

Appendix D

LGR Tranche 1: Service Standards

1. The Tranche 1 product Service Standards is to:

“Have in place agreed and aligned standards of service to ensure continued stable service delivery on Vesting Day”

2. The product has been broken down into 3 stages:
 - (i) Planning for stable BAU service delivery on Vesting Day
 - (ii) Interim service standards are delivered on Vesting Day in line with MTFP resource levels.
 - (iii) Have in place an agreed programme of post vesting day further alignment of standards of service
3. The focus to date has been on identifying baseline service standards (i) above.
4. The Service Improvement and Alignment (SAI) Workstream bought in additional support to co-ordinate and assist in identifying service standards for the new Somerset Council. An interim task and finish team was set up to support the sub-workstreams populate a template for service standards agreed by the SAI Board. Whilst the focus was initially on the SAI sub-workstreams that contained the majority of direct/operational service delivery to the public, the template has also been rolled out to other workstreams in order to develop, where possible, a standard framework for Somerset Council.
5. The Service Standards included in this appendix are the Baseline Service Standards. The Lead member for LGR and the LGR Programme Board have been briefed on the baseline standards, and they have been shared with the Executive. The service standard templates provide a good overview of the activities covered, how success is measured, and critically highlight the differences in how that service is provided in District and/or County Council areas. Some services are only provided by one authority e.g. highways maintenance; and other services are provided in similar or quite different ways by one or more authority e.g. ports, harbours and leisure.
6. The LGR workstream leads have satisfied themselves that services standards are clear; relate to how services are planned, organised and/or aligned in such a way as to be operationally stable and meet all legal and regulatory requirements. For the baseline standards this has assumed current baseline levels of resource and capacity. The baseline standards have also been a consideration for developing MTFP savings options.
7. It is important that the service standards are visible and understood to assist with decisions on the 2023/24 budget and MTFP. Some baseline service standards may need to be altered as a result of MTFP decisions, and the final set will be published as Interim Service Standards as (ii) above.

8. The important thing to recognise is that not all service standards will be aligned by vesting day. There is a lot of work to be done on service alignment, and the resources required are currently being evaluated and identified as (iii) above. This will assist the new Tier 2 Directors with the Executive to consider and prioritise the internal resource required for any programme covering new ways of working, transformation, convergence and alignment for each service area or groups of services from vesting day and beyond.
9. The service standards can therefore be expected to change post vesting day as and when further alignment of service is able to take place. From a customer perspective the interim service standards will show, for each service, whether an aligned or differentiated approach is possible. For the majority of operational front-line services there will continue to be a degree of differentiation at vesting day.
10. Links with the Customer Strategy and promise are key from a customer perspective. The service standards below are in addition to the overarching Customer Standards that will apply to all services.
11. It will be important to publish not only the Interim Service Standards for vesting day, but post vesting day services will be responsible for letting the public, key contacts, suppliers, and partner organisations know if and when service levels are likely to change. There will be both external customers and internal – it will also be important to advise customer services staff, and ensure key materials are available for staff and member training hubs or briefings.
12. The following standards are Baseline only. Click on the service link and you will be taken to the full template where details of the service can be found.

Baseline External Service Standards

These are **in addition** to the overarching service standards within the Customer Promise that will apply to all services.

Under the Service column is a link to the detailed service standard template.

Service	Standard	Sub -WS / Workstream
Housing Allocations	<p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> Contact the applicant within 3 days of a successful bid to view property before signing up <p>Somerset West and Taunton (SWT) homes</p> <ul style="list-style-type: none"> Contact tenant within a week of end of cycle 	SAI – Housing 1
Housing – Anti-social Behaviour	<p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> Respond to serious complaints or harassment by the next working day and less serious complaints in 10 days <p>Somerset West and Taunton (SWT) homes</p> <ul style="list-style-type: none"> Contact within 24hrs for racial harassment and domestic violence Agree response with complainant within 10 days 	SAI – Housing 1
Housing – Communal areas	<p>As part of the housing management service, we will keep the neighbourhood and communal areas associated with the homes managed clean and safe; working in partnership with tenants and other providers and public</p>	SAI – Housing 1

	<p>bodies where it is effective to do so.</p> <p>This service falls under the Regulator of Social Housing Neighbourhood and Community Consumer Standard.</p>	
<p>Housing - Customer Service</p>	<p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> • Answer 80% of calls in 2 mins • Aim to resolve 80% of queries at first point of contact • Duty officer available • Call back attempts within 48 hrs • Acknowledge letter/email within 2 working days • Written response in 10 working days • Reception response within 10 mins (5 if pre-booked) • Acknowledge all complaints within 2 working days • Respond to complaints within policy timescales <p>Somerset West and Taunton (SWT) homes</p> <ul style="list-style-type: none"> • Call waiting time <60 secs • Abandonment <10% • Wait in reception <10 mins • Duty Officer available • Response from raising a case within 5 days • Respond to calls and emails within 3 days • Acknowledge complaints within 2 days • Respond to complaints within policy timescales (10 working days for Stage 1 and 20 working days for stage 2) 	<p>SAI – Housing 1</p>

<p>Housing – Customer Engagement and Involvement</p>	<p>Customer Involvement and engagement ensures customers are empowered to have a strong voice and can influence decision making by their landlord at all levels; about how housing-related services are delivered through scrutiny and challenge.</p> <p>We work to the national Tenant Involvement and Empowerment Standard for registered providers to take account of the diverse needs of tenants, treat all tenants with fairness and respect, and to demonstrate they understand the different needs of their tenants.</p>	<p>SAI – Housing 1</p>
<p>Housing – Home Standard</p>	<p>We comply with the national Home Standard which sets out our work to ensure the quality of the homes we manage and our repairs and maintenance service to make them safe and secure.</p>	<p>SAI – Housing 1</p>
<p>Housing – Neighbourhoods and community</p>	<p>This Neighbourhoods & Community standard relates to land and properties managed by Homes In Somerset and by Somerset West and Taunton , and ensures that communal areas are clean, safe and well maintained. This includes play and recreational areas, car parks, communal areas inside blocks of flats, shared gardens and grassed areas.</p>	<p>SAI – Housing 1</p>
<p>Housing – Planned Works</p>	<ul style="list-style-type: none"> • Ensure each home complies with the Decent Homes Standard • Survey homes and inspect conditions every 5 years • Contact tenants in advance of planned major works to the home or communal area • Consult with tenant about options or choices available <p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> • Publish a programme of planned works on website and programme is available at any time upon request • Publish names of our main contractors on our website and ensure you are familiar with who we are working with • Ensure the rolling programme of planned works will be available on our website and is available at any time upon request 	<p>SAI – Housing 1</p>

	<ul style="list-style-type: none"> • Introduce you to your Customer Liaison Officer who will be your main point of contact throughout the works 	
Housing - Rents	<ul style="list-style-type: none"> • Set rent in line with rent standard • Offer variety of ways to pay • Provide service charge explanation • Work with you to pay off any arrears • Refer for budgeting and benefits advice • Send out an annual rent statement <p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> • Signpost you to support agencies when in financial difficulty <p>Somerset West and Taunton (SWT) homes</p> <ul style="list-style-type: none"> • Internal team to offer specialist debt and benefit advice • Funding of external agencies to provide enhanced support 	SAI – Housing 1
Housing - repairs	<ul style="list-style-type: none"> • Complete repairs on the first visit. If we attend a repair and cannot complete the job at that visit, we will arrange a follow up appointment before we leave your home. • Flexible appointments • Aim to complete on first visit • Provide various reporting channels • Emergency repairs are completed within 24hrs 	SAI – Housing 1

	<p>Homes for Sedgemoor (HiS)</p> <ul style="list-style-type: none"> • Other repairs are assessed next working day 	
Housing – Safe Homes	<p>The service will ensure compliance with all Statutory and Regulatory responsibilities as a Landlord and Employer including all obligations and requirements via the Building Safety Act 2022 in respect to Higher Risk Residential Buildings.</p> <p>The Service will also meet the requirements of the Consumer Standards of the Regulatory Standards contained within Homes England Regulatory Framework for Social Housing 2015.</p>	SAI – Housing 1
Housing- Tenancy Support	<p>Tenancy support services promotes independence and supports improving quality of life for older people and other vulnerable adults through a paid for service..</p>	SAI – Housing 1
Housing Options	<p>The Housing Options service provides information, advice and assistance to help you to resolve your housing situation. We also administer the Homefinder Somerset allocation scheme so that homes are allocated in a fair and transparent way. We provide a holistic outreach service to people that are sleeping rough and we manage three permanent Gypsy and Traveller sites.</p> <p>Where you have a housing issue, we will:</p> <ul style="list-style-type: none"> • Provide you with tailored advice and information on your housing situation so that you can resolve your issue <p>Where you have made a homelessness application, we will:</p>	SAI - Housing 2

- Empower you to resolve your own housing situation so that you do not become homeless
- Complete an assessment within 5 working days of the homelessness application
- Create a Personal Housing Plan with customers within 5 working days of the assessment
- Be honest with you about barriers that you might have to retain or find accommodation
- Always carry identity badges - please always ask to see identification before letting anyone into your home
- Offer to phone you back if you are phoning the service from your mobile and you do not have credit / inclusive minutes
- Provide you with information on our complaints policy if you are unhappy with the service received
- Give you the contact details for the officer dealing with your case
- Keep arranged pre-appointment times with you wherever possible.
- Provide a private area for confidential enquiries for pre-arranged face-to-face appointments
- Use B&B accommodation to discharge a duty to secure accommodation for applicants with family commitments only as a last resort and then only for a maximum of 6 weeks

Where you have made a Homefinder Somerset application, we will:

- Process your Homefinder Somerset application within 21 days of receiving the required information
- Be realistic and transparent with you around the supply and demand of social housing
- Offer advice around how to find a home in the private rented sector
- Where you are not eligible to register for social housing, you will be offered advice and/or signposted to agencies who can provide additional support

Where you are accessing our rough sleeping outreach team, we will:

	<ul style="list-style-type: none"> • Respond to all reports of rough sleeping and van dwelling within 1 working day and regularly search hotspot locations – most effective early morning or late night to verify someone bedding down or about to bed down. • Carry out bi-monthly and annual rough sleeper counts • Complete thorough assessments of the needs and aspirations of people sleeping rough. • Reconnect people back to areas where they have support / family where they have no local connection to Somerset <p>Where you have applied to live on a gypsy & traveller site, we will:</p> <ul style="list-style-type: none"> • Acknowledge all new applications within 10 working days of receipt of the application. • Fully assess an application and confirm the points awarded within 20 working days of receipt of the application. • Make an initial offer of accommodation to the successful applicant no later than 5 working days after the property is ready to relet. • Carry out emergency repairs within 24 hours of reporting, urgent repairs within 5 working days and other repairs within 21 working days. <p>In all the above service areas, we will make appropriate and timely referrals to support services as required.</p>	
Somerset Independence Plus (SIP)	<p>Somerset Independence Plus is a service commissioned by Somerset County Council and the four Districts in Somerset to provide an integrated approach to disabled adaptations, home improvements, energy/fuel poverty advice retrofitting of insulation and heating measures, and prevention services.</p>	<p>SAI – Housing 3</p>

	<p>We will:</p> <ul style="list-style-type: none"> • Respond to a request for service within 10 working days • Respond to an urgent request for service within 1 working day • Submit a grant application for approval within six months of the enquiry * • Complete a Disabled Facilities Grant within twelve months of approval * • Customers who use our self-service support options can achieve an appropriate outcome • Achieve the individual and community outcomes in the attached document <p>Note: Those standards indicated by an * are statutory targets. The remainder are local service standards</p>	
Library Service	<p>The library service is a statutory duty for the Council under the Public Libraries and Museums Act 1964, which sets out that Councils must “provide a comprehensive and efficient library service for all persons in the area that want to make use of it,</p> <p>There are no prescribed service standards nationally for public libraries. However, the Department of Digital, Culture, Media and Sport (DCMS) has issued guidance to help local authorities understand their statutory obligation.</p>	SAI – Culture and Universal Service
Cemetery management	<p>The service ensures that all graves in managed cemeteries are in line with the policies of the cemetery and that all interments are managed professionally, and as expediently as possible with the relevant parties.</p>	SAI – Culture and Universal Services
Private Sector Housing and Enforcement	<p>The service works with domestic property owners and tenants to ensure homes are safe, healthy and appropriate for their use. They proactively licence and inspect Houses in Multiple Occupation (HMOs), enforce minimum standards in homes across Somerset and encourage owners of empty homes to bring them back into use.</p>	SAI – Housing 3
Bereavement Service -	<p>Taunton and Yeovil Crematoria are committed to providing a quality provision of accessible bereavement</p>	SAI – Culture and

Crematoria	<p>services in an efficient and effective approach that is both sympathetic and caring to all our service users.</p>	<p>Universal Service</p>
Arts and Entertainment	<p>Arts and Entertainment provides opportunities for residents of Somerset and visitors to our county to engage with and access high quality creative arts and entertainment that inspires, educates, brings joy and celebrates the unique culture of Somerset</p>	<p>SAI – Culture and Universal Service</p>
Registration Services	<p>Statutory Timescales</p> <ul style="list-style-type: none"> •98% of birth and stillbirths registered within 42 calendar days of event •90% of deaths registered within 5 calendar days of death •95% of certificate applications dealt with within 7 days of request •100% of citizenship certificates to be completed correctly and notified to Home Office within 14 days of ceremony <p>Appointment Availability</p> <p>90% of customers offered an appointment to register a:</p> <ul style="list-style-type: none"> •birth within 5 working days of request. •death/stillbirth within 2 working days of request. •notice of marriage or civil partnership within 10 working days of request. <p>A minimum of 90% of customers with an appointment seen within 10 minutes of appointment time.</p>	<p>SAI – Culture and Universal Service</p>

Benefits	<p>Undertake activities governed by the Department for Work and Pensions to ensure the correct benefit is being paid at the correct time</p> <p>To pay benefits and support accurately and quickly. In doing so we aim to deliver these functions in an open and transparent manner that ensures access for our customers to information and to self-serve, fairness of decision making, clarity of explanation, support, understanding and empathy.</p>	<p>Finance</p>
Revenues	<p>Accurately process changes to accounts, ensuring that we determine liability for Council Tax or Business Rates in accordance with the regulations and issue bills.</p> <p>To obtain prompt payment in respect of every chargeable property. In doing so we aim to deliver these functions in an open and transparent manner that ensures access for our customers to information and to self-serve, fairness of decision making, clarity of explanation, support, understanding and empathy.</p>	<p>Finance</p>
Commercial and Procurement	<p>Operate a compliant and effective service which complies with all Governance requirements, the Authority's Contract Procedure Rules and Standing Orders, the relevant UK legislation relating to public procurement best practice, incorporating the National Procurement Strategy Framework and Transparency Code.</p>	<p>Finance</p>
Business Intelligence	<p>Business Intelligence is the delivery of analysis and insight which enable organisations to make evidence-led decisions.</p> <p>Acknowledge 98% of service requests and outline the timetable for completion (except for complex requests), within 5 working days of receipt. For urgent requests, providing the same within two days as far as possible.</p>	<p>Business Intelligence</p>
Business Change & PMO	<p>Promote effective and efficient change by inspiring and enabling the identification and realisation of benefits for "customers" and communities, including where internal or system-wide improvement facilitates additional benefit for service users.</p>	<p>Business Change & PMO</p>
Business Support	<p>Ensure that the services that we provide adapt and change to meet the requirements of the services that we support. We will do this through regular meetings with service managers and responding to the feedback from</p>	<p>Business Support</p>

	the annual satisfaction surveys.	
Flood and Water Management	<ul style="list-style-type: none"> • <u>The Planning Process</u> <p>As a statutory consultee, in line with the Code of Practice relating to consultations on planning applications, the LLFA is expected to respond to the LPA within 21 days of receiving a consultation.</p> <ul style="list-style-type: none"> • <u>Land Drainage Consent Applications</u> <p>The turnaround time for consents is 2 months, as per the Land Drainage Act 1991.</p> <ul style="list-style-type: none"> • <u>Flood Investigations</u> <p>Play a lead role in emergency planning and recovery after a flood event. Local authorities are 'category one responders' under the Civil Contingencies Act and must have plans to respond to emergencies, and control or reduce the impact of an emergency.</p> <ul style="list-style-type: none"> • <u>Maintaining Register of Assets</u> <p>A comprehensive, accurate and up to date register of all relevant assets</p> <p>And to implement a Flood Risk Strategy for the County.</p>	Environment & Climate Change Sub Group 1 (Climate Change and Water)
Somerset Rivers Authority	<p>Work with our partner organisations to maintain funding for the Somerset Rivers Authority (SRA).</p> <p>Invite proposals to secure SRA funding to deliver projects that meet SRA objectives.</p> <p>Help the general public access information related to flooding and water management in Somerset and the work of the SRA.</p> <p>Respond to customer enquiries quickly and accurately.</p>	Environment & Climate Change Sub Group 1 (Climate Change and Water)
Environmental Protection Service	<p>Respond to enquiries and requests relating to statutory nuisance, anti-social behaviour, searches, and other general environmental protection matters.</p> <p>Issue permits and audit compliance for specified processes under the Pollution Prevention and Control regime.</p>	Environment & Climate Change - Sub-Group 3 (Environmental Health)

	Monitor local air quality and identify measures that may further assist air quality.	
Food Hygiene	Ensure all interventions at food businesses are in accordance with the Food Standards Agency Food Law Code of Practice (England) with priority given to higher risk premises	Environment & Climate Change - Sub-Group 3 (Environmental Health)
Environmental Health – Enforcement of Health and Safety at Work	Ensure we work with HSE as effective, modern, and professional regulators carrying out inspections of workplaces, investigating accidents and responding to complaints and enquires relating to health and safety matters in Local Authority enforced workplaces.	Environment & Climate Change - Sub-Group 3 (Environmental Health)
Infectious Diseases	Respond to reports of all reported infection where the risk to the public health is immediate and significant in accordance with the UK Health Security Agency Standard operating procedure for single cases of infectious disease RAG rating.	Environment & Climate Change - Sub-Group 3 (Environmental Health)
Private Water Supplies	Monitor private water supplies in accordance with statutory frequencies and take action to ensure supplies are clean and wholesome.	Environment & Climate Change - Sub-Group 3 (Environmental Health)
Licensing	Provide a prompt and efficient licensing service for a range of licensable venues and activities working with partners, balancing the need to protect the health and safety of residents and visitors as well as supporting local businesses.	Environment & Climate Change - Sub-Group 3 (Environmental Health)
Heart of the Southwest Trading Standards	Support economic growth by ensuring a fair, responsible and competitive trading environment and ensure consumers, especially the more vulnerable, protected, communities are safer, better informed and more fully engaged in the work of the Service.	Growth 1 - Prosperity & Economic Dev
Prosperity and Economic Development	Provide sustainable economic growth through place-based regeneration and business support activities.	Growth 1 - Prosperity & Economic Dev
Bridges Structures	To plan and undertake inspection regimes that ensure the condition of the assets is known and recorded and to prioritise and carry our repairs and improvement works based on inspection data and/or due to reactive events.	Highways

Highways Emergency Service	To comply with legal obligations concerning the safety of the travelling public. To prepare emergency plans in conjunction with other departments in order to respond to any civil emergency. Comply with National Standards.	Highways
Highway Lighting	To maintain the illuminated assets to our current Statutory Duty inline with the Code of Practice and Electrical Regulations as well as reduce or carbon and energy consumption by installing LED equipment.	Highways
Highways and Transport Asset Management	Provide the organisational platform for cohesive delivery of highways & transport asset management across Highways & Transport Operations to meet the requirements of the Highways Infrastructure Asset Management Policy (HIAMP) and Strategy (HIAMS) and National guidance and standards on the delivery of highway services – such as the DfT’s Local Highways Incentive Fund.	Highways
Rights of Way	Protect the public right to the use and enjoyment of the public rights of way network by; undertaking planned inspections; responding to path issues; and referring to enforcement where appropriate.	Highways
Routine Environmental Maintenance	To fulfil our duties under Section 41 of the Highways Act 1980. To fulfil our duties under the Under the Noxious Weeds Act 1959. To align with the general principles set out in the Code of Practice for Maintenance Management ‘Well-managed Highway Infrastructure’ 2016.	Highways
Highways Winter and Emergency Services	To comply with legal obligations concerning the safety of the travelling public. To prepare a Winter Service Plan to maintain access on roads on a priority network during adverse weather conditions. National Standards for winter & emergency maintenance are set out in the Winter Service Section of the Code of Practice for Maintenance Management, “Well-managed Highway Infrastructure”, which was published in 2016 by the Road Liaison Group. The standards adopted for Somerset are broadly in line with the recommendations in this document.	Highways
Road Closures Traffic Restrictions and Events	Facilitate safe events and road works through the agreement of Traffic Management plans and temporary traffic restrictions. Comply with statutory requirements to make permanent changes to traffic restrictions i.e one ways, speed limits, parking restrictions.	Traffic Management
Traffic Engineering	To support safe and efficient travel for all road users and comply with the duties under the Traffic Management Act 2004 by securing the expeditious movement of traffic and road users on the authority’s road network	Traffic Management

Road Safety	Develop, implement, and monitor the Safe Systems Road Safety Strategy to ensure that no one is killed or seriously injured as a result of a road crash, create safer communities, and improve the quality of life for residents and visitors.	Traffic Management
Traffic Control	Support safe and efficient travel for all road users by complying with the duties under the Traffic Management Act 2004.	Traffic Management
Transport Data	Collect, validate, manage, store, and share transport and travel data relating to the network in the Council area to understand the usage of the network, and support our duties under the Traffic Management Act.	Traffic Management
Parking Services	Manage the Council car parks and on street parking restrictions in accordance with The Civil Enforcement of Road Traffic Contraventions (Approved Devices, Charging Guidelines and General Provisions)(England) Regulations 2022, Traffic Management Act 2004 and associated regulations and Council guidelines. Introduce and review permit parking area in accordance with the Road Traffic Regulation Act 1984 and associated regulations in line with Council guidelines.	Traffic Management
Street Works	Fulfil our statutory function and obligations. Meet the objectives and benefits of the Somerset Council Permit Scheme. Reduce disruption on the road network. Drive improvement in overall network management.	Traffic Management
Equality and Diversity	Make sure the organisation understands its responsibilities under the Equality Act 2010 and provides relevant guidance and challenge to make sure this is maintained or improved.	Equality and Diversity
Building Control	Ensure that buildings subject to building work achieve the minimum standards of the Building Regulations.	Building Control
Civil Contingencies	Discharge the duties under Civil Contingencies Act 2004 and other relevant legislation through a team of suitability qualified and experienced emergency planning professionals. Operate in accordance with national resilience standards set out in the Cabinet Office Indicators of Good Practice for category 1 responders and the accompanying Local Resilience Forum Indicators of Good Practice.	Civil Contingencies & Emergency Planning
Commissioning	Provide assurance to Senior Leadership about the approach to designing, developing, delivering, and reviewing strategies / polices / services for governance purposes; Embed the framework for commissioning into all commissioning activity across the authority.	Commissioning

Fleet Service	Support the Council in delivering its services through procuring, maintaining, and ensuring that the management and operations of vehicles is safe and in line with relevant legislation across the whole authority (inc O licence Compliance). Additionally, the service aims to ensure value for money and support in the Council's climate emergency through decarbonising fleet and its operation.	Environment & Climate Change Sub Group 2 (Waste and Neighbourhood Services)
Ground Care	The service aims to support the wider environmental and community well-being objectives of the Somerset Council through delivering value for money services that meet local need (noting financial constraints) and are responsive to residents/the community. Identify discrepancies between service standards and seek to harmonise. Ensure services continue on day 1 (including the transfer of any licences or permits).	Environment & Climate Change Sub Group 2 (Waste and Neighbourhood Services)
Street Scene	The service aims to support the wider environmental and community well-being objectives of the Somerset Council through delivering value for money services that meet local need (noting financial constraints) and are responsive to residents/the community. Identify discrepancies between service standards and seek to harmonise. Ensure services continue on day 1 (including the transfer of any licences or permits).	Environment & Climate Change Sub Group 2 (Waste and Neighbourhood Services)
SWP	Preserve our environment by making every effort to ensure our household waste is not wasted but reused as a valuable resource. Deliver excellent customer service and value for money to create a more sustainable Somerset. A comprehensive rolling five-year business plan sets out the activities SWP is undertaking.	Environment & Climate Change Sub Group 2 (Waste and Neighbourhood Services)
Areas of Outstanding Natural Beauty	The core duty of an AONB designation is to conserve and enhance the natural beauty of the designated landscape. The activities and priorities of the service have been agreed and adopted by all partners as part of the statutory 5-year Management Plan and will be delivered over the next five years.	Environment & Climate Change Sub Group 4 (sports, leisure and countryside)
Countryside	Maintain safe to access natural greenspaces; Provide relevant information and interpretation to encourage all visitors to explore and enjoy natural greenspaces; Conserve habitats and species and prioritise where appropriate; Preserve geological and heritage features.	Environment & Climate Change Sub Group 4 (sports, leisure and

		countryside)
Sport and Leisure	<p>Maintain safe to access, high quality, sporting, and leisure facilities; Provide relevant information and booking procedures with agreed fees and charges to encourage participation in sporting and leisure activities.</p> <p>Lessen the carbon and environmental impact of facilities through programmes of decarbonisation and biodiversity enhancements at appropriate locations.</p> <p>Management of Third Party Leisure Operators.</p>	Environment & Climate Change Sub Group 4 (sports, leisure and countryside)
Planning Service	Consult on and determine planning matters within the local planning authority area, including applications for new development, prior approvals, works to listed buildings, trees, mineral, and waste development; undertake required advertisements of applications/notices.	Growth 2 – Planning and Enabling
Highways Development Management – Planning applications and Technical Approvals	Work with developers, the local planning authority, and local communities to enable the economic growth of the area through positive engagement within the planning system.	Infrastructure Delivery & Active Travel
Insurance	<p>Arrange insurance and assess all insurance claims made against the Council.</p> <p>Acknowledging receipt of the claim within 7 working days and tell the customer if we have enough information to investigate</p>	Finance
Exchequer Services	Pending	Finance
Land Charges	Provide a consistent, effective, and quality land charges service contributing to the efficient working of the local property market.	Governance
Democratic Services	Provide a professional committee administration service for the Council and provide a thorough Member Training and Development programme to ensure that the approach to development of Members is structured, consistent and effective.	Governance
Elections	Maintain the Register of Electors and running elections, ensuring that they are carried out in accordance with	Governance

	the Law.	
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