

BOLSOVER DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT – REVIEW SCOPE

NAME OF COMMITTEE:	Healthy, Safe, Clean & Green Communities
SUBJECT TO BE REVIEWED:	Review of The Authority's Perception of Young People
REASON(S) FOR THE REVIEW:	Issue raised by Bolsover Youth Council (Young Voice) and suggested as an area for review by scrutiny. Scrutiny could add further momentum/support to the existing work of Youth Council on stereotypes.
IDENTIFY APPROPRIATE CORPORATE PLAN AIMS, PRIORITIES AND TARGETS:	CORPORATE PLAN AIM – Supporting Our Communities to be Healthier, Safer, Cleaner and Greener PRIORITY – N/A Links to the area of Social Inclusion as per the Committee Terms of Reference in the Constitution
DIRECTORATE/SERVICES INVOLVED:	People – Performance & Communications (Engagement and Equalities) People – Partnerships & Transformation (Customer Services, Leisure) People – Corporate Governance (Elections) People – Streetscene (Street Cleansing, Waste/Recycling) People – Human Resources Place – Housing and Community Safety
AIMS AND OBJECTIVES OF REVIEW:	Aim: To establish the current approach across frontline services when interacting with young people and to ensure the Council portrays a positive image. Objectives: <ul style="list-style-type: none"> • Clarify existing protocols when working with young people to ensure a positive approach is taken which values their involvement/interaction. • Clarify current satisfaction with council services by young people – specifically where the service is solely for them i.e. leisure programmes. • Ensure practices are in place which encourage young people to engage with the Council and that accessing services is a positive experience.

<p>KEY ISSUES:</p>	<ul style="list-style-type: none"> • How should the Council engage with Young People? • What is the experience of Young People accessing our services? • What is the problem of 'stereotyping' and what effect does it have? • What can we do to influence how we operate/communicate to improve how Young People access services? • Do we portray a positive image of Young People?
<p>METHOD(S) OF REVIEW:</p>	<p>Internal enquiries to frontline service areas to establish existing protocols for dealing with service users under 18 and 18-24.</p> <p>Internal enquiry to CCC/HR to establish level of complaints received in relation to service access via young people.</p> <p>Questions to Youth Council at 20th June meeting, plus follow-up questions where required.</p> <p>Information request/Survey to EM Network regarding reviews by neighbouring authorities.</p>
<p>IMPLICATIONS: (legislative, regulatory, etc.)</p>	<p>Equalities Act 2010 – age is one of the protected characteristics</p> <p>Safeguarding (CYP and Vulnerable Adults)</p>
<p>DOCUMENTARY EVIDENCE: (Internal/External)</p>	<ul style="list-style-type: none"> • BDC Customer Standards • BDC Work Experience Placements Policy, January 2011 • BDC Child Protection Policy, 2016-19 • BDC Safeguarding Adults Policy, 2016-19 (this would cover young vulnerable adults) • Derbyshire Safeguarding Children Board – Neglect Strategy • Derbyshire Safeguarding Children Board – On Line Strategy • Derby City Review • DCC approach

STAKEHOLDERS:	<p>RELEVANT PORTFOLIO HOLDER MUST BE INVOLVED IN THE REVIEW</p> <ul style="list-style-type: none"> • Portfolio Holder – Cllr Dooley (Partnerships & Transformation) • Joint Strategic Director – People • Joint Strategic Director – Place • Youth Council Members • Improvement Officer (Equalities) • Head of Housing & Community Safety • Head of Streetscene <p>Managers of Front-line teams:</p> <ul style="list-style-type: none"> • Electoral Services Manager • Environmental Health Manager/Environmental Enforcement Team Leader • Streetscene • Community Outreach Service (Bolsover ONLY) • Community Safety Officer/ASB • Leisure Operations Manager/Senior Sports Development Officer • Housing Needs Manager • Customer Services Manager • HR & OD Manager
CONSULTATION/ RESEARCH:	Analysis of Citizen Panel Surveys/Customer Satisfaction results to gauge satisfaction in young people with front line services.
SITE VISITS:	Possible attendance at Youth Council meeting (this could be off-site depending on meeting location).

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	September 2018		
Interim Report/ Recommendations			
Finish	March 2019		
Report	March 2019		

SCRUTINY REVIEW OUTCOMES

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