

Bolsover District Council

Customer Service & Transformation Scrutiny Committee

9th September 2019

Review of Delivery of Environmental Health & Licensing – Post-Scrutiny Monitoring (Interim Report)

Report of the Chair of Customer Service & Transformation Scrutiny Committee

This report is public

Purpose of the Report

- To present the Interim Post-Scrutiny Monitoring Report on the Review of Delivery of Environmental Health & Licencing to Customer Service & Transformation Scrutiny Committee.

1 Report Details

1.1 During 2018/19, the Customer Service & Transformation Scrutiny scrutinised the work of the Environmental Health & Licensing Service, as a follow-up review to the Review of The Strategic Alliance. Committee concluded that the following were key issues requiring further activity:

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

1.2 The Committee and subsequently Executive, approved three recommendations which aimed to support further sustainability and development of the joint Environmental Health & Licensing service, enhancing their existing high performance.

1.3 The appendix to this report acknowledges progress by Officers implementing the recommendations. All three recommendations require an extension to the initial target dates but are still expected to complete during the 12 month monitoring period:

- Two of the recommendations relate to the production of the revised Service Level Agreement - a significant amount of work has progressed on the Service Level Agreement, but input is required to the service provision by the newly appointed Environmental Health manager whose employment commenced in August.
- The recommendation related to the implementation of the previous Healthy, Safe, Clean and Green Communities recommendation HSCGC17/18 1.14, has also made significant progress and is due to complete its monitoring phase in October 2019, following the extended target date.

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.

3 Consultation and Equality Impact

- 3.1 All Scrutiny Committees are committed to equality and diversity in undertaking their statutory responsibilities and ensure equalities are considered as part of all Reviews. The selection criteria when submitting a topic, specifically asks members to identify where the topic suggested affects particular population groups or geographies.
- 3.2 The Council has a statutory duty under s.149 Equality Act 2010 to have due regard to the need to advance equality of opportunity and to eliminate discrimination.

4 Alternative Options and Reasons for Rejection

- 4.1 There are no alternative options. Members are required to note the service's response to progress against the review recommendations. Where required, further monitoring may be required.
- 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 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 to/amended these powers e.g. the Local Government and Public Involvement in Health Act 2007.

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 recommendation.
- 6.2 That Members acknowledge any exceptions to delivery and clarify any additional action required by the service. Members should consider an extension to the monitoring period where recommendations have not been fully implemented.

- 6.3 That Members make its findings public, in accordance with Part 4.5.17(3) of the Constitution.

7 Decision Information

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

8 Document Information

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