

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	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.

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						<p>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.</p>	
<p>HSCGC17/1 8 1.2 Ref. pp24-25</p>	<p>That all subsequent departmental enforcement policies, as and when reviewed, are brought to the relevant Scrutiny Committee.</p>	<p>That Council ensures effective policy is in place and adhered to.</p>	<p>January 2019.</p>	<p>Team Manager (Solicitor) Contentious.</p>	<p>Staff time.</p>	<p>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</p>	<p>Agreed.</p>

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						<p>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.</p>	
<p>HSCGC17/1 8 1.3 Ref. pp32-33</p>	<p>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</p>	<p>To ensure effective use of training and staffing resources, to deliver environmental improvements</p>	<p>March 2019.</p>	<p>Joint Head of Housing & Community Safety.</p>	<p>Staff time.</p>	<p>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.</p>	<p>Agreed.</p>

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	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.	
HSCGC17/1 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.

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						<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>	
HSCGC17/1 8 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.

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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.

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	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>	

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HSCGC17/18 1.7 Ref. p29-31	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.

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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>	

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						Gazettes, website, Twitter and specific marketing campaigns in target areas.	
<p>HSCGC17/18 1.9</p> <p>Ref. pp32-33; pp40-41; pp41-44; pp44-45; pp46-49</p>	<p>That a standard process is adopted to ensure maximum publicity of environmental enforcement activity taking place across the District.</p>	<p>Regular and consistent publicity of our enforcement activity across all service areas covered via the Corporate Enforcement Group.</p>	<p>Process agreed by December 2018.</p>	<p>Solicitor (Corporate Enforcement Group Lead)/ Communications , Marketing and Design Manager.</p>	<p>Staff time; printing internal/ external literature; distribution costs; website/ social media coverage.</p>	<p>EH – Process now established.</p> <p>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.</p> <p>Enforcing departments (most notably Housing/ Community Safety) have different requirements, so a</p>	<p>Agreed.</p>

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						<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>	
<p>HSCGC17/1 8 1.10</p> <p>Ref. pp32-33</p>	<p>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>	<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>	<p>Environmental Health Manager.</p>	<p>Staff time; Existing camera resources.</p>	<p>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</p>	<p>Agreed.</p>

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		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>	

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						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 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.

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	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>	

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						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.

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						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.	
HSCGC17/1 8 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.

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	resources adequately meet service demand, with a report back to Committee on the findings.						
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.	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.	EH – This is in progress. Comms – The corporate website is due to be completely revamped during the latter stages of 2018 to make it more user and mobile friendly. 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	Agreed.

PERFORM Code	Recommendation	Desired Outcome	Target Date	Lead Officer	Resources	Service Response	Executive Response
						Enforcement Team Leader.	
HSCGC17/1 8 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.
HSCGC17/1 8 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.

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	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 Communications 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.

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		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	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

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.

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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.
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 polices 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 though Licensing Committee. All future policy revisions will be brought to Scrutiny as

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							part of the approval process.
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.

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	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	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.

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							<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>

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							who has delegation within the constitution to make an order.
HSCGC17/18 1.6 Ref. p29-31	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																										
							<p>Local Environmental Quality Surveys (LEQS) continue to be undertaken and comparative performance at ending December 2018 is:</p> <p>Target for % not meeting Grade B or above</p> <table border="0"> <tr> <td>Litter</td> <td>4%</td> </tr> <tr> <td>Detritus</td> <td>12%</td> </tr> <tr> <td>Weeds</td> <td>14%</td> </tr> <tr> <td>Dog Fouling</td> <td>2%</td> </tr> </table> <p><u>Outturn</u></p> <table border="0"> <tr> <td></td> <td>2017\18</td> <td>2018\19</td> </tr> <tr> <td></td> <td>YTD(Q4)</td> <td>YTD(Q3)</td> </tr> <tr> <td>Litter</td> <td>2.00</td> <td>2.33</td> </tr> <tr> <td>Detritus</td> <td>18.00</td> <td>14.33</td> </tr> <tr> <td>Weeds</td> <td>19.00</td> <td>11.33</td> </tr> <tr> <td>Dog Fouling</td> <td>0.25</td> <td>0.33</td> </tr> </table> <p>Review of Street Cleansing staffing arrangements was completed at 31.12.18; arising from which, two prior seasonal (30wk)</p>	Litter	4%	Detritus	12%	Weeds	14%	Dog Fouling	2%		2017\18	2018\19		YTD(Q4)	YTD(Q3)	Litter	2.00	2.33	Detritus	18.00	14.33	Weeds	19.00	11.33	Dog Fouling	0.25	0.33
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							<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 border="1"> <thead> <tr> <th></th> <th>2017\18 YTD(Q4)</th> <th>2019\20 YTD(Q1)</th> </tr> </thead> <tbody> <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> </tbody> </table>		2017\18 YTD(Q4)	2019\20 YTD(Q1)	Litter	2.00	4.00	Detritus	18.00	16.00	Weeds	19.00	13.00	Dog	0.25	0.10	Fouling		
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							<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>

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							<p>comparative performance as measured against baseline (2017\18) position at ending September (Q2) 2019 is:</p> <p><u>Outturn</u></p> <table border="1"> <thead> <tr> <th></th> <th>2017\18 YTD(Q4)</th> <th>2019\20 YTD(Q2)</th> </tr> </thead> <tbody> <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> </tbody> </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
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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															

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	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>

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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>

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							<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>

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							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
							<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>

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							CCTV is deployed now as required on investigations.
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>

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							<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.	<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

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	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.

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<p>HSCGC17/18 1.14</p> <p>Ref. pp41-42</p>	<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.</p>	<p>Environmental Health Manager/ Customer Service Manager.</p>	<p>December 2018.</p>	<p>October 2019</p>		<p>Staff time; Customer/ Member input for testing of system.</p>	<p><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.</p> <p>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.</p>

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							<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>

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							<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>

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							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	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

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	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.

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							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

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							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>