

Bolsover District Council

Extraordinary Customer Service & Transformation Scrutiny Committee

19th February 2019

<p>Review of Delivery of Environmental & Health & Licencing</p>

Report of the Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present to Scrutiny the completed report for the recent Review of Delivery of Environmental & Health & Licencing.

1. Report Details

- 1.1 The Customer Service and Transformation Scrutiny Committee agreed to undertake a Review of Delivery of Environmental & Health & Licencing, as part of the 2018/19 work plan following consideration of a range of topics suggested at the Annual Scrutiny Conference.
- 1.2 This was agreed following the Review of The Strategic Alliance in 2017/18, as a result of the following approved recommendation:

“CS&TSc17/18 2.1 – That the Customer Service and Transformation Scrutiny Committee consider the following areas of the Strategic Alliance for review:-

- *Delivery of the Environmental Health and Licensing Service.*
- *The Differences between the Pay Agreements in the 2 Councils in the Strategic Alliance and JE and the Impact this has on forming joint services.*
- *The Criteria for the Creation of new Shared Services.”*

Following discussion at the Scrutiny Conference 2018 and further analysis at Committee, this was the only topic that was ranked as ‘high priority’ via the prioritisation tool.

- 1.3 Environmental Enforcement was reviewed by Healthy, Safe, Clean & Green Communities Scrutiny Committee during 2017/18 and Members were clear that any review of this service area must not duplicate any element of the previous review.

1.4 The aims of the review were:

- To establish how the service operates across the two 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.

The key issues identified were as follows:

- 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.

2. Conclusions and Reasons for Recommendation

2.1 The Committee have put together three recommendations which will hopefully support further sustainability and development of the joint Environmental Health & Licensing service.

2.2 The key issues arising from the review are:

- The development and approval of a revised Service Level Agreement;
- A review of the online 'Report It' system to ensure that customer engagement remains efficient, with systems that are simple to use.

2.3 It is hoped that the recommendations set out in this review report will further improve a service that is already performing well. Given the upheaval of creating a merged service across the Strategic Alliance, Members commend that work ethic of Officers who have continued to strive for excellent and efficient service delivery.

3. Consultation and Equality Impact

3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.

3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

4. Alternative Options and Reasons for Rejection

- 4.1 Executive could choose not to endorse the recommendations of the review, where they feel the course of action recommended is beyond the delivery capacity of the Authority.

5. Implications

5.1 Finance and Risk Implications

- 5.1.1 None from this report.

5.2 Legal Implications including Data Protection

- 5.2.1 In carrying out scrutiny reviews the Council is exercising its scrutiny powers as laid out in s.21 of the Local Government Act 2000 and subsequent legislation which added/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.
- 5.2.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6. Recommendations

- 6.1 That the Committee endorses the recommendations of the review outlined in section 2 of the attached report.
- 6.2 That Committee submits the report to Executive for approval, in accordance with the Scrutiny Committee Terms of Reference – Part 3.6 (10) of the Constitution.
- 6.3 That following approval by Executive, monitoring of these recommendations by Committee takes place over a twelve month period via the PERFORM system with an update report to Committee at the end of the monitoring period.

7. Decision Information

<p>Is the decision a Key Decision? A Key Decision is an executive decision which has a significant impact on two or more District wards or which results in income or expenditure to the Council above the following thresholds: <i>BDC: Revenue - £75,000</i> <input type="checkbox"/> <i>Capital - £150,000</i> <input type="checkbox"/> <i>NEDDC: Revenue - £100,000</i> <input type="checkbox"/> <i>Capital - £250,000</i> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p>Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)</p>	No
<p>Has the relevant Portfolio Holder been informed</p>	Yes
<p>District Wards Affected</p>	N/A
<p>Links to Corporate Plan priorities or Policy Framework</p>	<p>Aim: Transforming Our Organisation</p> <p>Priority: Maximising opportunities with North East Derbyshire District Council through the Strategic Alliance</p>

8. Document Information

Appendix No	Title
3.1	Review of Delivery of Environmental & Health & Licencing.
<p>Background Papers (These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Cabinet (NEDDC) or Executive (BDC) you must provide copies of the background papers)</p>	
<p>Please contact Scrutiny & Elections Officer where further information is required.</p>	
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