

Appendix 1: Regulatory Services Vision Statement

Peterborough's Regulatory Services will, through a dynamic, innovative and flexible approach, unlock the potential of communities.

We will help businesses to thrive, encourage entrepreneurship, facilitate economic development, and support the Councils Environmental Capital aspirations.

Communities will be empowered to have greater influence on how their localities develop, and how resources are prioritised.

Regulatory staff will work with a common purpose, ensuring that strong partnerships both at a local and regional level benefit those that live, work in, and visit our City.

We will embrace diversity, and promote community cohesion, acting in all that we do with sensitivity, integrity, consistency and professionalism.

Though employing a proportionate approach to enforcement in order to obtain compliance, those in society that engage in criminal activity or antisocial behaviour with little or no regard for the law will face a robust response. In such cases we will utilise the full spectrum of regulatory sanctions at our disposal to protect our communities.

Recognising that the greatest asset of any service is its staff we will invest in staff training and development to maximise potential, and safeguard staff while setting and expecting high standards for all.

We will deliver our vision by:

- Helping businesses focus on key legislative requirements, while adopting a proportionate approach towards minor non-compliances
- Engaging with new starter businesses and SME's to support them in achieving legal compliance
- Adopting a holistic approach to community problem solving
- Creating multiple means of accessing services
- Supporting sustainable growth through effective air quality assessments, regulating permitted processes and mitigating against contaminated land
- Tackling inequalities in living and housing standards
- Encouraging and promoting community cohesion and tolerance through our customer focused community engagement activities
- Focusing regulatory sanctions on those that put peoples safety and welfare at risk, cause significant distress, cause significant economic loss to businesses and consumers i.e. fraud or threaten the environment
- Using both a risk based and Intelligence led approach to regulatory activities
- Helping facilitate traffic flow and community cohesion through effective enforcement of parking restrictions
- Using cross border partnerships to add benefit locally
- Establishing standard policies and processes across the new Regulatory Services Group
- Establishing robust measures to safeguard the health and safety of staff
- Maximising revenue generating opportunities where appropriate to do so
- Removing regulatory service boundaries and developing a more flexible multi-skilled workforce

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