

Primary Authority IT System – Changes for Users

Devolved User Administration

The control of user access to the IT system has been devolved to individual local authorities. Each local authority has appointed a user administrator who will assign users. There are four types of access known as roles, and users may be assigned one or more roles. Users can switch between these roles to perform different functions. The roles are:

User Administrator – creates users and controls access. There can be more than one user administrator per local authority.

Enforcing Authority – can view information and documents relating to Primary Authority partnerships and can contact the primary authority through the IT System.

Enforcement Manager – has an overview of the enforcement action taken by all enforcing authority users. Can refer a matter regarding an enforcement action to LBRO for a determination.

Partnership Administrator – can edit information about their primary authority partnerships and upload documentation for enforcing authorities to view. Can also respond to enforcing authorities regarding proposed enforcement actions.

Contacting the Primary Authority

The IT System allows enforcing authority users to contact the primary authority for a number of purposes. All of these can be accessed through the “Make Contact” button on the partnership details screen.

Notifications of Enforcement Action

The upgrade to the IT system now helps users to manage the timescales associated with Primary Authority.

1. Enforcing authority users can notify enforcement action to the primary authority by using the “Make Contact” button. The system will email this to the relevant contact at the primary authority.
2. Legally, the five working day period within which the primary authority must respond has to take account of bank holidays in both local authority areas. The system will now automatically calculate the deadline for the primary authority.
3. If the action can proceed, the system will automatically notify the enforcing authority user at the expiry of the five day period.
4. The enforcing user can then notify the business of the action by email through the IT system.

5. Once the notification to the business has been made, the ten working day period within which the enforcing authority cannot proceed must again take account of bank holidays in both local authority areas. The system will calculate this deadline and automatically notify the enforcing authority user by email when the deadline has expired and the action can proceed.
6. Where a primary authority directs against the enforcement action, the enforcing authority user will be notified immediately by email. All enforcement managers can access the detailed reasons given by the primary authority by logging in to the IT system. Enforcement managers also have the ability to refer matters to LBRO for determination.
7. All emails from the primary authority will be copied to all enforcement managers at the enforcing authority.

Retrospective notification of enforcement action

There are some circumstances where enforcing authorities do not need to notify enforcement action to the primary authority in advance. These are set out in The Co-ordination of Regulatory Enforcement (Enforcement Action) Order 2009. However, in these cases the primary authority must be notified as soon as practicable after the action is taken. The IT system allows retrospective notifications to be made to the primary authority.

Enquiry to a Primary Authority

This allows an enforcing authority user to initiate a discussion of a specific matter with the primary authority. The primary authority will respond to this message by email or telephone.

Information Referral

This allows an enforcing authority to inform the primary authority of information regarding its primary authority partner business. The details provided are sent to the primary authority for their information only. The primary authority does not undertake to take any action following this referral of information.

Inspection Feedback

In some cases a primary authority will indicate in its inspection plan that it wishes to receive feedback on particular issues. They may also request that feedback is made on a specific template. Where this is the case, the template will be available from the "Additional Information" section of the IT system. In other cases enforcing authorities may wish to provide feedback to the primary authority using the standard template. The primary authority does not undertake to respond to all feedback received but will use this information to develop its national understanding of the business and in updating inspection plans.

Inspection Plan Deviation

A local authority may deviate from an element of an inspection plan where it considers it appropriate to do so due to local circumstances. Where this is the case, the IT system allows enforcing authorities to notify deviations to the primary authority. The primary authority does not undertake to respond to all notifications of deviations but will use this information when updating inspection plans.