

## Resources for Regulators: Structure and Content

### Themes and Criteria

- 1 **Leadership, Strategies and Collaboration**
  - 1.1 **Service vision, direction and planning**
  - 1.2 **Integration with local and national priorities and strategies**
  - 1.3 **Collaboration with others**
- 2 **Focus on and Engagement with Customers**
  - 2.1 **Engagement of customers and stakeholders**
  - 2.2 **Understanding local needs and communities**
  - 2.3 **Responsiveness to customers and stakeholders**
- 3 **Achieving Outcomes Effectively and Sustainably**
  - 3.1 **Effective resource and partnership management**
  - 3.2 **Activities are based on a sound understanding of risk and use of intelligence**
  - 3.3 **Learning and supportive culture**
- 4 **Resource, Activity and People Management**
  - 4.1 **Delivering sustainable outcomes**
  - 4.2 **Performance management**
  - 4.3 **Review and scrutiny for continuous improvement**

### Material Available

#### 1 Leadership, Strategies and Collaboration

##### 1.1 Service vision, direction and planning

##### 1.2 Integration with local and national priorities and strategies

#### National Enforcement Priorities In Wales

Practice Example: [Wales Heads of Trading Standards](#)

Practice Example: [All 22 Welsh Local Authorities / Food Standards Agency](#)

Practice Example: [Cardiff Council](#)

Practice Example: [Ceredigion County Council Environmental Health Improvement Team](#)

Consultation Report / LBRO and Welsh Government: [NEP for Wales](#)

Consultation Report / LBRO and Welsh Government: [NEP for Wales Annex](#)

#### National Enforcement Priorities in England

Consultation Report / LBRO: [Priority Regulatory Outcomes](#)

Information / LBRO: [Priority Regulatory Outcomes - Response to Feedback](#)

Information / SOLACE: [Climate Change: Local Government's Role](#)

Research Findings / LBRO: [NEP England Final Report](#)

Research Findings / LBRO: [NEP England Interim Report](#)

##### 1.3 Collaboration with others

#### Working in Wales

Practice Example: [Wales Heads of Trading Standards](#)

#### Organizing to Deliver

Consultation Report / LBRO: [Better Local Regulation: Supporting Businesses Towards Recovery](#)

Research Findings / LBRO: [Protecting Young People from Alcohol-related Harm](#)

## Regional Working

Practice Example: [Central England Trading Standards Authorities](#)  
Practice Example: [London Trading Standards Authorities](#)  
Practice Example: [North East Trading Standards Association](#)  
Practice Example: [South West of England Regional Coordination of Trading Standards](#)  
Practice Example: [Trading Standards East Midlands](#)  
Practice Example: [Yorkshire and Humber Trading Standards Group](#)

## Integrated Services

Tool / LBRO: [Local Authority Help Sheet](#)  
Information / LBRO: [Regulatory Services Leading the Way](#)  
Practice Example: [Durham](#)  
Practice Example: [Bedford Borough](#)  
Practice Example: [Central Bedfordshire](#)  
Practice Example: [Cheshire East](#)  
Practice Example: [Wiltshire](#)  
Overview: [Shropshire Council](#)  
Overview: [Cheshire West and Chester Council](#)  
Overview: [Central Bedfordshire Council](#)  
Overview: [Cornwall Council](#)  
Overview: [Wiltshire Council](#)  
Overview: [Cheshire East Council](#)

## Shared Services

Tool / LBRO: [Local Authority Help Sheet](#)  
Overview / LBRO: [Service Delivery Models in Challenging Financial Times](#)  
Overview / LBRO: [Collaboration: How Far Could You Go?](#)  
Overview: [Stafford Borough](#)  
Overview: [Hambleton and Richmond Councils](#)  
Information / Various: [Reflections on the Four Presentations](#)  
Information / LBRO: [Sharing Regulatory Services at District Councils](#)  
Research Findings / LBRO: [Strategic Implications of Shared Working in Regulatory Services](#)  
Research Findings / LBRO: [Current Practice of Shared Working in Regulatory Services](#)  
Practice Example: [Warrington and Halton](#)  
Practice Example: [Worcestershire Regulatory Services](#)  
Practice Example: [Worcestershire Regulatory Services](#)  
Information / Various: [Facilitated Group Discussion](#)  
Information / Various: [Questions and Answers](#)

## Retail Enforcement Pilot

Research Findings / LBRO: [Lessons Learned](#)  
Research Findings / LBRO: [Assessment of Methodology](#)  
Research Findings / LBRO: [Summary of Business Experiences](#)

## 2 Focus on and Engagement with Customers

### 2.1 Engagement of customers and stakeholders

Overview / LBRO: [The Gateway to Better Local Regulation](#)  
Practice Example / LBRO: [Primary Authority in Practice: Insight for Local Authorities](#)  
Consultation Report / LBRO: [Primary Authority Guidance](#)

## 2.2 Understanding local needs and communities

Practice Example: [Warrington](#)

Practice Example: [Lancashire](#)

Research Findings / LBRO: [Business Perceptions Survey 2010](#)

Research Findings / LBRO: [Business Perceptions Survey 2008](#)

Research Findings / LBRO: [Consumer Perceptions Survey 2008](#)

Research Findings / LBRO: [Wales Omnibus Survey 2010](#)

## 2.3 Responsiveness to customers and stakeholders

Overview / LBRO: [Business Insight for Local Authorities](#)

Information / LBRO: [Trading Places: Benefits for Local Authorities \(Podcast\)](#)

Information / LBRO: [Trading Places: Benefits for Business \(Podcast\)](#)

Information / LBRO: [List of Business Placements](#)

Information / LBRO: [Registration Form for Regulators](#)

Information / LBRO: [Registration Form for Businesses](#)

## 3 Achieving Outcomes Effectively and Sustainably

### 3.1 Effective resource and partnership management

Practice Example: [Great Yarmouth](#)

Practice Example: [Buckinghamshire](#)

Information / LBRO: [Information Sheet: Public Health White Paper](#)

Overview: [Local Authority Regulatory Services Budgets 2011-12](#)

### 3.2 Activities are based on a sound understanding of risk and use of intelligence

Tool / LBRO: [Template: Compliance and Enforcement Policy](#)

Overview / LBRO: [Risk-based Regulation](#)

Overview / LBRO: [A Common Approach to Risk Assessment - Draft Proposals](#)

Overview / LBRO: [A Common Approach to Risk Assessment - Final Proposals](#)

Research Findings / LBRO1: [Addressing National Threats Through Local Service Delivery](#)

Research Findings / LBRO2: [Addressing National Threats Through Local Service Delivery](#)

### 3.3 Learning and supportive culture

Overview / LBRO: [Professional Standards of Competency for Regulators](#)

## 4 Resource, Activity and People Management

### 4.1 Delivering sustainable outcomes

Tool / LBRO: [Pathway Tool](#)

Tool / LBRO: [Outcomes and Impacts Toolkit Summary](#)

Tool / LBRO: [Outcomes and Impacts Dashboard Template](#)

Information / LBRO: [Outcomes and Impacts Workshop Facilitation Guidance](#)

#### Outcomes and Impacts Experiences:

Practice Example: [Cambridgeshire](#)

Practice Example: [East Cambridgeshire](#)

Practice Example: [Islington](#)

Practice Example: [Leicester](#)

Practice Example: [Northamptonshire](#)

### Outcomes and Impacts Pathways:

Practice Example: [Brighton and Hove](#) - Alcohol support programme  
Practice Example: [Brighton and Hove](#) - Public safety  
Practice Example: [Cambridgeshire](#) - Reducing alcohol-related harm  
Practice Example: [Cheshire West and Chester](#) - Food safety  
Practice Example: [Cheshire West and Chester](#) - Health and safety  
Practice Example: [Congleton](#) - Air quality  
Practice Example: [Congleton](#) - Food and health and safety  
Practice Example: [Dudley](#) - Food safety  
Practice Example: [Dudley](#) - Health and safety  
Practice Example: [Dudley](#) - Animal health and welfare  
Practice Example: [East Cambridgeshire](#) - Cutting flytipping  
Practice Example: [Islington](#) - Workplace health and safety  
Practice Example: [Leicester](#) - Stopping smoking  
Practice Example: [Lincolnshire](#) - Packaging waste  
Practice Example: [Norfolk](#) - Intelligence gathering  
Practice Example: [Norfolk](#) - Intranet improvement  
Practice Example: [Northamptonshire](#) - Fair trading  
Practice Example: [Somerset](#) - LDS restructure  
Practice Example: [Three Rivers](#) - Health and safety  
Practice Example: [Trading Standards Services Project](#) - Ports logic model

### 4.2 Performance management

### 4.3 Review and scrutiny for continuous improvement

Information / LBRO: [Full Report](#)  
Information / LBRO: [Executive Summary](#)  
Information / LBRO: [Part 1 - Legislation](#)  
Information / LBRO: [Part 2 - Policy](#)  
Information / LBRO: [Part 3 - Organization](#)  
Information / LBRO: [Part 4 - Resources](#)  
Information / LBRO: [Part 5 - Performance](#)  
Information / LBRO: [Part 6 - Relationships](#)