

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT

SCRUTINY REVIEW SCOPE

NAME OF COMMITTEE:

Customer Service and Transformation

SUBJECT TO BE REVIEWED

CAN Ranger Service

MEMBERSHIP

Councillors Rose Bowler (Chair) Jim Smith (Vice Chair)
Pauline Bowmner, Paul Cooper, Malcolm Crane, Ray Heffer,
Andrew Joesbury, Duncan McGregor, Emma Stevenson and
Rita Turner

DIRECTOR

Director of Transformation - Paul Hackett
Director of Operations - Brian Mason

REASON(S) FOR THE REVIEW

To consider how the role of the CAN Rangers has evolved since the service was established to the present role and determine whether the service is prepared for future demands.

IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS

CORPORATE PLAN AIM – Transforming our Organisation
PRIORITIES – Supporting and engaging with our employees
- Making the best use of our assets.

TERMS OF REFERENCE

- To undertake a review of the CAN Ranger Service which considers the service provided to the authority.
- To make recommendations to Executive supported by evidence gathered throughout the review that follows the SMART methodology (*Specific, Measurable, Achievable, Realistic, Time bound*).

This review will look at the service as a whole from a transformation point of view. It is not within the remit of the Customer Service and Transformation Scrutiny Committee to consider individual Community Safety concerns i.e how many Fixed Penalty Notices are issued within a certain period of time. These issues were considered in the review of Enforcement carried out by the Safe and Inclusive Scrutiny

Committee in 2014.	
AIMS AND OBJECTIVES OF REVIEW	<p>Aim: To identify whether the current CAN Ranger Service is the most appropriate and cost effective way of delivering Services to our Communities.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • To compare the job description/role from when the service was first established to the present role. • To understand how the authority discharges its duty under Section 17 of the Crime and Disorder Act 1998 and how this compares to other authorities. • To ascertain the involvement of Parish Councils in Community Safety and their duties under the Crime and Disorder Act. • To consider the Budget for the service.
KEY ISSUES	<p>Staffing Budgets History/set up</p>

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	29 June 2015		
Interim Report/ Recommendations			
Finish			
Report			

METHOD(S) OF REVIEW:	<p>Briefings Questioning/interviewing Written reports/evidence Desk based research Minutes and past reports</p>
IMPLICATIONS: (legislative, regulatory, etc)	<p>Section 17 of the Crime and Disorder Act 1998 places a duty on councils to do all they reasonably can to reduce crime and disorder locally and improve people's quality of life as a result.</p> <p>The duty gives a focus on how councils' delivery of core services can make a significant difference to crime reduction.</p> <p>The duty also extends to:</p>

	<ul style="list-style-type: none"> • Anti-social behaviour • Substance misuse • Behaviour adversely affecting the environment.
DOCUMENTARY EVIDENCE: (Internal/External)	<ul style="list-style-type: none"> • Job description • Job sheets • Budget
STAKEHOLDERS	<p>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <ul style="list-style-type: none"> • Peter Campbell – Joint Assistant Director of Community Safety & Housing • Deborah Whallett – Housing Enforcement Manager • CAN Rangers • Community Safety Partnership • Parish Councils
CONSULTATION/ RESEARCH:	There may be an opportunity for a benchmarking exercise to see how other authorities discharge the duty under the Crime and Disorder Act.
SITE VISITS	As above. Members may also have an opportunity to go out with Rangers to get a better understanding of day to day issues.
<u>SCRUTINY REVIEW OUTCOMES</u>	
CONCLUSIONS:	
RECOMMENDATIONS:	
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:	
DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:	
SIGNED OFF BY COMMITTEE/CHAIR:	
SIGNED OFF BY SCRUTINY	

MANAGEMENT BOARD:	
REVIEW OF PROCESS/COMMENTS:	
EXECUTIVE CONSIDERED:	
OUTCOME:	
FOLLOW UP:	
DATE:	