

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE

NAME OF COMMITTEE:	Customer Service & Transformation
SUBJECT TO BE REVIEWED:	Review of Delivery of Environmental Health & Licensing
REASON(S) FOR THE REVIEW:	<p>As part of the evidence gathering process for the Review of The Strategic Alliance, Members reviewed the existing staffing structures across the three directorates which identified both shared and BDC only posts, alongside the employing authority. This sought to address the following issues identified in the scope:</p> <ul style="list-style-type: none"> • Which services are combined? • Who is based where? <p>Members are uncertain as to what the arrangements are in place in relation to some shared services employees in terms of who employs, where they are based and how they can be contacted.</p>
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:	<p>CORPORATE PLAN AIM – Transforming Our Organisation</p> <p>PRIORITY – Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance</p>
DIRECTORATE/SERVICES INVOLVED:	Place – Housing and Community Safety (Environmental Health & Licensing)
AIMS AND OBJECTIVES OF REVIEW:	<p>Aim: The aims of the review are:</p> <ul style="list-style-type: none"> • To establish how the service operates across the 2 Councils in relation to members accessing the service. • To identify the advantages of the arrangement. • To identify the disadvantages of the arrangement. • To make recommendations as to improvements in the service which will improve the service received by Members of Bolsover District Council. <p>Objectives:</p> <ul style="list-style-type: none"> • Review of existing Service Level Agreement • Assess current protocol for Member communication/interaction • Review equality of access to the service from both Districts – location of offices/rotation of staff at offices. • Assessing the advantages/ efficiency of the current arrangement and ensuring Members are better informed as to how the service is delivered within the District. • Provide clarity over existing arrangements and determine whether any changes are required to this element of the

	Strategic Alliance going forward.
KEY ISSUES:	<p>As part of the 2017/18 Review of The Strategic Alliance, Members noted that as one of the only hosted, shared services, Members are concerned that BDC colleagues feel alienated from the service and feel discouraged from using the service as those providing the service are not BDC employees.</p> <p>Members are also keen to establish how NEDDC Members view the service and whether the shared service is delivering as they expect.</p>
METHOD(S) OF REVIEW:	<ul style="list-style-type: none"> • Assessment of customer service requests/complaints • Analysis of Citizen Panel survey results • Potential for additional residents' or Member surveys if felt beneficial • Document Reviews – SLA; current communication/engagement protocols
IMPLICATIONS: (legislative, regulatory, etc)	The shared service delivers Statutory functions. The review will establish whether the Service Level Agreement is still fit for purpose to effectively comply and deliver the requirements of Environmental Protection Act 1990 and Environment Act 1995.
DOCUMENTARY EVIDENCE: (Internal/External)	<p>Service Level Agreement (2012)</p> <p>Assessment of customer service requests/complaints</p> <p>Analysis of Citizen Panel survey results</p>
STAKEHOLDERS:	<p>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <p>Portfolio Holder – Housing and Community Safety Joint Strategic Director – Place Head of Housing & Community Safety Environmental Health Manager Environmental Health Manager BDC Members NEDDC Members</p>
CONSULTATION/ RESEARCH:	<p>BDC Member Survey</p> <p>NEDDC Member Survey</p>
SITE VISITS:	<p>Possible attendance at NEDDC Licensing</p> <p>Joint meeting with NEDDC Members – potentially at Mill Lane site</p> <p>Visit to Mill Lane (Licensing application process)</p>

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	July 2018		
Interim Report/ Recommendations	November 2018		
Finish	January 2018		
Report	February 2018		

SCRUTINY REVIEW OUTCOMES

CONCLUSIONS:	
RECOMMENDATIONS:	
DRAFT REPORT SENT TO DIRECTOR & ANY RELEVANT OFFICERS FOR COMMENT:	
DRAFT REPORT CONSIDERED BY PORTFOLIO HOLDER:	
SIGNED OFF BY COMMITTEE/CHAIR:	
REVIEW OF PROCESS/COMMENTS:	
EXECUTIVE CONSIDERED:	
OUTCOME:	
FOLLOW UP:	
DATE:	