemes administered to offer to assist Eligible Applicants.	Minimum of 4 presentations per year on assistance available.	
PSH036	Barnet Care & Repair Service	Referrals to Other Related Schemes	The Service Provider shall refer persons meeting the relevant criteria to "Warm Front" and other funding schemes available to assist with improving energy efficiency in the home.	100% eligible persons referred through to Warm Front Scheme or other energy efficiency scheme available.	
PSH037	Barnet Care & Repair Service	Supporting People	The Service Provider shall complete the returns required to obtain Supporting People funding and any other allocated funding streams as required.	Meet quarterly deadlines.	
PSH038	Barnet Care & Repair Service	Team Funding	The Service Provider shall ensure that the service is self-funding.	Achieving and maintaining self-funding status. 100% fees received	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH039	Barnet Care & Repair Service	Minor Works Schemes	The Service Provider shall locate and bid for funding streams to enable the provision of minor works grants to help Eligible Applicants to remain safely in their home.		
PSH040	Barnet Care & Repair Service	Handy Person Scheme	<i>Purpose: "To provide a scheme which undertakes small household repairs and an odd-job service for older people to help them maintain their independence at home and to make small adjustments to homes to prevent falls and give assistance to keep homes safe. The scheme shall also aid hospital discharge."</i> Where government funding is available the Service Provider shall seek to secure funding and work with Age UK Barnet or other agencies to administer a "handy person" scheme or any similar scheme in line with the schemes guidance and ensure that the budget is met and not exceeded. The Service Provider shall use reasonable endeavours to obtain funding for continuation of the scheme if the funding stream is terminated.	The Service Provider shall achieve any predetermined target within budget for the handy person scheme or subsequent replacement schemes.	
PSH041	Barnet Care & Repair Service	Referrals to other Services/Agencies	The Service Provider shall refer/assist Service Users in gaining access to other appropriate services/agencies available such as occupational therapy, Meals on Wheels, LFEPA Smoke Detector Scheme etc.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
PSH042	Barnet Care & Repair Service	FEMIS	The Service Provider shall ensure that all data required for the quarterly and end of year return to Foundations is recorded on FEMIS.		
FSS001	Food Safety & Standards	Service Planning	<i>Purpose: "To set out a plan to deliver lasting improvements in food hygiene, food safety and food standards in all food premises"</i> The Service Provider shall develop a food service plan for each financial year of the contract which must meet the minimum requirements of the FSA Framework Agreement - Service Planning Guidance.	The Food Service Plan to be submitted to and agreed by the Authority by the 1 st working day of March preceding the financial year covered by the plan	
FSS002	Food Safety & Standards	Planned Food Hygiene Intervention Programme	<i>Purpose: "Through a programme of Interventions to deliver lasting improvements in food hygiene and food safety in all food premises in the Borough but particularly those which are Not Broadly Compliant"</i> The Service Provider shall develop and deliver a Programme of planned food hygiene Interventions which meets current statutory obligations as set out in the FSA Food CoP. The Intervention programme must be focussed on those businesses which are Not Broadly Compliant and those which are unrated.	The Service Provider shall ensure the Programme is submitted to and agreed by the Authority by the 1 st	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure that all Interventions are effected in accordance with the FSA Food CoP and only by officers authorised in accordance with the Food CoP.	working day of March preceding the financial year covered by the Programme. The Service Provider shall ensure all A, B, and C rated and unrated food premises as defined in the Food CoP Hygiene Intervention Rating Scheme are subjected to the required official control Intervention visit as follows: A and B rated: within +/- 28 days of Intervention due date. C rated and Not Broadly Compliant: within +/- 28 days of Intervention due date C rated and Broadly Compliant:	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
FSS003	Food Safety & Standards	Planned Food Standards Intervention Programme	<i>Purpose: Through a programme of Interventions to deliver lasting improvements in Food Standards in all food premises but particularly those which are rated A or B in accordance with the "Food CoP Food Standards Intervention Rating Scheme"</i> The Service Provider shall develop and deliver a programme of planned Food Standards Interventions which meets current statutory obligations as set out in the FSA Food CoP.	no more than 3 months after Intervention due date. Unrated: full inspection within 28 days of discovery date. The Service Provider shall ensure the programme is submitted to and agreed by the Authority by the 1st working day of March preceding the financial year covered by the programme. The Service Provider to ensure all A, B and unrated food	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
				premises as defined in the Food CoP Food Standards Intervention Rating Scheme are subjected to the required official control Intervention as follows: A rated: within +/- 28 days of Intervention due date. B rated: no later than on the occasion of the next due Food Hygiene Intervention. Unrated: full inspection within 28 days of discovery date at the same time as the Food Hygiene Inspection.	
			The programme shall deliver improvements in food standards focussing on those businesses which are		

Ref.	Service Area	Function	Service Requirement rated A and B.	Service Level	Legal Comments
FSS004	Food Safety & Standards	Food Safety & Standards Consumer Complaints	<i>Purpose: "To determine whether the food or food businesses complained of represents an unacceptable risk to health and where they do, to intervene to reduce the risk to an acceptable level"</i> The Service Provider shall respond to consumer and other third party complaints about food and food businesses situated within the borough in accordance with current LBB EH food complaint policy.	Priority 1 complaints (food premises affected by: rodent/cockroach infestations, loss of water supply, boiler breakdown, alleged food poisoning outbreak) must be responded to by intervention on the day of receipt to protect public health. Priority 2 complaints (Alleged isolated incidences of: food poisoning, chemical contamination, injurious food) to be responded to by communication to the complainant	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
				within 1 day and intervention where necessary to protect public health. Priority 3 complaints to be responded to by communication to the complainant within 3 days and intervention when necessary to protect public health or consumer rights. Review annually in February.	
FSS005	Food Safety & Standards	Food Sampling	The Service Provider shall review the food complaint policy and submit any amendments to the Authority for approval before implementation of the amendments. <i>Purpose: "To determine whether certain foods comply with relevant statutory standards and where they do not, to determine whether consumers are put at risk of ill health or of being misled as to the quality or composition of the food and to reduce any such risk to an acceptable level".</i> The Service Provider shall implement current LBB food sampling policy and prepare and implement an annual food sampling programme.	Sampling Programme to be submitted to the Authority by 1st	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Food sampling programme to cover a balance of food composition, labelling and microbiological quality/safety and include participation in National, London Regional and North West London Sector sampling programmes where resources permit In accordance with: 1. Relevant statutory provisions and the current version of the Food Law Code of Practice (England) issued under Section 40 of the Food Safety Act 1990, and 2. Chapter 2 of the framework agreement on Local Authority Food Law Enforcement.	working day of March preceding the financial year covered by the programme. The Service Provider shall ensure the sampling programme is submitted to and agreed by the Authority by the 1st working day of March preceding the financial year covered by the programme. An annual food sampling and analysis budget of not less than £9000 to be made available and spent on analysis of food samples by the Authority's appointed public	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Where sample analysis/examination identifies non-compliance with Food Law the Service Provider shall take the necessary action to enforce compliance by the seller or manufacturer of the food, in accordance with the EH Enforcement Policy The Service Provider shall promptly inform food business operators whenever samples are taken and advise them of the results of analysis or examination and any remedial requirements In submitting samples for analysis the Service Provider shall abide by the SLA for the provision of a food and agricultural material analysis service currently between the Authority and Public Analyst Scientific Services Ltd	analyst.	
		Food Sample Analysis			
		Food, Water and Environmental Sample Examination	In submitting any samples for microbiological examination the Service Provider shall abide by the current agreement for food, water and environmental microbiological services between the Authority and the HPA or successor organisation The Service Provider shall make bids for any FSA funding for food sampling grants to local authorities. The Service Provider shall liaise with the Authority's appointed Public Analyst and NWFLG authorities to secure a joint bid where one is being considered.		
FSS006	Food Safety &	Food Safety and	Purpose: "To provide information to consumers and traders based within Barnet on Food Law		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Standards	Standards Advice	<i>compliance, best practice and current food issues of public health significance".</i> The Service Provider shall respond to consumer and trader requests for advice about food safety, food standards and food premises. The Service Provider shall provide advice to traders on request sufficient to enable the business to recognise non-compliance and to access appropriate guidance on compliance. The Service Provider shall promptly provide information in the form of mail shots and/or phone calls to relevant traders to advise of any significant legislative changes or urgent health hazards that demand action. The Service Provider shall use press releases to advise consumers of any food issue which could give rise to significant risk to health.	Requests for advice to be responded to within 5 days.	
FSS007	Food Safety & Standards	Food Establishment Registration	<i>Purpose: "To provide information to the public on registered food establishments in the Borough"</i> The Service Provider shall receive and promptly record food establishment registration applications on the EH DMS and maintain a food establishment register in accordance with the relevant statutory provisions and the Food CoP The Service Provider shall seek to secure up to date registrations from every food business with which it comes into contact.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
FSS008	Food Safety & Standards	Approved Food Premises Regulation	The Service Provider shall make readily available a public register of food businesses that are registered with the Authority. <i>Purpose: "To ensure premises engaged in manufacture, processing, packaging or distribution of meat products, fish or fishery products, egg products or dairy products and covered by product specific regulations meet the requirements of those regulations and operate in accordance with approval requirements"</i> The Service Provider shall promptly process all food establishment approval applications in accordance with Regulation (EC) No. 853/2004— hygiene requirements for approved premises and the Food CoP, and maintain an approved food establishment database, which shall be made available to the FSA. The Service Provider shall, where the food establishment meets the requirements for approval, recommend that the Authority issue an approval to operate. The Service Provider shall ensure that any food activities subject to Regulation (EC) No. 853/2004 are identified during food safety and food standards interventions and that any required approvals are sought by the relevant food business.		
FSS009	Food Safety &	FSA Data	<i>Purpose: "To satisfy the data submission</i>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Standards	Submission	requirements of the Food Law framework agreement in relation to the Food Law Enforcement activity of the Authority." The Service Provider shall collate and submit Local Authority Enforcement Monitoring System returns each year by the FSA imposed deadline date. The Service Provider shall also submit any ad-hoc data and information requested by the FSA.		
FSS010	Food Safety & Standards	Food Hygiene Rating Scheme	<i>Purpose: "To publish information to the public on current food establishment hygiene inspection ratings"</i> The Service Provider shall implement the national FHRS within the borough by: Allocating a rating each time a premises is rated in accordance with the FSA Food CoP Annex 5 to all premises which fall within the scope of the scheme; Ensuring that this is recorded on the EH DMS with the related Food Hygiene Inspection ratings; Supplying a rating certificate and window sticker to all food business operators falling within scope of the scheme each time they are inspected; and Submitting current ratings data for all premises falling within the scope of the scheme to the FSA	To meet FHRS Brand Standard and within a maximum of 10 days of the inspection. Not less than	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
FSS011	Food Safety & Standards	Food Alerts and General Food Safety Incidents.	FHRS website hosts. The Service Provider shall implement FHRS in accordance with the FSA FHRS Brand Standard <i>Purpose: "To respond to food incidents and alerts by determining whether the subject food or food businesses represents an unacceptable risk to health to consumers and where they do, to intervene without delay to reduce the risk to an acceptable level"</i> The Service Provider shall maintain and implement a documented procedure for dealing with food alerts issued by the FSA and food safety incidents in general in accordance with the current version of the Food Law Code of Practice (England) issued under Section 40 of the Food Safety Act 1990. The Service Provider shall ensure food alerts for action issued by the FSA (or any successor arrangement) are checked by senior qualified food safety enforcement staff and any instructions for action by local authorities are followed. The Service Provider shall maintain an FSA enforcement e-mailbox and monitor this on a daily basis. The Service Provider shall ensure that such mailbox is accessible to as many staff as guarantees that it can be checked each day by appropriately trained staff, or the Service Provider shall implement	fortnightly	
				Appropriate interventions to commence on the day of receipt of alert or Incident notifications.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			such other arrangements as to ensure that food alerts for action are promptly brought to the attention of appropriate staff. The Service Provider shall record all decisions, visits, correspondence and other actions arising from each food alert/incident on the EH DMS.		
FSS012	Food Safety & Standards	Food Safety & Standards Enforcement	<i>Purpose: "To ensure compliance with Food Law is enforced in order to protect the health, safety and wellbeing of consumers."</i> The Service Provider shall following inspection or any other intervention or incident, assess the most appropriate course of action and where delegated to do so, enforce the provisions and requirements of Food Law and all relevant FSA guidance. All food Interventions during which Food Law contraventions are identified shall be followed up in accordance with the FSA Food CoP. The Service Provider shall employ a graduated approach to enforcement where significant contraventions of Food Law are detected in accordance with Section 3 of the Food CoP and the EH Enforcement Policy Where statutory notices are not complied with or any other event has occurred in contravention of Food Law, and such non-compliance or contravention	Inspection reports to be sent to the food business operator as soon as practicable and no more than 10 days after the Intervention.	

Ref.	Service/Alc.	Function	Service Requirement	Service Level	Legal Comments
			warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution. The Service Provider shall have regard to the Primary Authority provisions of the Regulatory Enforcement and Sanctions Act 2008 in coming to decisions on formal enforcement action against multi-site businesses		
FSS013	Food Safety & Standards	Healthier Catering Scheme	<i>Purpose: "To improve the health and wellbeing of consumers through increasing availability of healthier food alternatives in catering establishments."</i> The Service Provider shall take part in the London Healthier Catering Commitment scheme, or its successor with the aim of increasing the number of catering outlets meeting the scheme standard.		
FSS014	Food Safety & Standards	Food Hygiene Training Provision	<i>Purpose: "To provide persons engaged in the handling of foodstuffs with appropriate training to enable them to handle foodstuffs safely and in accordance with the requirements of Food Law."</i> The Service Provider shall offer an NVQ Level 2 Food Hygiene Certificate training programme for 3rd party candidates.	Not less than one course per month with a maximum candidate number of 20 students per course.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
FSS015	Food Safety and Standards	Infectious Disease and Contamination Control	The Service Provider shall maintain CIEH or equivalent training centre registration for Food Hygiene training provision. <i>Purpose: "To work with health protection partners to prevent and control risks to human health from infection and contamination"</i> The Service Provider shall maintain up to date procedures and systems for daily receipt and recording of ID referrals and notifications from the Proper Officer at the HPU. The Service Provider shall provide a secure mailbox with password controlled access by limited and appropriately trained staff. The Service Provider shall record individual ID case details on the EH DMS. The Service Provider shall restrict access to personal data in accordance with data protection legislation, official compliance guidance and current Authority data protection policies.	Secure mailbox to be checked at least twice per day, the first check to be before 10 am each working day and another check to be between 2pm and 4pm.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall investigate all referred cases of Relevant Infectious Diseases. Investigations to be in accordance with the current HPU/EH Joint ID Protocol. Investigations of high risk infections (including Typhoid, Paratyphoid, E. coli, Giardiasis, Legionella and Cryptosporidium) to be allocated to appropriately authorised field staff. In close liaison with the HPA, the Service Provider shall take those effective steps to control the spread of infectious diseases as are indicated in current HPA and Department of Health guidance and/or are recommended by the Authority appointed Proper Officers at the HPU or successor organisation. The Service Provider shall implement the joint working arrangements and obligations placed on the Authority in the HPU/EH MOU (April 2006 – March 2007) or successor document. The Service Provider shall maintain, in association with the HPU, an infectious disease outbreak control plan (the North East and North Central London Outbreak Control Plan or successor document) detailing the arrangements for local effective control of outbreaks of notifiable diseases. In the event of an outbreak of a Relevant Infectious Disease the Service Provider shall participate in outbreak control meetings called by the Proper	Investigation and/or control measures to commence within 24 hours of receipt of notification.	
		Infectious Disease Outbreak Control			

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Officer and commit sufficient resources to give effect to the requirements of the Outbreak Control Plan and the actions agreed with the HPU. The Service Provider shall participate in infectious disease forum meetings with the HPA and North East and North Central London Sector Local Authority representatives.	Bimonthly meetings to be attended.	
FSS016	Food Safety and Standards	Drinking Water Safety, Sufficiency and Quality	<i>Purpose "To monitor drinking water supplies in the borough and intervene where necessary where they fail to meet statutory standards for wholesomeness, quality or sufficiency"</i> The Service Provider shall monitor the safety, quality and sufficiency of all public water supplies within the borough and respond to any risks detected in accordance with the Water Industry Act 1991 and related DWI guidance for Local Authorities For public water supplies this means that: The Service Provider shall have effective joint working and communication arrangements in place with local water undertakers, currently Thames Water plc and Veolia Water Company The Service Provider shall attend any local authority/water undertaker liaison meetings called by the water undertakers covering the safety, quality or sufficiency of public water supplies. The Service Provider shall respond to complaints	Not less than two meetings per year per water undertaker Complaints or requests to be responded to by communication to the complainant	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			and requests for advice regarding the safety, quality or sufficiency of drinking water within the borough.	within 24 hours and intervention when necessary to protect public health.	
			The Service Provider shall risk assess, monitor and regulate private drinking water supplies and private distribution systems in the borough in respect of safety and wholesomeness in accordance with the Private Water Supplies Regulations 2009 as amended, and all current official guidance documents and communications issued by the Drinking Water Inspectorate. Service Provider shall make the required annual data submissions in respect of the above to DWI on behalf of the Authority in accordance with current DWI guidance and communications		
HS001	Health and Safety	Service Planning and Arrangements	<i>Purpose: "To make arrangements and set out a plan to deliver lasting improvements in Health and Safety in all premises allocated to the Authority under the provisions of the Health and Safety (Enforcing Authority) Regulations 1998"</i> The Service Provider shall make adequate arrangements for the enforcement within the borough of the statutory provisions of Health and Safety Legislation and any other functions conferred upon the Authority by relevant statutory provisions in		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			accordance with any HSE guidance. The Service Provider shall work together with the HSE to establish best practice and consistency in enforcement, and enter into arrangements to cooperate and exchange information. The Service Provider shall develop a health and safety service plan for the financial year to meet the minimum requirements of the HSE Section 18 Commitment, Priorities and Planned Interventions Toolkit taking account of: - HSE's priorities - National & London regional priorities, targets and plans - Locally derived objectives - Relevant guidance and policies.	The Service Provider shall ensure the Plan is submitted to and agreed by the Authority by the 1st working day of March preceding the financial year covered by the programme.	
HS002	Health and Safety	Health and Safety Planned Intervention Programme	<i>Purpose: "Through a programme of targeted interventions to deliver lasting improvements in Health and Safety in premises allocated to the Authority under the provisions of the Health and Safety (Enforcing Authority) Regulations 1998"</i> The Service Provider shall develop and deliver a programme of planned health and safety interventions which meets current statutory guidance as set out in the HSE Advice/Guidance to Local Authorities on Priority Planning Local Authority Circular LAC 67/2 or successor documents and which targets interventions:	The Service Provider shall ensure the Intervention programme is submitted to and agreed by the Authority by the 1st	Generally, powers and duties under the Health & Safety at Work Act suggest that powers to inspect and enforcement cannot be

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			to maximise their impact in improving health and safety outcomes; on securing action by duty holders to manage and control the health and safety risks of their work activities; on the duty holders who are best placed to control the risks whether they be employers or others; on other organisations and stakeholders that can influence risk reduction; on activities that give rise to serious risks or where the hazards are least well controlled; to stop those that seek economic advantage from non-compliance (e.g. rogue traders); in accordance with national guidance on interventions and priority programmes; and in accordance with local, regional and national programmes. Health and Safety Interventions must be effected by Inspectors who are appropriately authorised and competent officers as defined in the HSE Competent Inspectorate Toolkit. The Service Provider shall ensure that Inspectors are indemnified under the provisions of section 26 of the Health and Safety at Work etc Act 1974.	working day of March preceding the financial year covered by the Programme.	outsourced. This needs to be reflected to recognise that whilst the Service Provider can develop the intervention programme, their needs to be a clear separation of functions between what the Service Provider can do and what needs to be referred to Authority for enforcement action.
HS003	Health and Safety	Health and Safety Enforcement	Purpose: "To ensure Health & Safety Legislation is enforced in order to protect the health, safety and wellbeing of persons affected by work activities		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			<i>which fall to the Authority for enforcement."</i> The Service Provider shall, following inspection or an incident, assess the most appropriate course of action and, where delegated to do so, enforce the provisions and requirements of Health & Safety Legislation and all relevant HSE or Department of Health guidance. The Service Provider shall employ a graduated approach to enforcement where significant contraventions of Health and Safety Law are detected in accordance with the EH Enforcement Policy The Service Provider shall have regard to the Primary Authority provisions of the Regulatory Enforcement and Sanctions Act 2008 in coming to decisions on inspection and formal enforcement action against multi-site businesses. Where statutory notices are not complied with or any other event has occurred in contravention of Health & Safety Legislation, and such non-compliance or contravention warrants prosecution in accordance with the EH Enforcement Policy, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution.		
HS004	Health and Safety	Health and Safety Complaints and			
			<i>Purpose: "To determine whether the work activity complained of represents an unacceptable risk to</i>		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
		Referrals Service	<i>health and where they do, to intervene to reduce the risk to an acceptable level"</i> The Service Provider shall respond to all complaints and allegations about breaches of Health and Safety Legislation relating to employers within the borough. The response should be in accordance with the current Environmental Health - Health and Safety Complaints Investigation Policy and should also reflect HSE/LA Incident Selection Criteria Guidance in Local Authority Circular LAC 22/13	Complaints and referrals other than cases of Legionella to be responded to within 5 working days of receipt.	
HS005		HSE Data Submission	<i>Purpose: "To satisfy the data submission requirements of the HSE in relation to the Health & Safety Law Enforcement activity of the Authority."</i> The Service Provider shall collate and submit Local Authority Enforcement (LAE1) Returns each year by the HSE imposed deadline date. The Service Provider shall also submit any ad-hoc data and information requested by the HSE		
HS006	Health and Safety	Health and Safety – Legionella Investigations	<i>Purpose: "To respond to cases or suspected cases of Legionella and to take action to eliminate or reduce any risk to health to an acceptable level."</i> The Service Provider shall respond to all notifications of Legionella or suspected Legionella infection in accordance with current Legionella Guidance and Protocols issued by the HPA and HSE, in particular the Legionnaires Disease Policy NEC 2010	Investigation of Legionella notifications to commence within	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
HS007	Health and Safety	Health and Safety Advice Service	Purpose: "To provide information to consumers, employees and businesses based within Barnet on health & safety law compliance and, best practice" The Service Provider shall respond to all requests for health and safety advice from consumers and traders. The Service Provider shall provide advice on request, sufficient to enable the business to recognise non-compliance and to access appropriate guidance on compliance.	24 hours of receipt Requests for advice to be responded to within 5 working days of receipt.	
HS008	Health and Safety	RIDDOR Report Activity	Purpose: "To ensure serious workplace accidents and incidents are adequately investigated and any necessary action is taken to eliminate risk or reduce it to an acceptable level whereby the likelihood of recurrence is negligible." The Service Provider shall receive all relevant reports under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR reports) for businesses within the Borough of Barnet.	To interrogate the Incident Contact Centre website (operated on behalf of the HSE), or successor facility, by no later than 10am and again between 2pm and 3pm each working day to download all RIDDOR reports for businesses where LBB is the	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
				Enforcing Authority.	
				To receive any RIDDOR hard copy reports and pass the hard copy to HSE without delay	
			The Service Provider shall record the details of each report received on a unique case file against the relevant premises on the EH DMS and pass details to the Health and Safety Team Leader for a decision on whether to investigate.	Downloaded reports to be recorded and referred to field staff on the day of receipt.	
			The Service Provider shall assess each RIDDOR report and investigate as necessary.	Investigations of major injury reports to be commenced within 24 hours of receipt.	
			Assessment and investigation to be in accordance with current HSE/LA Local Authority Circular LAC 22/13 Incident Selection Criteria Guidance.	All other investigations to be commenced within 5 days of receipt.	
			Brief details of all decisions not to investigate to be recorded on the RIDDOR case file.	Investigations of all reports of fatal accidents at work to commence	
			The Service Provider shall investigate all reports of fatal accidents at work in full accordance with the following guidance or successor guidance published by HSE and law enforcement Service Providers:		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			HSE Operational Circular OC165/9 on Work Related Deaths Work Related Deaths – Investigators Guide Work Related Deaths – Liaison Protocol.	immediately as they are received.	
HS009	Health and Safety	Smoke Free Regulation and Smoking Reduction	<i>Purpose: "To secure and maintain compliance with smoke free legislation and to generally promote cessation of smoking."</i> The Service Provider shall ensure all EH staff engaged in visits and inspections in commercial premises check for smoke free compliance on each visit. Non-compliance to be referred to smoke free regulatory team(s) without delay Where educative and informal interventions have failed to effect smoke free compliance, the Service Provider shall escalate enforcement up to prosecution and/or Fixed Penalty Notices in accordance with the current LBB Environmental Health Policy on Enforcement of Smoke Free Provisions Where statutory notices are not complied with, or any other event has occurred in contravention of Smokefree Legislation, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the EH Enforcement Policy. The Service Provider shall work with staff in the Authority's public health team on any initiatives to		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			reduce smoking linked to commercial premises or activities within the Borough. The Service Provider shall take part in the activities of the Barnet Tobacco Control Alliance when requested to do so in order to help reduce smoking in commercial premises or activities within the Borough.		
HS010	Health and Safety	Smoke Free Complaints Service	<i>Purpose: "To determine whether the businesses complained of represent an unacceptable risk to health or a significant breach of Smokefree Legislation and where they do, to intervene to reduce the risk to an acceptable level"</i> The Service Provider shall respond to all complaints and allegations about breaches of Smokefree Legislation. The response to be in accordance with the current LBB Environmental Health Policy on Enforcement of Smoke Free Provisions.	First response to the complainant to be within 5 days of receipt.	
HS011	Health and Safety	Smoke Free Advice Service	<i>Purpose: "To provide information to consumers and traders based within Barnet on Smokefree compliance and best practice"</i> The Service Provider shall provide advice to LBB businesses on compliance with Smokefree Legislation on each visit by Authorised Officers where non-compliance is detected. The Service Provider shall respond to all requests for advice from consumers and traders. The Service Provider shall provide advice on request sufficient to	Requests for advice to be responded to within	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
HS012	Health and Safety	Special Treatment Licensing	enable the business to recognise non-compliance and to access appropriate guidance on compliance. <i>Purpose: "To ensure that all Special Treatment Establishments and activities requiring licensing under The London Local Authorities Act 1991 Part 2 are licensed and to take the appropriate enforcement action in relation to those who breach this legislation to bring them into compliance"</i> The Service Provider shall ensure that all premises in the borough which are Special Treatment Establishments are licensed in accordance with STL Legislation The Service Provider shall assess and determine all applications for a STL in accordance with STL Legislation. The Service Provider shall either grant the licence or refuse the application for a licence, or revoke or vary a licence in line with the requirements contained in STL Legislation and by recommendation to the Authority. Prior to making that decision the Service Provider	5 days of receipt.	Licence to be issued or applicant notified of refusal to grant promptly and within 1 month maximum of the application received date. All premises to be inspected at minimum once per annum prior to issue or renewal of

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			shall carry out an inspection of the subject premises to check compliance with STL Legislation and licence conditions. For each refusal of the application for a licence, the Service Provider shall take action in line with the requirements of the Special Treatment Legislation. Subsequent to a refusal the Service Provider shall carry out unannounced visits to check whether the premises is being used as an unlicensed Special Treatment Establishment and, if it is, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the EH Enforcement Policy. Where the proprietor of a licensable Special Treatment Establishment does not submit an application for a licence following notification by the Service Provider the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the Enforcement Policy. The Service Provider shall implement a programme to actively seek out unknown Special Treatment Establishments in the borough and to secure STL applications from those which are subject to the licensing provisions.	the STL.	
			The Service Provider shall ensure that establishments licensed under STL Legislation also comply with the Sunbeds (Regulation) Act 2010	All sunbed businesses to be subject to one	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			where they meet the definition of a "sunbed business" as defined in that Act.	licensing inspection and one additional unannounced check visit per annum.	
			The Service Provider shall respond to all complaints and allegations about breaches of STL Legislation and conditions.	Complaints and referrals to be responded to within 5 working days of receipt.	
			The Service Provider shall respond to all requests for advice from consumers and traders regarding Special Treatment Licensing. The Service Provider shall provide advice on request sufficient to enable the business to recognise non-compliance and to access appropriate guidance on compliance.	Requests for advice to be responded to within 5 working days of receipt.	
HS013	Health and Safety	Animal Health and Welfare Regulation and Monitoring	<i>Purpose: "To discharge statutory duties and to secure and improve compliance with Animal Licensing Legislation and Animal Health and Welfare Legislation and to take the appropriate enforcement action in relation to those who breach this legislation"</i> The Service Provider shall ensure production and execution of an annual service delivery plan for Animal Health and Welfare regulation, discussed and agreed with DEFRA - Animal Health Division and the Authority. The above plan shall include all animal health and	The Service Provider shall ensure the plan is submitted to and agreed by the Authority by the 1st working day of	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			welfare functions delegated to local authorities. Plan to be based on risk as determined in accordance with Section 4 of the Animal Health and Welfare Framework (issued 11 January 2011) and to reflect national and local priorities. The Service Provider shall ensure that animal health and welfare service delivery plans cover all of the areas set out in the current service delivery plan under the headings of content and relevant outcomes and standards to be met. The Service Provider shall ensure that the animal health and welfare functions delegated to the Authority are performed by suitably qualified and experienced animal health practitioners. (These functions are currently performed by The Animal Health and Welfare Services of the City of London Veterinary Services, as the Authority's agent. The detail of the agency arrangement is contained in the document "Agreement For Veterinary Agency Services" dated 14th May 2010).	March preceding the financial year covered by the plan.	
HS014	Health and Safety	Animal Health and Welfare Complaints and Referrals	<i>Purpose: "To determine whether the activity complained of represents an unacceptable risk to health or a significant breach of Animal Health and Welfare Legislation and where they do, to intervene to reduce the risk to an acceptable level."</i> The Service Provider shall respond to complaints and referrals alleging breaches of Animal Health and Welfare Legislation in accordance with the service delivery plan described in HS013.	First response to the complainant to be within 5 days of receipt	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
HS015	Health and Safety	Animal Health and Welfare Advice	<i>Purpose: "To provide information to consumers and traders based within LBB on animal health & welfare compliance and best practice".</i> The Service Provider shall respond to requests for guidance from businesses on all aspects of animal health and welfare for which the Authority is responsible, including any movement licensing requirements.	First response to the Service User to be within 10 days of receipt	
HS016	Health and Safety	Animal Health and Welfare Licensing	<i>Purpose: "To ensure that all premises and activities requiring licensing under Animal Licensing Legislation are licensed and to take the appropriate enforcement action in relation to those which breach this legislation"</i> The Service Provider shall ensure that all relevant premises in the borough are licensed or registered as appropriate under Animal Licensing Legislation. The Service Provider shall assess and determine all applications for a licence in accordance with Animal Licensing Legislation. The Service Provider shall either grant the licence or refuse the application for a licence, or revoke or vary a licence in line with the requirements contained in Animal Licensing Legislation and by recommendation to the Authority. The Service Provider shall implement an annual programme of planned animal welfare inspections of premises licensed or registered under Animal Licensing Legislation to monitor compliance with	Licence to be issued or applicant notified of refusal to grant promptly and within 1 month maximum of the application received date. Planned inspections to be at the following minimum	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			licence conditions and statutory requirements, and suitability for licence/registration approval or renewal. Full licensing inspections shall be carried out prior to determination of each licence application.	frequencies each year: Animal boarding establishment: 1x full licensing inspection 1x check visit New Dog Sitters 1x full licensing inspection Existing Dog Sitters Inspection if requested Dog breeding establishment 1x full licensing inspection 1x check visit Riding establishment 1x full licensing inspection 1x check visit Pet Shops 1x full annual inspection 1x check visit	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure that a report is issued at minimum for each of the above annual inspections For each refusal of the application for a licence, the Service Provider shall take action in line with the requirements of the Animal Licensing Legislation Subsequent to a refusal the Service Provider shall carry out unannounced visits to check whether the premises is being used as an unlicensed animal establishment and if it is the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in	Dangerous wild animals(DWA) *full annual inspection 1x check visit Zoos 1x full annual inspection 1x inspection check visit Performing Animals 1x full annual inspection	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
HS017	Health and Safety	Animal Health and Welfare Enforcement	accordance with the EH Enforcement Policy. <i>Purpose: "To ensure compliance with Animal Health & Welfare Legislation is enforced in order to protect the health, safety and welfare of animals and prevent the health, safety and welfare of animals and prevent or reduce the risk of nuisance or spread of infectious disease associated with the keeping of animals."</i> The Service Provider shall, following inspection or an incident, assess the most appropriate course of action and where delegated to do so, enforce the provisions and requirements of Animal Health & Welfare Legislation and Animal Licensing Legislation and all relevant DEFRA guidance. The Service Provider shall employ a graduated approach to enforcement where significant contraventions of Animal Health and Welfare Legislation and Animal Licensing Legislation are detected in accordance with the EH Enforcement Policy. Where statutory notices are not complied with, or any other event has occurred in contravention of Animal Health & Welfare Legislation, the Service Provider shall produce an offence report and the case shall be recommended to the Authority for prosecution in accordance with the EH Enforcement Policy.		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
HS018	Health and Safety	Barnet Horse Fair	Purpose: "To secure and improve compliance with Animal Health and Welfare Legislation at Barnet Horse Fair and to take the appropriate enforcement action in relation to those who breach this legislation" At the request of the Authority the Service Provider shall contribute to relevant aspects of the planning of the annual Barnet Horse Fair and then secure animal welfare monitoring at the fair. The degree of monitoring on the days of the fair and associated fees shall be agreed in advance with the Authority.		
HS019	Health and Safety	Outbreak of Notifiable Animal Disease Planning	Purpose: "To set out a plan, at a local level, to ensure that the Service Provider and the Authority can provide a rapid and appropriate response in an emergency animal disease situation" The Service Provider shall maintain an effective contingency plan, agreed by the Authority, for the outbreak of a notifiable animal disease and maintain systems and resources to put this plan into effect. The contingency plan shall detail the response arrangements in relation to Rabies, Avian Influenza, Foot & Mouth, Bluetongue and other additional or emerging animal diseases as required by DEFRA. The contingency plan shall meet Civil Contingencies Act 2004 expectations and statutory requirements. The Service Provider shall ensure that all staff with a notifiable animal disease response role are aware of the contingency plan, competent in their role,		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			trained, equipped and resourced as appropriate. The Service Provider shall review the contingency plan from time to time and whenever there is a significant change to legislation, official guidance, resources or risk factors. The Service Provider shall submit a reviewed plan the Authority for approval prior to succession. The Service Provider shall ensure AML application forms for sheep, goats and pigs are available on request.	Plan to be reviewed and submitted to Authority for approval not less than once every three years.	
			The Service Provider shall receive and check AML applications and issue licences as required by Animal Health & Welfare Legislation. The Service Provider shall ensure that trainers and exhibitors of performing animals resident in LBB are registered under the provisions of the Performing Animals (Regulation) Act 1925. The Service Provider shall process the application and issue the relevant certificate, keep a register and notify the Secretary of State of all performing animals permits issued.	Certificate to be issued within 10 days of receipt of application	
HS020	Health and Safety	Data entry on AMES	<i>Purpose: "To provide information relating to animal health and welfare enforcement activity to DEFRA in accordance with reporting requirements."</i>		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure that all relevant enforcement activities, results and actions are accurately entered onto AMES The Service Provider shall ensure that an AMES supervisor is designated who must be familiar with AMES good practice guidance, data quality and auditing procedures	Enforcement data to be entered within 5 working days of the action.	

Environmental Health 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: **Environmental Health (Commercial)**

What we know about our Service Users:

There are approximately 2,300 food premises in LBB. 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 the LBB. National Indicator 182 for 2010/11 showed that 89% of surveyed businesses were satisfied with Regulatory Services (Environmental Health, Trading Standards and Licensing). 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.

Equalities activity

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.

Access to services:

Services are delivered face to face through site visits and by telephone, written correspondence and reports. Information is also left at business premises during routine inspections or visits in response to complaints. Correspondence can be provided in translated format in community languages and interpreters can be arranged where required, either face to face or by telephone. The website provides comprehensive advice and links to specialist government and agency sites. This information is also open to residents.

Access for people with disabilities to buildings:

The service is delivered from the Authority offices which are compliant with the requirements of the Disability and Equalities Act 2010. Online advice and services (e.g. applications) are under development. Registration of commercial food premises and applications for licences is online through the Business Link portal. The site provides support and advice for people with disabilities and older people to assist with the application process.

Consultation:

Most activities are in accordance with national regulatory frameworks, changes to which are subject to national consultation processes by government departments or agencies. Consultation with businesses on their satisfaction with our overall level of service is under development.

Fees and Charges:

Fees and charges for licences are calculated to cover cost of providing the service only, in accordance with Local Government Regulation Guidance.

Other considerations:

Activity is concentrated on controlling risk and is aimed at protecting all consumers and residents, but particularly those most at risk, i.e. the old, young and immuno-compromised. Enforcement action is taken in accordance with the EH Enforcement Policy, which considers amongst other things; risk, severity of offence and public interest. It is known that a significant proportion of food businesses are SME's or micro-businesses and are run by BME's and so may be subject to a significant proportion of enforcement actions.

Service area: Environmental Health (Residential)What we know about our Service Users:

The recent strategic housing market assessment found 18,784 households living in unsuitable housing due to one or more factors. 1,041 were because their home required major repairs. (North London Strategic Housing Market Assessment 2009/10 (Local Area Report for the London Borough of LBB) December 2010). Just less than 1% of households in the LBB reported that there was at least one serious problem with their property, notably lower than the sub-

region average of 4.3%.

In addition, 23% of households in the LBB contain only pensioners, with 64% of these being single pensioner households.

It is estimated there are approximately 12,600 adults in Barnet with a serious physical disability, and a further 29,500 with a moderate physical disability. These numbers are set to increase significantly over the next ten years.

During 2010/11 the service completed 168 mandatory disabled facilities grants. 69% of these were from women, 29% from men and 4% were joint applications. The majority of applications on behalf of under 16's were male at 78%. The largest ethnic grouping was White at 44% and the next was other ethnic grouping at 36%. 77% of applications were from people aged 60 and over and 5% were on behalf of children (under 16)

Care and Repair (older people)

75% of older person households are owner occupiers (O/O's)

Nearly 6% of older persons live in unsuitable housing (main reasons for unsuitability included accommodation too expensive, mobility and or health reasons and subject to major disrepair or unfitness).

7% (153 households) older O/O's with a mortgage have a serious problem maintaining their home.

5% (1,117 households) O/O's with no mortgage have a problem or serious problem maintaining their home.

At the last census 7% (3,225 households) of older households had no central heating.

Owner occupiers are more likely to have unmet support needs.

LBB Housing Needs Assessment (HNA) 2006 found a requirement for a wide range of adaptations and improvements, particularly level access showers and stair lifts.

There are projected increases in older people over 85 – but only in some wards so would suggest services need to be targeted.

Older people want to stay put.

LBB's ethnicity is changing – the population is younger but there are higher levels of disability.

Future service users are likely to be predominantly female, and the service needs to take account of this.

The Private Sector House Condition survey carried out in 2001 found that an estimated 2,288 elderly households live in poor housing requiring £29.55m of works. Figures obtained during 2007/08 showed the profile of service users to be older people, frail older people and those with physical/sensory disability.

Equalities activity

Access to information:

Information for homeowners is provided mainly through the Authority's website and leaflets.

Services are delivered face to face through site visits and by telephone, written correspondence and reports. Officers provide advice in the office and over the telephone but mainly in person on home visits.

Access for people with disabilities to buildings:

The service is delivered from the Authority offices which are compliant with the requirements of the Disability and Equalities Act 2010. The majority of Service Users are visited in their home.

On line advice and services (e.g. applications) are under development.

Information for clients applying for Disabled Facilities Grant (DFG) can be accessed through a number of on line sources including ASCH occupational therapy services and Social Care Direct as well as through the private sector housing service pages.

Clients can also apply for assistance and support through the Care and Repair service.

Consultation:

Consultation with vulnerable groups -

Service Users are consulted on completion of a DFG. As part of a recent system review of DFGs a number of Service Users were consulted about their customer experiences and 'journey' in relation to their DFG application and newly designed process' aim to resolve the concerns raised.

Fees and Charges:

Fees are charged by Care and Repair for any works organised or supervised and these are funded through the DFG, where applicants are eligible. There is no charge for an initial assessment and there is no means test or upper savings limit applied to receive information, support or advice.

Fees are charged for Pest Control treatments. A 35% discount is given to owner occupiers on means tested benefits.

Procurement processes:

Any procurement is in accordance with the Authority's Contract Procedure Rules and Financial Regulations.

Monitoring Service User data:

This is collected through the DFG and Care and Repair services and is monitored by the service and through the directorate's equalities group and the senior leadership team.

Performance Measures

Service Area	Function	Performance Indicator
Private Sector Housing	Mandatory DFG's	Number of DFG referrals received quarterly and annually Number of adaptations provided per type quarterly and annually e.g. stairlift, level access shower Number of DFGs approved (broken down to detail straight DFGs, Alternative Schemes and Reduced Schemes) on a quarterly and annual basis Number of DFGs cancelled (broken down to detail straight DFGs, Alternative Schemes and Reduced Schemes) on a quarterly and annual basis Number of DFGs completed (broken down to detail straight DFGs, Alternative Schemes and Reduced Schemes) Amount of expenditure quarterly and annually Amount of commitment on a quarterly and annual basis
Private Sector Housing	Discretionary DFGs	Number of adaptations provided per type quarterly and annually e.g. stairlift, level access shower Number of DFGs approved (broken down to detail straight DFGs, Alternative Schemes, Reduced Schemes and Relocation Grants) on a quarterly and annual basis Number of DFGs cancelled (broken down to detail straight DFGs, Alternative Schemes, Reduced Schemes and Relocation Grants) on a quarterly and annual basis Number of DFGs completed (broken down to detail straight DFGs, Alternative Schemes, Reduced Schemes and Relocation Grants) Amount of expenditure quarterly and annually Amount of commitment on a quarterly and annual basis
Private Sector Housing	Housing Service Requests Relating to Condition of Property	Number of service requests received quarterly and annually Number of service requests completed (detailing outcome) quarterly and annually Number and type of notices served quarterly and annually Number and type of notices complied quarterly and annually Number of cases successfully prosecuted on a quarterly and annual basis

Private Sector Housing	HMO Licensing	Number of landlords prosecuted for not licensing on a quarterly and annual basis Number of licensing applications refused on a quarterly and annual basis Number of TENS issued on a quarterly and annual basis Number of Interim Management Orders issued Number of Final Management Orders issued
Private Sector Housing	Empty Homes	Number of CPOs approved by CRC on a quarterly and annual basis Number of Empty Property Grants approved on a quarterly and annual basis Number of Empty Property Grants completed on a quarterly and annual basis Number of Enforced Sales completed on a quarterly and annual basis Number of Empty Dwelling Management Orders made Amount of commitment in relation to empty property grants on a quarterly and annual basis Expenditure in relation to Empty Property Grants on a quarterly and annual basis
Care & Repair	Care & Repair – Delivery of financial assistance grants (e.g. Milly Apthorpe, Decent Homes, Security, Winter Well)	Number of Minor Works approved and type of assistance provided on a quarterly and annual basis Number of Minor Works completed and type of assistance provided on a quarterly and annual basis Number of Minor Works cancelled and type of assistance provided on a monthly and annual basis Amount of commitment in relation to Minor Works Grants (broken down per type) Expenditure in relation to Minor Works Grants (broken down per type)
Public Health and Nuisance	Statutory Nuisance and Public Health complaints	Timescale from the Service Users first contact with the Authority to completion of the case reported on an annual basis. Number of complaints received on a quarterly and annual basis Number of complaints or incidents recurring at premises on a quarterly and annual basis Number of complaints completed on a quarterly and annual basis Number of cases successfully prosecuted on an annual basis Number of notices complied with in default on a quarterly and annual basis
Scientific Services	Statutory Nuisance complaints Planning	Timescale from the Service Users' first contact with the Authority to completion of the case, reported on an annual basis. Number of complaints or consultations received on a quarterly and annual basis

	consultations, contaminated land searches and Licencing consultations	Number of complaints or incidents recurring at premises on a quarterly and annual basis Number of complaints completed on a quarterly and annual basis Number of cases successfully prosecuted or appeals or reviews of licence on an annual basis Number of notices complied with in default on a quarterly and annual basis
Scientific Services	LAPPC permitted process and contaminated land inspections and assessments	Timescale from the Service Users' permit application with the Authority to the determining of the Permit reported on an annual basis. Number of premises and sites inspected on a quarterly and annual basis Number of premises and potentially contaminated land sites risk rated on a quarterly and annual basis Number of complaints completed on a quarterly and annual basis Number of cases successfully prosecuted or permits issued on an annual basis Number of notices complied with in default on a quarterly and annual basis No of LAAPC permits and potentially contaminated land sites where their risk rating has reduced from high - medium - low on an annual basis
Food Safety and Standards	Food Hygiene Planned Interventions	Number of revisits carried out on a quarterly and annual basis Number of premises achieving a zero or one or two Food Hygiene Rating Scheme rating on a quarterly and annual basis Number of records on the national Food Hygiene Rating Scheme website on a quarterly basis Number of Food Safety Sector Liaison Group Meetings attended on a quarterly and annual basis.
Food Safety and Standards	Food Complaints Referrals and Requests for Advice	Number of service requests(complaints)/referrals received on a quarterly and annual basis Number of complaint related visits on a quarterly and annual basis Number of advice requests received on a monthly, quarterly and annual basis Number of advice visits on a monthly, quarterly and annual basis
Food Safety and Standards	Food Enforcement	Number of warning letters/reports issued on a quarterly and annual basis Number of hygiene improvement notices and % complied with on a quarterly and annual basis Number of food detention notices served on a quarterly and annual basis Number of food seizures/voluntary surrenders on a quarterly and annual basis Number of voluntary food premises closures on a quarterly and annual basis Number of Hygiene Prohibition notices served on a quarterly and annual basis Number of Hygiene Prohibition orders made on a quarterly and annual basis

		Number of prosecutions and Simple Cautions initiated on a quarterly and annual basis Number of prosecutions and Simple Cautions completed on a quarterly and annual basis
Food Safety and Standards	Food Sampling	Number of food samples taken for analysis on a quarterly and annual basis Number of premises sampled from on a quarterly and annual basis Level of Public Analyst spending on an annual basis
Food Safety and Standards	Food Alerts and General Food Safety Incidents.	Number of Food Alerts for Action related visits carried out on a quarterly and annual basis
Food Safety and Standards	Food Registrations	Number of food businesses ceasing trading on a quarterly and annual basis
Food Safety and Standards	Infectious Disease Control	Number of investigations of High Risk Infections on a quarterly and annual basis Percentage of investigation and/or control measures commenced within 24 hours of receipt of notification on a quarterly and annual basis Number of outbreaks arising on a quarterly and annual basis Number of Infectious Disease Forum meetings with the HPA attended on a quarterly and annual basis (includes teleconferencing)
Food Safety and Standards	Drinking Water	Number of water quality liaison meetings with the water undertakers attended on an annual basis
Health and Safety	Health and Safety Interventions	Number of Health and Safety revisits carried out on a quarterly and annual basis Number of Quadrant and All London Health and Safety Liaison Meetings attended on a quarterly and annual basis
	Health and Safety Enforcement	Number of warning letters issued on a quarterly and annual basis Number of improvement notices served on a quarterly and annual basis Number of improvement notices complied with on a quarterly and annual basis Number of prohibition notices served on a quarterly and annual basis Number of prosecutions and Simple Cautions initiated and completed on a quarterly and annual basis
Health and Safety	Health and Safety	Number of complaints/referrals received on a quarterly and annual basis Number of complaint visits on a quarterly and annual basis

	complaints, referrals and requests for advice.	Number of advice requests received on a quarterly and annual basis Number of advice visits on a quarterly and annual basis
Health and Safety	RIDDOR Investigations	Number of RIDDORs recorded on a quarterly and annual basis Number of RIDDORs investigations completed on a quarterly and annual basis Number of RIDDOR related visits on a quarterly and annual basis
Health and Safety	Smoke Free	Number of complaints/referrals received on a quarterly and annual basis Number of regulatory visits on a quarterly and annual basis Number of warning letters sent on a quarterly and annual basis
Health and Safety	Special Treatment Licensing	Number of establishments issued a licence on a quarterly and annual basis Number of planned inspections carried out on a quarterly and annual basis Number of complaints about premises received on a quarterly and annual basis Number of establishments falling out of the licensing scheme on an annual basis Number of applications made on line on a quarterly and annual basis Number of proprietors prosecuted/cautioned for not meeting licensing requirements on an annual basis Number of licensing applications refused on an annual basis
Health and Safety	Animal Health and Welfare	Number of licences issued on a quarterly and annual basis Number of licensing applications refused on an annual basis Number of planned inspections carried out on a quarterly and annual basis Number of complaints about premises received on a quarterly and annual basis Number of complaint investigation visits on a quarterly and annual basis Number of requests for advice received on a quarterly and annual basis

Output Specification: Transport and Regeneration

Baseline

Contents

DOCUMENT HISTORY	3
DOCUMENT CONTROL	3
VERSION CONTROL	3
SIGN OFF	3
THE SERVICE	4
DEFINITIONS	4
SCOPE	6
SERVICE REQUIREMENTS	7
OUTPUT SPECIFICATION EQUALITIES BASELINE	18

Document History

Document Control

Document owner	[REDACTED]
Contact	
Document Location	

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 T&H	[REDACTED] Towers & Hamlin	28/11/12	Final

Sign off

Signature	[REDACTED]
Job title	
Date	14/11/12

The Service

Definitions

Term	Definition
AESC	means the Area Environment Sub Committee
Authority	means the London Borough of Barnet [and its successors and assigns]
BXC	means the Brent Cross Cricklewood Regeneration scheme – comprehensive mixed use redevelopment of the BXC area including the creation of a new metropolitan town centre, rail-based freight facility, rail served waste handling facility, new mainline train station and public transport interchange and new relocated 'state of the art' bus station, vehicular and pedestrian / cyclist bridges, including a road overbridge across the Midland mainline linking the site with the A5, underground and multi-storey car parking, alterations to the existing Cricklewood train and Brent Cross underground stations, creation of new strategic road access points and a new internal highway layout including bus lanes, bus priority and an extensive cycle network. Major junction improvements include a new M1 junction 1 with the A406 and A5 at Staples Corner, and new highway access / egress points with BXSC. In all some £0.5 billion of direct delivery improvements to transport infrastructure, and a £46m S106 contribution, including £11.5m towards a network of new and improved local bus services.
BXSC	means the Brent Cross Shopping Centre
CTF	means the Consolidated Transport Fund
FGG	means Finchley and Golders Green
FOIA	means the Freedom of Information Act 2000
FTP	means the Framework Travel Plan
HA	means the Highways Agency
ICP	means the Indicative Construction Programme
LP	means the Local Plan
LoTAG	means the London Technical Advisors Group
National, Local and	means relevant policies and guidance as amended and updated from time to time including, but not limited to, Barnet's LP; National Planning Policy Framework, Manual for Streets; Manual for Streets 2; Design Manual for

Term	Definition
Borough Standards	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 IHT; 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 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
PDP	means the Primary Development Package (Phase 1 of the BXC Development)
Planning & Environment Committee	means the Authority's committee of elected councillors that governs matters relating to planning and the environment.
RMA	means the Reserved Matters Application
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
Statutory Procedures	means the procedures specified in the Highways Act 1980 and the Town and Country Planning Act 1990
S106	means section 106 of the Town & Country Planning Act 1990
TAG	means the Transport Advisory Group
TfL	means the Transport for London
TSG	means the Transport Strategy Group

Scope

Transport and Regeneration undertakes transportation development control input into regeneration schemes, principally Brent Cross Cricklewood (BXC) (for details of other regeneration schemes see Traffic & Development specification). The transport & regeneration manager also provides strategic input, management and specialist advice on other regeneration schemes, major planning applications, strategic & specialist studies and policies, undertakes high level liaison with TfL and sub-regional partnerships and represents highways matters as the lead officer at the Planning & Environment Committee and FGG AESC and resident forum meetings.

BXC Transportation Development Control & Planning Function

Discharges the statutory duties of the Highway Authority in respect of new development proposals for BXC.

Responsible for securing funding of off-site highway infrastructure improvements as well as adoption of new roads within the BXC area. The team will also process stopping up orders; and Development enquires relating to BXC highway matters.

Provides highway recommendations on BXC planning applications by providing a highway assessment of the traffic impact of proposed developments at BXC.

Secures delivery of on and off-site transport improvements through the BXC S106 agreement linked to the outline Planning permission.

Monitoring of BXC Travel Plans (also secured by the S106 process).

(Background Paper: The Outline Planning Application for BXC was considered at the Planning & Environment Committee meetings held in November 2009, the papers for which are available on the Authority's website)

Service Requirements

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
TR001	Transport & Regeneration	BXC highways pre-application advice on BXC planning applications	The Service Provider shall provide highways advice on all BXC-related planning pre-applications if requested by a developer/applicant and as per the highways pre-application note, "Highways Pre-Application Meeting Notes and Charges" (which can be downloaded from http://www.barnet.gov.uk/downloads/download/634/planning_pre-application_notes_and_charges) and the charges in the Environment Planning and Regeneration Fees and Charges Schedule (which can be downloaded from http://www.barnet.gov.uk/download/downloads/id/2059/copy_of_eh_fees_and_charges) having regard for planning and highway policies and National, Local and Borough Standards. The Service Provider shall agree the scope of work/documentation required to be submitted with any BXC application, including but not limited to travel plans and transport assessments, construction management plans, activities management strategies and parking management strategies. This enables applicants/developers to seek advice prior to the submission of the planning application to ensure proposals are likely to be acceptable.	The Service Provider shall attend pre-application meetings as required	
TR002	Transport & Regeneration	Planning forums & public exhibitions, and other public consultation /	The Service Provider shall provide a highways manager to attend all BXC planning forums and other consultation events held in relation to other major planning applications in Barnet to provide	The Service Provider shall attend meetings as required	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
TR003	Transport & Regeneration	engagement events BXC regeneration scheme - major planning applications – (including reserved and other matters applications) and highways recommendations	specialised highway advice as required. The BXC regeneration scheme was granted outline permission in October 2010. The Service Provider shall undertake transportation development control work compliant with that outline planning approval (or any other application that may be submitted via section 73), S106 agreement and conditions, and ensure that all obligations and borough allocations are delivered. The Service Provider shall assess reserved matter planning applications and provide comments and recommendations on the transport and highways aspects of all subsequent BXC applications including submitting details of new conditions and informatives by reviewing transport assessments, and shall also provide recommendations on the negotiation of supplementary BXC highways S106 contributions to mitigate the impact of the proposed development, within the agreed timescales, whilst also having regard for planning and highway policies and National, Local and Borough Standards. The Service Provider shall ensure that the Authority's planning functions / departments and councillors are provided with adequate and timely information to enable them to progress BXC applications and appeals in line with Statutory Procedures and relevant guidelines.	The Service Provider shall provide recommendations and supporting evidence to the planning service on all relevant applications within the requested timescales (e.g. 13 weeks for a major planning application)	
TR004	Transport & Regeneration	BXC Condition discharge, S106 monitoring and delivery of	The Service Provider shall monitor the receipt of BXC highways & transport related S106 contributions and shall ensure the proper and efficient discharge of conditions and that funding is	The Service Provider shall ensure transport conditions are correctly	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		mitigation measures (borough related obligations)	allocated and measures implemented within the timescales agreed within the individual S106 legal agreements. For allocations to be controlled by the Authority on receipt of highway S106 contributions the Service Provider shall carry out feasibility, detailed design and implementation of all BXC mitigation measures included within the S106 agreement (and any supplementary agreements) where the Authority is obliged to deliver the scheme or initiative. The current obligations are set out in the S106 agreement and include delivery of step-free access at the existing Cricklewood railway station, a new bus interchange at the Cricklewood railway station, a new bus interchange at the Brent Cross tube station and a rapid transit bus service linking the key public transport interchanges. The Service Provider shall provide the highways and transport input to the following key aspects that control the delivery of the BXC development, as set out in detail in the S106 agreement: - A5 corridor study and the area wide walking and cycling study; - detailed delivery programmes for each phase; - triggers and thresholds for key pieces of transport infrastructure, such as the new railway station and, with LB Brent, TfL and the HA, the major junction improvements; - necessary consents – required pre-phase commencement (control via S278 and S38 of the Highways Act 1980 procedures, bonds etc.); - transport reports for each phase, to be submitted	discharged or where not discharged, appropriate action is recommended to the Authority The Service Provider shall ensure developers implement all transport schemes in accordance with the S106 agreement or where not implemented, appropriate action is recommended to the Authority. The Service Provider shall manage allocated projects to assist the Authority in implementing all its transport obligations under the s106 agreement.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			as part of each RMA; - framework travel plan, framework servicing and delivery strategy and individual travel plans; - The advisory and liaison TAG, including attending meetings; - TSG (with TfL) and the management of the £46m CTF, including the £11.5m allocated to TfL to fund new, improved, diverted and extended local bus services. In addition to the above, the Service Provider shall provide the transport and highways input in overseeing and operating the following controls which will regulate the delivery of the BXC scheme in terms of the transport impacts: - monitoring of travel movements including vehicle surveys; - travel plans; - the FTP (and the individual travel plans) will help to achieve the development framework target of a mode share of 49% of all trips by public transport and no more than 34% of all trips by car. There will also be a construction workers travel plan for each contractor employed on the development (see below for further sections on travel planning); - construction consolidation centres (subject to feasibility study); - framework servicing and delivery strategy; - travel plan co-ordinator.		
TR005	Transport & Regeneration	Planning & Environment Committee meetings	The Service Provider shall provide a highways manager to attend all relevant Planning & Environment Committees where BXC and other major planning applications are being considered	The Service Provider shall attend as required by the Authority	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			providing specialised highways input as and when required or requested by the Authority. Sign-off of all non-BXC schemes by the highways manager shall be undertaken jointly with the traffic and development department prior to the committee meeting.		
TR006	Transport & Regeneration	FGG Area Environment Sub Committee and Residents Forums / Meetings	The Service Provider shall provide a highways manager to attend FGG AESC meetings and forums as a lead advisor, providing specialised highway advice, including briefing the meeting chairman and overseeing related enquiries and action points to ensure all Authority related matters are addressed.	The Service Provider shall attend meetings, and provide updates and address actions as required	
TR007	Transport & Regeneration	Strategic and specialist input to Barnet regeneration schemes, major planning applications, town centre strategies and strategic studies	The Service provider shall provide highways and transport input to major planning applications and other regeneration schemes, strategies, policies and specialist studies, such as the LP including input in relation to the key parameters and principles and specialist modelling advice, and including attending and providing input at meetings and other fora as required. (For details of other regeneration schemes, see the Traffic and Development Output Specification).	The Service Provider shall ensure input is provided to all relevant strategies, policies, major planning applications, regeneration schemes and specialist studies	
TR008	Transport & Regeneration	Regular sub-regional strategic liaison with TfL, including North and West London Sub Regional meetings, including the relevant panel and	The Service Provider shall undertake regular liaison with TfL, including the lead officers for north and west London and for planning, including attending and representing the Authority as appropriate on the North and West London sub-regional panels, and also attending LoTAG meetings. The Service Provider shall ensure that the views of the Authority are communicated to	The Service Provider shall attend at, and provide feedback from, all relevant meetings	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		pan-London meetings such as LoTAG	these stakeholders or groups, as well as obtaining and feeding back relevant information to the Authority.		
TR009	Transport & Regeneration	Cabinet member theme meetings	The Service Provider shall attend at cabinet member theme meetings and / or provide briefings with specialised advice to the cabinet member for environment on all aspects of the BXC regeneration scheme and any other matters related to this output specification.	The Service Provider shall provide briefings	
TR010	Transport & Regeneration	Drafting of BXC supplementary S106 agreement(s)	The Service Provider shall, in conjunction with the Authority's legal department (and / or nominated external legal advisor) and the planning service, assist in the drafting of individual supplementary S106 agreements.	The Service Provider shall provide highways input to all relevant supplementary S106 agreements	
TR011	Transport & Regeneration	S278 and S38 (Highways Act 1980) agreements (see Traffic and Development Output Specification for technical details of S278 and S38 agreements)	The Service Provider shall oversee all new BXC infrastructure, as set out below in order to assess whether it has been designed and constructed to appropriate Authority standards, and to work collaboratively with the other transport authorities – TfL, HA and LB Brent as appropriate – to ensure schemes are implemented in accordance with the planning permission, and in accordance with the ICP, and are compliant with all relevant highways legislation, as set out in the Definitions section:- <u>Phase 1 (PDP)</u> - A406 Brent Cross Ingress/Egress Junction - A41/A406 junction works including the A41 Underpass works– this will provide a new slip road access to BXSC - Brent Cross pedestrian underpass works - the	Through direct highways approval processes for schemes on Authority highways, or through providing appropriate input for other schemes on third party highways ensure schemes are implemented in accordance with the planning permission	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			pedestrian link between the BXSC and Haley Road, and Shirehall Lane - Diversion of Prince Charles Drive - River Brent alteration & diversion works (Part 1) – these allow the A41/A406 mid level junction and new ingress to BXSC to be introduced - New A406 bridge, Templehof Avenue and Link Road - Claremont Avenue and Claremont Avenue Junction with Tilling Road – this road will act as a main route for local traffic and will replace a section of Claremont Road - Claremont Road North Junction – new junction - Claremont Park Road (Part 1) - new road - Cricklewood Lane (A407)/Claremont Road and A407/A5 - junction improvements - A5 Junction to Waste Handling Facility – new junction - Tilling Road West (Part 1) – re-alignment and improvement works <u>Phase 2</u> - M1/A406 and A5/A406 junction – new gyratories to be built during phase 1 with the improvement to be completed and open at the start of this phase. Includes M1 Junction 1 pedestrian and cycle bridge - Whitefield Avenue including new junction with the A41 Claremont Park Road (Part 2) - High Street North and South - Whitefield Street - Tilling Road East - A41 Pedestrian Bridge <u>Phase 3</u>		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			- Pedestrian bridge over the A406. <u>Phase 4</u> - Claremont Road South junction - new junction - A5/Rail Freight Facility junction - A5/MML link bridge junction, as well as the bridge itself. <u>Phase 5</u> Geron Way pedestrian bridge Spine Road North and South <u>Phase 6</u> Tilling Road West (Part 2) - realignment and improvement.		
TR012	Transport & Regeneration	BXC travel planning - delivery	The Service Provider shall work with and oversee the applicants' BXC travel plans co-ordinator (who will provide support and guidance to all relevant businesses, developments and other establishments within the BXC area to assist them in the production of their own travel plans) to ensure site specific travel plans are in accordance with the FTP.	The Service Provider shall ensure travel plans meet the requirements of the FTP	
TR013	Transport & Regeneration	BXC travel planning - monitoring	The Service Provider shall oversee the monitoring of all BXC travel plans included within the planning permission for individual developments within the agreed timescales set out in the S106 agreement (and any supplementary agreements). The Service Provider shall oversee the monitoring and review of all travel plans, including the targets set within them, in accordance with the terms of the S106 Agreement, in particular examining the contribution	The Service Provider shall ensure travel plans are monitored in accordance with the S106 agreement, and that targets are being met wherever possible. Where targets are not met	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			to and progress made against the FTP phase mode split targets, and other key parameters and principles established in the FTP.	then the Service Provider shall ensure corrective action is taken in accordance with the terms of the S106 agreement	
TR014	Transport & Regeneration	BXC Correspondence	The Service Provider shall deal with and respond to all BXC-related correspondence and enquires from all internal (e.g. councillor) and external sources in accordance with published customer care standards.	10 working days	
TR015	Transport & Regeneration	BXC FOIA	The Service Provider shall ensure information to enable to Authority to respond to all BXC FOIA enquires is passed to the Authority within good time to enable a response to be made within the statutory timescales.	Within 20 working days	Obligation should be to respond to the Council's FOI team within sufficient time to enable the Council to reply within the statutory deadline of 20 days.
TR016	Transport & Regeneration	Local Government Ombudsman Complaint	The Service Provider shall advise the Authority on all Local Government Ombudsman complaints related to BXC, within the agreed timescales.	The Service Provider shall deal with complaints in accordance with the Authority's target timescales (10 working days unless otherwise agreed)	
TR017	Transport & Regeneration	BXC Press Releases and Enquiries	The Service Provider shall deal with all BXC press releases and respond to all press enquiries within the agreed timescales. Releases and responses shall all be co-ordinated with the relevant third party such as the TfL and / or the development	The Service Provider shall provide press releases and responses in accordance with the	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			partners.	requirements of the Authority's communications team	
TR018	Transport & Regeneration	BXC Authority Questions, Ward Walks, FGG Forum issues, Seminars, Consultation exhibitions and site meetings	The Service Provider shall deal with and respond to all BXC related Authority questions, and also 'ward walk' and FGG forum enquiries within the agreed timescales. The Service Provider shall also attend and present at relevant seminars and consultation exhibitions and provide specialist and strategic input at site meetings as required.	The Service Provider shall respond to enquiries and attend meetings / exhibitions / seminars as required	
TR019	Transport & Regeneration	BXC Budget Monitoring and control, and bidding	The Service Provider shall manage and monitor all relevant BXC capital and revenue budgets and control expenditure. This includes, but is not restricted to, delivering capital schemes to budget, overseeing the expenditure of the Transport Contingency Fund (TCF) within the GTF and ensuring officer time is recharged to developers in line with the S106 agreement. The Service Provider shall also from time to time provide input as required into the preparation and submission of funding bids to external funding sources.	The Service Provider shall manage and monitor all relevant BXC capital and revenue budgets and control expenditure	
TR020	Transport & Regeneration	Planning appeals (public inquiries)	The Service Provider shall provide proofs of evidence, as required, if there are highways reasons for refusal on a BXC planning application and the applicant appeals the decision. This may also apply to major applications on other schemes considered at the Planning & Environment Committee. Where a public inquiry requires a written submission the Service Provider shall provide one in accordance with the Planning Inspectorate's	The Service Provider shall provide proofs of evidence and attend public inquiries as required	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Procedural Guidance: Planning appeals and called-in planning applications (PINS 01/2009 and the Service Provider shall ensure that the transport and regeneration manager shall appear at the public inquiry and give evidence.		

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, Transport & Regeneration

Our customer profile:

The highways service includes the strategic planning, partnership links (primarily with TfL) 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 council 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 Somalis. 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
Access to information	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. Statutory notices about carriageway resurfacing and major footway relay schemes are published in the local press. The Authority's perception survey questionnaire is used to obtain information about groups that might be having difficulties contacting us or using our services.	- 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)
Access to services e.g. face to face advice, home/site visits, telephone/written	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. 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.	- Customer Satisfaction measures via survey - Analysis of take up data on all access channels - Profile of customers completing annual satisfaction survey
Access for people with disabilities to buildings	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.	- Number of complaints about access to services - Number of people visiting Authority offices
On line advice and services (e.g. applications)	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.	- 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

Consultation and engagement with members of Barnet's diverse communities	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. Satisfaction surveys including diversity monitoring questions are issued in areas where major highways maintenance work has been undertaken. 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. 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. 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. 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.	• 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
Charges/fees	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	• Number of complaints about changes to fees and charges – where possible data will be segmented for analysis • Number of threats of Judicial Review challenges

	made aware of the increase in charges and their applicable date of change.	Actual number of Judicial Review challenges that have been upheld on appeal
Accountability and relationship to Members	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. 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.	Number of members enquiries on behalf of constituents
Procurement processes	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.	- Ensuring that any specification of services reflects the most recent customer profile - Internal Audit outcomes
Monitoring	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.	- 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: Regeneration Baseline

Contents

CONTENTS.....	2
DOCUMENT HISTORY	3
DOCUMENT CONTROL.....	3
VERSION CONTROL.....	3
SIGN OFF	3
DEFINITIONS.....	4
SCOPE.....	6
SERVICE REQUIREMENT	8
DRS REGENERATION EQUALITIES OUTPUT SPECIFICATION BASELINE.....	29

Document History

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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]	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 T&H	[REDACTED] Hewers & Hamlin	28/11/12	Final

Sign off

Signature	[REDACTED]
Job title	[REDACTED]
Date	28/11/12

Definitions

Term	Definition	Review Comments
Affordable Housing	Affordable housing as defined in the Local Plan – Core Strategy is Social Rent, Affordable Rent, Shared Ownership /Shared Equity and Intermediate Rent supported by the latest version of the SPD for Affordable Housing, Housing Strategy and London Plan.	Proposed LBB baseline change
Authority	means the London Borough of Barnet [and its successors and assigns]	
Barnet Homes	means Barnet Homes Limited, (Company registered number 04948659) whose registered office is at Barnet House, 1255 High Road, Whetstone, London N20 0EJ	
BXC	means "Brent Cross Cricklewood" being the area of 151 hectares identified in the planning permission dated October 2010 for the regeneration of the Brent Cross Cricklewood Area	
CPO	Means a Compulsory Purchase Order being an order are obtained to enable acquiring local authorities to compulsorily purchase land to carry out functions which Parliament has decided are in the public interest.	
CTI	means the Construction Training Initiative	
GLA	means the Greater London Authority	
HCA	means the Homes and Communities Agency being the national housing and regeneration delivery agency for England whose role is to create thriving communities and affordable homes	
HRA	Means Housing Revenue Account being the account of expenditure and income that every local authority owning housing must keep. The account is kept separate or ring-fenced from other council activities.	
JVCO	means a joint venture company or limited liability partnership being a legal entity set up to deliver a specific objective	
PDA	Means the Principal Development Agreement being a legal agreement between the Authority and its development partners outlining the main responsibilities and obligations both financial and practical of each party. An individual PDA is negotiated on each of the Authority's major	

Term	Definition	Review Comments
	estate regeneration projects	
Regeneration Buybacks	means properties acquired from leaseholders by the Authority on regeneration estates which are let as temporary accommodation to homeless households (sometimes referred to as PSL Buybacks) and managed by Barnet Homes (currently the Private Sector Leasing (PSL) Team)	Proposed LBB baseline change to replace Private Sector Leasing (PSL)
RP	means a Registered Provider being a social landlord within the meaning of the Housing Act 1996 and registered with the HCA or TSA	
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	
SPD for Affordable Housing	means supplementary planning guidance for affordable housing being an adopted policy within the Local Development Framework providing planning guidance on the provision of affordable housing including the tenures of homes and the bedroom size requirements	
TFL	means Transport for London	
TSA	means the Tenant Services Authority the independent regulatory body responsible for regulating the conduct of affordable housing providers and the delivery and management of affordable housing in England	

Scope

Context of the Regeneration Service

Barnet is a vibrant, diverse and successful London suburb, one which attracts and retains residents because of its clean, green environment, excellent schools, low levels of crime, good transport links, high quality housing and public spaces and strong and healthy communities. By 2026, it is estimated that an additional 40,000 people will be living in the borough. The key to Barnet's continued success will be in the ability to balance competing demands for growth, sustainability, and the need to protect those things that make Barnet strong, attractive and unique. Our aim is to manage growth so it meets the needs for homes, jobs and services in a way that conserves and enhances the character of the borough. It is within this context that Barnet has progressed its regeneration aspirations.

Regeneration in Barnet focuses on our large single tenure housing estates. The objectives in regenerating them is to transform them into neighbourhoods where people will choose to live by providing high quality homes in a range of tenures where residents themselves take responsibility for the quality and cohesiveness of their environment.

Regeneration is not only about buildings but is also about transforming people's lives. The regeneration of the estates and neighbouring communities goes hand in hand with the creation of opportunities for skills and employment to encourage residents to take more control of their lives.

Our regeneration activities and aspirations for the future are supported by a number of national and local emerging policies and strategies.

The delivery and project management of our regeneration priority estates; Brent Cross Cricklewood redevelopment; affordable housing development and management, and skills and enterprise initiatives

To develop partnerships with private developers for the development of new homes and RPs for the delivery and management of affordable housing

Major Projects include:

- Brent Cross Cricklewood
- Colindale Growth Area
- Grahame Park

- West Hendon
- Stonegrove Spur Road
- Dollis Valley
- Granville Road
- Mill Hill East
- Skills and Enterprise

To work on developing innovative approaches to regeneration and Authority funding such as through asset backed or similar joint ventures for property development/disposal, "Barnet Finance Plan" or other similar tax increment finance approaches.

To work closely with the GLA and the HCA in securing funding for affordable housing to deliver affordable housing in accordance with the Borough Investment Plan and requirements of the London Plan

To development partnerships with RPs that own and manage properties in Barnet. Assess the performance of RPs in the development and management of affordable homes and work with RPs to improve where performance is lacking.

To ensure skills and training initiatives are embedded in the delivery of growth and regeneration schemes across the borough and opportunities for existing and new residents are maximised.

To establish and manage Town Centre Business Forums in priority town centres and act as a contact point/gateway for business and enterprise across the borough.

To provide the corporate lead on 2012 Olympics issues.

Service Requirement

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN001	Estate Regeneration	Secure the transfer of land	The Service Provider shall project manage the work undertaken by the property services department to transfer sites to the regeneration partners on each of the estate regeneration projects in accordance with the PDAs.	Achieve the transfer of land to regeneration partners	
REGEN002	Estate Regeneration	Securing a CPO	The Service Provider shall project manage the CPO process working with legal and property services departments and external consultants as appropriate for the assembly of land.		
REGEN003	Estate Regeneration	Implementing a CPO	The Service Provider shall project manage the CPO implementation process with legal and property services departments and external consultants as appropriate for the assembly of land.		
REGEN004	Estate Regeneration	Securing vacant possession	The Service Provider shall project manage the decanting of the regeneration sites' secure and non-secure tenants in accordance with the phasing plans by Barnet Homes and/or the regeneration partners in accordance with the PDAs for the assembly of land.		
REGEN005	Estate Regeneration	Acquiring third party interests	The Service Provider shall project manage the work of the legal and property services departments and the development partners in the acquisition of third party interests for the assembly of land.		
REGEN006	Estate Regeneration	Project Management	The Service Provider shall oversee negotiations by private treaty with leaseholders for the acquisition of leasehold properties.		
REGEN007	Estate Regeneration	Viability and Deliverability	The Service Provider shall work with the development partners to assess the viability and	Ensuring viability and deliverability	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
		Assessment	deliverability of individual projects on a scheme or phase by phase basis. Where necessary the Service Provider shall propose options and make proposals which enable projects to proceed and demonstrate viability		
REGEN008	Estate Regeneration	Securing planning permission	The Service Provider shall project manage the development, review and revision of required master plans and planning applications with the development partners and design guidelines/framework development with planning colleagues and external architects in accordance with the PDAs.	Apply professional skill and use reasonable endeavours to secure planning permission	
REGEN009	Estate Regeneration	Home-loss and Disturbance	In accordance with the PDAs, the Service Provider shall work with the development partners where required to assess and pay out on behalf of the Authority appropriate compensation to tenants for home-loss and disturbance.	Meet statutory duties on behalf of the Authority of decanting as stated in the Land Compensation Act 1973	The duty to make these payments lies with the Authority. The Partner may act as its agent
REGEN010	Estate Regeneration	Project Reporting	The Service Provider shall monitor and report on project performance and regeneration strategic issues (to include attendance and where required servicing) to the various regeneration, partnership, and project boards, councillor briefings, resident and other relevant meetings.	Ensuring effective monitoring and reporting of project performance	
REGEN011	Estate Regeneration	Appointment of Consultants	The Service Provider shall procure consultants to undertake specialist functions under the various PDAs in accordance with the Authority's contract procurement rules as noted in its constitution from time to time.	Appointment of consultants	This is specifically to deal with consultants who act on behalf of the Authority as defined in the various PDA's. Where the consultant is engaged by the Authority, but

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN012	Estate Regeneration	Project Management	The Service Provider shall provide good project management practice to support the delivery of projects through maintaining up to date project plans, risk registers, issues logs, phasing plans and other project management tools on each of the regeneration projects and make these available to the Authority on request.	Ensuring effective project management that maximises the delivery of projects on time, to quality and to budget	procured by the Service Provider, the Authority's agreement to enter into the contract is required.
REGEN013	Estate Regeneration	Communication	The Service Provider shall work with the development partners and the Authority's communication team to establish communication plans on the estate regeneration schemes and prepare newsletters and other forms of communication as appropriate.	Providing effective communication	
REGEN014	Estate Regeneration	Communication	The Service Provider shall lead the delivery of effective consultation and engagement with residents and stakeholders for assigned projects.	Ensuring effective consultation	
REGEN015	Estate Regeneration	Finance	The Service Provider shall manage all budgets for each estate regeneration scheme, including all the Authority's recharges for services provided to support regeneration e.g. legal, property services, procurement, finance.	Ensuring effective financial monitoring	
REGEN016	Estate Regeneration	Finance	The Service Provider shall recover the Authority's historic costs (both revenue and capital) from the development partners in accordance with the PDAs. This will also include the raising and processing of invoices.	Costs to be recovered and passed to the Authority within 12 weeks of these being due	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN017	Estate Regeneration	Finance	The Service Provider shall maintain effective financial records on all Authority costs, both historic and current, and details of which costs are recoverable, timescales for recovery, receipt of recoverable costs for each regeneration scheme and ensure all expenditure has Authority approval.	Ensuring effective financial monitoring	Proceedings to recover outstanding debt will need Authority approval to initiate, but a blanket approval could be given to the Service Provider.
REGEN018	Estate Regeneration	Finance	The Service Provider shall complete monthly financial returns for each regeneration project in accordance with Authority requirements, manage the calculation and collection of any overage as defined in the PDAs, and ensure all expenditure has Authority approval.	Ensuring effective financial monitoring	
REGEN019	Estate Regeneration	Cross service engagement	The Service Provider shall work across services within the Authority to bring together and link up activities within each regeneration scheme.		
REGEN020	Estate Regeneration	Cross service engagement	The Service Provider shall inform other services within the Authority of the areas of the estate regeneration that impact on them, and work closely with such services to ensure full cooperation.		
REGEN021	Estate Regeneration	Applications for Funding	The Service Provider shall work with the development partners to identify and submit applications for grant funding to maximise funding opportunities and scheme viability.	To secure grant funding	Approval for making an application in the Authority's name will be needed from the Authority.
REGEN022	Estate Regeneration	Regeneration Buybacks	The Service Provider shall ensure the Regeneration Buybacks are effectively managed, income is maximised, costs minimised, and the relevant manager at Barnet Homes is kept updated on when the properties within the regeneration areas are due	Ensuring effective management of Regeneration Buybacks	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN023	Estate Regeneration	PDA – obligations	to be demolished. The Service Provider shall ensure that the Authority meets its obligations under the PDAs for each scheme. This includes monitoring specific areas such as financial viability of the scheme, working with cost consultants on reviewing the cost models.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN024	Estate Regeneration	Highways Issues	The Service Provider shall project manage and ensure that the appropriate action is taken by the highways function with regards to parking strategies, agreements under sections 38 and 278 of the Highways Act 1980 and all other relevant highways issues.	Ensuring Highways obligations are met	
REGEN025	Estate Regeneration	PDA – Deed of Variations	The Service Provider shall obtain legal advice as required on each scheme with regards to variations to the PDAs, and ensure all expenditure has Authority approval.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN026	Estate Regeneration	PDA – obligations	The Service Provider shall work jointly with the respective partners on each scheme to satisfy the conditions precedent and obligations under the PDA and or deeds of variation.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN027	Estate Regeneration	Project Management	The Service Provider shall project monitor, manage and/or facilitate activities for each scheme. This includes (but is not limited to) holding activity meetings with development partners, managing consultants.	Ensuring effective project management	
REGEN028	Estate Regeneration	Project Management	The Service Provider shall write committee reports including the relevant resolutions which it recommends are granted by the Authority's committees. The Service Provider shall attend and facilitate committee meetings where appropriate, including through the drafting of associated	Ensuring effective project management	Service Provider cannot control the decision of the committee.

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN029	Estate Regeneration	Project Management	delegated powers reports. The Service Provider shall project manage the nominations of households to the rented homes and qualifying leaseholders to the shared equity schemes on the regeneration estates.	Residents moving to new homes and securing vacant possession	
REGEN030	Estate Regeneration	Project Management	The Service Provider shall work with Barnet Homes to ensure that the application of housing policy (e.g allocations policy, management of voids etc.) reflects the specific needs of the regeneration schemes, so far as is reasonably possible.	Ensuring effective project management	
REGEN031	Estate Regeneration	Project Management	The Service Provider shall establish and maintain an appropriate governance structure to ensure accountability in the delivery of each of the Authority's regeneration schemes.	Ensuring effective project management	
REGEN032	Brent Cross Cricklewood	Project Management	The Service Provider shall provide all the project co-ordination services and Authority workstreams as defined in the BXC PDAs.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN033	Brent Cross Cricklewood	Project Management	The Service Provider shall act as a first point of contact for the BXC developers at the Authority.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN034	Brent Cross Cricklewood	Cross service engagement	The Service Provider shall liaise with any department of the Authority, any Authority consultant or other third parties as necessary with regards to effecting the BXC scheme.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN035	Brent Cross Cricklewood	Project Management	The Service Provider shall deal with any requests for information or Authority approvals from the BXC developers or their consultants.	Ensuring PDA obligations are met	
REGEN036	Brent Cross	Project	The Service Provider shall attend any meetings at	Acting on behalf of the	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Cricklewood	Management	the Authority, with the BXC developers or their consultants regarding the project.	Authority to ensure PDA obligations are met	
REGEN037	Brent Cross Cricklewood	Project Management	The Service Provider shall report on the project to Authority Officers and Members and ensuring that all project governance issues are addressed.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN038	Brent Cross Cricklewood	Project Management	The Service Provider shall project manage any issues in connection with matters relating to land transfer, tenancies, education, housing, amenities and other Authority services or functions.	Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN039	Brent Cross Cricklewood	Finance	The Service Provider shall provide the BXC developers with regular budgets for the carrying out of the tasks and duties comprised in the BXC PDA's; properly account for the time spent on each workstream; keep accurate records; prepare and issue invoices, and collect monies due.	Recovery of costs as defined in the BXC PDA's	If collection of monies involves court proceedings, these need to be authorised by the Authority, though a blanket authorisation could be given.
REGEN039A	Brent Cross Cricklewood	Procurement	The Service Provider shall work with the Authority in the procurement of a development partner (or partners) and progress the appointment of a partner (or partners) under a new PDA.	Successful procurement of a development partner	
REGEN040	Brent Cross Cricklewood	Educational Provision	The Service Provider shall liaise with the Authority's education service on the re-provision of Claremont, Whitefields and Mapledown schools and deal with any issues arising ensuring PDA obligations and planning commitments are met.		
REGEN041	Brent Cross Cricklewood	Project Management	The Service Provider shall liaise with the property services department over the interim management of all Authority land during the regeneration.	Acting on behalf of the Authority to ensure PDA obligations are	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN042	Brent Cross Cricklewood	Project Management	The Service Provider shall carry out all of the estate regeneration functions (as listed in REGEN 1-31) on the BXC project, specifically to include the CPO functions.	met Acting on behalf of the Authority to ensure PDA obligations are met	
REGEN043	Brent Cross Cricklewood	Project Management	The Service Provider shall develop proposals with development partners for a tax increment finance based scheme to fund delivery of enabling infrastructure.		
REGEN044	Brent Cross Cricklewood	Project Management	The Service Provider shall develop and manage, together with the development partners, TFL and other Authority services, an estate management strategy for the whole site for approval by the Authority.	Acting on behalf of the Authority to ensure the PDA, planning and general regeneration objectives of the Authority are met	
REGEN045	Mill Hill East	Project Management	The Service Provider shall manage the appointment of professional consultants as required (legal, property, accountancy) representing the Authority's land interests.		
REGEN046	Mill Hill East	Project Management	The Service Provider shall liaise with other Authority services (planning, highways, property, legal, finance, education) to manage and secure the Mill Hill East LLP ("The Inglis Consortium LLP") conditions and requirements.		Council approval is required for any land transfers.
REGEN047	Mill Hill East	Finance	The Service Provider shall: provide regular budgets to the Authority for the carrying out of the tasks and duties imposed by the LLP; properly account for the time spent on each workstream and keep accurate records; prepare and issue invoices; and collect monies due to the Authority and report these to the	Recovery of costs	If collection of monies requires Court action, then this will require Authority approval, though a blanket approval could be

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN048	Housing Development	Maximising use of housing assets	Authority on a monthly basis. The Service Provider shall review HRA sites for future housing development, commission feasibility studies and analyse options for presentation and recommendation to the Authority on the best use of the Authority's housing assets. The Service Provider shall also work with the Authority's property services provider to progress development opportunities through sale and/or securing of a development partner, negotiating the terms of a development agreement, site transfer, master planning, decanting, third party acquisitions and delivering housing development.	Outputs to be agreed on an annual basis	given in advance.
REGEN049	Housing Development	Development of Affordable Homes	The Service Provider shall develop and recommend affordable housing development strategies and policies in accordance with the Authority's aspirations as laid down in the Corporate Plan, Local Development Framework and Core Strategies, Housing Strategy and HCA and GLA requirements and, if approved by the Authority, shall implement the same.	Outputs to be agreed on an annual basis on what reviews are necessary	
REGEN050	Housing Development	Development of affordable homes	The Service Provider shall advise on the Authority's policies in relation to the development of affordable homes.		
REGEN051	Housing Development	Development of affordable homes	The Service Provider shall negotiate with housing developers and RPs as part of S106 requirements for the provision of affordable housing ensuring that these are in accordance with Authority policy and represent value for money. The Service Provider shall monitor compliance with S106 obligations.	New affordable homes secured	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN052	Housing Development	Development of affordable homes	The Service Provider shall establish and maintain partnerships and effective liaison with the HCA, the GLA and other bodies as relevant to secure funding for affordable housing schemes.	Level of investment secured and at least three meetings a year with the HCA	
REGEN053	Housing Development	Development of affordable homes	The Service Provider shall direct, manage and monitor the HCA capital programme in Barnet, in order to maximise the delivery of new affordable homes.	New schemes meet housing needs and all inward investment taken up	
REGEN054	Housing Development	Development of affordable homes	The Service Provider shall respond to requests from the HCA or others to site related funding issues, queries, priorities and outcomes.	Respond within the timescales required by requester.	
REGEN055	Housing Development	Development of affordable homes	The Service Provider shall work with RPs in submitting appropriate bids to the GLA/HCA for funding for affordable homes which meet priority housing needs.	Secure funding for new affordable homes to meet the Authority's priorities set out in the SPG for Affordable Housing, Housing Strategy, Local Development Framework	
REGEN056	Housing Development	Development of affordable homes	The Service Provider shall direct, manage and monitor the Authority's capital programme for housing association development and ensure funding is spent in accordance with planning obligations.	All funding taken up	
REGEN057	Housing Development	Development of affordable homes	The Service Provider shall ensure commuted sums are received and spent within the required timescales and in accordance with the S106 agreements or regulations.	Commuted sums spent	
REGEN058	Housing Development	Liaison and partnership	The Service Provider shall work with London boroughs through the relevant sub-region for Barnet		

Regeneration	Service Area	Function	Service Requirement	Service Level	Legal Comments
			and other boroughs, including work through London councils.		
REGEN059	Housing Association	Liaison and partnerships	The Service Provider shall service the Barnet Housing Association Liaison Group and work closely with RPs operating in the borough to ensure that they are fully consulted on, aware of and operating within Authority policies that effect their areas of operation. The Service Provider shall review the effectiveness of these policies with the RPs.	Liaison meetings to take place at least three times a year	
REGEN060	Housing Associations	Liaison and partnerships	The Service Provider shall facilitate effective liaison with RPs and the key Authority services that affect their area of operation. These include Barnet Homes, the Housing Benefit Service, Housing Allocations Service and Social Services, Corporate Anti Fraud Team, etc.	Liaison meetings to take place at least three times a year	
REGEN061	Housing Associations	Maximising affordable homes	The Service Provider shall collect and analyse RPs' lettings of affordable homes and the nominations offered to the Authority on a quarterly basis and shall address areas of non- performance to ensure the Authority receives all the nominations to properties they are entitled to.	On a quarterly bases	
REGEN062	Housing Associations	Performance Management	The Service Provider shall establish a service level agreement with RPs, to be approved by the Authority, setting out the service expectations and monitoring arrangements. The service level agreement shall include an Annual Performance Review of key RPs.	Annual Performance Review	
REGEN063	Housing Associations	Performance Management	The Service Provider shall advise RPs where their performance needs to improve and monitor areas of concern on a quarterly basis.		
REGEN064	Housing	Liaison and	The Service Provider shall promote and coordinate		

Regeneration	Service Area	Function	Service Requirement	Service Level	Legal Comments
	Associations	partnership	joint working between RPs and community organisations, Police, Youth Services, residents and partner RPs to make housing schemes better places to live promoting community engagement.		
REGEN065	Housing Associations	Liaison and partnership	The Service Provider shall maintain a register of all affordable homes owned by RPs in Barnet		
REGEN066	Housing Associations	Liaison and partnership	The Service Provider shall respond to councillor's queries regarding RP performance and development issues.	Within the Corporate timescales	
REGEN067	Shared Ownership	Promoting low cost home ownership	The Service Provider shall advise potential applicants on shared ownership and other low cost home ownership options, advertise vacancies, prioritise suitable purchasers and monitor outcomes.		
REGEN068	Skills and Enterprise	One Barnet partners / Authority wide (incl. objectives for Regeneration, Children's Services, Adult Social Services)	The Service Provider shall deliver, monitor and update the Skills, Employment and Enterprise Strategy for the Borough (with a focus on reducing worklessness and deprivation, our vulnerable groups and promoting enterprise and economic growth).	Borough wide Strategy and co-ordinated delivery to reduce worklessness and promote economic growth Play a strategic role to support the linkage of public service activity and together with the key partners act as: • Strategic leader, facilitator and influencer • Commissioner and procurer of services • Significant	

Regeneration	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN069	Skills and Enterprise	One Barnet partners / Authority wide	The Service Provider shall lead and facilitate the Borough's skills and employability groups (made up of key delivery partners in the borough).	employer, co-ordinator and provider of services Champion for residents and businesses, empowering them to help themselves. Partnership working to achieve a joined up approach to delivering employment and training provision in the borough which responds to growth sectors and needs of businesses. The Partnerships have an agreed Skills, Employment and Enterprise Plan (due for review in 2015) Key objectives of the partnerships are to: Consider and agree actions and priorities; Implement and monitor the Skills, Employment and Enterprise Plan, and to revise and amend the plan, in the light of	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
				developments over time; Co-ordinate skills and enterprise activity across the London Borough of Barnet; Monitor the fit between future demand for labour and current education and training supply and continue to identify where change may be required; Provide the strategic steer for the effective delivery of skills development and enterprise activity throughout the borough; Coordinate a wide range of stakeholders and interests to build upon current strategic structures and plans; Ensure that planning and decision-making is informed by the inputs of a variety of bodies, organisations	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN070		One Barnet partners / Authority wide Corporate Insight	The Service Provider shall establish a shared intelligence function across Barnet and develop the Barnet Economic Insight as a cross-cutting database of key economic data to aid policy development and implementation of community budgets to establish an understanding of needs and respond appropriately. The Service Provider shall identify employment growth sectors and work with partners to ensure skills and training provision is responsive to business	and agencies; Pool resources and make joint funding bids; Establish information and data sharing protocols; Conduct monitoring and evaluation and agree a quality assurance framework, undertaking any necessary remedial action; and Revise and amend the Skills Employment and Enterprise Plan to reflect emerging priorities over time, at least annually, with a full review in 2015 Research and analysis; Economic forecasting; Partnership working;	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN071	Skills and Enterprise	Estate Regeneration and development projects	needs. The Service Provider shall participate in S106 negotiations with developers to ensure appropriate employment and training contributions.	Legal and Commercial in order to maximise the section 106 for employment and training.	
REGEN072	Skills and Enterprise	Estate Regeneration and development projects	The Service Provider shall develop a co-ordinated scheme across the regeneration estates to provide access to skills and jobs in order to facilitate a greater contribution to society from those experiencing deprivation.	Strategy development and action planning to ensure a co-ordinated scheme that reduces worklessness	
REGEN073	Skills and Enterprise	Estate Regeneration and development projects	The Service Provider shall work in partnership with developers to guide them in producing and delivering their employment and training strategies for their regeneration scheme, including regular support and reviews, including the major programme at Brent Cross Cricklewood	Partnership working; Strategy development; Project management; to oversee partners and secure the effective delivery of their obligations	
REGEN074	Skills and Enterprise	Estate Regeneration and development projects	The Service Provider shall monitor developer spend of section 106 employment and training monies.	Project and performance management to achieve compliance and reporting on expenditure in line with the agreed s106 agreements	
REGEN075	Skills and Enterprise	Estate Regeneration and	The Service Provider shall contract manage the section 106 funded workfinder jobs brokerage	Effective contract management to	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
		development projects	programme.	achieve project delivery	
REGEN076	Skills and Enterprise	Estate Regeneration and development projects	The Service Provider shall develop, commission and contract manage employment and training services with the use of section 106 employment and training monies paid directly to the Authority.	To deliver the section 106 obligations and ensure employment and training for local residents	
REGEN077	Skills and Enterprise	Estate Regeneration and development projects	The Service Provider shall monitor take-up by developers of the CTI.	To maximise numbers of residents on the CTI and monitor cost effectiveness	
REGEN078	Skills and Enterprise	Authority wide / One Barnet partners	The Service Provider shall develop, roll out and monitor an apprenticeships scheme for the regeneration programmes, and link in with the wider Authority/One Barnet apprenticeship programme.	To deliver Apprenticeships in the borough.	
REGEN079	Skills and Enterprise	Authority wide – National programmes	The Service Provider shall engage and respond to consultations on government policy development, having sought approval for the response from the Authority.	To ensure Authority priorities are reflected and national policies are interpreted locally.	
REGEN080	Skills and Enterprise	Authority wide – National programmes	The Service Provider shall engage and maximise links with government 'Welfare to Work Programmes', including the Work Programme, Youth Contract and Job Centre Plus services.	To ensure the Programmes are locally responsive and reduce worklessness	
REGEN081	Skills and Enterprise	Outer London Fund and successful funding bids	The partner shall deliver the proposals for Cricklewood and North Finchley Town Centres in accordance with the funding agreements and comply with associated monitoring requirements.	To ensure funding is spent.	
REGEN082	Skills and Enterprise	Business Engagement	The Service Provider shall attend and facilitate Business Forums, and be the key link between the Forums and the Authority in order to support and	To build capacity in local business forums so that they feel	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
			guide local businesses.	empowered to work together to deliver local initiatives	
REGEN083	Skills and Enterprise	Partnerships with West London boroughs	The Service Provider shall, subject to the agreement of other parties, recommend the set-up and delivery of a partnership structure and shared action plan along the west of the borough and across the borders with Brent and Harrow. This will include cross-borough working to the west, business engagement and establishing/delivering common goals.	To deliver cross boundary initiatives for economic growth and reduced worklessness	Only the Authority could set this up.
REGEN084	Skills and Enterprise	Business Support	The Service Provider shall undertake outreach/engagement activities and organise business events with large companies and small and medium sized companies to engage them in borough activities particularly in growth areas and work based skills and training (such as apprenticeships).	To gain business participation and engagement in delivering initiatives for economic growth and reduced worklessness	
REGEN085	Skills and Enterprise	Business Support	The Service Provider shall be the first point of contact for businesses seeking information from the Authority and shall signpost businesses to appropriate advice and support.	Central point of contact for businesses within the Authority	
REGEN086	Skills and Enterprise	Funding opportunities	The Service Provider shall identify funding opportunities and develop bids, commissioning and delivering services where required.	To maximise funding opportunities for initiatives for economic growth and reduced worklessness such as the Mayor's Outer London Fund and European Social Fund programmes.	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN087	Regeneration - Socio-economic	Monitoring of impact of regeneration	The Service Provider shall establish baseline data for each estate and monitor the impact of regeneration against this. This shall include regular socio economic data profiling of each estate.	To ensure that the impact of regeneration can be measured. To demonstrate it has made a positive impact.	
REGEN088	Regeneration - general	Service Planning	The Service Provider shall develop, implement and monitor service plans on an annual basis for the Authority to approve and shall provide monthly monitoring on delivery against the service plans.		
REGEN089	Regeneration - general	Finance	The Service Provider shall ensure that budgets assigned to the regeneration service are effectively managed and reported to the Authority on a monthly basis.		
REGEN090	Regeneration - general	Data Collection	The Service Provider shall collect and collate information from partners to complete statistical returns as required by government agencies.	To submit information within the required timescales	
REGEN091	Regeneration - general	Policy Development	The Service Provider shall prepare policies and strategies relevant to the regeneration service areas of activity (including decentralised energy, housing provision, estate renewal, infrastructure provision and skills and enterprise) for Authority approval and shall subsequently implement the same.	Policies and strategies approved as per an agreed annual plan	
REGEN092	Regeneration - general	Governance	In accordance with Authority requirements, the Service Provider shall write committee reports as required by the Regeneration Service's areas of operation ensuring that the relevant resolutions, which the Service Provider recommends are granted, are presented to the Authority committees. The Service Provider shall also attend committee meetings where appropriate, and draft associated		The Service Provider cannot guarantee resolutions will be passed by an Authority committee.

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
REGEN093	Regeneration - general	Governance	delegated powers reports. The Service Provider shall respond to internal audit reviews and those required by external funding bodies and implement action plans within agreed timescales.		
REGEN094	Regeneration - general	Governance	The Service Provider shall represent the Regeneration Service on internal committees and boards, and provide briefing notes as required for elected councillors, committees and directors.		
REGEN095	Estate Regeneration	Regeneration Property Advisory Work	The Service Provider is to provide or procure property advisory services for each project as necessary, or as specified in the relevant PDA, to include: • Negotiation of acquisitions through private treaty. Applying the Compensation Code to negotiate acquisitions following the implementation of a CPO; • Work with legal advisors to obtain consent from the Secretary of State for the disposal of Authority land - housing, education and playing fields; • Land disposals under S123 Local Government Act 1972 and S233 Town & Country Planning Act 1990; • Appropriation of land under S122 Local Government Act 1972; • Grant of demolition and works licences. Grant of commercial leases both secure and unsecure in accordance with the Landlord and Tenant Act 1954. Other licences/access rights for the implementation of the PDA's;	The cost of providing these services is generally expected to be recoverable from the Authority's development partners. In terms of resource, this depends upon the progress of the schemes. On average an assumption of 25 hrs. per week should be made. NB The charge out rate to the development partners through the Regeneration Service is currently set at £31.20 per hour. Future charge out rates have not been	

Reference	Service Area	Function	Service Requirement	Service Level	Legal Comments
			• Property advice on PDA's and development agreements; • Property matters associated with the making and implementation of CPOs (advice on referencing, identifying property interests etc.); • Residual Valuation; and • Advise on land assembly and acquisition strategy	agreed.	

DRS Regeneration 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: Regeneration

Our customer profile: There are 1166 secure tenancies and 915 non secure tenancies within the four regeneration estates. The majority of regeneration estate residents are aged between 30-44 years, the majority are a mix of lower income workers and young people renting flats. There are high rates of violence against young people and high rates of conception in those aged under 18. The average household income is £37,960.

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). Barnet is also considered a relatively highly qualified borough with 42.4% qualified to NVQ Level 4 (Nomis 2009).

However these borough level statistics often disguise 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: We would like to collect more accurate customer satisfaction data across the protected characteristics.

Impact of the service on protected groups:

Key Equality risks	Mitigating activity	Measurable outputs
Access to information	The service aims to ensure that harder to reach groups have equal access to information and that they are encouraged and supported to	Website contents and related downloadable documents reviewed and updated every 6 months

	participate in consultation activities. Overall it aims to be proactive and flexible in its approach to providing information. Grahame Park – Choices for Grahame Park (CfGP) is committed to eliminate discrimination and promotion of equal opportunity. Schedule 32 of the Grahame Park Principal Development Agreement (PDA) outlines CfGP's equal opportunities policy. Regeneration partners are required to produce information about regeneration schemes. Information is held on both the Authority and partners' websites. Marketing information for new build is inclusive and accessible and sales offices are situated on site.	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	Partners use a variety of methods to relay information about regeneration proposals and progress such as a regular newsletter and residents meetings. Invites to meetings are in a standard language / format. Grahame Park – CfGP has a local site office to ensure residents have every opportunity to communicate with them. The service and partners work closely with private occupational therapy services to ensure that adaptations to the new homes of disabled tenants are carried out efficiently and smoothly.	- Number of residents meetings held - Profile of residents attending meetings - Number of complaints about not getting information or advice from staff in Regeneration service - Customer satisfaction in Regeneration service using Govmetric measures? - Profile of customers completing annual satisfaction survey (segmented for protected characteristics)
Access for people with disabilities to buildings	Most of the partners are estate based and ensure wherever possible residents are able to attend meetings and exhibitions in accessible buildings. New development complies with borough design requirements, building regulations and lifetime homes standards.	- Number of complaints about access to Regeneration service - Number of comments, compliments, complaints about access to Authority staff - Number of comments, compliments, complaints about access to developer staff
On line advice and services (e.g. applications)	Information is provided on line by some of the development partners.	- Number of complaints about Regeneration service online advice (segmented by protected characteristic) - Website contents and related downloadable documents reviewed and updated every 6 months
Consultation	The service is developing a communication strategy to ensure appropriate consultation and communication with stakeholders at all stages of project development, delivery and evaluation. It recognises	- Number of consultation events - Number of residents attending consultation events

	that some residents are harder to reach and aims to promote an inclusive process in which all are given the opportunity to participate fully. Consultation on individual schemes is undertaken in a variety of ways e.g. drop in sessions/events, tenant participation groups and newsletters. Independent Residents Advisors are in place for the largest regeneration estates, procured through the Authority's standard procurement procedures which include equalities considerations. Consultation is inclusive and designed for the diverse needs of residents. Consultation takes account of the views of specialist services where these are provided on regeneration estates. At Grahame Park, representative groups participated in the Community Centre Stakeholder Workshop in July 2010. There are no charges for residents or community organisation.	• Profile of residents attending consultation events • Number of complaints about access to consultation events • Something about different communication channels that are being used to ensure wide engagement/participation/information?
Consultation with vulnerable groups	Consultation is inclusive and designed for the diverse needs of residents. Consultation takes account of the views of specialist services where these are provided on regeneration estates. At Grahame Park, representative groups participated in the Community Centre Stakeholder Workshop in July 2010.	• Evidence that vulnerable groups have participated in consultation • Something about different communication channels that are being used to ensure wide engagement/participation/information?
Charges/fees	There are no charges for residents or community organisation.	• n/a
Accountability and relationship to Members	Members are represented on partnership boards for example at Grahame park current appointees of the Grahame Park Partnership Board include the Cabinet Member for Planning, Housing and Regeneration and a Ward Member for Colindale. Deputies are a majority party council member, a Ward Member for Colindale. Hard to reach and minority groups are supported to participate through targeted capacity building and training of tenant and resident representatives e.g. health and safety training (on site).	• Number of members enquiries on behalf of constituents
Procurement processes	The service follows the Authority's standard procurement procedures which include equalities considerations.	• Ensure that any specification of services reflects the customer profile • Third party providers are able to demonstrate how they will support the Authority in meeting its public sector equality duty
Monitoring	Post occupation surveys are carried out to assess tenant satisfaction. Comprehensive monitoring is undertaken of the partnership development agreements ensuring adherence to principles in Schedule 32 'Equal Opportunities Policy' and Schedule 37 'Resident Involvement' among others. Partners are also required to undertake skills audits. Partners are required to undertake skills audits, at Grahame Park – CfGP commissioned the 'Grahame Park Baseline Data Collation Project Report' in February 2008 to	• Evidence that data on equalities is used to improve Regeneration services

	synthesise a range of existing data sources in order to produce a statistical basis to inform an Employment and Training Strategy and to produce a report on the findings and make recommendations. Post occupation surveys are carried out to assess tenant satisfaction.	
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Output Specification: Strategic Planning Baseline

Contents

CONTENTS.....	2
DOCUMENT HISTORY.....	3
<i>Document Control</i>	3
<i>Version Control</i>	3
<i>Sign off</i>	3
MAJOR DEVELOPMENTS.....	4
DEFINITIONS.....	5
SCOPE.....	5
SERVICE REQUIREMENT.....	6
DESIGN AND HERITAGE.....	10
DEFINITIONS.....	11
SCOPE.....	11
SERVICE REQUIREMENT.....	12
INFRASTRUCTURE PLANNING AND FUNDING.....	16
DEFINITIONS.....	17
SCOPE.....	19
SERVICE REQUIREMENT.....	21
KEY PERFORMANCE INDICATORS.....	33
PLANNING AND HOUSING POLICY.....	34
DEFINITIONS.....	35
SCOPE.....	38
SERVICE REQUIREMENT.....	40
DRS EQUALITIES OUTPUT SPECIFICATION BASELINE.....	53

Document History

Document Control

Document owner	Lucy Shomali
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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.	Lucy Shomali	13/01/12	Final
V2.0	Detailed Solution	Final Version of Baseline given to bidders to use for their detailed solution submission	Lucy Shomali	15/10/12	Final
V3.0	Prepped for T&H	Comparison between Detailed Solution baseline and Commercial Dialogue 2 baseline with legal review	Lucy Shomali	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	Lucy Shomali Trowers & Hamlin	29/11/12	Final

Sign off

Signature	Lucy Shomali
Job title	Assistant Director – Strategic Planning and Regeneration
Date	29/11/12

Major Developments

Definitions

Term	Definition
Agreement	means the DRS partnering contract entered into by the Authority and [●] on [●] 2012
AAP	means an Area Action Plan
Authority	means the London Borough of Barnet and its successors and assigns
GLA	means the Greater London Authority
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

Scope

To maximise outcomes and delivery of wider corporate objectives through progressing major strategic and public sector applications in a comprehensive and holistic fashion.

Prepare strategic planning advice to ensure holistic outcomes which deliver wider corporate priorities within priority town centres, on key sites and in identified growth areas across the borough.

To ensure a consistency of approach and outcomes in relation to major and strategic applications.

Service Requirement

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP001	Major Developments	Complex/Major Planning Applications – Pre-application and Determination.	The Service Provider shall lead on pre-application and determination stages of major planning applications including strategic applications in the Authority's growth and regeneration areas, priority town centres and in relation to public sector applications delivering community infrastructure such as schools, health facilities etc. This also includes 'Master Plan' applications associated with AAP and regeneration areas and also includes negotiation of associated S106 legal agreements. The Service Provider shall liaise with, and ensure coordinated input from, relevant Authority services including transport and highways, design, environmental health, commercial services (where relevant) etc, and external stakeholders such as GLA, TfL, adjacent boroughs etc.	Within statutory timescales as set out in the Town and Country Planning Act 1990 The service provider shall deal with strategic applications through a project management approach and within timescales that reflect the scale of application, range of stakeholders and complexity of the proposals.	
SP002	Major Developments	Planning Applications in Regeneration Area – Implementation.	The Service Provider shall lead on planning and design advice associated with implementation of consents in regeneration and growth areas e.g. advice on S73 applications, discharge of planning obligations etc.		
SP003	Major Developments	Planning Application Brent/Cross Cricklewood	The Service Provider shall work with development partners and other services in accordance with a project plan to ensure that pre-commencement strategies are produced and pre-commencement conditions are discharged to enable	Review Annually	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			implementation. The Service Provider shall monitor and ensure the discharge of planning conditions and obligations on this multi phase project over a twenty year period (or the extent of that period which falls within the term of the Agreement)		
SP004	Major Developments	Planning briefs for key sites e.g. Spires Shopping centre	The Service Provider shall prepare planning and development briefs for key development sites in consultation with other services to set out the planning policy framework, key issues and expectations in relation to the site and delivery of wider corporate objectives. These will require public consultation to agreed standards and formal adoption by the Authority's cabinet or other relevant Authority committee.		
SP005	Major Developments	Planning advice for public sector projects	The Service Provider shall provide pre-application and other advice to other services and public sector partners in relation to new and expanded schools, waste management facilities, health facilities, sports and leisure facilities etc., the Service Provider shall charge fees for such advice in line with relevant schedules of fees and charges adopted by the Authority from time to time.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP006	Major Developments	Town Centre Frameworks/ Priority town centres – Edgware, Finchley Town Centres, New Barnet, Whetstone, Chipping Barnet	The Service Provider shall produce town centre frameworks for priority town centres (as defined by the Authority) which will identify issues and opportunities for each town centre and how future development will be managed to maximise opportunities to realise the potential for the individual town centre. The process will require consultation with the public, landowners and other public bodies. The Service Provider shall progress such frameworks through the Authority's decision making process and shall monitor and update them to reflect changing priorities or implementation of development as agreed with the Authority.		
SP007	Major Developments	Procurement of Development Partners for regeneration and development schemes.	The Service Provider shall lead on planning and design advice as part of the competitive dialogue process for the selection of development partners as required for regeneration and development schemes.		
SP008	Major Developments	Consultation	The Service Provider shall organise public consultation activities in relation to applications, strategies and plans. Including exhibitions and development forums to meet the requirements set out in the protocols and consultation and engagement strategies as adopted by the Authority from time to time.		
SP009	Major Developments	Management of Consultants	The Service Provider shall procure and manage, as required, specialist advice including financial, environmental and legal advice.		
SP010	Major Developments	Liaison with strategic bodies.	The Service Provider shall ensure that strategic partners, including the GLA and TfL, are properly		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			engaged and involved in progressing key strategic development projects.		
SP011	Major Developments	Coordination of the Colindale Implementation Group	The Service Provider shall coordinate the quarterly meetings of the Colindale implementation group to oversee delivery of the Colindale AAP.		

Design and Heritage

Definitions

Term	Definition
Authority	means the London Borough of Barnet and its successors and assigns
GPDO	means the Town and Country Planning (General Permitted Development) Order 1995
Local Plan	means the Local Plan which is a collection of local development documents that outline the spatial strategy for the area. Requirements for the content of the Local Plan are set out in the NPPF (paras 150 to 157). The Local Plan must include a Statement of Community Involvement, an AMR, a LDS, SPDs and DPDs. The DPDs must include the Core Strategy, development management policies and site allocations of land (where required) and a proposals map, all of which provide the spatial strategy of the local area. As a collection of documents the Local Plan can be revised to respond to changing circumstances as identified by monitoring indicators. The Local Plan has a 15 year time frame and during this time many issues may change to trigger a review. No time period is specified but review is realistically expected after 5 years.
LPS	means Local Planning Authority
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

Scope

The provision of expert advice on matters relating to the historic environment and design proposals

Promoting the conservation of the borough's heritage and enhancement of its built environment through quality design proposals

The provision of conservation area appraisals and design guidance for use by officers and the general public

Working collaboratively with a range of agencies, including English Heritage and Urban Design London to protect and enhance the local environment

Service Requirement

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP012	Design & Heritage	Advice	The Service Provider shall provide timely, expert advice to development management staff and applicants and the public on conservation and design related matters in relation to planning applications, listed building applications and conservation area consents (including appeals and enforcement). The Service Provider shall ensure compliance with planning legislation and local and national planning policy, e.g. Section 72 of the Planning (Listed Buildings and Conservation Areas) Act 1990 and Local Plan.		Include some clarity/direction on what the obligation is to advise the public.
SP013	Design & Heritage	Policy Input	The Service Provider shall provide advice and input into the Authority's key strategic planning policy documents prior to adoption, e.g. Local Plan.		
SP014	Design & Heritage		The Service Provider shall attend pre-application meetings (chargeable activity) organised by the Authority's development management department in order to provide expert advice on design and heritage related matters.		
SP015	Design & Heritage	Partnership working	The Service Provider shall work with English Heritage and relevant Authority departments to minimise the number of buildings and structures at risk on the buildings at risk register and shall identify actions that can be taken to achieve this, e.g. grant applications, working with owners, legal action.	Full annual review of register The Service Provider shall update the register with any additions and deletions every 6	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP016	Design & Heritage	List of buildings of local architectural and historic interest	The Service Provider shall maintain a list of buildings of local architectural and historic interest in accordance with the Authority's core strategy and development management policies (all adopted by the Authority on 11 September 2012) and including additions and deletions as necessary. Although such list is non-statutory (in that it is not an absolute legal requirement for local planning authorities to provide) the Service Provider shall maintain such a list in accordance with the National Planning Policy Framework and the associated Planning for the Historic Environment Practice Guide (published in March 2010 and revised in June 2012) which indicate that compiling the list is good practice as a useful evidence base of the Authority's heritage assets. The Service Provider shall make the list available for inspection by the public including (but not limited to) on the Authority's website.	months	
SP017	Design & Heritage	Conservation area character appraisals and management plans (17 areas)	The Service Provider shall prepare appraisals, and shall recommend them to the Authority for approval, for those conservation areas where there are currently none in place. The Service Provider shall review existing appraisals, and shall recommend them to the Authority for approval, to ensure they are no more than 5 years old. The Service Provider shall prepare and review such appraisals in compliance with Section 71 of the Planning (Listed Buildings and Conservation Areas) Act 1990 which imposes a duty on LPAs	Once completed the Service Provider shall review appraisals every five years The Service Provider shall consult with the Authority to prioritise the appraisals requiring review	Appraisals are to be passed to the Authority for approval as the duty sits with the Authority and is not delegable.

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP018	Design & Heritage	Conservation area character appraisals and management plans	The Service Provider shall properly assess and recommend to the Authority for approval proposed conservation area designations and boundary changes. This shall include taking these through relevant legislative and democratic procedures in compliance with Section 69 of the Planning (Listed Buildings and Conservation Areas) Act 1990 which imposes a duty on LPAs to consider which parts of their authority might be designated as conservation areas		Authority to approve.
SP019	Design & Heritage	Article 4 directions	The Service Provider shall consider proposals to remove permitted development rights and make recommendations on these to the Authority applying the provisions contained in Articles 4(1) and 4(2) of the GPDO. If directions are approved by the Authority the Service Provider shall take these through the appropriate legislative and democratic processes. The Service Provider shall have regard to guidance provided in "Planning for the Historic Environment Practice Guide" (published in March 2010 and revised in June 2012) and in the English Heritage guidance, "Understanding Place: Conservation Area Designation, Appraisal and Management" (published in March 2011, product code 51689).		
SP020	Design & Heritage	Training/ members	The Service Provider shall provide training for Authority members and officers on design and		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			heritage matters.		
SP021	Design & Heritage	Design Advice Notes	The Service Provider shall review and update planning design guidelines and advice notes to ensure they comply with current legislation and regional and Authority policy prior to formal adoption.		
SP022	Design & Heritage	Member Support	The Service Provider shall collaborate with the Authority's lead cabinet member for housing, planning and regeneration on issues relating to heritage and design matters, and provide general support and advice to the Authority's "design champion".		
SP023	Design & Heritage	Civic Trust Awards	The Service Provider shall assess buildings put forward for the annual Civic Trust awards, which recognise the best schemes in architecture, planning, design, landscape and public art.	Number of days varies according to the number of schemes put forward each year but should be no more than 5 days in total	
SP024	Design & Heritage	Barnet Design Award	The Service Provider shall co-ordinate activity to support the Authority's design award scheme, including establishing a panel of judges, seeking nominations, organising assessment and arranging an event to present awards.	Every two years	
SP025	Design & Heritage	Ecclesiastical Exemptions	The Service Provider shall provide comment as a statutory consultee on applications relating to proposals for churches and churchyards as required under the Ecclesiastical Exemption (Listed Buildings and Conservation Areas)(England) Order 2010.		

Infrastructure Planning and Funding

Definitions

Term	Definition
Agreed Period	means the defined timeframe of the LDF Core Strategy or any future draft or adopted guiding document for planning future development in Barnet. Should time periods between LDF documents differ, then the latter date between such documents shall be deemed the end date of such period
Authority	means the London Borough of Barnet and its successors and assigns
CIL	means the Community Infrastructure Levy as defined in the Planning Act 2008 and Community Infrastructure Levy Regulations 2010 as amended from time to time
Core Strategy	means the council's spatial strategy which forms part of its adopted Local Plan
Funding Streams	means any potential or actual source income that would be eligible for use to partially or wholly fund a single piece of infrastructure or multiple infrastructure projects relating to (i) direct forms of public or private sector financing, (ii) indirect mechanisms such as those relating to public-private partnerships and (iii) incentivisation or tax-related funding streams
Infrastructure Delivery Plan	means an infrastructure delivery plan, the overarching purpose which is to: (i) meet the Planning Policy Statement 12 requirements and guidelines for local spatial planning and full consideration of present and future infrastructure needs, (ii) deliver sound financial planning by ensuring Relevant Infrastructure projects are fully known alongside an understanding of their risks and impacts to ensure the Authority is able to invest in the most effective way. (iii) provide a mechanism for assessing local Infrastructure Funding requirements and identifying gaps in order to support bidding and funding negotiation processes.
Infrastructure Funding	means any potential or actual source of capital or revenue investment that could be or is being applied to the purpose of upfront or ongoing delivery of infrastructure or any services related to such infrastructure and its current or future maintenance or upgrade.
Infrastructure Types	means a stakeholder field of infrastructure such as educational infrastructure or open spaces infrastructure in which there are one or more projects that are of a similar nature or meeting a similar infrastructural requirement.

Term	Definition
Local Plan	means the Local Plan which is a collection of local development documents that outline the spatial strategy for the area. Requirements for the content of the Local Plan are set out in the NPPF (paras 150 to 157). The Local Plan must include a Statement of Community Involvement, an AMR, a LDS, SPDs and DPDs. The DPDs must include the Core Strategy, development management policies and site allocations of land (where required) and a proposals map, all of which provide the spatial strategy of the local area. As a collection of documents the Local Plan can be revised to respond to changing circumstances as identified by monitoring indicators. The Local Plan has a 15 year time frame and during this time many issues may change to trigger a review. No time period is specified but review is realistically expected after 5 years.
Measure of Importance	means a justified categorisation of the importance of an infrastructure project relative to others based on whether its delivery is critical to multiple development projects, necessary to mitigate for or enable an individual development project to take place or preferred to ensure that sustainable development is delivered and the impacts of population growth on infrastructure is sufficiently managed to ensure it can meet the needs of both Barnet's existing and future communities.
Measure of Risk to Delivery	means a justified and evidenced (where necessary) categorisation of the progress, engagement by partners, completeness and effectiveness of all current plans related to a specific infrastructure project.
Planning Obligations	means obligations secured pursuant to Section 106 of the 1990 Town and Country Planning Act (as amended) and the Planning & Compulsory Purchase Act 2004 usually as a private agreement negotiated between the local planning authority and persons with an interest in the land (Section 106 Agreement), although Planning Obligations can also be given unilaterally to the Authority by the persons with an interest in the land (Unilateral Undertaking). Planning obligations are intended to make acceptable development which would otherwise be unacceptable in planning terms. Planning obligations can: • Restrict development or use of land; • Require specific operations or activities to be carried out in relation to the land; • Require payment of sums of money to help mitigate the impact of the development, commuted sums etc; and • Require land to be used in a certain way.
Relevant Infrastructure	means infrastructure delivered within the geographical area of the London Borough of Barnet or beyond the borough boundary if the purpose of such infrastructure is linked to the infrastructural needs of commercial or residential entities located within the London Borough of Barnet.
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

Term	Definition
Strategic Programmes	means centrally, regionally or locally identified programmes delivering the key development or regeneration outcomes such as a named 'Growth Area' or 'Regeneration Estate' programme.

Scope

The overarching scope of the Planning Obligations work stream is to:

- (i) Meet the requirements of Town and Country Planning Act 1990 (as amended) alongside the requirements of Circular 05/2005 and the Community Infrastructure Levy Regulations 2010 (inc. all future amendments and guidance).
- (ii) Deliver a strong policy-led function that guides delivery of sustainable development and secures appropriate mitigation and compensation for the impacts of development on local communities and infrastructure.
- (iii) Deliver a system that is financially sound and that balances the need to enable appropriate development, yet enables the maximisation of benefits and overall level of funding or in-kind provision to be captured for community benefit towards required and preferred infrastructure.
- (iv) Deliver an effective and comprehensive overall service providing responsive processing, enforcement and application processes.
- (v) The overarching scope of the Infrastructure Delivery Framework work stream is to lead on preparation and maintenance of an Infrastructure Delivery Plan for Barnet to:
 - a. Meet the National Planning Policy Framework requirements and guidelines for local spatial planning and full consideration of present and future infrastructure needs,
 - b. Deliver sound financial planning by ensuring Relevant Infrastructure projects are fully known alongside an understanding of their risks and impacts to ensure the Authority is able to invest in the most effective way.
 - c. Provide a mechanism for assessing local Infrastructure Funding requirements and identifying gaps in order to support bidding and funding negotiation processes.

(vi) The overarching scope of the workstream related to the CIL is to:

- a. Meet the requirements of Planning Act 2008 and Community Infrastructure Levy Regulations 2010 (inc. amendments and guidance), including replacing the use of Planning Obligations tariffs by April 2014.
- b. Deliver a more comprehensive and complete approach to the funding of required and related infrastructure from development.
- c. Deliver a system that enables greater overall funding to be captured towards required infrastructure compared with current tariffs.
- d. Deliver a reduced cost of implementing process changes for a local levy by delivering the changes in tandem with the mayoral levy.

The overarching scope of the land Charges work stream is to:

- i. Local Land Charges rules 1977
- ii. Local Authorities (Charges for Property Searches) (England) Regulations 1994
- iii. The Environmental Information Regulations 2004

Service Requirement

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP026	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall maintain an up to date Infrastructure Delivery Plan providing an itemised record of relevant infrastructure projects anticipated to be delivered in Barnet over the Agreed Period. The Service Provider shall include in the Infrastructure Delivery Plan in relation to the project: reference, name, project detail, location, identification of item linkages to Strategic Programmes, project and organisational leads, links to relevant planning or corporate policies (in particular the Core Strategy), reference documents of information to evidence inclusion of each infrastructure item, the time period within which the project is anticipated to be delivered, Measure Of Importance and a Measure Of Risk To Delivery.	The Service Provider shall ensure the Infrastructure Delivery Plan is available electronically to Authority and Stakeholders for inspection without notice at all times.	
SP027	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall incorporate into the Infrastructure Delivery Plan all Relevant Infrastructure projects at a proposals stage related to meeting an identified need. If forward-planning for any particular type of infrastructure has not reached the proposals stage then the Service Provider shall note in the Infrastructure Delivery Plan either the identified needs or the requirement for a needs assessment.	The Service Provider shall undertake checking and reconciliation at least quarterly to ensure accuracy of all information.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP028	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall actively pursue information from partner organisations and stakeholders in relation to their infrastructure requirements. Where such information is not immediately forthcoming, the Service Provider shall work with those organisations to support and enable them to fully assess their infrastructural needs and to prepare appropriate plans for meeting those needs.	The Service Provider shall deliver professional standards of engagement and support to stakeholders at all times	
SP029	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall ensure that costing and funding information is identified as soon as possible for each infrastructure project, and in any event where the infrastructure is required to be delivered in the short or medium term. The Service Provider shall incorporate full cost estimates and profiling of such costs alongside potential funding information and profiling of such funding or estimates in order to undertake on-going funding gap analysis of the Infrastructure Delivery Plans as a whole.	Provisional estimates for costs and funding should be led by the stakeholders, gap analysis of delivery plans and funding must be led by a suitably qualified professional.	
SP030	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall ensure that both internal and external stakeholders are provided with accessible information on the Infrastructure Delivery Plan regarding: (i) their area of operation; and (ii) related areas of operation - so that cost savings can be achieved through co-delivery of projects where appropriate.	On-going engagement as required to maximise opportunities	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP031	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall liaise with adjacent boroughs, strategic bodies and alliances as well as regional and central government on growth and infrastructure delivery issues, reporting processes and future strategic opportunities for the delivery of Required Infrastructure.	On-going engagement as required to maximise opportunities	
SP032	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall facilitate and support governance processes and public examinations related to the Infrastructure Delivery Plan or in relation to other Local Plan policy documents required to evidence that proper Infrastructure Delivery Planning has taken place.	Professional standards of action as required	
SP033	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall facilitate and support the use of the Infrastructure Delivery Plan or any aspect of it to underpin funding or other bidding processes.	Professional standards of action as required	
SP034	Infrastructure Planning and Funding	Infrastructure Delivery Plan	The Service Provider shall respond to any Infrastructure Delivery Plan related queries.	All queries to be responded to in accordance with Authority customer service policies	
SP035	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall keep the Authority updated and fully engaged with funding horizons for infrastructure delivery in relation to planning and regeneration including the risks and impacts of changes to existing Funding Streams and the opportunities presented by proposals from government or other bodies on new funding sources to ensure the Authority is able to respond effectively and rapidly in all instances.		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP036	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall provide to the Authority initial briefings and associated documentation, detailed guidance, financial scoping and impact analysis, governance updates on changes to Funding Streams relevant to new developments and information on any changes generally impacting on the Infrastructure Delivery Plan.	All guidance documents, briefing papers and funding bids to be delivered to an agreed specification, in writing, as set at the time of identification of the work stream.	
SP037	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall facilitate the formation of project groups relevant to the nature of the funding's stream to respond to government consultations, funding stream changes and new guidance where relevant to infrastructure planning and delivery.	All guidance documents, briefing papers and funding bids to be delivered to an agreed specification, in writing, as set at the time of identification of the work stream.	
SP038	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall maximise Infrastructure Funding opportunities by utilising available evidence and information, or commissioning research or evidence where required to enable effective funding bids. Where appropriate the Service Provider shall then lead on such bids including all aspects of the bidding process, day-to-day management and transfers of any funds received and shall meet all follow-up reporting requirements.	All guidance documents, briefing papers and funding bids to be delivered to an agreed specification, in writing, as set at the time of identification of the work stream.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP039	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall ensure infrastructure funds are utilised in a timely manner to deliver the Required Infrastructure, and where opportunities become available to ensure funding is recycled to deliver projects. Where appropriate the Service Provider Shall champion the use of new suitable Funding Streams or mechanisms to meet Infrastructure Funding gaps.	The Service Provider shall report identification of efficiencies and fund recycling on a 6 monthly basis.	
SP040	Infrastructure Planning and Funding	Infrastructure Funding	For any Funding Streams managed on behalf of the local authority, the Service Provider shall ensure that sound financial management processes are in place and that the management of such funds is audited annually. The Service Provider shall suitably invest funds held on behalf of the Authority to maximise value in accordance with the Authority's up to date agreed treasury management policy.	The Service Provider shall give the Authority on-demand access to financial records and process information for inspection	
SP041	Infrastructure Planning and Funding	Infrastructure Funding	The Service Provider shall respond to any Infrastructure Funding related queries, as appropriate	All queries to be responded to in accordance with Authority customer service policies	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP042	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall develop a suitable and agreed project delivery process setting out all steps required to deliver a successful local CIL. The Service Provider shall ensure that such processes: meet legislative and regulatory requirements; secure Authority and stakeholder agreement over the charging schedule tariff and provide a sound viability appraisal to justify such tariff; and deliver all required steps of consultation, examination, adoption and transition relating to their implementation.	The Service Provider shall deliver a revised and updated tariff and associated documentation every five years or earlier if required due to changes to rules or guidance.	
SP043	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall ensure that through a "CIL Charging Schedule task group" or other appropriate structure all relevant stakeholders are involved at a strategic level in the establishment of a CIL tariff that incorporates all agreed priority forms of infrastructure and identifies the infrastructure most in need of funding via CIL (linked to a detailed Infrastructure Delivery Plan and its funding gap analysis). The Service Provider shall facilitate such a group or structure to agree a principal CIL funding percentage split between Infrastructure Types at the outset, such percentages to be revised in accordance with annual updates to the CIL Charging Schedule and in all cases signed off through suitable governance structures.	The Service Provider shall promote regular and on-going stakeholder engagement ensuring timely delivery of infrastructure, foremost focused on mitigation of greatest impacts.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP044	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall manage a "CIL Implementation task group" or other appropriate structure to involve all relevant stakeholders in the ongoing management and functioning of the CIL process. The Service Provider shall ensure arrangements are in place to work with and facilitate the transfer of regional CIL funds collected on behalf of the Mayor of London.	The Service Provider shall promote suitable stakeholder engagement that ensures timely delivery of new processes and systems and enables ongoing smooth-running processes.	
SP045	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall deliver suitable changes to internal and stakeholder processes in order to establish secure systems for effectively determining when CIL is applicable; recording all cases where CIL payment could become due; collecting due payments inclusive of all relevant surcharges and penalties; and monitoring, managing and applying received funds. The Service Provider's delivery of the aforementioned shall include the issuing of all relevant notifications and documentation in accordance with regulatory requirements.	The Service Provider shall develop and maintain CIL processes that ensure all regulations are met and funds collected within a timely manner.	
SP046	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall maintain good financial records, audited annually and available for inspection upon request, to ensure that financial management and processes are sound.	The Service Provider shall provide the Authority with on-demand access to financial records and process information for inspection.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP047	Infrastructure Planning and Funding	Community Infrastructure Levy	The Service Provider shall respond to any CIL related queries.	The Service Provider shall respond to all queries in accordance with Authority customer service policies	
SP048	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall lead on behalf of the Authority, or support the Authority in, the delivery of Planning Obligations policy documents to secure relevant obligations such as monitoring contributions, affordable housing, employment and training, as well as any other obligations required to be secured and outside the scope of the proposed CIL.	The Local Development Scheme sets out existing service level expectations.	
SP049	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall provide a point of contact on all Planning Obligations queries for all stakeholders. The Service Provider shall be responsible for resolving problem cases or issues related to Planning Obligations and providing support for the end-to-end process including all aspects of negotiation, processing, enforcement and fulfilment of obligations as defined below.	The Service Provider shall engage with stakeholders as and when required delivering case and query resolution.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP050	Infrastructure Planning and Funding	Planning Obligations	Negotiation: The Service Provider shall provide oversight and audit of the case by case negotiation work undertaken by planning officers on Planning Obligations. At the same time the Service Provider shall also provide technical support in calculating obligations and the financial impact of deferments or profiling of receipts, advice on the scope of applicable obligations, guidance and support in relation to issues of enforceability and viability as well as advice relating to the balance between contributions and the delivery of affordable housing obligations.	The Service Provider shall ensure consistency of negotiation between cases & maximisation of overall benefits.	
SP051	Infrastructure Planning and Funding	Planning Obligations	Processing: The Service Provider shall apply professional skill and use all reasonable endeavours so that signed legal agreements are completed and ensure that once completed these are registered as Local Land Charges, recorded for monitoring purposes and regularly checked for commencement of development.	The Service Provider shall maintain up to date, user-friendly and accessible monitoring datasets and land charges.	
SP052	Infrastructure Planning and Funding	Planning Obligations	Enforcement: The Service Provider shall undertake the necessary action to confirm date of commencement of each development and ensure timely recognition of triggered obligations. The Service Provider shall expediently collect any sums owed inclusive of all interest or indexation accrued since the granting of planning permission including when required the recommendation to the Authority for the undertaking of formal legal enforcement procedures.	Accurate enforcement monitoring systems and case notes maintained.	The Service Provider will not be able to institute proceedings. Requires Authority decision.

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP053	Infrastructure Planning and Funding	Planning Obligations	Fulfillment: The Service Provider shall, as gatekeeper of the legal application of obligations held 'on trust' for developers, ensure it is held separately to general finances. The Service Provider shall ensure that the application of all sums fully meets the terms of the legal agreement and is signed off in accordance with governance procedures. The Service Provider shall highlight terms of expiry and other restrictions and shall make stakeholders fully aware of them. When funds are applied the Service Provider shall ensure the correct reconciliation of accounts to ensure (a) that all anticipated Planning Obligations spend is fully drawn down and (b) that all Planning Obligations spend is for approved legitimate uses. The Service Provider shall provide confirmation of compliance with Planning Obligations when required and the Service Provider shall update the register of local land charges to reflect changes in the status of agreements.	The Service Provider shall provide on-going support for services to ensure funds are applied for appropriate purposes as soon as possible after receipt.	
SP054	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall ensure that requirements and proposals for the application of Planning Obligations are also captured within project and funding analyses undertaken in relation to the Infrastructure Delivery Plan.	The Service Provider shall incorporate potential and expected obligations into the Infrastructure Delivery Plan.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP055	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall proactively engage with all stakeholders that have an interest in the ongoing management and functioning of the Planning Obligations process. This engagement includes (but is not limited to) providing any required support to ensure that contributions received are allocated by stakeholders to projects and then drawn down in a timely manner. The Service Provider shall ensure that such allocations are in full accordance with the legal requirements of each obligation as defined in associated agreements or formal documentation whilst ensuring Required Infrastructure delivery can still take place. The Service Provider may also from time to time be required to support the renegotiation or variation of the purpose to which a contribution can be applied.	The Service Provider shall ensure on-going engagement with capital funding programmes and the Infrastructure Delivery Plan	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP056	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall deliver improvements to internal and stakeholder processes as and when required in order to ensure a sound system for: (i) effectively determining in a consistent manner when Planning Obligations should be negotiated and making this process smoother; (ii) recording all cases where Planning Obligations are agreed and relate to an approved planning permission including as a Land Charge; (iii) collecting due payments as efficiently as possible inclusive of all relevant late payment penalties and any indexation whilst supporting any related Authority initiatives relating to the development industry; and (iv) for monitoring, managing and applying received contributions.	The Service Provider shall provide the Authority with on-demand access to financial records and process information for inspection.	If legal action is needed to recover payments, this needs to be a decision of the Authority, though a general instruction could be given to pursue outstanding debts.
SP057	Infrastructure Planning and Funding	Planning Obligations	The Service Provider shall maintain good financial records for S106 Planning Obligations, audited annually and available to the Authority for inspection upon request to ensure that all legal requirements are met and that overall financial management is sound.	The Service Provider shall provide the Authority with on-demand access to financial records and process information for inspection.	
SP058	Infrastructure Planning and Funding	Planning Obligations	The Service Provider Shall respond to any Planning Obligations related queries and resolve as appropriate.	The Service Provider shall respond to all queries in accordance with Authority customer service policies	

Key Performance Indicators

Service Area	Function	Key Performance Indicator	Reference
Infrastructure Planning and Funding	All Functions	6-monthly written statements and associated supporting evidence, agreed with and signed off by the appropriate Authority representative, identifying: (i) reports delivered & task groups managed (ii) gaps in engagement and risks to successful infrastructure planning (iii) bids submitted and or any other support provided (iii) added-value or cost-savings delivered across the programmes (iv) additional Funding Streams identified to meet funding gaps Annually such statements to include a signed statement from each stakeholder confirming involvement & that useful support was provided to enable proper allocation of funding to projects and full engagement in identifying and prioritising their related infrastructure projects.	IP9001
Infrastructure Planning and Funding	Community Infrastructure Levy and Planning Obligations	Overall measure of effectiveness of enforcement procedures based on: i) Number of cases triggered and the percentage of such cases identified within an agreed time period, ii) Total amounts due and length of time for which they have been due, iii) Percentage of cases resolved and the speed of case resolution iv) Overall measure of successfulness based on the difference between the amounts first identified as due and the total amount eventually received. Annual audit of each financial system for which responsibility or oversight is assumed, completed by independent auditor and confirmed as 'sound' in writing.	IP9002
Infrastructure Planning and Funding	All Functions	% of queries answered within agreed time period allowed.	IP9003
Infrastructure Planning and Funding	All Functions	Number of complaints made about the level of service provided	IP9004

Planning and Housing Policy

Definitions

Term	Definition
AMR	means the Annual Monitoring Report which assesses the performance of the Core Strategy and other Local Plan documents by considering progress against the monitoring set out in each Local Plan document. It sets out Barnet's updated housing trajectory which describes the expected delivery of housing against strategic housing targets over a 15 year period. It identifies the need to reassess or review any policies or approaches. It makes sure the context and assumptions behind the Local Plan are still relevant. It also identifies trends in the wider social, economic and environmental issues facing Barnet.
AAP	means an Area Action Plan. An AAP DPD provides more detailed proposals and policies for the development of a specific area (such as a town centre or an area of new development) of an authority. There is no limit on the number of AAPs a local authority can develop. Barnet has already produced and adopted two AAPs – Mill Hill East and Colindale.
Assessment Legislation and Guidance	means the following: the European Directive 2001/42/EC (the 'Strategic Environmental Assessment Directive'); Articles 6(3) and 6(4) of European Directive 92/43/EEC on the protection of natural habitats (the 'Habitats Directive') the GLA Equalities Impact Assessment guidance, the Special Educational Needs and Disability Act 2001, the Equality Act 2010; the GLA Disability Equality Scheme and annual reports; the GLA's SPGs on all aspects of Equalities Schemes, and the Mayor's Equality Framework for London.
Authority	means the London Borough of Barnet and its successors and assigns
CIL	means the Community Infrastructure Levy as defined in the Planning Act 2008 and Community Infrastructure Levy Regulations 2010 as amended from time to time
Core Strategy	means the Authority's spatial strategy which forms part of its adopted Local Plan
Development Plan	means the development plan for Barnet which consists of the emerging Local Plan, saved policies of the Unitary Development Plan, and the London Plan. Pursuant to the Localism Act 2011, NDPs can also form part of the Development Plan.

Term	Definition
DPD	means a Development Plan Document. DPDs outline the key development plans and goals of the Local Plan. DPDs are prepared in accordance with the statutory requirements of the P&CP Act and subject to rigorous procedures of community involvement, consultation and independent examination. Once adopted, development management decisions must be made in accordance with the DPDs unless material considerations indicate otherwise. DPDs are subject to a sustainability appraisal to ensure economic, environmental and social effects of the plan are sustainable. There is also a requirement to produce an equalities impact assessment to highlight likely impact on key equalities groups (in terms of race, age, gender, sexual orientation and faith) and an appropriate assessment to ascertain impact on protected habitats and species. Barnet's LDS sets out the DPDs that make up Barnet's Local Plan. These are: Core Strategy, Development Management Policies, Site Allocations, and the NLWP. AAP DPDs at Mill Hill East and Colindale were adopted in 2009.
GIS	means a Geographic Information System
GLA	means the Greater London Authority
Housing Strategy	means the Housing Strategy for the Authority encompassing periodic reviews of housing needs in the borough (carried out every 3-5 years) and including sub-strategies in relation to particular housing needs, such as the Housing Revenue Account business plan, homelessness and older people. The Authority's current Housing Strategy can be viewed here: http://www.barnet.gov.uk/info/920023/housing_strategy_and_policies/380/housing_strategy_and_policies
Housing Revenue Account	means the Authority's ring-fenced account for income and expenditure relating to council housing and related assets, including shops, garages and housing land.
Local Plan	means the Local Plan which is a collection of local development documents that outline the spatial strategy for the area. Requirements for the content of the Local Plan are set out in the NPPF (paras 150 to 157). The Local Plan must include a Statement of Community Involvement, an AMR, a LDS, SPDs and DPDs. The DPDs must include the Core Strategy, development management policies and site allocations of land (where required) and a proposals map, all of which provide the spatial strategy of the local area. As a collection of documents the Local Plan can be revised to respond to changing circumstances as identified by monitoring indicators. The Local Plan has a 15 year time frame and during this time many issues may change to trigger a review. No time period is specified but review is realistically expected after 5 years.
LDS	means a Local Development Scheme which acts as a public 'project plan' which identifies which local development documents will be produced, in what order and when. It works as an index of documents and acts as the starting point

Term	Definition
	for the community and stakeholders to find out about the Authority's intentions behind producing the named documents in the LDS. It also outlines the details of, and timetable for the production of all documents that make up the Local Plan over a three year period.
NDP	means a Neighbourhood Development Plan as introduced through the Localism Act 2011.
NLWP	means the North London Waste Plan under which seven North London Boroughs (Barnet, Camden, Enfield, Hackney, Haringey, Islington and Waltham Forest) are working together as planning authorities to identify sufficient space for facilities for managing North London's waste. The NLWP is a DPD in Barnet's Local Plan.
NPPF	means the National Planning Policy Framework
One Barnet Partnership	means the partnership formerly known as the Local Strategic Partnership which includes partners such as the Met Police, NHS Barnet, Middlesex University, Barnet College, COMMUNITY Barnet
Other Planning Guidance Documents	means planning guidance documents prepared in accordance with their relevant national, regional and local guidance documents. These include town centre frameworks, planning briefs, design guidance notes, conservation area appraisals, charging schedule for a CIL, development frameworks and masterplans
P&CP Act	means the Planning and Compulsory Purchase Act 2004 as amended from time to time
The Proposals Map	means the proposals map DPD which shows the location of proposals in adopted DPDs on an Ordnance Survey base map and which formed the proposals map for the UDP. The proposals map will be updated every time a document is adopted.
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
SCI	means the Statement of Community Involvement which sets out the principles on how Barnet will consult with the community on planning issues including planning applications and the Local Plan.
SPD	means a supplementary planning document which is a lower tier document that hangs off a DPD providing more detailed planning guidance. A SPD can cover a range of issues, thematic or site specific, and provides further detail of policies and proposals in a 'parent' Development Plan Document. SPDs are not subject to external examination process, but still have to be produced in accordance with the regulations listed in the P&CP Act and approved by the Authority executive following public consultation.
	Barnet's programme of SPDs is set out in the LDS.
UDP Saved Policies	means the Unitary Development Plan, adopted in 2006, which provided the planning framework for Barnet. The UDP forms part of Barnet's Development Plan until it is replaced by DPDs that make up the Local Plan.

Scope

The overarching scope of the Housing Policy work stream is:

- i. The Local Government Act 2003, Part 7, section 87[1] places the production of a housing strategy on a statutory footing. Local authorities are bound, by statute, to produce a housing strategy. A requirement to consider the housing needs of gypsies and travellers was added in 2004. [2]
- ii. The Council's Housing Strategy needs to take account of the London Mayor's Housing Strategy published in draft form in 2009. The Greater London Authority Act 2007, Section 28, requires borough housing (and related) strategies to be in general conformity to the Mayor's Housing Strategy.[3]
- iii. The Homelessness Act 2002 requires local authorities to produce a Homelessness Strategy
- iv. Greater London Authority Act 1999 – Part 8
- v. Greater London Authority Act 2007 - Part 7
- vi. Growth and Infrastructure Act 2013

The service is responsible for the strategic planning framework (Development Plan) for Barnet. This framework consists of a suite of statutory and non statutory planning documents

Responsible for the preparation, adoption, and subsequent implementation and monitoring of the statutory Unitary Development Plan and its replacement the LDF in accordance with the provisions of the Planning and Compulsory Purchase Act 2004 and any other subsequent legislation.

Responsible for providing advice, information and guidance on topical planning issues.

[1] <http://www.legislation.gov.uk/ukpga/2003/26/section/87>

[2] <http://www.legislation.gov.uk/ukpga/2004/34/schedule/15/paragraph/47>

[3] <http://www.legislation.gov.uk/ukpga/2007/24/section/28>

Responsible for monitoring the delivery of new homes and identifying changes in town centres.

Housing Strategy and Policy - This includes producing and maintaining the Authority's Housing Strategy, providing advice to Authority officers and members on housing policy matters, responding to consultations on housing policy matters and developing new housing policy for the borough.

Performance management - Production and co-ordination of key performance information for planning, housing, regeneration and environmental health and completion of housing related statistical returns (e.g. Housing Strategy Statistical Appendix), and maintenance and development of performance management systems.

Business Support and development - providing support to operational services within planning housing and regeneration to improve and develop services, including project management, systems thinking, communications and consultation.

In addition, the team currently fulfils the client role in relation to the Authority's Arms Length Management Organisation, Barnet Homes.

Service Requirement

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP059	Planning Policy	Primary Function	The Service Provider shall prepare, and monitor of the statutory Unitary Development Plan and the Local Plan in accordance with the provisions of the P&CP Act and any other relevant legislation.	The Service Provider shall deliver all documents in accordance with Barnet's approved LDS timetable. The Service Provider shall ensure that the plans meet the requirements of NPPF (paras 150-182) and the SCI are supported by Local Plan evidence base.	The adoption function must remain with the Authority.
SP060	Planning Policy	Plan making – borough wide and its individual local areas	The Service Provider shall deliver planning policy documents and Other Planning Guidance Documents which apply to the borough (e.g. the Core Strategy) and its local areas (e.g. the AAPs) in line with the plan making timetable, relevant regulations, relevant guidance, key Barnet corporate priorities including the aims of the Sustainable Community Strategy and the One Barnet Partnership Plan. The Service Provider shall submit all Local Plan documents to the Authority for its review, amendment and sign-off at each stage of its production, until fully adopted, in line with the Authority's constitution.	Delivery on-going. No set time for review but likely to take place within five years of the Core Strategy being adopted. Review must be triggered by relevant change to the context and assumptions behind the Local Plan.	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
SP061	Planning Policy	Plan making – sub regional	The Service Provider shall deliver planning policy documents and Other Planning Guidance Documents jointly with other boroughs to meet the targets in the plan making timetable, relevant regulations and relevant guidance. The Service Provider shall submit all documents to the Authority for its review, amendment and sign-off at each stage of its production, until fully adopted.	Delivery on-going. The Service Provider shall review plans within five years of a plan being adopted.	
SP062	Planning Policy	Plan making – timetable	The Service Provider shall maintain an up-to-date timetable in the LDS in line with the P&CP Act regulations, national planning policy framework and its related guidance. The Service Provider shall amend the LDS to publicise additional documents outside the Local Plan such as Town Centre Frameworks, Conservation Area Appraisals, and the charging schedule for the CIL and NDPs as required.	The service provider shall publish and review annually	
SP063	Planning Policy	Plan making – monitoring	The Service Provider shall monitor adopted policies and relevant outputs in planning policy documents and other planning documents in line with the P&CP Act regulations, the NPPF and its related guidance. The Service Provider shall put mechanisms in place with the Authority's Development Management and Building Control departments to assess performance on planning delivery focusing particularly on housing completions and changes in town centres.	The Service Provider shall publish the AMR annually	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			The Service Provider shall ensure that monitoring indicators on DPDs and SPDs remain measurable. The Service Provider shall identify and publicise changing trends (supported by evidence) in the AMR in order to reassess or review approaches set out in the Local Plan and act as an up to date material consideration for planning applications.		
SP064	Planning Policy	Plan making – evidence base	The Service Provider shall maintain and make available on the Authority's website an up to date evidence base which supports the delivery of planning policy documents, the determination of planning applications and defence at appeal and Other Planning Guidance Documents in line with relevant regulations and guidance. The Service Provider shall maintain an up to date monitoring framework to assess effectiveness of evidence based policy in the Local Plan and ensure that it remains robust. The Service Provider shall ensure alignment with strategies produced across the One Barnet Partnership. The Service Provider shall review the following documents (as required) in response to the changing development pressures on the borough: Core Strategy Sustainability Appraisal, Appropriate Assessment, and the Equalities Impact Assessment	The Service Provider shall review evidence based on a practical and proportionate response to changes.	Any changes needed following review will require Authority approval.

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			- Barnet's AMRs - Barnet Town Centres Floorspace Needs Assessment - Barnet Employment Land Review - Barnet Open Spaces, Sport and Recreational Facilities Needs Assessment - Barnet's Characterisation Study - Barnet's Tall Buildings Assessment - Barnet's Affordable Housing Viability Assessment - Barnet's Infrastructure Delivery Plan - North London Strategic Housing Market Assessment The Service is required to contribute to pan London studies including the - London Strategic Housing Land Availability Assessment - Town Centre Health Checks		
SP065	Planning Policy	Consultation	The Service Provider shall prepare planning policy documents and planning guidance documents in accordance with the P&CP Act and its regulations, the national planning guidance, the Authority's SCI and other corporate engagement strategies. The Service Provider shall prepare or arrange (as required) mail outs, leaflets, press notices and releases, public engagement meetings, area forums, websites	The Service Provider shall ensure compliance with statutory requirements in accordance with the P&CP Act and with the adopted SCI.	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			and workshops and shall respond to all duly made written representations received in response to formal consultations. The Service Provider shall report all such representations and responses to the Authority for approval.		
SP066	Planning Policy	Plan making – Environmental and Equalities	The Service Provider shall provide a sustainability appraisal, an appropriate assessment and an equalities impact assessment in line with the Assessment Legislation and Guidance.	To accompany DPDs as part of the Local Plan	
SP067	Planning Policy	National planning policy framework	The Service Provider shall prepare responses, for approval and endorsement by the Authority, to consultations on national planning policy and changes to regulations and guidance setting out Barnet's support or concerns as the case may be.	As required	
SP068	Planning Policy	Regional policy - The London Plan	The Service Provider shall prepare responses, for approval and endorsement by the Authority, to revisions of the London Plan and any other mayoral guidance documents, evidence base studies and data gathering exercises setting out Barnet's support or concerns. The Service Provider shall respond to revisions of evidence base studies and data gathering exercises setting out Barnet's support or concerns.	As required	
SP069	Planning Policy	Neighbouring authorities' plans	The Service Provider shall prepare responses in line with the regulations and guidance, for approval and endorsement by the Authority, to Local Plan documents	As required	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			(DPDs and SPDs) of any neighbouring authorities.		
SP070	Planning Policy	Partnership working – local	The Service Provider shall initiate, facilitate and support partnership working with other Authority services, One Barnet partners, other interest groups and neighbouring boroughs.	The Service Provider's input shall reflect priorities identified in Core Strategy.	
SP071	Planning Policy	Partnership working – sub-regional	The Service Provider shall represent Barnet at regional and sub regional meetings to share information, learn from best practice and provide input into emerging guidance and/or evidence. The Service Provider shall contribute to the formulation and respond to the publication of sub-regional strategies setting out Barnet's support and/or concerns.	As required	
SP072	Planning Policy	London Development Database and housing delivery	The Service Provider shall working with the Authority's Development Management and Building Control departments to support requirements for London Development Database. The Service Provider shall provide information to the GLA in line with reporting requirements on housing delivery in order to inform evidence on housing supply.	Monthly liaison	
SP073	Planning Policy	Surface water management	The Service Provider shall provide policy input and evidence into the emerging regulatory requirements of the Sustainable Urban Drainage Approval Board	Not set yet	
SP074	Planning Policy	Neighbourhood	The Service Provider shall provide support and advice to communities wanting to	The Service Provider shall respond to any	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		Development Plans	produce an NDPs in line with emerging national guidance accompanying the Localism Act 2011.	application made in accordance with relevant regulations. Based on engagement with community groups a maximum of 4 applications per year are expected.	
SP075	Planning Policy	Provide training to Members and Officers	The Service Provider shall, in partnership with the Authority's Development Management department, provide relevant and timely training for Authority members on planning policy, guidance and legislation.	The Service Provider shall provide training in accordance with a schedule of training events for members.	
SP076	Planning Policy	IT softwares – GIS, Acolaid, web page making	The Service Provider shall publish an up to date Proposals Map through GIS. The Service Provider shall provide GIS capability, database management, document publishing and website software management. The Service Provider shall ensure web pages for planning policy team are kept up to date and link with Authority web pages.	Document publishing and GIS capability is not currently provided by the team but corporately	
SP077	Planning Policy	Meeting the needs of the elected members	The Service Provider shall provide guidance and advice to Authority members with regards to planning policy. The Service Provider shall manage the Local Plan Members Steering Group as a sounding board for planning policy issues at national, regional and local level.	The Service Provider shall ensure Local Plan Members Steering Group meets on regular basis	
SP078	Planning Policy	Planning advice -	The Service Provider shall provide advice on planning policy documents and Other	To accompany DPDs and SPDs as part of the	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
		existing	Planning Guidance Documents in response to customer enquiries by phone, email and letter and to development management officers. The Service Provider shall deal with all queries within ten working days in accordance with the Authority's customer care charter.	Local Plan	
SP079	Planning policy	Planning advice – future	The Service Provider shall produce interpretation and guidance on new and emerging planning policy from national, regional and local level both internally and externally as necessary.	To accompany DPDs and SPDs as part of the Local Plan	
SP080	Planning Policy	Planning advice - legal	The Service Provider shall provide detailed technical knowledge of planning policy documents and Other Planning Guidance Documents. The Service Provider's provision of such knowledge and guidance shall include (but is not limited to) representing the Authority as an expert witness, preparing and giving evidence at examinations in public, appeals, hearings and inquiries.	As required	
SP081	Housing Policy & Performance	Housing Strategy	The Service Provider shall produce a Housing Strategy for the Authority to adopt. The Housing Strategy will set out the Authority's strategic objectives for meeting the housing requirement of the borough and the actions that the Authority and its partners will take to deliver these.	The Service Provider shall produce a Housing Strategy at least every five years or more frequently if required.	
SP082	Housing Policy & Performance	Housing Strategy	The Service Provider shall maintain an up to date evidence base to support the housing strategy. The evidence base shall include:	The Service Provider shall update the evidence base each time a new Housing	

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			- Growth and housing requirements - Tenure and property profile - Impact of the economic downturn - Tackling homelessness - Affordability - Analysis of the private rented sector - Stock condition and empty properties - Special needs housing This is not a definitive list, and actual contents will be agreed with the Authority.	Strategy or update is produced.	
SP083	Removed	Removed	Removed	Removed	
SP084	Housing Policy & Performance	Housing Strategy	The Service Provider shall effectively and representatively consult with residents and other stakeholders, including housing associations, private landlords, developers, local members of parliament and the Authority, and other London Boroughs to ensure that these groups have the opportunity to comment on the Authority's Housing Strategy. The Service Provider shall ensure the Housing Strategy states how views expressed through consultation responses have been accounted for. The Service Provider shall submit plans for such consultation to the Authority for approval.	The Service Provider shall undertake a full consultation each time a new Housing Strategy is produced. E.g. Via housing conference, focus groups, use of web etc	
SP085	Housing Policy & Performance	Housing Strategy	The Service Provider shall maintain a list of organisations and individuals who will be consulted with on a Housing Strategy List. The Service Provider shall review such list		

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			annually in preparation for the annual housing conference		
SP086	Housing Policy & Performance	Housing Strategy	The Service Provider shall carry out an equalities impact assessment of the Authority's Housing Strategy in line with any standard approach that the Authority has in place.	The Service Provider shall conduct a full equalities impact assessment each time a new Housing Strategy is produced	
SP087	Housing Policy & Performance	Housing Strategy	The Service Provider shall carry out a regular review of the Authority's Housing Strategy to consider whether it needs to be amended to take account of changes in national, regional or local policies or priorities. The Service Provider shall make recommendations to the Authority on whether any changes need to be made to the Housing Strategy. As part of the review the Service Provider shall assess progress made in relation to actions and targets in the Housing Strategy and shall make recommendations on any new actions and targets as appropriate.	Annually	
SP088	Housing Policy & Performance	Housing Strategy	The Service Provider shall ensure that there is up to date information about the Authority's Housing Strategy on the Authority's website, including a copy of the Housing Strategy and evidence base.	The Service Provider shall update the available information each time a Housing Strategy is produced or updated or the evidence base is updated.	
SP089	Housing Policy & Performance	Housing Strategy	The Service Provider shall liaise with relevant Cabinet Members to ensure that they are kept up to date with matters relating to the	The Service Provider shall hold formal briefing meetings every	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Housing Strategy and that their views and input are fully taken into account.	two months and shall update via e-mail and phone as required regarding matters that arise	
SP090	Housing Policy & Performance	Housing Strategy	The Service Provider shall ensure that the Authority's democratic processes are complied with to secure sign-off of the Housing Strategy, including production and clearance of any reports to Cabinet, and presentation of these reports as required.	As required	
SP091	Housing Policy & Performance	Housing Strategy	The Service Provider shall organise housing conferences on behalf of the Authority undertaking (inter alia) to: • Arrange a suitable venue within the borough • Invite attendees • Organise publicity • Arrange catering • Arrange photos to be taken of the event • Write a report of the event.	Ad hoc as required by the Authority – no more than annual	
SP092	Not Used	Not Used	Not Used		
SP093	Housing Policy & Performance	Housing Policy	The Service Provider shall identify issues and opportunities for Barnet and draft responses to national or regional government consultations on Housing Policy and related matters for approval by the Authority.	As required	
SP094	Housing Policy & Performance	Housing Policy	The Service Provider shall provide housing policy input into the policy and strategy documents produced by the Authority and its partners, for example the Corporate Plan,	As required	

Ref	Service Area	Function	Service Requirement	Service Level	Legal Comments
			Sustainable Communities Strategy and Local Plan.		
SP095	Housing Policy & Performance	Housing Policy	The Service Provider shall represent the Authority on housing policy and related issues in its dealings with national and regional government and in its working with partners, for example the North London Housing Sub-region. Such representation by the Service Provider shall include responding to requests for information and attending meetings.	As required but currently includes dealings with North London Housing Sub regions policy officers and with the Authority's ALMOs group	
SP096	Housing Policy & Performance	Service Development	The Service Provider shall provide housing policy input into the development and review of new and existing services provided by the Authority and its delivery partners, leading on projects which are housing led e.g. review of Housing Allocations Scheme		
SP097	Housing Policy & Performance	Supporting relationship with Barnet Homes	The Service Provider shall provide support to the Authority's lead commissioner for housing and environment in managing the Authority's relationship with its Arms Length Management Organisation, Barnet Homes, to ensure efficient and effective management and maintenance of the Authority's housing stock including services provided to tenants and leaseholders. Such support shall include (but is not limited to): • Commenting on and making recommendations on the ALMOs annual business plan • Providing expert advice on matters		

Ref.	Service Area	Function	Service Requirement	Service Level	Legal Comments
			relating to the Authority's relationship with Barnet Homes - Monitoring the performance of Barnet Homes against agreed outputs and targets and agreeing actions to improve performance - Working closely with Barnet Homes to implement Authority policies and strategies. - Providing a suitably knowledgeable and senior representative at Authority meetings with Barnet Homes, in particular at: - Monthly Partnership Meetings with Barnet Homes CEO and management team 6 monthly joint review meetings with Adult Social Care and the Barnet Group to review progress against Barnet Homes' annual Business Plan		

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 Strategic Planning and Housing Strategy

Our customer profile:

A thorough understanding of the profile, needs and requirements of residents and Barnet the place under pins the key strategic outputs from this service area. These are set out in detail in the Core Strategy and associated documents (which make up the LDF) and the Housing Strategy. Both documents have been developed from detailed assessments of the housing market and housing need in Barnet. The service carries out equalities impact assessments on key strategies and policies.

Barnet is a successful place where people want to live and work, which is reflected in high property prices. The population is set to grow by some 60,000 people from 331,500 in 2008 to 358,400 by 2015 and to 403,400 by 2031. The steepest increases are in those aged under 19 and those aged over 60 and 80 years. Barnet is diverse in terms of ethnicity and faith, and experiences a high population turnover. 32% of Barnet residents belong to ethnic groupings other than White (GLA projections). The largest general grouping is those of the Asian ethnic groups and the highest proportion of Jewish people in the country and the highest number of Chinese people in London.

The Local Plan Core Strategy, which sets out planning priorities for Barnet, has identified capacity for 28,000 new homes that can be delivered by 2026 to accommodate this increase in population. This is reflected in the current London Plan targets.

We have undertaken a Strategic Housing Market Assessment which has identified future housing requirements for all types of housing in Barnet for the coming 5 years. This shows that there is a need for 650 new properties a year once local household formation and migration in and out of the borough are taken into account. This is significantly lower than the existing annual London Plan target of 2,225 for Barnet, in the revised London Plan, and reflects the Authority's position of having the capacity to deliver more housing than is needed locally and making a significant contribution to London's overall growth as a Successful City Suburb and Opportunity Borough.

The SHMA shows us that there is a need for a variety of accommodation tenures and sizes to ensure that residents are able to rent or purchase high

quality homes that meet their aspirations and needs.

There were 437 households on the Authority's (former) Housing Register who were short of 2 or more bedrooms to meet their needs. The 2006 Housing needs survey estimated that there are an estimated 38,000 households who are under occupying larger properties – many of whom are older people whose families have grown up.

Whilst the majority of the stock in the borough is attractive and sought after, there are issues associated with its age as 66%¹ of the Barnet's housing stock was built before 1944 (compared to 40%² in Great Britain as a whole).

Analysis carried out for the Authority by the Building Research Establishment (BRE), shows that there is work required to improve the condition of the borough's housing stock. The analysis shows that whilst there is a spread of homes across Barnet that fail the Decent Homes standard, those that are occupied by vulnerable households are predominately found in the west of the borough.

At the end of March 2009, Barnet had 2020 private dwellings that had been empty for more than six months. At 1.7% of the private housing stock, this is a relatively high when compared to the London average of 1.2%.

Barnet is generally a prosperous place, but with pockets of deprivation particularly in the West of the borough and on our largest council estates. Deprivation figures which were last updated in 2007 show that Barnet has 6 super output areas that are amongst the 10% most deprived in the country – these coincide with our largest Authority estates at Grahame Park, West Hendon, Stonegrove and Dollis Valley.

We have found that the Private Rented sector has had an increasingly important role in meeting housing need in Barnet, providing more homes for people approaching the Authority for assistance with housing than social housing in 2008/9.

A survey carried out by Mori and the National Housing Federation showed that 90% of people think owning their own home is a good long-term investment, and the Barnet Housing Needs Survey 2006 showed that many residents aspired to becoming owner occupiers but could not afford to do so. The BME needs mapping exercise carried out on behalf of the North London Housing Sub-region in 2008 showed that home ownership is a universal aspiration that is shared by all communities,

However, in spite of the recession, sales of low cost home ownership products have remained buoyant in Barnet, and in 2008/9 231 households were helped to become homeowners through products such as shared ownership, Discounted Market Sale, and a cash incentive scheme which provides a grant for existing social housing tenants wanting to purchase a property on the open market.

¹ Source – LB Barnet Private Sector Stock Condition Report 2001

² Source - General Household Survey, Office for National Statistics 1998-99

The population of Barnet is set to increase by approximately 60,000 people over the next 20 years, and projections show that this will include a disproportionate increase in older people. The number of Barnet residents living into their 70s and 80s is expected to increase steadily. 60-79 year olds will increase from 48,600 to 69,300 and 80+ from 14,400 to 23,800. There will be a significant impact from this group due to the higher number of complex high-dependency conditions. About 70% of older residents own their own home, and national and local research has shown a preference among older people to remain in their own home rather than moving to specialist accommodation. In addition, using the model recommended through the National Strategy for Housing in an Ageing Society we estimate the following housing requirements in the borough up to 25; the figures include 10% provision for people with dementia. It is estimated there are approximately 12,600 adults in Barnet with a serious physical disability, and a further 29,500 with a moderate physical disability. These numbers are set to increase significantly over the next ten years.

The Authority has already created an arms length management organisation (ALMO) Barnet Homes as a vehicle for delivery of housing management and investment services for its 11,000 Authority tenants and 4000 Authority leaseholders. In April 2012 Barnet Homes took on responsibility for the delivery of housing needs services from the Authority.

Things we would like to know: with the demise of the traditional housing register we would like to find new ways to measure current and future housing needs of Barnet's residents

Impact of the service on protected groups: It is important that equalities considerations are integral to policy development and service improvement across Strategic Planning and Housing Strategy so that the needs of all Barnet's diverse communities are addressed.

Key Equality risks	Mitigating activity	Measurable outputs
Access to information	Key strategic documents are published on the Authority's website and summaries are available in large print or audio in line with the Authority's policy. When appropriate the Authority produces documents in an easy read and accessible format to suit the needs of particular customers. 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.	- 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
Access to services e.g. face to face advice, home/site visits, telephone/written	Information is generally provided by telephone and the Authority's translation and interpretation policy is followed. Development of policy includes face-to-face meetings through forums such as citizen's panel, focus groups and community events.	- Number of complaints about not getting information or advice over the telephone from staff in Strategy Planning and Housing Strategy service - Number of people from protected groups participating in face-to-face meetings where policy is developed
Access for people with disabilities to buildings	The service is delivered from the Authority offices which are compliant with the requirements of the DDA. Community meetings are sometimes held out at community venues which are compliant	Number of complaints about access to Strategic Planning and Housing Strategy services

with the requirements of the DDA.	
On line advice and services (e.g. applications)	Data on protected groups analysed as part of consultation to ensure that the views of different communities are represented
Consultation	- Groups consulted with are representative of the resident profile - Data on protected groups analysed as part of consultation to ensure that the views of different communities are represented - Number of people from protected groups participating in consultation meetings where policy is developed - Number of complaints about access to Strategic Planning and Housing Strategy consultation
Consultation with vulnerable groups	- Number of people from protected groups participating in consultation meetings where policy is developed - Number of complaints about access to Strategic Planning and Housing Strategy consultation
Charges/fees	- Number of customers requesting paper copies - Number of complaints about charges for paper copies
Accountability and relationship to Members	- Number of members enquiries on behalf of constituents - Number of people from protected groups participating in face-to-face meetings (e.g. focus groups), where policy is developed
Procurement processes	Ensure that any specification of services reflects the customer profile
Monitoring	- Customer satisfaction in overall planning services measured through Govmetric system - Evidence that relevant housing performance data is used to develop the service