

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
CS&TSc18/19 2.1	That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.	That the online 'Report It' system is reviewed and refreshed to ensure that the facility remains customer friendly and simple to use.	June 2019.	Scrutiny & Elections Officer	Officer time.	An 'Interim Report' is due to be considered by Healthy, Safe, Clean and Green Communities Scrutiny Committee in March 2019. Final implementation of this recommendation was scheduled for December 2018 and an update will be given to Members following the March report.	Recommendation Approved.
CS&TSc18/19 2.2	That the Council's legal team produces a revised Service Level Agreement for approval by Executive and the Strategic Alliance Joint Committee.	That the Service Level Agreement for the Joint Service remains deliverable and fit for purpose.	September 2019	Joint Head of Corporate Governance & Monitoring Officer/Team Leader (Contentious)	Officer time.	This is currently being worked on by the service following attendance at Scrutiny Committee, with a view to completion by September 2019.	Recommendation Approved.
CS&TSc18/19 2.3	That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level	That Members are satisfied that the Service Level	July 2019	Joint Head of Corporate Governance & Monitoring Officer/Team	Officer time	Officers will be able to bring a draft to Informal Committee in July 2019, prior to submission to Executive/Strategic	Recommendation Approved.

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	Agreement prior to submission to Executive for consideration	Agreement for the Joint Service remains deliverable and fit for purpose.		Leader (Contentious)		Alliance Joint Committee, for further discussion as part of the Post-Scrutiny Monitoring process.	

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Delivery of Environmental Health & Licensing – Interim Report					
Timescale of Review:	July 2018 – October 2018.	Post-Monitoring Period:		12 months commencing March 2019. Interim report due September 2019.		
Date agreed by Scrutiny:	February 2019	Date agreed by Executive:		March 2019		
Total No. of Recommendations and Sub Recommendations	No. completed		No. partially completed	3	No. not progressed	
Total No. of Recommendations and Sub Recommendations	Achieved	0	On track	0	Extended	3
	Achieved (Behind target)	0	Overdue	0	Alert	0

Key Achievements:

- A significant amount of work has progressed on both the Service Level Agreement and the implementation of the previous Healthy, Safe, Clean and Green Communities recommendation HSCGC17/18 1.14.

Reasons for non-implementation of Recommendations:

- The delivery of all three recommendations is currently extended beyond the original Target date to enable effective delivery of the recommendations. As we are still in the initial 12 month monitoring period, this is not cause for concern and the recommendations will continue to be monitored closely prior to the receipt of the final monitoring report in March 2020.

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CS&TSc18/19 2.1	That the Healthy, Safe, Clean and Green Communities Scrutiny Committee keep the Customer Service & Transformation Scrutiny Committee briefed on the implementation of scrutiny recommendation HSCGC17/18 1.14.	Scrutiny & Elections Officer	June 2019.		Extended		Officer time.	<p>The initial delivery of this recommendation was due to complete in December 2018. An extension was agreed following the Interim update as the development of the new reporting system was taking place alongside a wider refresh of the website. The final update is being presented to Healthy, Safe, Clean and Green Communities Scrutiny Committee in October 2019.</p> <p>Interim Update was as follows:</p> <p><i>23/11/18 – User Testing carried out with Cllr Clifton, Cllr Moesby, Cllr Peake & EH officer Tommy Rush. Additional meeting/user group testing to be held once updates from ICT have been carried out. To look at delivering a presentation to all</i></p>

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								<p><i>members in conjunction with the re launch of the Online Services page of the BDC public website. Including how to access etc.</i></p> <p><i>Contact Centre – Team innovate have carried out some updates to the 'Online' reporting script. Meeting to be arranged with EH / CIS developer to discuss and carry out user testing.</i></p> <p><i>Feb 2019 – User testing has been completed by EH.</i></p> <p><i>Expected re-launch April 2019. Final amends taking place by IT and Communications to website homepage and individual report forms.</i></p>
CS&TSc18/19 2.2	That the Council's legal team produces a revised Service Level Agreement	Joint Head of Corporate Governance	September 2019		Extended		Officer time.	See commentary for Recommendation CS&TSc18/19 2.3 below.

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	for approval by Executive and the Strategic Alliance Joint Committee.	& Monitoring Officer/Team Leader (Contentious)						
CS&TSc18/19 2.3	That the Customer Service & Transformation Scrutiny Committee receive the draft Service Level Agreement prior to submission to Executive for consideration	Joint Head of Corporate Governance & Monitoring Officer/Team Leader (Contentious)	July 2019		Extended		Officer time	<p>Initially extended to September 2019 following an update to Committee in July 2019:</p> <p>In order to produce a Service Level Agreement for the Joint Environmental Health Service, the legal team have had to start from scratch. This has involved drafting an SLA that sets out the legal requirements of both parties, NEDDC as the host/supplier of the service and BDC as the client.</p> <p>This is a standard legal document which has various headings relating to the commencement and definitions within the agreement, addresses what happens if there is a</p>

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								<p>dispute, if there is termination how this is effected, discussed indemnities and insurances, Health and Safety, reporting and monitoring, FOI and Confidentially. This is a fairly large document but is the essential basics and this document is completed.</p> <p>What sits within this will be a series of schedules. These set out:</p> <ul style="list-style-type: none"> • how service is structured in terms of teams and their roles, • an annual plan • financial information/payment charges etc. • any formal monitoring and agreed KPIs • Any target provision

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								<ul style="list-style-type: none"> exit management and service transfer <p>The current document referred to for the Joint Service is largely linked to the last Corporate Plan of both authorities. As you are aware these are currently being reviewed and updated.</p> <p>In addition whilst some of the schedules referred to above are in draft form there is a strong possibility that changes are needed on the basis that:</p> <ul style="list-style-type: none"> As there is a refreshed Corporate Plan being developed from both Councils, this could form the basis of the annual plan obviously to change the name (and be on a 4 year cycle thereafter)

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								<ul style="list-style-type: none"> • One of the EH managers has recently left, and the replacement is due to start on 16th August. This post is key to the development of the SLA • There is work being carried out to ensure that there are sufficient resources within the teams and to ensure that these resources are in the right place to deal with the current priorities. • We are commissioning a piece of work looking at enforcement generally, what tools and powers we have and looking at resources, which

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								<p>may also impact on the SLA</p> <ul style="list-style-type: none"> The Head of Service role is currently vacant and therefore the Strategic Director, Karen Hanson, will need to be fully involved. <p>Please be assured that this piece of work is still high on the agenda and will be completed with input from the new Environmental Health Manager when he starts in post during mid-August.</p> <p>We would therefore like to ask for a minor extension to the original deadline of July, ideally to September/October. This will give us time to consider anything coming from the new Cabinet Portfolio Holders,</p>

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								Corporate Plan priorities and the new Manager.