




Appendix 2: Regulatory Delivery Plan 2018/19 - Year-end Progress


P	A strong local economy and improved job opportunities
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Ob	Increased employment and training opportunities
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Action	Status	Progress	Due Date	Comment	Assigned To
Continue to work to ensure that the key regeneration sites are progressed on site and high quality development is achieved on the ground		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	Work around the key walls has been completed. Infrastructure, District Heating system and care home developments are progressing with structures erected on site.	Pamela Clifford
Publicise the Local Development Plan Proposed Plan for consultation and then submit to the Scottish Government for examination		<div style="width: 87%;"><div style="width: 87%; background-color: #4f81bd; color: white; text-align: center;">87%</div></div>	01-Jan-2019	The responses to the Representations to Local Development Plan 2 will be considered by Planning Committee on 22 May 2019. Should Members approve the responses then the Plan and all associated documents and Schedule 4s will be submitted to the Scottish Ministers for Examination on or before 31 May 2019. This timeframe conforms to the Development Plan Scheme that was approved by Planning Committee in September 2018.	Antony McGuinness
Establish the Place and Design Panel and integrate within the planning and development process together with the Monitoring Board to reflect on the activities of the Panel		<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	Twelve Place & Design panels have taken place over the last twelve months, raising the quality and standard of development especially on our key regeneration sites. A report on the evaluation and review of the Panel will be submitted to the Monitoring Board and Planning Committee on 22 May.	Pamela Clifford

P	Supported individuals, families and carers living independently and with dignity
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Ob	Improved wellbeing
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Action	Status	Progress	Due Date	Comment	Assigned To
Continue to participate in initiatives to tackle door step crime and scams, including Community Watch and the provision of call-blockers to vulnerable residents		<div style="width: 83%;"><div style="width: 83%; background-color: #4f81bd; color: white; text-align: center;">83%</div></div>	31-Mar-2019	Throughout the year, Trading Standards continued to react to and investigate complaints from residents in relation to door step crime and scams. In addition, a number of proactive prevention measures were taken to inform, warn and help prevent residents from becoming victims of such trading practices. These initiatives were often carried out in conjunction with internal and external partners and included the supply of door stickers to discourage cold calling, social media messages and other publicity and participation in national campaigns on doorstep crime (Monarda, with the Police) and Scams Awareness Month (with Citizens Advice). 72 call blockers were purchased which was more than the 50 originally planned.	Tony Cairns

Action	Status	Progress	Due Date	Comment	Assigned To
				These have been allocated to the most vulnerable residents, in particular those living with dementia and Alzheimer's, and installation is underway. Trading Standards is continuing to work with relevant agencies including Alzheimer's Scotland and WDC Social Work and it is anticipated that all 72 call blockers will be installed early in 2019/20.	
In response to the European Noise Directive, participate in the Glasgow Agglomeration Working Group to identify potential noise management areas and quiet areas in relation to road and rail noise and develop and deliver an action plan as necessary		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	Contribution made to Glasgow Agglomeration's Action Plan. Unlikely that any Candidate Noise Management Areas will be taken forward.	Pat Hoey
Work with Food Standards Scotland on the various work streams and projects in relation to the Review of Food Law Code of Practice, ensuring West Dunbartonshire Council maintains its reputation as a top performing food authority		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	Environmental Health Food and Business Group has extended its engagement with Food Standards Scotland on the revised Annex 5 -Food Law inspections and is part of an early adopters implementation group, shaping food law delivery in Scotland. This will continue past April 2019.	Martin Keeley

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More affordable and suitable housing options

Action	Status	Progress	Due Date	Comment	Assigned To
Implement the new missing share process, supporting tenants and residents by protecting the private sector housing stock		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	New operational procedures have been implemented to ensure consistency of application of the missing shares scheme. The scheme was introduced to improve local common property house conditions in the private sector where one or more home owners are unable or unwilling to pay their share of maintenance costs. Without Council intervention in such cases essential repairs would not be carried out and properties would continue to deteriorate. One £4,000 missing share has been paid out to date by the Council which has helped to secure over £24,000 in improvements to a common property which otherwise would not have happened.	John Stevenson


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Open, accountable and accessible local government

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Equity of access for all residents

Action	Status	Progress	Due Date	Comment	Assigned To
Ensure all citizens who request services are kept informed and updated on our progress with dealing with their concern (relates to challenges)		<div style="width: 100%;"><div style="background-color: #4f81bd; color: white; text-align: center;">100%</div></div>	31-Mar-2019	Processes were reviewed and the procedure for updating citizens was communicated to officers for implementation. Any further issues will be picked up through our monthly customer surveys and addressed.	Martin Keeley

Action	Status	Progress	Due Date	Comment	Assigned To
Implement UK Parliamentary Boundary Review		0%	31-Mar-2019	The UK Parliament did not consider the Boundary Commission proposals. This action is therefore cancelled for 2018/19.	George Hawthorn




Fit for purpose polling scheme (Service Outcome)

Action	Status	Progress	Due Date	Comment	Assigned To
Review and revise polling scheme		100%	31-Mar-2019	Review has been completed and new polling scheme is in operation with effect from 1 February 2019.	George Hawthorn



Improved access to Council meetings (Service Outcome)





Action	Status	Progress	Due Date	Comment	Assigned To
Introduce livestreaming of Council and committee meetings		100%	31-Aug-2018	One year pilot of live streaming of council meetings has commenced.	George Hawthorn



Efficient and effective frontline services that improve the everyday lives of residents



A continuously improving Council delivering best value

Action	Status	Progress	Due Date	Comment	Assigned To
Assess the implications of the requirements of the new Planning Bill for West Dunbartonshire and implement the changes brought about by secondary legislation in 2018 and 2019		100%	31-Mar-2019	We have reviewed the implications of the amendments to the Planning Bill (Stage 2). Stage 3 of the bill will be in 2019. We will review this when it has received parliamentary approval.	Pamela Clifford
Procure and implement a new geographic information system (GIS), ensuring systems compatibility across the Council		75%	31-Mar-2019	A new GIS system has been procured and this will be fully implemented in 2019/20. Consultation is taking place with system users to ensure that their requirements are met.	Irene McKechnie
Review and develop benchmarking within Democratic Services in line with the Council's benchmarking framework		100%	21-Dec-2018	We participated in a new benchmarking pilot for corporate services run by APSE. Involvement with the pilot discontinued in March as West Dunbartonshire was the sole Scottish participant, leaving no meaningful comparators. However, there is the potential for any learning and useful measures that emerged to be taken forward at a Scottish level via the Local Government Benchmarking Framework.	George Hawthorn
Establish a specific licensing regime for Sexual Entertainment Venues ("SEV's") and consider an appropriate Policy Statement and Resolution		100%	28-Nov-2019	Responded to the Scottish Government and considered the Proposed Draft Guidance in relation to this. Awaiting finalised guidance and commencement dates. Early work to be done researching the area and considering what will be	Raymond Lynch

Action	Status	Progress	Due Date	Comment	Assigned To
				considered by the Committee.	
Prepare a Statement of Gambling Principles			31-Mar-2019	Gambling Statement of Principles completed and published in January 2019.	Raymond Lynch
Lead and assist services to meet the requirements of the General Data Protection Regulation May 2018			31-Mar-2019	The uptake of training provided by our service was high. Any issues that are identified going forward will be addressed on an ongoing basis.	Alan Douglas
Review and develop benchmarking within Legal Services in line with the Council's benchmarking framework			31-Mar-2019	SOLAR Benchmarking did not proceed in 2018/19. Involvement with APSE Pilot discontinued 21st March 2019 as West Dunbartonshire was the sole Scottish participant, leaving no meaningful comparators. Local Government Benchmarking Framework steering group (Improvement Service) may consider developing a Scottish model. Will await further information.	Alan Douglas
Explore opportunities for the digital transformation of the service, focused on digital enablement and process improvement			31-Mar-2019	Significant digitisation work over the year particularly audio casting, case management, GIS, mobile solution for staff, and an expanded social media presence.	Peter Hessett
Ensure implementation of Improvement Action Plans arising from the self-evaluation process			31-Mar-2019	By the end of 2017/18, three of the four self evaluations were completed with the improvement plan for Legal being implemented in 2018/19. The last self-evaluation within Democratic and Registration Services was completed in November 2018 and the action plan will be implemented throughout 2019.	Peter Hessett
Further improve the agility and flexibility of officers by provision of enhanced handheld mobile technology which will reduce administrative and paper based processes			31-Mar-2019	Mobile working technology was purchased for the service during 2018/19 to further improve the agility and flexibility of Environmental Health staff working in West Dunbartonshire.	Martin Keeley

Departmental Risk	Status	Current Risk Matrix	Latest Note	Target Risk Matrix	Assigned To
Failure to monitor and enforce regulatory areas with public risk			Using the risk matrix, the scoring remains unchanged from the previous assessment. The Regulatory burden has increased and the resources have decreased both for the Environmental Health Manager and for Environmental Health Groups. However, processes are being streamlined to deliver efficiencies and enable effective delivery with appropriate regulatory oversight. In addition, Brexit has the potential to significantly impact service delivery with increasing regulatory burden.		Martin Keeley

Departmental Risk	Status	Current Risk Matrix	Latest Note	Target Risk Matrix	Assigned To
Failure to design and operate appropriate data sharing controls			As part of the implementation of the General Data Protection Regulations, existing and new data sharing and data processing agreements have been updated to reflect the changes required. This will be an ongoing process as new data sharing and data processing agreements are required.		Michael Butler
Failure to follow appropriate records management processes			Work to ensure that record management processes are addressed continues. This is an on-going process.		Michael Butler
Failure of Council services to engage with Legal Services to ensure compliance with the General Data Protection Regulation May 2018			This was a time limited risk. The Council was compliant as at the Implementation Date in May 2018.		Alan Douglas

Action Status	
	Cancelled
	Overdue
	Completed

Risk Status	
	Warning
	OK