

HEALTHY SAFE CLEAN AND GREEN COMMUNITIES SCRUTINY COMMITTEE

Minutes of a meeting of the Healthy, Safe, Clean and Green Communities Scrutiny Committee of the Bolsover District Council held in the Council Chamber, The Arc, Clowne on Friday 15th November 2019 at 1000 hours.

Members:-

Councillor David Downes in the Chair

Councillors Anne Clarke, Evonne Parkin, Dan Salt and Janet Tait.

Officers:- Pam Brown (Partnership Strategy and Policy Manager) (to minute 0427), Laura Khella (Consultant Programme Manager) (to minute 0427), Piotr Danek (Building Resilience Project Manager) (to minute 0427), Amar Bashir (Improvement Officer) (to minute 0430), Kath Drury (Information, Performance and Engagement Manager) (to minute 0429), Steve Brunt (Joint Head of Streetscene) (to minute 0430), Tommy Rush (Environmental Health Enforcement Team Leader) (to minute 0430), Matt Finn (Environmental Health Manager) (to minute 0430), Joanne Wilson (Scrutiny & Elections Officer) and Tom Scott (Governance Officer).

Also in attendance at the meeting was Councillor Deborah Watson (Portfolio Holder – Streetscene and Environmental Health) (attended for minute number 0429).

0421. APOLOGIES FOR ABSENCE

Apologies for absence were received on behalf of Councillors Nick Clarke, Pat Cooper, Natalie Hoy, Tom Munro and Ross Walker.

0422. URGENT ITEMS OF BUSINESS

There were no urgent items of business to consider.

0423. DECLARATIONS OF INTEREST

There were no declarations of interest.

0424. MINUTES OF A MEETING HELD ON 18TH OCTOBER 2019

Moved by Councillor Janet Tait and seconded by Councillor Anne Clarke.

RESOLVED that the Minutes of a Healthy, Safe, Clean and Green Communities Scrutiny Committee held on 18th October 2019 be approved as a correct record.

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0425. LIST OF KEY DECISIONS AND ITEMS TO BE CONSIDERED IN PRIVATE

Committee considered the 'Key Decisions & Items to be Considered in Private' document.

Moved by Councillor Evonne Parkin and seconded by Councillor Anne Clarke. **RESOLVED** that the List of Key Decisions be noted.

0426. BRIEFING ON BUILDING RESILIENCE PROGRAMME PHASES 1 AND 2

Committee received a presentation to brief them on the Building Resilience Programme being undertaken by Bolsover Partnership. The Partnership Strategy & Policy Manager, the Consultant Programme Manager and the Building Resilience Project Manager delivered the presentation.

The presentation explained some of the work carried out already and detailed the next steps for the Programme, divided into 'Phase 1' and 'Phase 2'. Committee was informed of how in 2014/15, an influx of migrants from Europe into the NG20 area increased community tensions in Shirebrook. In response, Bolsover Partnership formed 'Shirebrook Forward NG20', a partnership of a wide range of sectors and services, community groups and key statutory partners. The partnership submitted an application for resources to the Department for Communities and Local Government's Controlling Migration Fund, and were awarded £1.26m to begin the Building Resilience Programme.

The Partnership Strategy and Policy Manager presented the section of the presentation relating to Bolsover Partnership's structure in relation to the Programme. She explained how the Partnership was split up into various bodies, like an Executive Board which ratifies decisions rather than making them, and a Commissioning Group where stakeholders decide what to commission for the coming year.

The Consultant Programme Manager presented the section of the presentation which explained Phase 1 of the Programme.

Phase 1 – Intended Outcomes and Current Position:

Healthy Workforce Programme (DCC and Public Health) – Completed

- Improved wellbeing of employees

Improve Access & Quality of Private Sector Housing (BDC and Environmental Health) – Extended until March 2020

- Reduction in unlicensed HMOs
- Better working relationships in Private Sector Housing

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Market Square Enlivenment (BDC Economic Development) – Extended until March 2020

- Reduced incidents of ASB in the Shirebrook Market Square
- Improved business relationships

Migrant Community Access (Shirebrook Contact Centre) – Extended until March 2020

- Improved access to public services
- Crisis situations are reduced through earlier intervention

A1 & A2 Community Resilience (Shirebrook Academy & Project Team) – Completed

- Increased trust and understanding of communities' diversity
- Improved relations between public services and the community
- EAL GCSE results at or above school average

Additional GP resources (Shires Health Care) – Extended until March 2020

- Improved access to Health Services for both migrants and resident community

Social Norms & UK Laws/Vehicles (Derbyshire Constabulary and BDC Streetscene) – Completed

- Reduction in traffic offences
- Improved awareness of vehicle safety
- Reduction in litter
- Increased pride of place

The Consultant Programme Manager added to these points by explaining that a person had been employed to work within Sports Direct to ensure the wellbeing of its staff. Additional resources had also been allocated to the Shires Health Care and Shirebrook Contact Centre plans because of demand.

The Consultant Programme Manager presented the 'Our Approaches to Sustainability' section of the presentation. This included:

- Securing additional funding
- Measuring impact
- Sharing learning and good practice
- How learning from Phase 1 informed Phase 2 of the programme
- Embedding learning

The Consultant Programme Manager also presented the 'Securing Additional Funding' section of the presentation. This included:

- Funding secured independently by community groups (Community Action Grants, Polish Embassy)

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- BDC Environmental Health secured funding from Rogue Landlords Fund to produce an HMO electronic database to hold all information relating to HMOs and to streamline and enhance our proactive approach to HMO enforcement
- BDC Economic Development secured £324,000 funding from Business Rates Pooling Fund to include more shops in the shop front repair scheme
- £207,361 secured through Phase 2 of the Controlling Migration Fund

Committee was also presented with the 'Measuring Impact' section of the presentation. This included:

- Quantitative data
- Social Return on Investment calculation
- HACT calculator
- Interim Evaluation (Report – October 2018)
- Final Evaluation – in-progress (Report – December 2019)

The Consultant Programme Manager added to this and explained how the quantitative data collected was in areas like number of GP appointments and number of HMOs. She also added that for the two Programme evaluations, the purpose for them was to find out what the outcomes of the Programme for the community had been (Interim), and what the return had been in terms of funds spent and community benefits gained (Final).

The Consultant Programme Manager concluded her part of the presentation with the following section on 'Sharing Learning and Good Practice':

- MHCLG – delivered a workshop at their conference in London in 2017 to share our approach to commissioning and performance management. MHCLG have adopted this approach nationally across the Controlling Migration Fund programme
- Visit from Lord Bourne in December 2017 to understand our approach to tackling issues and areas of best practice
- Rotherham Borough Council – shared delivery approaches and learning with Mahara Haque, co-ordinator of CMF Project - Stronger Communities in February 2018
- Presentations and input from Boston Borough and Nottingham City Councils which helped shape our programme
- Ongoing dialogue/visits with MHCLG to share learning
- Bi-annual reports to MHCLG and wider partners

The Building Resilience Project Manager delivered his part of the presentation, which included describing Phase 2 of the Programme and four case studies. The first part he delivered was 'Embedding Resilience', which explained how Phase 2 would build upon certain aspects of Phase 1. This included:

- Phase 1 – Teaching Assistant in Shirebrook Academy. Phase 2 – Teaching Assistant in local Primary Schools (Brookfield/Model Village/Park Federation) (intention to mainstream post)

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- Phase 1 – Planting 50 trees, setting up events in Rainbow Park and working with residents. Phase 2 – Installation of new Multi Use Game Area in Rainbow Park
- Phase 1 – Improved looks of shop fronts. Phase 2 – Business Forum Co-ordinator
- Phase 1 – 1,500 inspections to privately rented properties. Phase 2 – Landlord Forum Co-ordinator
- Phase 1 – 22 community events. Phase 2 – 3 community events
- Phase 1 – Partnership approach (public services & Local authority & community groups & private sector). Phase 2 – Up-to-date 'Welcome Pack' for new arrivals in area

The Building Resilience Project Manager explained that the plan for a Teaching Assistant in local Primary Schools would target the schools with the highest percentages of migrant students. He added that although funding for the Programme would eventually end, the Welcome Packs for new arrivals in the area would continue to be available from the Council Contact Centre and the Police.

The Building Resilience Project Manager also delivered a part called 'Embedding Learning', which identified the following areas to improve community cohesion:

- Sustainable Community Groups – Partners for authorities
- Volunteering opportunities – Increase the participation of minor communities
- Language classes (not only English) provision – Key first step to improve relations
- Inclusive community events – Music, food and activities. Impulse to integrate
- Outreach workers – Essential to react at early stage to prevent from escalation
- Partnership approach – Regular, robust communication between all involved partners

The Building Resilience Project Manager added that robust Sustainable Community Groups allow migrant workers a point of contact if they are concerned about their working conditions. He also explained how for Volunteering, migrants are encouraged to get involved in it so they can integrate and learn English.

The Building Resilience Project Manager concluded the presentation with four case studies where the Programme had been successful:

- Migrant resident involved in local Police – A Romanian woman with a background in Graphic Design worked at Sports Direct in Shirebrook. She enrolled on the Building Resilience Programme as a volunteer, and eventually joined the Police as a Police Support Volunteer
- Volunteering Programme – This programme has facilitated local volunteer drop in sessions by working with local organisations including the Freedom Project, Brook Christian Centre, Shirebrook Library, The Lighthouse Home and the Community Drop-In session at the Adult Education Centre. Volunteering has been successful in improving community cohesion
- Free community boxing & fitness scheme – 'Oz-Box' is a scheme for non-contact boxing and fitness that originally came into the community to overcome issues with those involved in crime and anti-social behaviour. The

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Building Resilience Programme booked a number of people from various different communities to attend the sessions in Shirebrook

- Language tester session – Members of Pear Tree Residents' Group in Shirebrook approached the NG20 Community Development Worker with a request for a Polish language session to help them integrate with their Polish neighbours. A session was delivered by a Teaching Assistant from Shirebrook Academy (arranged and funded by the Project Team)

The Building Resilience Project Manager added that 53% of day workers at Sports Direct don't stay there for more than a year, so it was particularly important to approach their staff with guidance because of the high staff turnover.

The Chair thanked the three officers for their presentation and invited the Committee to ask questions.

A Member enquired if Parish Councils will be able to receive copies of the Welcome Pack for new arrivals in the area. The Building Resilience Project Manager explained that the Packs were currently in draft and would be circulated to a number of bodies (including Parish Councils) upon completion in September 2020. The Partnership Strategy and Policy Manager added that when the Welcome Packs are distributed, the areas of highest migrant concentration would be targeted.

A Member referred to the mention of "Bi-annual reports to MHCLG and wider partners" in the 'Sharing Learning and Good Practice' section of the presentation, and enquired if these are circulated to Members. The Partnership Strategy and Policy Manager explained that one of the reports would be circulated to Members soon.

The Chair referred to the Landlord Co-ordinator and Business Co-ordinator posts mentioned in the presentation, and enquired if the Business post was a contact with the Council and when the Landlord post would be appointed. The Consultant Programme Manager explained that the Business Co-ordinator post would be a contract with East Midlands Chamber, and the person in the post would be expected to engage with businesses and organise events. The Building Resilience Project Manager added that for the Landlord Co-ordinator post, he was in discussions with Environmental Health and the post would be filled by September 2020.

A Member enquired how many residents had utilised the Oz Box facility in Shirebrook. The Building Resilience Project Manager explained that 427 people had joined the weekly classes in total, and classes were attended by migrants and people local to the area at the same time. He added that the sessions could be coming to an end in Shirebrook soon.

The Chair enquired why Oz Box might be ending in Shirebrook. The Building Resilience Project Manager explained that funding had not been found to continue the sessions. He added, however, that other ways to run the sessions were being explored, and if they did come to an end, provisions had been made to address areas Oz Box helped people with (like drug abuse) via other methods.

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The Chair thanked the Partnership Strategy & Policy Manager, the Consultant Programme Manager and the Building Resilience Project Manager for attending. The three officers left the meeting.

Moved and seconded

RESOLVED that the presentation on the Building Resilience Programme be noted.

0427. CORPORATE PLAN TARGETS PERFORMANCE UPDATE – JULY TO SEPTEMBER 2019 (QUARTER 2 – 2019/2020)

The Improvement Officer presented the report titled ‘Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)’.

The report contained quarter 2 outturns for the Corporate Plan 2019-2020 targets beneath the ‘Supporting Our Communities to be Healthier, Safer, Cleaner and Greener’ corporate aim as of 30th September 2019. There were eight targets in total, with seven on track and one on alert.

The Improvement Officer explained that the one target on alert was titled ‘H 12 - Annually undertake 15 local environmental enforcement and educational initiatives in targeted areas to deal with dog fouling, littering or fly-tipping.’ He added that this was not on target because a number of the planned awareness events had fallen into October completion and would have to be captured in the quarter 3 update instead. However, it was still expected that the final target of completion for March 2020 would be met.

The Chair enquired what the plan was in 2019/2020 for education in schools on waste and recycling, and how the outcome of this education would be measured. The Joint Head of Streetscene explained that waste education events had been held at schools for hundreds of school children. He added that measuring the success of the education would be a long-term outcome, and eventually he would look to the littering figures and the quality of soil, because it absorbs toxins from litter.

Moved and seconded

RESOLVED that the report on ‘Corporate Plan Targets Performance Update – July to September 2019 (Q2 – 2019/20)’ be noted.

0428. PERFORMANCE FRAMEWORK TO SUPPORT THE VISION FOR 2019/2023

The Information, Performance and Engagement Manager circulated a draft version of the 2019/2023 vision produced by the Leader of the Council.

The key concepts and ideas in the vision were:

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- A flexible and adaptable approach, reflected by a vision for 2019 – 2023 instead of a Corporate Plan
- Invest in staff, services and our District
- Become a dynamic, self-sufficient and flexible Council that delivers excellent services
- Adapting to local aspirations and acting as the economic and environmental driver for Bolsover District
- Deliver the services promised and not hide behind legislation
- Use the Transformation Programme to look at how the Council provides services and if they can be better managed
- A dedicated team of officers whose sole aim is income generation
- Become more business friendly
- Increase the number of visitors who travel to see Bolsover District's tourist attractions
- Diversifying services and working collaboratively to build upon the Council's excellent partnership working
- Protect the quality of life for residents and businesses from environmental changes

The Chair advised the Committee to take the Leader's draft vision away and consider it after the meeting. The Information, Performance and Engagement Manager explained how the Leader would consult the Scrutiny Committees in February 2020 on the details of a framework that would measure the targets within the vision. She stressed the importance of keeping scrutiny fully informed if performance management changed as a result of the vision and the revised framework.

The Chair thanked the Information, Performance and Engagement Manager for attending. The Information, Performance and Engagement Manager left the meeting.

Moved and seconded

RESOLVED that the Leader of the Council's draft vision for 2019 – 2023 be noted and considered after the meeting.

0429. POST SCRUTINY MONITORING: REVIEW OF ENFORCEMENT ACTION UNDERTAKEN BY BOLSOVER DISTRICT COUNCIL TO IMPROVE THE QUALITY OF THE ENVIRONMENT ACROSS THE DISTRICT – FINAL REPORT

The Portfolio Holder – Streetscene and Environmental Health joined the meeting for this item.

The Scrutiny & Elections Officer presented a report to Committee titled 'Review of Enforcement action undertaken by Bolsover District Council to improve the quality of the environment across the District – Post Scrutiny Monitoring (Final Report)'.

The Scrutiny & Elections Officer explained how the Committee had reviewed the Council's enforcement action and put together 19 recommendations which aimed to

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look at potential service improvements. She added how this report acknowledged progress to date by officers in implementing the recommendations.

The Scrutiny & Elections Officer reported that to date, all 19 recommendations had been achieved. However, there were issues relating to two of the recommendations:

- One recommendation (HSCGC17/18 1.6) aimed to ensure an improvement in performance levels for street cleanliness. While this had happened over the 12 month period, one of the indicators (SS03) was still not performing within the required target. Members could 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) aimed to continue regular use of CCTV and monitor the introduction of body worn video cameras. This work had experienced some delays to delivery and Members could extend the monitoring period to understand the outputs achieved via the new body worn video cameras

The Scrutiny & Elections Officer explained that recommendation HSCGC17/18 1.10 had been delayed because legal advice given to officers stated that the relevant policies and staff training should be in place before use of the equipment commenced.

The Scrutiny & Elections Officer also provided an update to recommendation HSCGC17/18 1.5, to establish if there was sufficient evidence to establish a Bolsover Districtwide Public Space Protection Order (PSPO) for dog fouling. She informed Members that public consultation on a draft Dog Management PSPO had ended, and the responses were now being considered by Legal Services and Environmental Health.

In relation to some of the issues regarding Environmental Health, the Environmental Enforcement Team Leader presented Members with a presentation on the Environmental Enforcement work undertaken by the Joint Environmental Health Service.

The presentation informed Members of:

- Duties of enforcement team
- Service requests
- Achievements 2018/19
- Business waste duty of care
- Prosecutions
- Fly-tipping hotspots
- Use of deployable cameras
- Body cameras
- Abandoned vehicles
- Nuisance parking
- Initiatives and education
- Littering, fly-tipping and dog fouling trends

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- Contact centre and reporting improvements
- Communications
- Public feedback on Twitter
- Website
- Intouch magazine
- Going forward

The Environmental Enforcement Team Leader explained how a deployable camera had been left in a notorious fly-tipping spot in Shirebrook, and it caught someone fly-tipping there. He added that the body cameras will be beneficial because people are less likely to commit an offence when they're being filmed.

The Portfolio Holder – Streetscene and Environmental Health clarified the earlier discussion about dog fouling PSPOs by updating Members on recent progress. She explained that after advice from Legal Services, they were working on the potential signage to be used once the PSPO was implemented.

The Chair enquired what the staff numbers were like in the Environmental Health service. The Environmental Health Manager replied that key staff had been lost across the service, and Building Resilience funding had been considered as a possibility to maintain the service. He added that it was particularly difficult to find food related Environmental Health officers, because they were required to have specific qualifications and experience.

A Member reported complaints in their ward about areas immediately outside licensed premises that were accumulating cigarette butts. The Environmental Enforcement Team Leader explained that the team instructed every licensed premise to keep their surrounding areas clear, and also deployed an officer to patrol areas where cigarette littering was most likely. He added that if Members ensured they logged issues with customer services, then the team could investigate further.

The Scrutiny & Elections Officer invited Members to decide on their resolved recommendations in light of her report. Members considered extensions to the monitoring periods for the two recommendations in the end of review report (HSCGC17/18 1.06 and HSCGC17/18 1.10), but on the evidence presented, felt that it was only pertinent to monitor 1.10. Members unanimously agreed to approve the recommendations of the current report, but with the recommendations about 1.06 and 1.10 amended to reflect their discussions.

The Joint Head of Streetscene noted that the team had been nominated for a national Association for Public Service Excellence (APSE) awards for Refuse collection and Street cleansing. The team had been shortlisted in the 'Best performers' and 'Most improved performers' categories.

The Chair thanked the Environmental Enforcement Team Leader for his presentation and the whole Environmental Enforcement Team for their hard work. At this point, the Portfolio Holder – Streetscene and Environmental Health, the Joint Head of Streetscene, the Improvement Officer, the Environmental Health Enforcement Team Leader and the Environmental Health Manager left the meeting.

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Moved and seconded

RESOLVED that (1) Members note the progress against the review recommendations,

(2) Members acknowledge any exceptions to delivery and clarify the additional action required by the service,

(3) Members consider extensions to the monitoring periods for recommendations HSCGC17/18 1.06 and HSCGC17/18 1.10 in the end of review report, but on the evidence presented, feel it is only pertinent to continue to monitor 1.10,

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

(Scrutiny & Elections Officer/Environmental Health Manager)

0430. WORK PROGRAMME 2019/2020

The Scrutiny & Elections Officer presented a report to Committee titled 'Scrutiny Committee Work Programme 2019/20' and explained how the report provided Members with an overview of the meeting programme of the Committee for 2019/20. She added that it also gave her an opportunity to make Members aware of any changes to the programme.

The Scrutiny & Elections Officer explained that for the meeting scheduled for 7th February 2020, the Corporate Plan targets update could be different if the performance framework for measuring them changed significantly, as part of the development of the new Vision.

The Scrutiny & Elections Officer referred to the 'Annual Review of Community Safety Partnership' scheduled for 6th March 2020 and reminded Members that the review would have to hold the Partnership to account, and she would circulate previous reviews to give Members an idea of what would be required. She added that the scrutiny function was required to carry out at least one review a year, so Members should consider any ideas they have for new scrutiny reviews. However, she stressed that Members should seek advice from relevant Council officers before pursuing an idea.

The Scrutiny & Elections Officer explained that a review of the Pest Control service was about to commence and a Working Group would be set up to complete an appraisal of the way forward, so she invited Members to join this Working Group. Councillors Anne Clarke and Janet Tait nominated themselves to join the Working Group.

It was moved by Councillor Anne Clarke and seconded by Councillor Janet Tait that the report be noted.

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Moved and seconded

RESOLVED that (1) the Work Programme report be noted,

(2) Councillors Anne Clarke and Janet Tait be added to the membership for the Pest Control review Working Group.

(Scrutiny & Elections Officer)

The formal meeting concluded at 1235 hours and Members then met as a working party to continue their review work. The working party concluded at 1300 hours.