



The Arc
High Street
Clowne
S43 4JY

To: Chair & Members of the Healthy Safe Clean &
Green Communities Scrutiny Committee

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Thursday, 7th November 2019

Dear Councillor

HEALTHY SAFE CLEAN & GREEN COMMUNITIES SCRUTINY COMMITTEE

You are hereby summoned to attend a meeting of the Healthy Safe Clean & Green Communities Scrutiny Committee of the Bolsover District Council to be held in the Council Chamber, The Arc, Clowne on Friday, 15th November, 2019 at 10:00.

Register of Members' Interests - Members are reminded that a Member must within 28 days of becoming aware of any changes to their Disclosable Pecuniary Interests provide written notification to the Authority's Monitoring Officer.

You will find the contents of the agenda itemised on pages 2 and 3.

Yours faithfully

A handwritten signature in black ink that reads "Sarah Steenberg".

Joint Head of Corporate Governance & Monitoring Officer



We speak your language
Polish **Mówimy Twoim językiem**
Slovak **Rozprávame Vaším jazykom**
Chinese **我们会说你的语言**

**If you require this agenda in large print
or another format please call us on 01246 217753**

If you require an adjustment to enable you to participate in or access the meeting please contact the Governance Team at least 72 hours before the meeting starts.

HEALTHY SAFE CLEAN & GREEN COMMUNITIES SCRUTINY COMMITTEE AGENDA

Friday, 15th November, 2019 at 10:00 in the Council Chamber, The Arc, Clowne

Item No.	<u>PART A - FORMAL</u>	Page No.(s)
1.	Apologies For Absence	
2.	Urgent Items of Business To note any urgent items of business which the Chairman has consented to being considered under the provisions of Section 100(B) 4(b) of the Local Government Act 1972.	
3.	Declarations of Interest Members should declare the existence and nature of any Disclosable Pecuniary Interest and Non Statutory Interest as defined by the Members' Code of Conduct in respect of: a) any business on the agenda b) any urgent additional items to be considered c) any matters arising out of those items and if appropriate, withdraw from the meeting at the relevant time.	
4.	Minutes To consider the minutes of the last meeting held on 18 th October 2019.	4 - 7
5.	List of Key Decisions and Items to be Considered in Private Document <i>(Members should contact the officer whose name appears on the List of Key Decisions for any further information. NB: If Members wish to discuss an exempt report under this item, the meeting will need to move into exempt business and exclude the public in accordance with the Local Government (Access to Information) Act 1985 and Local Government Act 1972, Part 1, Schedule 12a for that part of the meeting only).</i>	8 - 13
6.	Briefing on Building Resilience Programme Phases 1 and 2.	14 - 32
7.	Corporate Plan Targets Performance Update - July to September 2019 (Quarter 2 - 2019/2020).	33 - 39
8.	Performance Framework to support the vision for 2019/2023.	
9.	Post Scrutiny Monitoring: Review of Enforcement Action undertaken by Bolsover District Council to improve the quality of the environment across the District - Final Report.	40 - 89

PART B - INFORMAL

The formal meeting of the Healthy Safe Clean and Green Communities Scrutiny Committee ends at this point. Members will meet informally as a working party to carry out their review work. This meeting is closed to the public, so members of the public should leave at this point.

11. Review Work.

Agenda Item 4

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Minutes of a Healthy, Safe, Clean and Green Communities Scrutiny Committee held in the Council Chamber, The Arc, High Street, Clowne on Friday 18th October 2019, at 1000 hours.

PRESENT:-

Members:-

Councillor David Downes in the Chair

Councillors Anne Clarke, Natalie Hoy, Tom Munro, Evonne Parkin and Peter Roberts.

Officers:- Lee Hickin (Strategic Director – People), Joanne Wilson (Scrutiny & Elections Officer), and Alison Bluff (Governance Officer).

0366. APOLOGIES

Apologies for absence were received on behalf of Councillors Pat Cooper and Janet Tait.

0367. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0368. DECLARATIONS OF INTEREST

There were no declarations of interest.

0369. MINUTES – 13TH SEPTEMBER 2019

Moved by Councillor Natalie Hoy and seconded by Councillor Anne Clarke

RESOLVED that the Minutes of a Healthy Safe Clean & Green Communities Scrutiny committee meeting held on 13th September 2019 be approved as a correct record.

0370. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the List of Key Decisions and items to be considered in private document.

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Moved and seconded

RESOLVED that the List of Key Decisions be noted.

0371. **BRIEFING ON THE COUNCIL'S APPROACH TO CLIMATE CHANGE**

Committee considered a presentation provided by the Strategic Director – People in relation to the Council's Carbon Reduction Plan 2019-2030.

Carbon footprint was the overall amount of climate change gas emissions we produced and was how negative impact upon the environment was measured. It was the primary cause associated with climate change.

A growing global awareness of the effect of our carbon footprint had started to grow a global appetite for change; a need to move to a lower carbon lifestyle, to do things differently and to reduce, re-use, recycle and rethink.

The Council's vision was for a District that balanced economic prosperity with environmental sustainability, improving the lives of people and the environment.

The Climate Change Act 2008, legislated for all organisations to reduce their carbon emissions by 80% by 2050. In 2010, the Council had developed an Energy Management Policy and had made incremental changes in reducing its emissions. Some examples of this were; the Council's refuse vehicles, in terms of vehicle and engine design, were now more environmentally friendly. Bin hoisters on refuse vehicles had also been changed from fuel driven to electric lift, which charged whilst driving, so dramatically using less fuel. Journey rationalisation in terms of routes, smart technologies, LEDs etc.

Since 2013, the Council had already reduced its emissions, that could be measured, by 50% and the Strategic Director – People felt that the Council would be a lot further ahead of the Government's 80% target by 2050. It was noted, however, that the Government's targets could change/increase over the coming years.

As a community leader, the Council had the opportunity to raise awareness of the potential to reduce emissions and influence change leading to economic and social benefits. The Council's Carbon Reduction Plan 2019-2030 set out 8 thematic areas by which the Council aimed to reduce its carbon emissions;

1. Sustainable Buildings and Workplaces
2. Renewable Energy
3. Low Carbon Fleet
4. Transport
5. Planning
6. Community and Collaboration
7. Biodiversity
8. Procurement

HEALTHY, SAFE, CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

As technology in the above areas and products evolved at a rapid pace, the Council's Carbon Reduction Plan, Action Plan and Targets would be reviewed and updated regularly. Senior Management Team would adopt a culture of 'carbon consideration' and each service would embed the Carbon Reduction Plan into their service plans to become part of everyday council planning. The Carbon Reduction Plan would become part of the 'corporate consciousness' and a fundamental element of the Council's new 'Corporate Plan'.

To enable the Council to manage, monitor and review actions and consider new ideas, a 'Carbon Reduction' sub group had been established and the first meeting had taken place in September 2019. A motion presented to Council in July 2019, requesting the Council to declare a 'Climate Emergency', had been referred to the Carbon Reduction sub group for consideration.

A Member deliberated what type of local employment opportunities would be available to future generations as we moved to a more carbon neutral environment. He felt that effective use of the former Coalite site in relation to green technology business, with a commitment from Derby and Sheffield universities to widen the local education offer within the District would in turn provide greater employment opportunities and inspire take up of higher education in the green sector. Without this commitment the Member felt that it was uncertain how the Council could achieve its carbon neutral targets. The Strategic Director – People replied that consumers and market forces were always the drivers for businesses to change. For example, the David Attenborough programme Blue Planet, had influenced the public who in turn had put pressure on supermarkets to reduce plastic packaging etc. A Member added that education in schools from Years 1 & 2 was also key and it was further noted that legislative change in some areas was needed from the Government.

In response to a Member's query, the Strategic Director – People provided some examples of future projects the Council was looking into to reduce carbon reduction. Battery powered technology was one idea. If most people turned to electric cars in the future, there would be peaks in demand for electricity at certain times of the day. Floor space was available at Pleasley Vale, which was surplus to business market demand and could be ideal space for banks of battery power packs. Other ideas were a solar thermal cell system on the roof at the Arc to supplementary heat the swimming pool, combined heat and power and heat recovery measures (heat retention), which reduced electricity consumption in an eco-friendly way. An electric vehicle leasing scheme for staff was also being considered. Additional ideas would come from the Carbon Reduction Sub Group, Council staff and elected Members via the Transformation Group and also local residents. The Strategic Director – People added that the Local Government Association (LGA) had lobbied Government and Councils' across the country, including Derbyshire County Council, had been allocated a Carbon Budget. Members had the voice of the people they represented and could also lobby Government via Bolsover's MP on what was important to people in their communities.

In response to a Member's queries, the Strategic Director – People, replied that there could be difficulty in including parish council staff, Derbyshire County Council staff and elected Members in a District Council staff electric vehicle

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leasing scheme due to procurement and monopoly/Audit rules. With regard to community liaison, the Carbon Reduction Plan included a community collaboration work stream for actions such as working with local schools and roadshow information activities for residents. The Council's new webpage would also include information on how individuals could reduce, re-use, recycle and rethink with a link to local businesses who offered grant schemes and products to make it easier for people to change.

Members thanked the Strategic Director – People for his informative presentation.

0372. WORK PROGRAMME 2019/2020

Committee considered their Work Programme 2019/20.

Committee agreed the scoping document for the Review of Council's partnership role in supporting children in care and care leavers.

Moved by Councillor Natalie Hoy and seconded by Councillor Peter Roberts
RESOLVED that (1) the Work Programme be noted,

(2) the scoping document for the Review of Council's partnership role in supporting children in care and care leavers, be agreed.

The meeting concluded at 1107 hours.



The Arc
High Street
Clowne
Derbyshire
S43 4JY

Key Decisions & Items to be Considered in Private

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To be made under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

Published on: 18th October 2019

INTRODUCTION

The list attached sets out decisions that are termed as “Key Decisions” at least 28 calendar days before they are due to be taken by the Executive or an officer under delegated powers.

Preparation of the list helps Executive to programme its work. The purpose of the list is to give notice and provide an opportunity for consultation on the issues to be discussed. The list is updated each month with the period of the list being rolled forward by one month and republished. The list is available for public inspection at The Arc, High Street, Clowne, S43 4JY. Copies of the list can be obtained from Sarah Sternberg, Joint Head of Service for Corporate Governance, Solicitor to the Council & Monitoring Officer at this address or by email to sarah.sternberg@bolsover.gov.uk. The list can also be accessed from the Council’s website at www.bolsover.gov.uk.

The Executive is allowed to make urgent decisions which do not appear in the list, however, a notice will be published at The Arc and on the Council’s website explaining the reasons for the urgent decisions. Please note that the decision dates are indicative and are subject to change.

Members of Executive are as follows:

- 6 Councillor Steve Fritchley - Leader and Portfolio Holder - Policy, Strategy, Resources and Media
- Councillor Duncan McGregor - Deputy Leader and Portfolio Holder - Corporate Governance
- Councillor Mary Dooley - Portfolio Holder - Partnerships and Transformation
- Councillor Clive Moesby - Portfolio Holder - Finance and Resources
- Councillor Sandra Peake Portfolio Holder - Housing and Community Safety
- Councillor Nick Clarke - Portfolio Holder - Environmental Impact
- Councillor Deborah Watson - Portfolio Holder – Street Scene and Environmental Health
- Councillor Liz Smyth - Portfolio Holder – Economic Development

The Executive agenda and reports are available for inspection by the public five clear days prior to the meeting of the Executive. The papers can be seen at The Arc at the above address. The papers are also available on the Council’s website referred to above. Background papers are listed on each report submitted to the Executive and members of the public are entitled to see these documents unless they contain exempt or confidential information. The report also contains the name and telephone number of a contact officer.

Meetings of the Executive are open to the public and usually take place in the Council Chamber at The Arc. Occasionally there are items included on the agenda which are exempt and for those items the public will be asked to leave the meeting. This list also shows the reports intended to be dealt with in private and the reason why the reports are exempt or confidential. Members of the public may make representations to the Joint Head of Corporate Governance & Monitoring Officer about any particular item being considered in exempt and why they think it should be dealt with in public.

The list does not detail *all* decisions which have to be taken by the Executive, only “Key Decisions” and “Exempt Reports”. In these Rules a “Key Decision” means an Executive decision, which is likely:

(1) **REVENUE**

- (a) Results in the Council making Revenue Savings of £75,000 or more; or
- (b) Results in the Council incurring Revenue Expenditure of £75,000 or more

(2) **CAPITAL**

- (a) Results in the Council making Capital Income of £150,000 or more; or
- (b) Results in the Council incurring Capital Expenditure of £150,000 or more

(3) to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District.

In determining the meaning of “significant” the Council must have regard to any guidance for the time being issued by the Secretary of State. The Council has decided that revenue income or expenditure of £75,000 or more and capital income or expenditure of £150,000 or more is significant.

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The dates for meetings of Executive for 2019/20 are as follows:

Monday 14th October 2019	Monday 20th January 2020
Monday 18th November 2019	Monday 10th February 2020
Monday 16th December 2019	Monday 24th February 2020
	Monday 9th March 2020
	Monday 30th March 2020
	Monday 27th April 2020
	Tuesday 26th May 2020

The Council hereby gives notice of its intention to make the following Key Decisions and/or decisions to be considered in private:

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Housing Repairs Establishment review	Executive	18 th November 2019	Report of the Portfolio Holder - Housing and Community Safety	Operational Repairs Manager & Strategic Repairs Manager	Yes involves revenue income or expenditure of £75,000 or more	Exempt Paragraphs 1, 2 3 and 4.
Payment Card Industry Data Security Standard – Update - A report to recommend investment in technical solutions to support compliance with PCI DSS.	Executive	18 th November 2019	Report of the Portfolio Holder - Corporate Governance	Head of Service – Partnership and Transformation	Yes involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3
Award contract for flat roofing repair and replacement for BDC Housing Repairs Section	Executive	18 th November 2019	Report of the Portfolio Holder - Housing and Community Safety	Strategic Repairs Manager	Yes involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3

Matter in respect of which a decision will be taken	Decision Maker	Date of Decision	Documents to be considered	Contact Officer	Is this decision a Key Decision?	Is this key decision to be heard in public or private session
Safe and Warm Scheme – Ashbourne Court, Shirebrook and Parkfields, Clowne	Executive	16 th December 2019	Report of the Portfolio Holder – Housing and Environment	Contract Administrator/ Building Surveyor	Yes – as the decision is likely to result in the Council incurring Capital expenditure £150,000 or more.	Exempt – Paragraph 3
Award of contract for the supply of multi-functional devices (print/copy/scan)	Executive	16 th December 2019	Report of the Portfolio Holder – Corporate Governance	Joint Head of Partnerships and Transformation	Yes - involves revenue income or expenditure of £75,000 or more and/or capital income or expenditure of £150,000 or more.	Exempt Paragraph 3

SCHEDULE 12A
ACCESS TO INFORMATION: EXEMPT INFORMATION

PART 1
DESCRIPTIONS OF EXEMPT INFORMATION: ENGLAND

1. Information relating to any individual.
2. Information which is likely to reveal the identity of an individual.
3. Information relating to the financial or business affairs of any particular person (including the authority holding that information).
4. Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5. Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6. Information which reveals that the authority proposes –
 - (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or
 - (b) To make an order or direction under any enactment.
7. Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime.

Agenda Item 6

Briefing on Building Resilience Programme Phases 1 and 2.

Agenda Item 6

Background Papers to the above Presentation;

Pages 14 to 32

WHAT ARE WE DOING?

Community Cohesion Project

The Community Cohesion Project aims to promote a joined up approach to tackling community cohesion issues, predominantly in Shirebrook but also other areas of the district affected by an influx of Eastern European migrants working at Sports Direct, by working in partnership across and for the benefit of all stakeholders. The project has a wide range of funding partners including Bolsover Partnership, Bolsover District Council, Derbyshire Constabulary, Community Safety Partnership, Derbyshire County Council and Hardwick Clinical Commissioning Group.

Outputs/outcomes between April 2016 and March 2017:

- 68.3% increase in the number of people accessing services to improve their health (from a baseline of 700 in April 2015 to 1178 in March 2017. The Community Cohesion Officer (CCO) continues to hold weekly drop-in sessions at Shires Health Centre
- 7 community engagement events, against a target of 3
- As at the end of January 2017, there was a 23.3% decrease (-165 CFS) when compared with the previous 12 months (545 CFS, Jan 17 compared with 710 CFS, Jan 16)
- The number of ASB calls for service received by the Police in respect of Shirebrook SNT area for the three month period November 2016 to January 2017 saw a 32% decrease (-48 CFS) when compared to the same three month period in 2016 of 150 CFS.

The Partnership has been successful in securing funding for a Building Resilience Programme, following the excellent work of the NG20 Partnership over the last two years. This will focus additional resources in the Shirebrook area and will provide a legacy to the work of the Community Cohesion Project.

Case Study

This case study is about a man who is a 30 year old Polish national. Z suffers from significant mental health problems and has been in specialised mental health accommodation for the last two years. Doctors who manage Z's case decided that he was well enough to return into the community and he was offered a place at the Lighthouse Project based in Shirebrook.

Z does not speak any English and the transition from the supported mental health accommodation back into the community was very daunting. The CCO was asked to assist with communication between Z and the Lighthouse Project. The CCO met Z and found he was very scared and anxious about the move into Shirebrook. Also, he had many meetings with Doctors, Social Workers and staff from the Lighthouse Project to attend and he found this particularly difficult owing to the fact he spoke no English.

The CCO stepped in at this point and offered support to Z in his meetings with her translation skills and experience. During one of the meetings it was discovered that Z's documents were not current; his National ID card in particular was out of date and, as a Polish national it is essential that this document is current. The CCO worked with Z to organise a new card through her contacts at the Polish Embassy in Manchester.

The CCO has worked with Z to ensure that he is claiming all the benefits he is entitled to as a result of his mental health problems. As a result of this help, Z now receives PIP (Personal Independence

Payment) and ESA (Employment and Support Allowance) benefits which means he can live independently.

After many meetings with Doctors and Social Workers and with the help of the CCO, Z has finally settled into the Lighthouse Project. He is becoming more engaged with his house mates and the community in general. Z comes on a regular basis to the Christian Centre to chat to the staff and the CCO and mixes with people from the community in the Centre.

Bolsover Wellness Plus

Bolsover Wellness is delivered by Bolsover District Council with Public Health Locality Funding. The key areas of activity under the programme include:

- Bolsover Wellness Programme GP Referral Scheme
- Phase 4 Cardiac Rehabilitation/COPD clubs
- Active/Working/Outdoor Confidence programmes
- Self help activity sessions
- Every step counts programme
- Active Lunchtimes
- Children's Wellness – Extreme Sports

Outputs/outcomes achieved April 2016 to March 2017:

- Bolsover Wellness – 699 patients referred, 212 completed the 12 week programme
- 11 GPs participating in the referral scheme
- Phase 4 Cardiac Rehabilitation – 104 patients referred and 288 hours of specialist support delivered
- 676 chair based exercise sessions delivered and 8,482 attendances
- 2 Active Confidence programmes delivered benefiting 20 people
- 18 clients benefiting from specialist therapy
- 18 clients attending outdoor pursuits activities
- Active Lunchtimes - 62 supervisors were trained to Play Leaders so they are able to engage a wider number of pupils in physical education activities; and 31 schools achieved the Schools Games Marks
- Children's Wellness - 40 Extreme Wheels sessions with 1224 attendances; and 26 Pleasley Vale Outdoor Activity Saturday sessions with 252 attendances

Case Study – Bolsover Wellness

"The Bolsover Wellness Programme has helped me maintain my independence as well as improve my limited mobility that I have been left with after several strokes. For the last two years I have been unable to flex my foot properly and the chair based classes have helped to now be able to achieve this.

The class environment is a warm and welcoming one which encourages and supports each person individually. We know we are in safe and knowledgeable hands with the staff that are always there to offer advice. I would not have had the confidence to attend a private class and would have been concerned about the instructor being able to cater for my needs but I am happy to recommend the Wellness Programme and I am glad the doctor referred me.

Controlling Migration Fund

BOLSOVER PARTNERSHIP - BUILDING RESILIENCE PROGRAMME



REPORTING PERIOD: October 2017 – March 2018

Understanding the issues

In recent years there has been a significant influx of Eastern Europeans to the NG20 area. Although Poland is the major source of migration in the area, there are also other nationals that have moved to the area: Lithuanians, Latvians, Bulgarians, and Romanians. During the last six months there has been an increase in numbers of Romanians coming to live in Shirebrook. This observation conveys the national trend seen in last years and proved by statistics (increase in a percentage of Romanians in the foreign-born population/Source: EUROSTAT, March 2018).

There are different reasons behind migration. However the main one for Eastern Europeans is related to employment. People come here to work, to find work or to join (working) family members. There is a significant financial benefit and more opportunity to save. The main pattern has not changed through last six months – sports retailer Sports Direct as an employer is a main reason for most migrants to choose Shirebrook to settle down.

Some migrants plan to stay in Shirebrook for just a few years or months and do not see their future permanently here in the UK. Amongst them are people who come for seasonal work and those around pension age who want to increase their pensions. Other migrants come in order to settle permanently in the UK as there are higher standards of living, better earnings and a more generous social security system than in their home countries.

There is a permanent rotation within the migrant population in NG20 area. People are coming to live in an area due to the work opportunities in Sports Direct. Often it is their first job in the UK. After the while, when they feel more confident with the new circumstances and mainly language they move to bigger places (Mansfield, Chesterfield, Sheffield) to find new, better paid job.

The recent pattern of migration has presented real challenges for integration and community cohesion in Shirebrook and the surrounding NG20 postcode area. The following issues have been identified:

- Language barriers;
- Houses of Multiple Occupation (HMOs);
- Modern slavery/human trafficking;
- Homelessness;
- Double appointments at the GP surgery;
- Long queues at the Contact Centre and GP surgery;
- Anti-social behaviour (ASB);
- Hate crimes;
- Lack of integration within communities;

Steve Cathcart, Police Community Support Officer for Shirebrook, talks about Shirebrook Model Village: *'Two years ago there were Union Jack national flags flying on street corners to express the differences. This year different communities will together host a bonfire night'*.

Although improvements in community cohesion can be seen, in last six months there have been indications of a fear of return of hate crimes. In late February two Polish nationals (17 and 22 years old boys) were attacked by the large group of British youngsters and they suffered serious injuries. The Police took relevant action, but clearly shows that divisions between communities still exist.

The 'Building Resilience Programme' is an ongoing opportunity for Shirebrook and the wider NG20 area to build upon the efforts of the NG20 Partnership and the outcomes of the Community Cohesion Project.

Project Management

In accordance with the agreed milestones a Project Team has been recruited, consisting of Strategic Project Manager, Project Development Officer (employed previously by Bolsover District Council as a Community Cohesion Officer for Shirebrook) and Project Community Development Worker (who commenced in post November 2017).

The project has an Operational Group which is organised on a monthly basis. It is chaired by the Strategic Project Manager and involves all strand leads and has proved to be a useful approach in terms of exchanging information/intelligence between strand leads (Private Sector Housing linked with Streetscene about recycling), tackling the problems (support of Safer Neighbourhood Team for the Surgery, sharing the office space), consulting the best actions (landscape scheme provider suspended buying equipment due to ongoing designing process) and bringing new ideas.

A framework to measure the impact of activities has been developed by working with Consultants who have been appointed to evaluate the programme. The approach being utilised to monitor progress is a Social Return on Investment model (by using the HACT Social Impact tool for cost-benefit analysis where monetary values for each of the strands within the project's social impact are identified).

An online platform had been created to promote the Project's activities via the 'Bolsover Partnership' website www.lsp.bolsover.gov.uk.

In February 2018 a meeting with representatives from Ministry of Housing Communities & Local Government (former Department for Communities and Local Government) was hosted in Shirebrook to discuss progress. In addition, a meeting with Mahara Haque, a Rotherham Borough Council co-ordinator of 'Stronger Communities' Project (funded by MHCLG) took place to share experience and good practice.

Project Delivery Progress

The Programme covers interventions organised into seven strands. The key approach is a multi-agency cooperation, executed by multiple complementary projects. Below is an update on each strands' goals and progress to March 2018.

Planned:

- Additional English language capacity to improve educational outcomes and to improve youth activities to foster cohesion.

Actual:

- 60 hours of English lessons delivered to 40 adult Polish speakers;
- Polish speaking teaching assistant engaged in in-class support, small group interventions and extra maths sessions for Y11 students;
- Thriving communities project
- Project with local church to provide art work for renovation of chapel in Shirebrook Cemetery;
- 2 Y9 students piloting a programme called Bounce (an online club that helps young people create and carry out community action projects in their community)
- Anti-bullying ambassadors visiting feeder primary schools.
- Volunteer it yourself project 1 – Cricket club renovation completed in November; Volunteer it yourself Project 2 – Planters in the market place in March 2018.

Case study 1: English as an Additional Language

Monika is a Polish woman who arrived in England 5 years ago and is working at Sports Direct in Shirebrook. In her work environment, Monika only speaks Polish as many of her colleagues are Polish too. Monika hasn't been to an English lesson since she left school, 15 years ago.

She started English lessons at Shirebrook Academy in October 2017 and has been identified as an intermediate level English learner. She attends two lessons each week: on Tuesdays where she practises her English grammar as well as her English writing, and on Thursdays where she learns and practises English vocabulary and speaking and listening comprehension. Her main motivation to attend these sessions is to be able to communicate in English in everyday life and to be more confident in speaking the language.

In the Intermediate group that Monika attended, all learners expressed their desire to learn everyday life situations in their speaking /listening comprehension session on Thursdays where they covered a range of topics such as phone conversations, making a doctor appointment through the phone, going to the post office, opening a bank account, getting to know the neighbours etc. Monika has had the opportunity to practise her speaking through role plays.

A feedback and a suggestions box is available every week for learners to ask for a topic they wish to receive support with. Monika – who regularly attends both weekly sessions - said she *"enjoys her lessons and that she needs the grammar and the vocabulary to be able to communicate"*.

Planned:

- Volunteering opportunities and development capacity to enable local groups to integrate.

Actual:

- Four community based events (Christmas Carols, Santa Claus Day, Fat Thursday, Easter Celebration). Events had been organised under the common theme: 'Learn the difference'. Events are based on traditions which are integral to the culture of migrants.
- Four community engagement events had been arranged (Kick it out – tackling the discrimination, Oz-Box classes, International Ladies Club, Film on Friday).
- 'Volunteering Programme' had been launched:
 - A full asset audit of Shirebrook has been completed
 - Links made with the Shirebrook Thriving Communities hub to enhance partnership working
 - 6 volunteers engaged to date
- Community Groups supported in NG20 area:
 - Pear Tree Estate Group.
 - Model Village Residents Group.
 - Shirebrook Bowls Club.

Case study 2: OZ-BOX

Oz-Box is a concept designed to reduce anti-social behaviour and is a free Community Boxing and Fitness Scheme. Classes are free and take place weekly.

The new Oz-Box classes have been promoted in English & Polish and in the first month there was considerable interest from Shirebrook communities (both residents and migrants).

There has been an increase in the number of Polish attendees but a drop in the number of adult English attendees. Through interviews it was discovered that the classes are perceived as a 'Polish classes'. Posters and leaflets (separate in each language) are being promoted, and liaison with Oz-Box coaches and local CAN Rangers is taking place is now taking place.

OZ-BOX is back in Shirebrook!

Building Resilience Programme is inviting everyone to join famous physical activity.

No matter what your age*, gender or what language you speak – join us and develop yourself!

*Minimum age 16. Children between the ages of 16-17 must be accompanied by an adult.

WHERE: Shirebrook Village Hall, Park Rd, NG20 8JP. **WHEN:** 5.30pm-6.30pm, every Tuesday from **February 13th**. **COST:** Free!

OZ-BOX coaches will be supported by a Polish speaking volunteer.

OZ-BOX wraca do Shirebrook!

Building Resilience Programme zaprasza wszystkich do udziału w popularnych zajęciach fizycznych.

Nie ważne ile masz lat*, jakiej jesteś płci ani w jakim mówisz języku – dołącz do zajęć i pracuj nad sobą!

*Minimum wiek 16 lat. Dzieci między latami 16-17 muszą być nadzorowane przez rodzica.

GDZIE: Shirebrook Village Hall, Park Rd, NG20 8JP. **KIEDY:** 5.30pm-6.30pm, pierwsze zajęcia we wtorek 13-go lutego i w każdy następujący wtorek. **CENA:** Bezpłatnie.

Trenerzy OZ-BOX będą wspierani przez mówiącego po polsku wolontariusza.

The Building Resilience Programme is funded by the Department for Communities and Local Government

Case study 3: International Ladies Club

The International Ladies Club had been created to provide a safe environment for women living locally in NG20 to be able to meet, share views, integrate, relax and support each other. The goals of the club are: to motivate women to improve their lifestyle, to encourage women to share their interest and hobbies, to open women to different cultures and points of view, to broaden women's experience and knowledge of multicultural environment they live in, to encourage entrepreneurial development and to support and better their mental and physical wellbeing.

Since the first meeting there has been approximately 20 people attending and great mix of cultural backgrounds. Ladies who are involved in the Club are Polish, English, Romanian, Czech, Slovakian, Hungarian, and Russian.

Members of the ILC are treated as 'community leaders' and support the Project through translating materials, and providing access to other members of their communities in terms of issues related to housing, social or police.

Market Square Enlivenment (B1)

Planned:

- Upgrade shop fronts and create an inviting social space

Actual:

- Collaboration with the University of Sheffield's Department for Urban Studies and Planning to create a 3D Virtual Reality model of the proposed improvements both for design and for community engagement/visioning exercises
- A Design Working Group consisting of Economic Development, Planning, Estates and the University of Sheffield has been set up to develop the design concept
- Early engagement activity has been carried out with four businesses to date
- A detailed condition survey is being procured to better understand the extent of the repairs needed and the likely costs
- As a result of the challenges the SLA was renegotiated and it was agreed that the outputs should be reduced from 50 shop fronts improved/painted to 25 shop fronts
- Support from Sports Direct to undertake improvements to the charities' shop fronts located on the market square

Migrant Community Access (C1)

Planned:

- Additional Contact Centre resource capacity and migrant community communication needs to meet demands and prevent issues escalating.

Actual:

- A Polish volunteer who had been assisting with translation at the Contact Centre drop in sessions has now been appointed to a temporary Customer Advisor post backfilling the 0.5 specialist advisor until March 2019;
- 59 drop in sessions delivered
- 1,386 face to face enquiries (136 above target)

Improve Access & Quality of Private Sector Housing (D1)

Planned:

- Resource to tackle immediate safety and environmental issues, take enforcement action and raise awareness of standards amongst migrant community.

Actual:

- Technical Support Officer had been appointed in late December 2017;
- Delays experienced with the recruitment of specialist Environmental Health Officers. It was hoped to use existing staff to undertake additional work in their own time.
- List of 1,000 properties to be inspected in NG20 area had been prepared.

Social Norms & UK Laws – Street Scene (E1)

Planned:

- Public realm improvements, nudge theory and enforcement action.

Actual:

- Planting scheme progress in Rainbow Park, Shirebrook:
 - New tree planting scheme complete at multiple locations throughout the park complete;
 - Community participation with the tree planting on Tuesday 5th December, very successful event that was enjoyed by everyone.



Social Norms & UK Laws – Vehicles (E2)

Planned:

- Vehicle checks, driving law awareness raising and migrant recruitment within the Police.

Actual:

- Another volunteer from the migrant community joined the Safer Neighbourhood Team in March 2018.
- ANPR Cameras – one of the fixed sites was up and running in March and would be operational soon.
- Researching and ordering road safety equipment took place to start the scheme in summer.

Additional GP Resources (F1)

Planned:

- Resource to increase capacity and proactively register new patients, limiting emergencies and double-appointments.

Actual:

- In February 2018 a Polish receptionist was appointed, replacing the one that left the surgery in November the previous year
- Clinical Pharmacist was appointed in February 2018
- There has been a reduction in the number of double appointments due to the additional support able to be provided by the Polish receptionist with language interpretation.

Healthy Workforce Programme (G1)

Planned:

- Major employer engaged with the Healthy Workforce Programme.

Actual:

- Links have been made with Alex Sheldon (Sports Direct Workplace Wellbeing Officer);
- A Wellbeing Zone has been set up at Sports Direct and body MoT's will commence at the beginning of May 2018.
- Links have been made with Stubbin Wood School and the Shirebrook Academy.
- Healthy Workforce Adviser was appointed in February 2018;

Contact information:

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Controlling Migration Fund Building Resilience Programme

Understanding the issues



During the lifetime of the 'Building Resilience Programme', the pace of Eastern European migration to the NG20 area has seen some levelling off. However, due to ongoing requirements from Sports Direct for workers to maintain an average workforce of 3,000, and with permanent rotation within this workforce, just over 8% of the population are of Eastern European origin (16,000 residents registered with local surgery, 1,300 of those are Eastern Europeans as at November 2018).

Over the past year, there has been a noticeable trend in migration to the NG20 area; with a reduction in Polish migrants arriving, and an increase in Romanian migrants. This is in line with the national trend seen in recent years. Anxieties around Brexit and lack of confidence about the future are resulting in migrant communities expressing plans to return to their home countries.

There are different reasons for migration, however the main one for Eastern Europeans is related to employment. People come here to work, to find work, or to join (working) family members. Sports Direct, the major retailer in the area, is perceived as a solid employer, which guarantees employment even for those with low English language skills.

The recent pattern of migration has presented ongoing challenges for integration and community cohesion in Shirebrook and the surrounding NG20 postcode area. The following issues are still ongoing:

- Language barriers;
- Homelessness;
- Double appointments at the GP surgery (owing to language difficulties);

The results and impact of the 'Building Resilience Programme' can already be seen – previous issues including hate crimes, HMO's (houses of multiple occupation), and lack of integration within migrant communities are now either minimised or under permanent control.

Originally the 'Building Resilience Programme' was scheduled to complete at the end of March 2019. Due to the late start of several interventions it was agreed with the Ministry of Housing, Communities and Local Government (MHCLG) to extend the project to the end of September 2019. Since then, we have had approval to extend some elements of the programme to the end of March 2020 to maximise impact, using project underspend.

September 2019	March 2020
A1. Community Resilience - School	
A2. Community Resilience - Community	
	B1. Market Square Enlivenment.
	C1. Migrant Community Access
D1. Access & Quality of Private Sector Housing	
E1. Social Norms & UK Laws – Street Scene	
E2. Social Norms & UK Laws – Vehicles	
	F1. Additional GP Resources
G1. Healthy Workforce Programme.	

A new commission took place earlier this year – the appointment of an independent NG20 Multicultural Adviser - to ensure the Council and NG20 partners develop an understanding of the issues in the Shirebrook NG20 community. This includes understanding the cause and scale of any problems, and working with the community and strategic partners to develop solutions to any real or perceived issues. The Adviser will work closely with community groups to determine existing needs, and with local authorities and partners to facilitate dialogue with migrant communities, which should lead to improved relationships.

During the last six months, the Project Team was successful in securing some external funds:

- Travis Perkins Community Legacy Fund – re-planting of damaged trees at Rainbow Park;
- EU Commission – ‘EU Citizens’ Rights after Brexit’ workshops.

Project Delivery Progress

The Programme covers interventions organised into seven strands. The key approach is a multi-agency collaboration, executed by multiple complementary projects. Below is an update on each strands’ goals and progress to March 2019.

Community Resilience– Shirebrook Academy (A1).

Planned:

- Additional English language capacity to improve educational outcomes and to improve youth activities to foster cohesion.

Actual:

- New set of English classes for adults started in September 2018:
 - 27 new starters;
 - 13 EAL learners regularly attend weekly classes
- Teaching Assistant (new appointment) - supporting in lessons, small groups and helping with home-school communication for EAL students.
- 0.2 FTE Citizenship Coordinator appointed.
- Summary of relevant work below:

The Shirebrook Shutter Project - part of the ‘Market Square Enlivenment’ Project’s strand. A group of students worked with Junction Arts and local artist Peter Massey to create designs for shop shutters as part of the regeneration of Shirebrook Market Place.

A display of the artwork and a short summary of the project is being displayed in Art department at the Academy and work is currently being exhibited in Shirebrook. Y10 students took part in print making during a Professional Development day and a selected group of students continued to work with the project during after school sessions.

The Shirebrook App - through the Derbyshire County Council Thriving Communities project - last year a student suggested an App



to inform local people of things to do in Shirebrook, and to link with community safety and support services. The App is currently being developed, and James McDonnell and colleagues have been consulting Y10 students about the format and content, to ensure it is used effectively. The app developer Mariusz Linkiewicz was impressed by student ideas and would like to involve them in coding and further development of the app.



Y10 students at Shirerook Academy learnt more about the Shirebrook Shutter Project and the Shirebrook App, and had the chance to put forward their own ideas for the local community with an Enterprise Challenge. Students were tasked to work in teams to develop ideas, and presented them to representatives from local councils at the end of the day. Visitors were impressed with the creativity and enthusiasm shown, and felt that many of the ideas could have a practical application. Ideas included 'Shirefest' (family music festival), a Boxing event, a Mental Health awareness event, a youth club run by services veterans to enable them to share their experiences with young people, after school clubs, and social events for different groups to get together. We hope that Academy students will be able to get involved in the planning for some of these events for real over the coming year (picture shows Cyprian Horbal explaining his team idea 'Tea and Talk', which was the winning idea from that tutor group).

Community Resilience – Bolsover Partnership Team (A2).

Planned:

- Volunteering opportunities and development capacity to enable local groups to integrate.

Actual:

- Two community engagement events had been delivered between September 2018 and March 2019 (Santa Claus Day and Christmas Carols);



- Two workshops have been delivered - Modern Day Slavery & Exploitation training session organised at Sports Direct for local service providers and community members, and Brexit and The Settled Status Scheme to inform local people from the community.
- Project Officer continues to support creation and development of community groups in the NG20 area. Recently she has helped to set up The Polish Community Group (this is the second community group launched within project's lifetime). She also has been attending various training and workshops around community development to enable her to provide better support to our local communities.
- A Mental Health Helpline had been arranged for people from the Polish community in Shirebrook to help to tackle the language barrier in finding adequate support. To date, 32 people have accessed the service, of which 21 are female and 11 are male. Problems have included depression, low self-esteem, debt, struggling to accept disability, carers, and partners of people addicted to alcohol or drugs. However, the biggest issue amongst the Polish community is loneliness. The project has tried to help all service users by signposting them to appropriate services and when necessary to help with the language barrier.
- A "Let's sing along club" has been established in Shirebrook to address the issue of loneliness and improve wellbeing. It meets monthly and was organised in conjunction with The Polish Community Group and Polski Link. Month by month the Club is becoming more popular amongst host and migrant community, with 30-50 people attending each session.
- For the past six months we have been facilitating Oz Box which is fitness training based around boxing. These sessions have been very popular amongst both Polish and British members of the community. Although the instructor was an English speaker, sessions were tailored in such a way that lack of English proficiency would not be a barrier. Over the last 6 months, 21 sessions took place with an average of 15 participants per session. It was very positive to see equal numbers of participants from Polish and British communities.
- The Project Development Worker continues to work as part of the Thriving Communities Connected Team to allow the community to thrive and aspire to help design a better and different way of working. The team offer a weekly community drop-in and try to address any challenges that arise in the community e.g. to try and alleviate ASB we came together to co-ordinate a range of activities over the holidays. The Project Worker also worked with the Multi Agency Team to help set up a European Youth Club utilising Polish volunteers.
- Opportunities are continually created for volunteers e.g. a WWII presentation to young learners at the Adult Education Centre; providing Art Sessions at Mayflower Court supported living. By the end of March'19 we have registered 37 local volunteers.
- Project Worker co-ordinated Derbyshire County Council's Volunteer Passport Training to give volunteers (English & Polish) the opportunity to attend sessions in the local area.
- Project Show Room (called 'Building Resilience Hub') had been utilised to have a 'World Kindness Day' and a 'Time to Talk Day' - events created to attract volunteers.
- The NG20 Multicultural Advisor post was established in February. Tomasz has been working with different agencies including Sports Direct, GP surgery, Unemployed Workers Centre, local primary schools, Police, Job Centre, and the Freedom Project. Support he has provided includes home visits to assist liaison with NHS staff; language support at the Hub on matters such as Child Tax Credit, Child Benefit and insurance; Universal Credit and settled status applications; the Derbyshire Health Workplaces initiative at Sports Direct; and translations.

Case study 1: Polish Mental Health Helpline.

A Polish lady, mother of 3, age 30 accessed the Mental Health Helpline. She spoke to our advisor and as a result she was referred for talking therapy sessions. She was also accompanied to a GP visit, where she was diagnosed with depression and was prescribed antidepressants. However that was not the end of the support she has received from the Building Resilience Programme team, as the lady had debts that she could not resolve. Again she was referred to the Citizen Advice Bureau and accompanied by the Project Officer to help with interpreting. She has received appropriate help and is now recovering from her debts and depression.



Market Square Enlivenment (B1)

Planned:

- Upgrade shop fronts and create an inviting social space

Actual:

- Junction Arts have been working closely with Shirebrook Academy between October 2018 and February 2019 to engage year 10 students to co-design artwork for the shutters.
- November 8th – introduction to the demonstrator property; face to face consultation; and interviewing shop keepers.
- In October 2018 a procurement exercise was carried out to appoint a company to install the artworks on the shutters and deliver other aesthetic improvements to the shop fronts. This was concluded in January 2019 and Shutter Media were successfully awarded the contract. An inception meeting was held on 24th January with Shutter Media, BDC, Junction Arts, and Thread Architects to agree roles and responsibilities.
- 7 Virtual Reality demonstrations delivered (1 demo at each of the 6 sessions)
- Final designs are due to be received by end April 2019, and need to be signed off by BDC (process for signing off designs to be agreed). A minimum of 12 final designs are expected along with a complimentary colour palette; each design can be reproduced in a number of different colourways to allow for variation.
- 20 shops have requested application packs for the Shop Front Repairs Grants Scheme 6 applications have been received and processed to date. 4 grants were approved in principle on 18th February 2019. The value of the grants approved is £30,184.58. These projects were submitted to BDC Planning on 3rd April 2019. The other 2 projects were deemed ineligible for funding. 1 other application is in the pipeline.
- BDC Property and Estates will be managing the procurement of contractors and delivery of works to the demonstrator property. Estimated timescale for completion of works (subject to successful procurement of a suitable contractor) is July 2019.

Planned:

- Additional Contact Centre resource capacity and migrant community communication needs to meet demands and prevent issues escalating.

Actual:

- The drop in sessions continue to prove popular with attendance levels on the increase throughout the NG20 area. The specialist customer advisor role has continued to network with local agencies in and around the community which has helped with gaining the migrant communities trust and confidence in accessing the Councils various services.
- Since the roll out of Universal Credit within the NG20 the specialist customer advisor has found a demand in providing additional support and joint working with the Job Centre and Unemployed Workers Centre located in the Shirebrook.
- The Contact Centre is relocating in April 2019 to a more prominent position within Shirebrook town centre which is within the Shirebrook Town Council. The drop in sessions will continue on a fortnightly basis at this new location. It is envisaged an increase of attendance to the drop in sessions. Improved joint working with the Town Council is expected also following the relocation.
- Preparation is taking place for the potential impact on increased demand for information in relation to Brexit and the migrant community. The specialist customer advisor has attended an information session to gain better understanding of issues relating to EU Exit.

Case study 2: Customer Advisor, benefits from Modern Day Slavery training.

Below is a statement from the Customer Advisor who attended the Slavery and Trafficking Awareness training session delivered on the 15th February. Using the information and having a better awareness as a result of the training, the Customer Advisor was able to recognise inconsistencies and reported this incident:

"A lady came into the Contact Centre together with another lady who was interpreting for her. The lady's husband had received a letter from Benefits Dept. asking for further information one of which was the ID card or passport for his wife. I asked the lady via the interpreter if she had her ID card or passport and was told by the interpreter that it had been lost. She said that the lady would be able to provide a photocopy of the ID card or passport but I advised her that I would need to see the originals. I then remembered that a few weeks earlier this lady had come into the Contact Centre with a benefits claim form and I had asked her then for 2 proofs of ID and she had told me then that she had lost it. She did not say that she had done anything about getting a replacement. Due to modern slavery training that I had attended a few weeks earlier this rang alarm bells as I was concerned that perhaps somebody else was holding her passport or ID card."

Karen Harvey
Customer Advisor – Shirebrook Contact Centre
February 2019

Improve Access & Quality of Private Sector Housing (D1)

Planned:

- Resource to tackle immediate safety and environmental issues, take enforcement action and raise awareness of standards amongst migrant community.

Actual:

- Joint property inspections have been carried out with the Gangmasters/Police which has uncovered a number of issues in the Shirebrook area, particularly in relation to Romanian families.
- 572 properties have been inspected:
 - 119 were either no access, empty or owner occupied
 - Fully inspected 452.
- Surveyed 69 streets.
- Sent nearly 500 informal letters to landlords/Estate Agents.
- Referred 2 properties to HSE Trading Standards.
- An advertisement had been placed for an additional Housing Officer to deal with the issues that have arisen from the inspections.

Social Norms & UK Laws – Street Scene (E1)

Planned:

- Public realm improvements, nudge theory and enforcement action.

Actual:

- Litter bins have been delivered and installation has commenced on the Shirebrook Market Place.



- The prototype of new HMO recycling signage had been approved and first 10 signs had been ordered.
- Replacement of 25 trees that had been vandalised on Rainbow Park took place with a participation of local residents and volunteers.



Social Norms & UK Laws – Vehicles (E2)

Planned:

- Vehicle checks, driving law awareness raising and migrant recruitment within the Police.

Actual:

- A member of the Polish Community, who joined the Shirebrook Safer Neighbourhood Team as a PCSO, had now started as a Police Officer.
- Another member of Polish Community Zaneta Pieprzak became a PCSO based at Shirebrook and a member of the Romanian Community - Georgiana Nutt had joined as a Police Support Volunteer.
- As a result of very successful use of 4 ANPR cameras funded from Programme, project underspend has been allocated for a mobile ANPR camera; this will really assist in fighting crime as well as assisting with missing persons etc.

Additional GP Resources (F1)

Planned:

- Resource to increase capacity and proactively register new patients, limiting emergencies and double-appointments.

Actual:

- Triage Nurse resigned in December 2018, and a new Triage Nurse was appointed in March 2019.
- An increase in the number of Romanian patients registered with surgery has been reported.
- NG20 Multicultural Adviser had been providing support to reduce number of double appointments.

Healthy Workforce Programme (G1)

Planned:

- Major employer engaged with the Healthy Workforce Programme.

Actual:

- Existing organisations being supported under this strand include: Derbyshire Unemployed Workers Centre; Shirebrook Academy; Sports Direct; Stubbin Wood School; Whaley Thorns SSEN.
- New organisations supported within the last six months include: Fitted Home, Lighthouse Homes, Rhubarb Farm CIC, Shirevale Resource Centre, Shirebrook Town Council, Sports Direct Language School, Stubbin Wood Nursery School, The Tangent Business Hub, Westville Ltd.

Case study 3: Healthy Workforce Programme engaging event

An engagement event was held at The Tangent Business Hub, Brook Park Estate, Shirebrook on 7.11.18. The Tangent Business Hub contains 34 small businesses/sole traders within a mix of offices, workshops and industrial units.

During the event the Workplaces Team engaged with 15 businesses. Staff from Live Life Better Derbyshire service were in attendance throughout the day to offer Body MOTs/Lifestyle Assessments and health improvement advice/support and 28 members of staff took advantage of the service. Representatives from the Everlast Fitness Centre were in also attendance, and they handed out free gym passes to interested parties.

Staff have subsequently been offered a Weight Management Course. A complimentary copy of the Healthy Workplaces e-newsletter was distributed to all of the businesses. A staff member has received Workplace Health Champion training, who will be able to promote key health messages and campaigns on site in the future.



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Bolsover District Council

Healthy, Safe, Clean and Green Communities Scrutiny Committee

15th November 2019

<p>Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)</p>

Report of the Information, Engagement & Performance Manager

This report is public

Purpose of the Report

- To report the quarter 2 outturns for the Corporate Plan 2019-2020 targets.

1 Report Details

- 1.1 The attached contains the performance outturn for targets which sit under the 'supporting our communities to be healthier, safer, cleaner and greener' corporate aim as of 30th September 2019. (Information compiled on 17th October 2019)
- 1.2 A summary is provided below:
- 1.3 **Supporting our Communities to be Healthier, Safer, Cleaner and Greener**
 - 8 targets in total
 - 7 target on track
 - 1 target on Alert
 - **H12** - *Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.* - 1 initiative was held in South Normanton and 1 in Shirebrook (PDSA events). Other planned events have fallen into October completion and will be captured in Q3. Based on the planned events the lead officer still expects the target to be achieved in March 2020.
To date: 3 initiatives held

2 Conclusions and Reasons for Recommendation

- 2.1 Out of the 8 targets 7 (88%) are on track, 1 (12%) is on alert.
- 2.2 This is an information report to keep Members informed of progress against the corporate plan targets noting achievements and any areas of concern.

3 Consultation and Equality Impact

- 3.1 Not applicable to this report as consultation was carried out on the original Corporate Plan.

4 Alternative Options and Reasons for Rejection

- 4.1 Not applicable to this report as providing an overview of performance against agreed targets.

5 Implications

5.1 Finance and Risk Implications

No finance or risk implications within this performance report.

5.2 Legal Implications including Data Protection

No legal implications within this performance report.

5.3 Human Resources Implications

No human resource implications within this performance report.

6 Recommendations

- 6.1 That progress against the Corporate Plan 2019-2020 targets be noted.

7 Decision Information

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 <input type="checkbox"/></i> <i>Capital - £150,000 <input type="checkbox"/></i> <i>NEDDC: Revenue - £100,000 <input type="checkbox"/></i> <i>Capital - £250,000 <input type="checkbox"/></i> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes
District Wards Affected	Not applicable
Links to Corporate Plan priorities or Policy Framework	Links to all Corporate Plan 2019-2020 aims and priorities

8 Document Information

Appendix No	Title	
1.	Corporate Plan Performance Update – Q2 July to September 2019	
Background Papers		
All details on PERFORM system		
Report Author		Contact Number
Kath Drury, Information, Engagement and Performance Manager		01246 242280

Bolsover District Council
Corporate Plan Targets Update – Q2 July to September 2019

Status key

Target Status	Usage
 On Track	The target is progressing well against the intended outcomes and intended date.
 Alert	The target is six months off the intended completion date and the required outcome may not be achieved.

Aim – Supporting our Communities to be Healthier, Safer, Cleaner and Greener

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Key Corporate Target	Directorate	Status		Progress	Target Date
H 01 - Deliver a minimum of 8000 hours of positive activity through community based culture and leisure engagement per year.	People	On Track	 	Q2 The target figure for the year is 8000 hours, actual performance to end of quarter 2 is 6953.	Mar-20
H 02 - Increase participation/attendances in leisure, sport, recreation, health, physical and cultural activity by 3,000 per year.	People	On Track	 	Q2 - Year end target is 300,000 attendances. Actual to date is 196,966 on track to exceed annual target	Mar-20
H 03 - Deliver a health intervention programme which provides 485 adults per year with a personal exercise plan via the exercise referral scheme.	People	On Track	 	Q2 - Bolsover District Council is commissioned by Bolsover Partnership and County Public Health to deliver a Health Intervention programme, the combined number of people starting this programme in the first half year is 350, against an annual target of 485. Slightly ahead on quarter target.	Mar-20
H 09 - Achieve a combined recycling and composting rate of 47% by March 2019.	People	On Track	 	Q2 Estimated on performance ending September 2018 at 47.7% (based on 4,668 tonnes collected between June and September 2018) due to Waste Data Flow information not being available until December 2019.	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				Q1 Actual 4,269 tonnes of recyclable\compostable waste was collected between April to June 2019 yielding a combined recycling rate of 46.8%.	
H 10 - Sustain standards of litter cleanliness to ensure 96% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q2 LEQS's established 4% of streets and relevant land surveyed for litter fell below grade B cleanliness standards resulting in 96% meeting the target standard.	Mar-20
H 11 - Sustain standards of dog fouling cleanliness to ensure 98% of streets each year meet an acceptable level as assessed by Local Environment Quality Surveys (LEQS).	People	On Track		Q2 LEQS's established 0% of streets and relevant land surveyed for dog fouling fell below grade B cleanliness standards resulting in 100% meeting the target standard.	Mar-20
H 12 - Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly tipping.	Place	Alert		<p>Q2 - 1 initiative was held in South Normanton and 1 in Shirebrook (PDSA events). Other planned events have fallen into October completion and will therefore need to be reported in the next quarter. Despite this and knowing the planned events, the target is expected to be achieved in March 2020..</p> <p>To date : 3 initiatives held</p> <p>Q1 - 1 x enforcement patrol in Bolsover - completed</p> <p>Q2 - PDSA event in South Normanton - completed</p>	Mar-20

Key Corporate Target	Directorate	Status		Progress	Target Date
				<p>PDSA event in Shirebrook - completed 2 enforcement patrols - planned</p> <p>Q3 - approx. 5 enforcement patrols - planned PDSA event in Shirebrook - planned PDSA event in South Normanton - planned</p> <p>Q4 - approx. 5 enforcement patrols - planned.</p>	
H 17 - To deliver the Building Resilience Programme by September 2019	People	On track		<p>Q2 - The final evaluation of Phase 1 of the Building Resilience programme is currently taking place and will be available in December 2019. Some strands of Phase 1 have been extended to March 2020 - this has been agreed with the Ministry of Housing, Communities and Local Government (MHCLG).</p> <p>Further funding has been secured through the MHCLG's Controlling Migration Fund for Phase 2 which has included the appointment of a Shirebrook Business Forum Co-ordinator through East Midlands Chamber. The first meeting of the Forum took place in September which focused on better support and improved connectivity with the local community. Other activity in Phase 2 includes:</p> <ul style="list-style-type: none"> • Continued support to EAL students - discussions ongoing with local primary schools • Plans for a Multi User Games Area at Rainbow Park • Establishing a landlords forum 	Sep-19

Key Corporate Target	Directorate	Status		Progress	Target Date
				<ul style="list-style-type: none"> • Welcome information pack for new arrivals • Community engagement events under the branding 'I Love Shirebrook' <p>This target should be extended to 'To deliver the Building Resilience Programme by December 2020'</p>	

Bolsover District Council

Healthy, Safe, Clean & Green Communities Scrutiny Committee

15th November 2019

Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Post Scrutiny Monitoring (Final Report)

Report of the Chair of Healthy, Safe, Clean & Green Communities Scrutiny Committee

This report is public.

Purpose of the Report

- To present the Final Post-Scrutiny Monitoring Report on the Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District.

1. Report Details

- 1.1 The Healthy, Safe, Clean & Green Communities Scrutiny Committee agreed to undertake a review of Enforcement action as part of the 2017/18 work plan following consideration of a range of topics suggested at the Annual Scrutiny Conference. The review was rolled forward in to the 2018/19 municipal year to allow sufficient time to consider all the evidence gathered.
- 1.2 The Committee put together a number of recommendations which aimed to assist the Council, in looking at potential service improvements in relation to enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District
- 1.3 This report acknowledges progress to date by Officers implementing the recommendations.
- 1.4 To date all 19 out of 19 recommendations have been achieved.
 - One recommendation (HSCGC17/18 1.6) aimed to ensure an improvement in performance levels. While this has happened over the 12 month period, one of the indicators (SS03) is still not performing within the required target. Members may wish to continue to monitor this, either through an extension to the recommendation or via the new performance framework currently being developed.
 - One recommendation (HSCGC17/18 1.10) experienced some delays to delivery and Members may wish to extend the monitoring period to understand the outputs achieved via the new body worn video cameras.

2 Conclusions and Reasons for Recommendation

- 2.1 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution.
- 2.2 Members must be satisfied that all recommendations have been implemented as originally required and can choose to extend monitoring if this is deemed necessary.

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 As part of the review process there was a survey of BDC Members to ascertain their views on a range of aspects of the current approach to street cleanliness and environmental enforcement. In addition, Members completed a telephone survey of neighbouring authorities in order to benchmark certain aspects of service delivery.
- 3.3 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.
- 3.4 Within the process of the review, the Committee took into account the impact of equalities. Where enforcement action is taken against individuals who are vulnerable the Council's policies for Safeguarding Adults and VARM will apply. Where action is taken against an individual with specific communication needs (for example, large print or British Sign Language) the Council's Policy for Equality & Diversity in Service Delivery may apply.

4. Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations.
- 4.2 Committee is required to monitor implementation of their recommendations in accordance with Part 3.6(2) of the Constitution and as such the report cannot be rejected.

5. Implications

5.1 Finance and Risk Implications

- 5.1.1 None directly 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, regulations under section 32 of the Local Government Act 2000 and subsequent legislation which added to/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 directly from this report.

6. Recommendations

- 6.1 That Members note the progress against the review recommendations.
- 6.2 That Members acknowledge any exceptions to delivery and clarify the additional action required by the service.
- 6.3 That Members consider whether an extended monitoring period is required for Recommendation HSCGC17/18 1.06 due to the performance of Indicator SS 03 and if so how this will take place.
- 6.4 That Members consider whether an extended monitoring period is required for Recommendation HSCGC17/18 1.10, due to the delays in implementation.
- 6.5 That Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution.

7. Decision Information

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>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	Yes

District Wards Affected	All
Links to Corporate Plan priorities or Policy Framework	<p>Aim: Supporting Our Communities to be Healthier, Safer, Cleaner and Greener</p> <p>Priorities:</p> <ul style="list-style-type: none"> • Ensuring a high standard of environmental maintenance and cleanliness • Developing attractive neighbourhoods

8. Document Information

Appendix No	Title
9.1	Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Original Service and Executive Response
9.2	Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Action Plan
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)	
Documents stored in: S:\Governance and Monitoring\Scrutiny BDC\RES\Healthy, Safe Clean and Green Communities Scrutiny Communities\2017-18\Environmental Enforcement	
Please contact Scrutiny & Elections Officer where further information is required.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	01246 242385

Original Recommendations from Review and Executive's Response

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
HSCGC17/18 1.1 Ref. pp24-25 44	That the emerging Corporate Enforcement Policy is presented to Committee as part of the 2018/19 Work Programme, for approval and referral to Strategic Alliance Joint Committee (if required) and Executive for full adoption.	That Council ensures effective policy is in place and adhered to.	September 2018.	Team Manager (Solicitor) Contentious.	Staff time.	The draft Corporate Enforcement Policy is close to completion. We are awaiting confirmation from Strategic Alliance Management Team as to whether this will be a joint policy with North East Derbyshire District Council (NEDDC), or a standalone Bolsover District Council (BDC) policy. The draft policy is programmed to be put before the committee for consideration in September 2018. This is to be an overarching policy which covers the whole of the Council's enforcement	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
45						activities. The policy will ensure we act in a consistent manner with regards to regulatory enforcement. Individual service areas will require specific enforcement policies and procedures which reflect the principles set out in the corporate policy.	
HSCGC17/18 1.2 Ref. pp24-25	That all subsequent departmental enforcement policies, as and when reviewed, are brought to the relevant Scrutiny Committee.	That Council ensures effective policy is in place and adhered to.	January 2019.	Team Manager (Solicitor) Contentious.	Staff time.	The Corporate Enforcement Policy (CEP) is an overarching policy that applies to all the Council's services. Specific service areas may have additional and more tailored policies or procedures for enforcement and these should be read in conjunction with the CEP. It is intended that a list of the current policies	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
46						will be uploaded to the Council website and a link contained within the CEP. This webpage will be reviewed annually Any new polices, or reviews to the existing polices will be brought to the relevant Scrutiny Committee. The revised Anti-Social Behaviour Policy is one such policy and is scheduled for scrutiny review in September 2018.	
HSCGC17/1 8 1.3 Ref. pp32-33	That greater use of environmental enforcement powers is implemented by both Bolsover CAN Rangers and the wider team of Environmental Health Officers, to ensure full use of the Authority's	To ensure effective use of training and staffing resources, to deliver environmental improvements	March 2019.	Joint Head of Housing & Community Safety.	Staff time.	Agreed. A review of legislative powers has been completed, resulting in additional provisions to be utilised by the Environmental Enforcement Team. However, appropriate powers are being utilised by the wider teams.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	enforcement capacity.					The delegated powers of officers are kept under constant review (2-3 times per year) and updated on a regular basis, especially in response to changes in law, case law and changes to the structure. This will continue.	
SCGC 17/1 8 1.4 Ref. pp24-25	That Executive/ Strategic Alliance Management Team consider the current staffing resource and training within the legal team to ensure existing expertise is maintained, thereby enabling the Authority to have sufficient capacity to move forward with its approach to enforcement.	Sufficient legal staffing resource in place to deliver required enforcement activity.	January 2019	Joint Head of Corporate Governance & Monitoring Officer	Existing staffing budget, with review if required.	Legal – Legal currently has a temporary lawyer in post, who has considerable expertise as a former Crown Prosecution Service lawyer which they are passing on. They are also an experienced trainer, which we are making use of. Legal (and Environmental Health) wish to keep and exploit this expertise. It is also the situation that the	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
48						<p>number of cases the Contentious Team is dealing with has increased substantially and the additional resource is needed. To make this happen, a report has to be agreed with the Head of Paid Service and sent to Executive to authorise the additional spending. A recruitment exercise may be needed.</p> <p>EH – We strongly support this recommendation and already feel the benefits of training that staff have been given recently. Due to current resourcing we can now progress cases quickly.</p>	
HSCGC17/18 1.5	That a full assessment is carried out to	Effective dog control enforcement in	June 2019.	Team Manager (Solicitor) Contentious.	Staff time.	Legal – A small working group will be established by	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
49 Ref. pp24-25	establish if there is sufficient evidence to establish a Bolsover District-wide Public Space Protection Order (PSPO) for dog fouling and dog control.	place District-wide.				<p>legal and environmental health to collate and review this matter to see if there is sufficient evidence in support of a Public Space Protection Order for dog fouling and dog control. We can only seek to use a Public Space Protection Order where the evidential test is met.</p> <p>EH – As a joint service any assessment and subsequent new Order agreed, would need to be replicated across both Districts.</p>	
HSCGC17/18 1.6 Ref. p29-31	That Indicators SS 03 and SS 04 are kept under review to ensure that performance levels	Improved delivery against service performance targets for street cleanliness.	June 2019.	Joint Head of Streetscene.	Existing staffing/ service resources. Should the service deem additional	Streetscene undertake regular performance monitoring of SS03 and SS04 by way of Local Environmental	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
50	improve over the next 12 months.				resource is required a further report should be brought to Executive.	<p>Quality Survey of England (LEQSE) carried out monthly and reported quarterly to ensure pre-determined targets are met and actions put in place to address low performance. This is reported at quarterly Directorate Performance Meetings.</p> <p>Arising from housing growth pressures on operational resource, Streetscene have recently increased frontline Street Cleansing resource levels by 2FTE (approx.) equating to 3,800 (approx.) hours of staff time on the ground in order to maintain cleansing performance/standards.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
HSCGC17/18 1.7 Ref. p29-31 51	That the commentary for cleanliness indicators (both Corporate Plan and service level) in PERFORM includes details of areas surveyed and a clear list of areas not achieving Grade B, including planned intervention.	Greater clarity for Members as to areas surveyed, hot spots identified and intervention planned.	October 2018 onwards.	Joint Head of Streetscene.	Staff time.	LEQSE surveys (streets) change annually and represent a proportionate sample of the district. The quarterly inspection\survey file may be provided to illustrate how overall % site cleanliness is assessed; however, Members should be aware that cleanliness ratings A, B, C & D may be affected by environmental (i.e. wind\rain) conditions and timings between cleansing frequency occurrences and inspections taking place.	Agreed.
HSCGC17/18 1.8 Ref. pp29-31; pp40-41; pp41-44;	That a programme of regular publicity is in place on how to contact the Council and log incidents in relation to street	Improved local awareness of both how to contact the Authority and increased knowledge of	Programme in place by December 2018.	Joint Head of Streetscene/ Environmental Health Manager/ Communications , Marketing and	Staff time; printing internal/ external literature; distribution costs; website/	EH – Existing programme in place will now include ‘How to contact the Council’ and reporting of incidents.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
pp44-45; pp46-49	cleanliness and fly-tipping, using a range of communication channels including InTouch and social media.	action taken by the Authority.		Design Manager.	social media coverage	<p>Streetscene – Streetscene currently place articles in 'InTouch' and utilise the Council's website and social media streams to relay educational messages to residents. These may also be influenced by national campaigns (i.e. Keep Britain Tidy Group) and/or working with other partners (i.e. Environmental Health/County Council) or attending events (i.e. Bolsover Food Fayre).</p> <p>Comms – Regular updates/information is required for any publicity to be undertaken. This could be included in InTouch, District/Parish</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Gazettes, website, Twitter and specific marketing campaigns in target areas.	
HSCGC17/18 1.9 Ref. pp32-33; pp40-41; pp41-44; pp44-45; pp46-49 53	That a standard process is adopted to ensure maximum publicity of environmental enforcement activity taking place across the District.	Regular and consistent publicity of our enforcement activity across all service areas covered via the Corporate Enforcement Group.	Process agreed by December 2018.	Solicitor (Corporate Enforcement Group Lead)/ Communications , Marketing and Design Manager.	Staff time; printing internal/ external literature; distribution costs; website/ social media coverage.	EH – Process now established. Legal – Now that the Environmental Enforcement team is fully staffed, more robust processes are in place with the Communications team to identify the most appropriate methods of publicity for the action that has been taken. Comments from the Portfolio Holder and Legal are incorporated in to the publicity. Enforcing departments (most notably Housing/ Community Safety) have different requirements, so a	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
54						<p>standard procedure isn't necessarily appropriate across all service areas.</p> <p>Comms – Regular updates/information is required for any publicity to be undertaken. This could be included in InTouch, District/Parish Gazettes, website, Twitter and specific marketing campaigns in target areas.</p>	
HSCGC17/1 8 1.10 Ref. pp32-33	That the regular use of CCTV (mobile where available) is continued and measures are taken to ensure staff absence does not impact the ongoing use of the equipment, which is vital for enforcement.	<p>Maximum use of all resources available to ensure effective enforcement levels, regardless of staffing resource.</p> <p>A clear monitoring report which evidences</p>	<p>Continued regular use from July 2018 onwards.</p> <p>Monitoring report of usage by September 2019.</p>	Environmental Health Manager.	Staff time; Existing camera resources.	EH – Agreed. We acknowledge that use of the system has been impacted by staff absence previously. Use of CCTV is a proactive enforcement measure which is overseen by the Information Commissioner to protect human rights and ensure data	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
55		usage of camera equipment to demonstrate both value for money and if required the need for additional resource.				<p>protection. Only specific EH staff have been trained in privacy impact assessments and are experienced in the deployment of CCTV in order to minimise risks to the Council.</p> <p>Housing & Community Safety Service are also in the process of procuring Body Worn Video. There will be 10 cameras available for use across EH teams when out on patch. A number are also being purchased for Officers in Housing and Community Safety. A Privacy Impact Assessment is complete and roll-out of the equipment is imminent.</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Streetscene – Streetscene Team support enforcement arrangements by deployment of mobile CCTV equipment to aid detection of fly-tipping and wider environmental despoilment.	
HSCGC17/18 1.11 56 Ref. pp34-35; pp44-45	That a formal programme of educational initiatives is maintained as a combined approach by Streetscene and Environmental Enforcement, with greater consideration given to coverage across the whole of Bolsover District. The programme should be adapted	Improved local knowledge and greater awareness of environmental responsibility. Inclusion in Corporate/ Service Plans beyond March 2019. Programme is enhanced further to cover whole District, with increased	April 2019.	Joint Streetscene & Waste Services Manager/ Environmental Health Manager.	Staff time; printing external literature and distribution costs where required; website/social media coverage.	EH – This is ongoing as part of mainstream delivery. The development of this proactive measure will be considered at the Environmental Enforcement Cleansing and Education group and via engagement with the Youth Council. Specific work is underway looking at environmental education in secondary schools to	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
57	to be age specific to suit the school/group as required and cover primary/secondary and community events.	number of events/initiatives .				<p>ensure the programme content is appropriate.</p> <p>Streetscene Team have established schools education arrangements with an environmental despoilment and waste recycling focus. This is jointly delivered with Environmental Health and is open to Primary and Secondary schools and is subject to them requesting the programme within their curriculum activity.</p> <p>Streetscene\ Environmental Health attend\participate in community events to deliver these programs (i.e. Bolsover Food Fayre).</p>	

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
58						Public events are chosen based on the size of the event and potential footfall/audience. Streetscene approach all schools but take up by the schools is voluntary. The response from those who have taken up the programme is very positive, with a number of requests for return visits by staff.	
HSCGC17/1 8 1.12 Ref. pp35-39	That additional staff training take place to ensure there is adequate staffing resource with the ability to support access to the DVLA system and create resilience within the team.	Improved service resilience and effective delivery of service whilst operating 'mobile' across the Districts.	December 2019.	Environmental Health Manager.	Existing staff training budgets; staff time.	We appreciate that this was an issue raised during the course of the review. This is in progress. Another user has now been trained to ensure flexibility, with a further additional Officer in the team identified to receive the training.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
59						The abandoned vehicle process is under review with input from Internal Audit. This should ensure that the correct checks and balances are in place for access to the DVLA system so as to meet compliance with the DVLA Guidance.	
HSCGC17/18 1.13 Ref. pp41-42	That subsequent to the benchmarking exercise undertaken by Members (Appendix 3), further analysis is completed by the Head of Housing and Community Safety in to staffing levels of the Environmental Enforcement Team to assess if	Adequate staffing resource is available to manage the level of service demand.	September 2019.	Joint Head of Housing & Community Safety.	Staff time; any additional staffing resource identified would require a further report to Executive.	It is my intention to carry out a wider review of Environmental Health staffing not restricted to the one team.	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	resources adequately meet service demand, with a report back to Committee on the findings.						
<p>HSCGC17/18 1.14</p> <p>Ref. pp41-42</p> <p>60</p>	That the 'Report It' system on the website is fully reviewed, with 'user' testing, alongside the wider recommendation to improve publicity on communication channels and how to report incidents.	An improved, simple, user-friendly online system to aide prompt reporting of service requests/ incidents to the Authority.	December 2018.	Environmental Health Manager/ Customer Service Manager.	Staff time; Customer/ Member input for testing of system.	<p>EH – This is in progress.</p> <p>Comms – The corporate website is due to be completely revamped during the latter stages of 2018 to make it more user and mobile friendly.</p> <p>Customer Services – Passed to Team Innovate to review script and set up a user testing meeting with an Elected Member, Customer Service Manager, Team Innovate, Customer Information System (CIS) developer and Environmental</p>	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Enforcement Team Leader.	
HSCGC17/18 1.15 Ref. pp37-39	That all Environmental Enforcement Technical Officers (EETOs) have access to mobile technology to ensure they can work off site/make calls etc. while travelling around both Districts.	Better communications provision for mobile staff, with particular emphasis on hands-free equipment.	March 2019.	Joint Head of Housing & Community Safety/ Environmental Health Manager.	IT/service budgets for equipment i.e. mobile phones/iPads/ mobile equipment.	Complete. While we are aware of issues raised during the course of the review, all EETOs and Dog Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.	Agreed.
HSCGC17/18 1.16 Ref. pp37-39	That as per the staffing provision prior to merger via the Strategic Alliance, each District should have a designated Dog Warden and Environmental Enforcement Technical Officer (EETO), to reduce time spent travelling across both Districts. These designated staff should rotate	Greater consistency in staff cover within the District. Improved resilience in Team when covering both Districts due to rotation of staff.	November 2018.	Joint Head of Housing & Community Safety/ Environmental Health Manager.	Staff time.	HoS – As per 1.13 a wider review of staff is planned. EH – This is already in place. The design of the joint service means that staff operate across designated patch areas already. Patches are designed based on service demand and ensuring maximum efficiency. A bi-monthly rotation	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
	on a bi-monthly basis to maintain local knowledge of both Districts.					would not be practical. Technical Support also assign work based on officer presence in the area at the time. There is also cover for staff leave. The current approach used leads to flexibility and resilience in the team.	
HSCGC17/18 1.17 Ref. pp46-49	That a combination of regular Member Briefings (District and Parish) and additional detail within quarterly performance reports is provided, outlining the level of enforcement taking place.	Improved understanding of Council activity, current trends and how Members can engage with officers where issues arise within their Wards. A programme of briefings in place either weekly or monthly to clarify activity taking place/	September 2018.	Environmental Health Manager.	Staff time; potential contribution from Communication s Team and option of Member Development Sessions.	EH – Our intention is to work with the Communications team to develop further detailed quarterly updates. We will consider this at Environmental Enforcement, Cleansing and Education Group. Comms – We are producing more publications now and detail such as this can be included in the District/Parish	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
		enforcement in progress.				Gazettes, InTouch and website.	
HSCGC17/18 1.18 Ref. pp46-49	That the trial Members' Surgery meetings be evaluated for usage/effectiveness and made permanent if demand is proven.	Improved/ additional options for Member/Officer dialogue to identify Ward issues and 'hot spots'.	September 2018.	Environmental Health Manager.	Staff time.	Agreed, this can be delivered with a report back on the outcome.	Agreed.
HSCGC17/18 1.19 63	That Executive receive an update on progress following the initial six-month monitoring report.	That Executive remain informed as to the progress in implementing the Review's recommendation	May 2019	Scrutiny & Elections Officer	Officer time	An update will be produced as requested.	Agreed.

RESPONSE TO SCRUTINY COMMITTEE ON IMPLEMENTATION FOLLOWING SCRUTINY REVIEW

Title of Review:	Review of Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District				
Timescale of Review:	July 2018		Post-Monitoring Period:	12 months commencing October 2018. Interim report due April 2019.	
Date agreed by Scrutiny:	July 2018		Date agreed by Executive:	September 2018	
Total No. of Recommendations and Sub Recommendations	Achieved	11	On track	0	Extended 0
	Achieved (Behind target)	8	Overdue	0	Alert 0

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Key Achievements:

- Adoption of Corporate Enforcement Policy
- Process in place to ensure Scrutiny consulted for all future enforcement policies, prior to adoption.
- Increased use of enforcement patrols and introduction of Body Worn Cameras.
- Staffing resource in Legal services expanded with agreement for a permanent addition of 0.60fte.
- Assessment of potential District-wide Public Space Protection Order (PSPO) complete and formal consultation has taken place on a draft PSPO. Responses to consultation are being considered, pending completion of a final version of the PSPO for approval.
- Performance against SS 03 and SS 04 has improved over the 12 month monitoring period. However, SS 03 (Detritus) is still under-performing.
- Additional commentary now received as part of Quarterly Performance Reports, on areas not achieving the required cleanliness standard.
- All FPNs and enforcement patrols now posted on social media. A quarterly Infograph is put on the website. Regular Enforcement/Streetscene Articles in In Touch,

- Process adopted by Environmental Health for publicity of enforcement activity has now been embedded as the standard template used by all services within Corporate Enforcement Group.
- Environmental Health are now using body worn cameras during enforcement incidents. Due to delays to full roll-out this could be considered for a further monitoring period.
- Deployment of CCTV at fly tipping hot spots is continuing. Use of CCTV is monitored by Environmental Enforcement, Cleansing and Education Group.
- Corporate Plan target for education initiatives (H 12) has been achieved at end of Q3 2018/19. Officers have jointly delivered school education programmes to 137 classes of 4,100 (approx.) children. Officers now working with the Youth Council to progress a programme for secondary age pupils. For 2019/20, the target has been increased to 15 initiatives.
- Three Officers are now trained to use the DVLA system. An audit by the DVLA revealed a high level of compliance (Dec 2018). The internal review of abandoned vehicles is continuing with input from internal audit.
- A review of pressures and service demands on the whole EH service is underway.
- Team innovate have carried out some updates to the 'Online' reporting script. User testing has taken place.
- All EETOs and Dog Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.
- All EH staff continue to be allocated workloads, to meet the flexible needs of the service. Patches are designed based on service demand and ensuring maximum efficiency.
- Quarterly Infograph on enforcement. Service-wide report on enforcement activity issued Oct 2018. Monthly briefings with Portfolio member. Updates to Parishes on FPNs issued. Various In Touch articles published.
- The Members' Surgery has been in operation for 36 weeks from 23/05/18 until 06/02/19. Continuing to operate Surgery and assessing options for a permanent location, if to be mainstreamed.
- The 'Report It' system on the website has now been updated to the 'Self Service' online forms, The 'go live' date was 01/05/19 with the addition of 21 new forms available for members to report incidents making a total of 37 revised forms.

Reasons for non-implementation of Recommendations:

All recommendations either on track or completed. No evidence of non-implementation.

The completion of Recommendation HSCGC17/18 1.10 was slightly delayed due to further training and the requirement of updated policies. As such, Members may wish to extend the period of monitoring for this recommendation to review the outcomes of the new Body Worn video equipment more fully.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
HSCGC17/18 1.1 Ref. pp24-25	That the emerging Corporate Enforcement Policy is presented to Committee as part of the 2018/19 Work Programme, for approval and referral to Strategic Alliance Joint Committee (if required) and Executive for full adoption.	Team Manager (Solicitor) Contentious.	September 2018.	November 2018		Staff time.	The Corporate Enforcement Policy went to Scrutiny Committee in September 2018, subsequently to Strategic Alliance Joint Committee and was adopted by the Executive on 5th Nov 2018. This is published on both websites.
9 HSCGC17/18 1.2 Ref. pp24-25	That all subsequent departmental enforcement policies, as and when reviewed, are brought to the relevant Scrutiny Committee.	Team Manager (Solicitor) Contentious.	January 2019.	November 2018		Staff time.	All new enforcement policies to come to Committee - Revised ASB Policy has been presented to Scrutiny and is due to go to Executive. Nothing further identified since Licensing Act and Gambling Act policies, which are already progressing through Licensing Committee. All future policy revisions will be brought to Scrutiny as

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							part of the approval process.
67 HSCGC17/18 1.3 Ref. pp32-33	That greater use of environmental enforcement powers is implemented by both Bolsover CAN Rangers and the wider team of Environmental Health Officers, to ensure full use of the Authority's enforcement capacity.	Joint Head of Housing & Community Safety.	March 2019	February 2019		Staff time.	Update Feb 2019 – Environmental Health have introduced weekly litter and dog fouling enforcement patrols and issued a number of FPNs (inc. CAN Rangers) new microchipping powers are being used, fines for abandoned vehicles are being issued, new litter and duty of care for householders powers are being used. Body worn video cameras are in use during enforcement incidents. A number of prosecutions are in progress.
HSCGC17/18 1.4 Ref. pp24-25	That Executive/Strategic Alliance Management Team consider the current staffing resource and training within	Joint Head of Corporate Governance & Monitoring Officer	January 2019	February 2019		Existing staffing budget, with review if required.	Following approval of the recommendation by Executive, a report was submitted to February 2019 Executive in relation to the staffing in Legal Services.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	the legal team to ensure existing expertise is maintained, thereby enabling the Authority to have sufficient capacity to move forward with its approach to enforcement.						Executive agreed to establish the new permanent position of 0.6 FTE on the establishment from 2019/20 onwards.
HSCGC17/18 1.5 Ref. pp24-25 68	That a full assessment is carried out to establish if there is sufficient evidence to establish a Bolsover District-wide Public Space Protection Order (PSPO) for dog fouling and dog control.	Team Manager (Solicitor) Contentious.	June 2019.	October 2019		Staff time.	In relation to further PSPO development, legal officers have received some data from Environmental Health and we have an initial legal meeting to discuss the project on 6.2.19. <u>EH Feb 2019</u> – Details of dog related complaints received by environmental health and also street scene data on cleansing requests have been collated for consideration.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
69							<p><u>October 2019</u> – Public consultation on a draft Dog Management PSPO has ended. 46 responses received by members of the public, the majority of which agreed with the proposals we are seeking to introduce. The only part of the draft PSPO which did not received over 80% support was the provision that requires a person in charge of a dog to prevent it from entering or remaining in children play areas within a park and open space. 77% did agreed that to exclude dogs from children play areas and MUGAs is a good idea. Legal are currently liaising with Parish councils regarding the draft order and proposed signage, and preparing a report for the CEO</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							who has delegation within the constitution to make an order.
HSCGC17/18 1.6 Ref. p29-31 70	That Indicators SS 03 and SS 04 are kept under review to ensure that performance levels improve over the next 12 months.	Joint Head of Streetscene.	June 2019.	October 2019		Existing staffing/service resources. Should the service deem additional resource is required a further report should be brought to Executive.	<u>Streetscene Update (18.1.19)</u> Streetscene undertake regular performance monitoring of SS03 and SS04 by way of Local Environmental Quality Survey of England (LEQSE) carried out monthly and reported quarterly to ensure pre-determined targets are met and actions put in place to address low performance. This is reported at quarterly Directorate Performance Meetings. Performance at Q3 2018/19 shows an improvement on Q4 2017/18 figures (baseline) – awaiting year-end outturn.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
71							Local Environmental Quality Surveys (LEQS) continue to be undertaken and comparative performance at ending December 2018 is:
							Target for % not meeting Grade B or above
							Litter 4%
							Detritus 12%
							Weeds 14%
							Dog Fouling 2%
							<u>Outturn</u>
							2017\18 2018\19
							YTD(Q4) YTD(Q3)
							Litter 2.00 2.33
						Detritus 18.00 14.33	
						Weeds 19.00 11.33	
						Dog 0.25 0.33	
						Fouling	
						Review of Street Cleansing staffing arrangements was completed at 31.12.18; arising from which, two prior seasonal (30wk)	

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action																					
72							<p>positions have been established on at fulltime (52wk) basis and District Litter Pickers engaged on 30hour working arrangements have been predominantly extended to 37hours arrangements.</p> <p><u>Streetscene Update (29.7.19)</u> Local Environmental Quality Surveys (LEQS) continue to be undertaken and comparative performance at ending June 2019 is:</p> <p><u>Outturn</u></p> <table><tr><td></td><td>2017\18</td><td>2019\20</td></tr><tr><td></td><td>YTD(Q4)</td><td>YTD(Q1)</td></tr><tr><td>Litter</td><td>2.00</td><td>4.00</td></tr><tr><td>Detritus</td><td>18.00</td><td>16.00</td></tr><tr><td>Weeds</td><td>19.00</td><td>13.00</td></tr><tr><td>Dog</td><td>0.25</td><td>0.10</td></tr><tr><td>Fouling</td><td></td><td></td></tr></table>		2017\18	2019\20		YTD(Q4)	YTD(Q1)	Litter	2.00	4.00	Detritus	18.00	16.00	Weeds	19.00	13.00	Dog	0.25	0.10	Fouling		
	2017\18	2019\20																										
	YTD(Q4)	YTD(Q1)																										
Litter	2.00	4.00																										
Detritus	18.00	16.00																										
Weeds	19.00	13.00																										
Dog	0.25	0.10																										
Fouling																												

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
73							<p>The issue we have had with Detritus being above the 12% target at 16% during Q4 (2018\19) and Q1 (2019\20) arose from 2 members of staff (i.e. sweeper drivers) leaving the Council and us being short on sweeper driver resource which was further compounded by some technical (engine management) issues with a couple of the machines. Hopefully, we'll see an improvement in Q2 performance and getting back down to under the 12% target.</p> <p><u>Streetscene Update (28.10.19)</u> Local Environmental Quality Surveys (LEQS) continue to be undertaken in</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action															
74							<p>comparative performance as measured against baseline (2017\18) position at ending September (Q2) 2019 is:</p> <p><u>Outturn</u></p> <table><tr><td></td><td>2017\18 YTD(Q4)</td><td>2019\20 YTD(Q2)</td></tr><tr><td>Litter</td><td>2.00</td><td>4.00</td></tr><tr><td>Detritus</td><td>18.00</td><td>13.50</td></tr><tr><td>Weeds</td><td>19.00</td><td>14.00</td></tr><tr><td>Dog Fouling</td><td>0.25</td><td>0.00</td></tr></table> <p>Over the 12mth monitoring period the only indicator to fall below target has been Detritus, while this has improved at Q2, it is still slightly over target.</p>		2017\18 YTD(Q4)	2019\20 YTD(Q2)	Litter	2.00	4.00	Detritus	18.00	13.50	Weeds	19.00	14.00	Dog Fouling	0.25	0.00
	2017\18 YTD(Q4)	2019\20 YTD(Q2)																				
Litter	2.00	4.00																				
Detritus	18.00	13.50																				
Weeds	19.00	14.00																				
Dog Fouling	0.25	0.00																				
HSCGC17/18 1.7 Ref. p29-31	That the commentary for cleanliness indicators (both Corporate Plan and service level) in PERFORM	Joint Head of Streetscene.	October 2018 onwards.	July 2018.		Staff time.	The Streetscene and Waste Services Manager now provides details of relevant land (i.e. streets) which fail to meet Category B (Code of Practice for															

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
75	includes details of areas surveyed and a clear list of areas not achieving Grade B, including planned intervention.						<p>Litter & Refuse) to compliment Litter, Detritus, Weeds and Dog Fouling cleanliness performance information as reported to Quarterly Performance Review meetings. This is then circulated to Scrutiny as part of quarterly performance reporting.</p> <p><u>Streetscene Update 05.11.19)</u> Following further analysis of the performance updates, all commentary will now include reference to both the discrete figures for the quarter and the year-to-date (YTD) figure.</p>
HSCGC17/18 1.8 Ref. pp29-31; pp40-41; pp41-44;	That a programme of regular publicity is in place on how to contact the Council and log incidents in relation	Joint Head of Streetscene/ Environmental Health Manager/ Communications,	Programme in place by December 2018.	December 2018.		Staff time; printing internal/external literature; distribution costs;	<p><u>Streetscene Update (18.1.19)</u></p> <p>Streetscene continue to place articles in 'InTouch' and utilise the</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
pp44-45; pp46-49	to street cleanliness and fly-tipping, using a range of communication channels including InTouch and social media.	Marketing and Design Manager.				website/social media coverage	<p>Council's website and social media streams to relay educational messages to residents; in particular, during the autumn and spring periods to coincide with green bin collection arrangements.</p> <p>They also participate in national campaigns (i.e. Keep Britain Tidy Group Spring Clean March 2019) and continue to support Environmental Health in the deployment of mobile CCTV in detection of fly-tippers and provide evidence to Environmental Health which frontline staff obtain from collection of fly-tips.</p> <p>During July and August 2018, they attended Bolsover Food Fayre and Ashover Show events at which</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
77							<p>environmental despoilment and waste recycling education was undertaken. Streetscene are also anticipate service the two event in 2019.</p> <p><u>EH Update Feb 2019</u> – All FPNs and enforcement patrols now posted on social media. A quarterly Infograph is put on the website. Regular Enforcement Article in In Touch, Attendance at Youth Council Jan 2019, and weekly patrols reported to Parish Councils. Chewing Gum campaign</p> <p><u>Communications Update Feb 19</u> – Regular contact with the Enforcement Team as part of coverage in In Touch and publicity of enforcement</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							activity/prosecutions. As part of the roll-out of BDC TV, there will be specific coverage of the work of the Environmental Health Service.
HSCGC17/18 1.9 Ref. pp32-33; pp40-41; pp41-44; pp44-45; pp46-49	That a standard process is adopted to ensure maximum publicity of environmental enforcement activity taking place across the District.	Solicitor (Corporate Enforcement Group Lead)/ Communications, Marketing and Design Manager.	Process agreed by December 2018.	November 2018		Staff time; printing internal/external literature; distribution costs; website/social media coverage.	Process adopted by Environmental Health for publicity of enforcement activity has now been embedded as the standard template used by all services within Corporate Enforcement Group.
HSCGC17/18 1.10 Ref. pp32-33	That the regular use of CCTV (mobile where available) is continued and measures are taken to ensure staff absence does not impact the ongoing use of the equipment, which is vital for enforcement.	Environmental Health Manager.	Continued regular use from July 2018 onwards. Monitoring report of usage by September 2019.	October 2019		Staff time; Existing camera resources.	<u>Feb 2019 –</u> Environmental Health are now using body worn video cameras during enforcement incidents. Also deployment of CCTV at fly tipping hot spots is continuing. Use of CCTV is monitored by Environmental Enforcement,

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
79							<p>Cleansing and Education Group.</p> <p><u>October 2019</u> – While we started using Body worn video in Feb 2019, Legal Services advised we needed to have a CCTV policy which included them and some training to ensure appropriate usage. Use of the equipment was suspended until that was completed.</p> <p>Body worn video training takes place on 3/10/19 with a view to it being in use shortly afterwards.</p> <p>The CCTV Policy is in its final draft form for adoption, and we will be using the equipment avidly again by the end of October.</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							CCTV is deployed now as required on investigations.
08 HSCGC17/18 1.11 Ref. pp34-35; pp44-45	<p>That a formal programme of educational initiatives is maintained as a combined approach by Streetscene and Environmental Enforcement, with greater consideration given to coverage across the whole of Bolsover District.</p> <p>The programme should be adapted to be age specific to suit the school/group as required and cover primary/secondary and community events.</p>	Joint Streetscene & Waste Services Manager/ Environmental Health Manager.	April 2019.	January 2019.		Staff time; printing external literature and distribution costs where required; website/social media coverage.	<p>Streetscene and Environmental Health staff throughout 2018 have undertaken educational and promotional events to raise awareness to community groups, local shows (i.e. Bolsover Food Festival and Ashover Show) and in schools, delivering environmental educational messages to primary; in particular, school children, which greatly aids developing their acceptability awareness to recycling and littering.</p> <p>In respect to Schools education arrangements, educational tools (packs) have been developed for</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
81							<p>Recycling and Litter (Environmental Despoilment) and to date, Officers have jointly delivered school education programmes to 137 classes of 4,100 (approx.) children.</p> <p><u>EH Feb 2019</u> – Environmental Health have attended the Youth Council in Jan 2019 to take this forward. The Corporate Plan target of 10 initiatives per annum has been achieved at third quarter which included educational events in the community and PDSA visits.</p>
HSCGC17/18 1.12 Ref. pp35-39	That additional staff training take place to ensure there is adequate staffing resource with the ability to support access to the DVLA system and create	Environmental Health Manager.	December 2019.	December 2018.		Existing staff training budgets; staff time.	<p><u>Feb 2019</u> – Three Officers are now trained to use the DVLA system. An audit by the DVLA revealed a high level of compliance across both authorities within the</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
	resilience within the team.						Alliance (Dec 2018). This validates that the correct checks and balances are in place in our use of the system. The internal review of abandoned vehicle processes is continuing with input from internal audit.
HSCGC17/18 1.13 Ref. pp41-42 82	That subsequent to the benchmarking exercise undertaken by Members (Appendix 3), further analysis is completed by the Head of Housing and Community Safety in to staffing levels of the Environmental Enforcement Team to assess if resources adequately meet service demand, with a report back to Committee on the findings.	Joint Head of Housing & Community Safety.	September 2019.	October 2019.		Staff time; any additional staffing resource identified would require a further report to Executive.	<u>Feb 2019</u> – A review of pressures and service demands on the whole EH service is underway. <u>Oct 2019</u> – A report on the staffing review is scheduled for NEDDC Cabinet on 3 rd October and BDC Executive on 14 th October. This is an enabling report to commence a more detailed review, following an initial appraisal of the service.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
HSCGC17/18 1.14 Ref. pp41-42	That the 'Report It' system on the website is fully reviewed, with 'user' testing, alongside the wider recommendation to improve publicity on communication channels and how to report incidents.	Environmental Health Manager/ Customer Service Manager.	December 2018.	October 2019		Staff time; Customer/ Member input for testing of system.	<u>23/11/18</u> – 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 members in conjunction with the re launch of the Online Services page of the BDC public website. Including how to access etc. 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.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
84							<p><u>Feb 2019</u> – User testing has been completed by EH.</p> <p>Expected re-launch April 2019. Final amends taking place by IT and Communications to website homepage and individual report forms.</p> <p><u>31/07/19</u> – The 'Report It' system on the website has now been updated to the 'Self Service' online forms, The go live date was 01/05/19 with the addition of 21 new forms available for members to report incidents making a total of 37 revised forms. The development of the Self Service system will continue with development with the addition of Missed Bin reporting in July and an option to access</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
85							<p>Revenues and Benefits information/services in August. ICT Development team have consulted with service areas to ensure information and the design of the forms are suitable for the reports to be submitted without any invalid reporting, time wasted and site visits that aren't required are reduced in addition all forms allowing anonymous reports have been changed and will require customer details.</p> <p>Promotion of the new Self Service system and registration of Self Accounts for existing and new members was delivered via the member induction session held on the 22/05/19. Team Innovate to arrange a</p>

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							final user group meeting on the 15/10/19 to deliver a final overview of the revised 'Self Service' system and revised/updated forms which are now available.
HSCGC17/18 1.15 Ref. pp37-39 98	That all Environmental Enforcement Technical Officers (EETOs) have access to mobile technology to ensure they can work off site/make calls etc. while travelling around both Districts.	Joint Head of Housing & Community Safety/ Environmental Health Manager.	March 2019.	October 2018.		IT/service budgets for equipment i.e. mobile phones/iPads/ mobile equipment.	<u>Feb 2019</u> – Complete. While we are aware of issues raised during the course of the review, all EETOs and Dog Wardens have mobile smart phones and laptops to enable new work to be allocated whilst out on the District.
HSCGC17/18 1.16 Ref. pp37-39	That as per the staffing provision prior to merger via the Strategic Alliance, each District should have a designated Dog Warden and Environmental	Joint Head of Housing & Community Safety/ Environmental Health Manager.	November 2018.	July 2018		Staff time.	<u>Feb 2019</u> – Complete staff allocated to meet flexible needs of service. The design of the joint service means that staff operate across designated patch areas

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
87	Enforcement Technical Officer (EETO), to reduce time spent travelling across both Districts. These designated staff should rotate on a bi-monthly basis to maintain local knowledge of both Districts.						already. Patches are designed based on service demand and ensuring maximum efficiency. A bi-monthly rotation would not be practical. Technical Support also assign work based on officer presence in the area at the time. There is also cover for staff leave. The current approach used leads to flexibility and resilience in the team.
HSCGC17/18 1.17 Ref. pp46-49	That a combination of regular Member Briefings (District and Parish) and additional detail within quarterly performance reports is provided, outlining the level of enforcement taking place.	Environmental Health Manager.	September 2018.	October 2018.		Staff time; potential contribution from Communications Team and option of Member Development Sessions.	<u>Oct 18 EH</u> – An Enforcement article for In Touch has been provided. Further detail on enforcement has been provided in PERFORM e.g. Fixed Penalty Notices issued at weekly patrols. A regular Member briefing on Environmental Health enforcement will commence in Oct 2018.

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							Feb 2019 – Quarterly Infograph on enforcement. Service-wide report on enforcement activity issued Oct 2018. Monthly briefings with Portfolio member. Updates to Parishes on FPNs issued. In Touch articles.
HSCGC17/18 1.18 Ref. pp46-49 ∞	That the trial Members' Surgery meetings be evaluated for usage/effectiveness and made permanent if demand is proven.	Environmental Health Manager.	September 2018.	February 2019.		Staff time.	Feb 2019 – The Surgery has been in operation for 36 weeks from 23/05/18 until 06/02/19. For 21 of the 36 weeks there has not been any contact from Members. Of the 15 weeks where contact was received there were a total of 19 enquiries. Should this arrangement be made permanent, the workstation in this room is unsuitable and will require upgrade or alternatively the Members Surgery could be operated from

PERFORM Code	Recommendation	Lead Officer	Target Date	Completion Date	Status	Resources	Progress/Action
							the “hot desks” on the 1 st Floor of The Arc.
HSCGC17/18 1.19	That Executive receive an update on progress following the initial six-month monitoring report.	Scrutiny & Elections Officer	May 2019	April 2019		Officer time	<p>This will be delivered to Executive in April 2019.</p> <p><u>May 2019</u> – Following receipt of the six-month report Executive agreed that a wider presentation to all Members on the achievements of the service following the scrutiny review would be appropriate. This is likely to take place in November 2019 or January 2020.</p>

Bolsover District Council

Healthy, Safe, Clean & Green Communities Scrutiny Committee

15th November 2019

Scrutiny Committee Work Programme 2019/20
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Report of the Scrutiny & Elections Officer

This report is public

Purpose of the Report

- To provide members of the Scrutiny Committee with an overview of the meeting programme of the Committee for 2019/20.

1 Report Details

- 1.1 The main purpose of the report is to inform members of the meeting programme for the year 2019/20 and planned agenda items (Appendix 1).
- 1.2 This programme may be subject to change should additional reports/presentations be required, or if items need to be re-arranged for alternative dates.
- 1.3 Review Scopes will be submitted agreed within Informal Session in advance of the designated meeting for Member approval to ensure that there is sufficient time to gather the information required by Members and to enable forward planning of questions.
- 1.4 Members may raise queries about the programme at the meeting or at any time with the Scrutiny & Elections Officer should they have any queries regarding future meetings.

2 Conclusions and Reasons for Recommendation

- 2.1 This report sets the formal Committee Work Programme for 2019/20 and the issues identified for review.
- 2.2 The Scrutiny Programme enables challenge to service delivery both internally and externally across all the Corporate Plan Ambitions.
- 2.3 Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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.
- 3.3 As part of the scoping of Reviews, consideration is given to any consultation that could support the evidence gathering process.

4 Alternative Options and Reasons for Rejection

- 4.1 There is no option to reject the report as Part 3.6(2) of the Council's Constitution requires each Scrutiny Committee to set an annual work plan.

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.

5.3 Human Resources Implications

- 5.3.1 None from this report.

6 Recommendations

- 6.1 That Members note this report and the Programme attached at Appendix 1. All Members are advised to contact the Scrutiny & Elections Officer should they have any queries regarding future meetings.

7 Decision Information

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>	No
Is the decision subject to Call-In? (Only Key Decisions are subject to Call-In)	No
Has the relevant Portfolio Holder been informed	N/A
District Wards Affected	N/A
Links to Corporate Plan priorities or Policy Framework	All

8 Document Information

Appendix No	Title
1.	Work Programme 2019/20
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)	
Previous versions of the Committee Work Programme.	
Report Author	Contact Number
Joanne Wilson, Scrutiny & Elections Officer	2385

Report Reference –

Healthy, Safe, Clean and Green Communities Scrutiny Committee

Work Programme 2019/20

Vision: To enhance and improve the wealth profile, well-being and quality of life for the communities of Bolsover District

Corporate Aim: Supporting our Communities to be Healthier, Safer, Cleaner and Greener

Performance Review	Policy Development	Policy/Strategy Programme Monitoring	Review Work	Call-In/Review of Executive Decisions	Petition

Date of Meeting	Items for Agenda		Lead Officer
21 st June 2019	Part A – Formal	• Corporate Plan Targets Performance Update – January to March 2019 (Q4 – 2018/19)	Information, Engagement and Performance Manager
		• Agreement of Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Scoping of Review Work	Scrutiny & Elections Officer
2 nd August 2019	Part A – Formal	• Corporate Plan Targets Performance Update – April to June 2019 (Q1 – 2019/20)	Information, Engagement and Performance Manager
		• Joint Animal Welfare Policy	Team Leader (Contentious); Senior Environmental Health Officer (Commercial)
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Scoping of Reviews	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
13 th September 2019	Part A – Formal	• Health and Wellbeing Strategy – Monitoring Update	HR& OD Manager
		• Post-Scrutiny Monitoring: Review of Authority's Perception of Young People – Interim Report	Chair/Scrutiny & Elections Officer
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Scoping of Reviews	Scrutiny & Elections Officer
18 th October 2019	Part A – Formal	• Briefing on BDC Approach to Climate Emergency	Portfolio Holder for Environmental Impact/ Joint Strategic Director - People
		• Work Programme 2019/20	Scrutiny & Elections Officer
	Part B – Informal	• Review Work – Evidence gathering for Review of Council's partnership role in supporting children in care and care leavers	Joint Strategic Director - People
15 th November 2019	Part A – Formal	• Briefing on Building Resilience Programme Phases 1 and 2	Partnerships, Strategy & Policy Manager/ NG20 Building Resilience Programme Manager
		• Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)	Information, Engagement and Performance Manager
		• Development of new performance framework to support the vision for 2019-2023	Information, Engagement and Performance Manager
		• Post-Scrutiny Monitoring: Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Final Report (<i>Deferred from October meeting</i>)	Scrutiny & Elections Officer/ Environmental Health Manager

Date of Meeting	Items for Agenda		Lead Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work – Briefing from Housing Officers in relation to children in care and care leavers 	Scrutiny & Elections Officer
13th December 2019	Part A – Formal	<ul style="list-style-type: none"> Briefing on BDC Approach to Open Water Safety 	Leisure Services
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
7th February 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – October to December 2019 (Q3 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Preparation for Annual Review of the Community Safety Partnership 	Scrutiny & Elections Officer
6th March 2020	Part A – Formal	<ul style="list-style-type: none"> Annual Review of Community Safety Partnership 	Joint Strategic Director – Place/ Housing Enforcement Manager/ Community Safety Officer
		<ul style="list-style-type: none"> Post-Scrutiny Monitoring: Review of Authority's Perception of Young People – Final Report 	Chair/Scrutiny & Elections Officer
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer

Date of Meeting	Items for Agenda		Lead Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work 	Scrutiny & Elections Officer
1st May 2020	Part A – Formal	<ul style="list-style-type: none"> Corporate Plan Targets Performance Update – January to March 2020 (Q4 – 2019/20) 	Information, Engagement and Performance Manager
		<ul style="list-style-type: none"> Work Programme 2019/20 	Scrutiny & Elections Officer
	Part B – Informal	<ul style="list-style-type: none"> Review Work (TBC) 	Scrutiny & Elections Officer