

# Public Document Pack



**North East  
Derbyshire**  
District Council

Contact: Damon Stanton  
Tel: 01246 217011  
Date: Tuesday 22 March 2022

To: **Members of the Communities Scrutiny Committee**

Please attend a meeting of the Communities Scrutiny Committee to be held on **Friday, 1 April 2022 at 1.30 pm in the Council Chamber**, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Yours sincerely

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

Assistant Director of Governance and Monitoring Officer

## **Members of the Committee**

<b><u>Conservative Group</u></b>	<b><u>Labour Group</u></b>	<b><u>Liberal Democrat Group</u></b>
Councillor Lilian Deighton Councillor Roger Hall Councillor Barry Lewis Councillor Kevin Tait Councillor Philip Wheelhouse	Councillor Joseph Birkin Councillor Tony Lacey Councillor Jeff Lilley	Councillor Pam Windley

**For further information about this meeting please contact: Damon Stanton 01246 217011**

## **A G E N D A**

- 1 Apologies for Absence**
- 2 Declarations of Interest**

Members are requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

**3 Minutes of Last Meeting** (Pages 4 - 6)

To approve as a correct record and the Chair to sign the Minutes of the Communities Scrutiny Committee held on 11 February 2022.

**4 Healthy Partnership Working** (Pages 7 - 15)

To consider progress on the Healthy North East Derbyshire Approach – Tris Burdett, Partnership Officer.

**5 CCTV in Taxis**

To receive an update on the implementation of the CCTV in Taxis Policy – Charmaine Terry, Environmental Health Team Manager (Licensing) and Matt Finn, Environmental Health Service Manager.

**6 Scrutiny Review - Potential 'Out of Hours' Service** (Pages 16 - 24)

Triangulation of Evidence.

**7 Forward Plan of Executive Decisions**

To consider the Forward Plan of Executive Decisions. Please note, the most up-to-date Forward Plan of Executive Decisions can be accessed via the following link:-

<https://democracy.northern-derbyshire.gov.uk/mgListPlans.aspx?RPId=1137&RD=0&bcr=1>

**8 Scrutiny Work Programme** (Pages 25 - 29)

To consider the Work Programme for the Communities Scrutiny Committee 2021/22.

**9 Additional Urgent Items (if any)**

To consider any other matter which the Chair of the meeting is of the opinion should be considered as a matter of urgency.

**10 Date of Next Meeting**

The next meeting of the Communities Scrutiny Committee will be held on 20 May 2022.

**11 Venue for Next Meeting**

To determine whether the next meeting be held formally (in person) at Mill Lane or informally via virtual conference call.

# We speak your language



North East  
Derbyshire  
District Council

Polish

*Mówimy Twoim językiem*

Romanian

*Vorbim limba dumneavoastră*

Urdu

ہم آپ کی زبان بولتے ہیں

Chinese

我们会说你的语言



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## COMMUNITIES SCRUTINY COMMITTEE

### MINUTES OF MEETING HELD ON FRIDAY, 11 FEBRUARY 2022

#### **Present:**

Councillor Kevin Tait (Chair) (in the Chair)

Councillor Joseph Birkin  
Councillor Jeff Lilley

Councillor Tony Lacey  
Councillor Pam Windley

#### **Also Present:**

L Gebbie	Head of Corporate Services – Rykneld Homes Ltd
H Summers	Head of Neighbourhoods – Rykneld Homes Ltd
J Hawley	Principal Planning Enforcement Officer
D Stanton	Governance Officer
A Bond	Governance Officer

#### **CSC/ Apologies for Absence**

49/2

1-22 Apologies were received from Councillors B Lewis and R Hall.

#### **CSC/ Declarations of Interest**

50/2

1-22 Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

There were no declarations of interest.

#### **CSC/ Minutes of Last Meeting**

51/2

1-22 RESOLVED – That the Minutes of the Communities Scrutiny Committee meeting held on 10 December 2021 were approved and signed as a correct record by the Chair.

#### **CSC/ Scrutiny Review - Potential 'Out of Hours' Service**

52/2

1-22 Members conducted a series of interviews to ascertain if there was a need for an out of hours' service and how this might work throughout the District.

#### Interview One with the Head of Neighbourhoods and the Head of Corporate Services at Rykneld Homes Ltd

Members heard that Out of Hours calls for Rykneld Homes Ltd were handled by SPS. If these calls required a site visit, then this would be conducted by a Rykneld employee. Eight senior managers were available via an emergency escalation phone 24 hours a day, seven days a week.

Vulnerable residents also had the option of a community alarm service that

operated seven days a week, 24 hours a day. Depending on the type of emergency, a visit would be made by the emergency services, named contacts or a next of kin. Employees of Rykneld would not typically attend. This service was provided by Tunstall.

The Committee heard that the SPS out of hours service also covered incidents of anti-social behaviour. The out of hours service had typically received between 400 and 450 calls per month but this would increase during periods of bad weather. Some months had been in excess of 1200 calls.

It was noted that the anti-social behaviour service was not as widely used and the Community Alarm Service, which had 560 customers, and received a majority of calls during normal operating hours.

The interviewees considered that a joint service between the Council and Rykneld could be possible. The call handling response would be able to accommodate other requirements if necessary.

Members heard that the cost of implementation was £23,000 per year.

Committee was informed that Rykneld monitored the performance of SPS. SPS would always provide the staff necessary for the work and there had not been any issues with this.

Tenancy management was conducted within normal operating hours only. Members also noted that DCC offered a falls recovery service and at least one ambulance service had a falls recovery unit.

#### Interview two with the Principal Planning Enforcement Officer

The Officer informed Members that there was not a need for an out of hours' service. In the year 2020 there had been 229 enforcement enquiries, and in 2021 there had 315. In both years, only three of those enquiries had been out of hours.

Members heard that it was not always necessary to deal with those enquiries out of hours and when it was, it was possible to accommodate this due to the use of flexi-time.

Committee were informed that how an out of hours service might work would depend on what issue they were trying to resolve. Currently, there was very little need for planning enforcement to operate out of hours.

#### **CSC/ Previous Scrutiny Review**

**53/2**

**1-22**

Members were presented with the Lead Officer response to the Committee's previous Scrutiny Review into Residential Parking. The response detailed progress made against the action plan.

As the Director of Growth was unable to attend the meeting, it was agreed that any questions would be sent to her and she would provide a written response. The officer would be invited to return to the Committee to present a

further update on progress made against the action plan.

The Committee discussed the previous review at length. They sought clarification on a number of issues such as the trials with grasscretes and allocated parking spaces for new builds.

RESOLVED – That the update be noted.

**CSC/ Forward Plan of Executive Decisions**

**54/2**

**1-22** RESOLVED – That the Forward Plan of Executive Decisions be noted.

**CSC/ Scrutiny Work Programme**

**55/2**

**1-22** RESOLVED – That the Work Programme be noted.

**CSC/ Additional Urgent Items (if any)**

**56/2**

**1-22** There were no additional urgent items.

**CSC/ Date of Next Meeting**

**57/2**

**1-22** The next meeting of the Communities Scrutiny Committee will be held on Friday 1 April 2022 at 1:30 pm.

**CSC/ Venue for Next Meeting**

**58/2**

**1-22** The Committee agreed that the next meeting would be held in person at the Council Chamber, Mill Lane.

## North East Derbyshire District Council

### Communities Scrutiny Committee

1 April 2022

**Healthy North East Derbyshire Partnership – Review of 2021/22**

#### **Report of Steve Lee - Assistant Director Transformation and Communication**

Classification: This report is public

Report By: **Tris Burdett - Partnership Development Officer**

Contact Officer: **Tris Burdett – Partnership Development Officer**

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#### **PURPOSE / SUMMARY**

To inform the Communities Scrutiny Committee of the progress of the Healthy North East Derbyshire Partnership during 2021/22.

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#### **RECOMMENDATIONS**

1. That the report is noted.

#### **IMPLICATIONS**

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**Finance and Risk:** Yes  No

**Details:**

The Partnership Strategy Team oversees the management of the Healthy Communities Locality Action Plan funding on behalf of the Healthy North East Derbyshire (HNED) Partnership, funded by Derbyshire County Council (DCC) Public Health. They ensure that all commissioned projects adhere to the expectations established in the DCC Inter Agency Agreement. Funding for the Community Development Worker post has been provided by DCC through the Public Health Locality Action Plan. Adherence is maintained to NEDDC's Financial Regulations and Joint Risk Management and Partnerships Strategy.

On Behalf of the Section 151 Officer

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**Legal (including Data Protection):** Yes  No

**Details:**

Adherence is maintained to Service Level Agreements and NEDDC's Legal and Data Protection Policies.

**Staffing:** Yes  No

**Details:**

Evaluation of workload implications upon the Partnership Strategy Team is undertaken in regular individual, team and Service Planning reviews. Engagement with other departments required to assist in delivery (e.g. Leisure Team to deliver projects) is maintained to ensure targets are achieved.

On behalf of the Head of Paid Service

**DECISION INFORMATION**

<b>Decision Information</b>	
<p><b>Is the decision a Key Decision?</b>                      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:</p> <p><b>BDC:</b>                      Revenue - £75,000 <input type="checkbox"/> Capital - £150,000 <input type="checkbox"/></p> <p><b>NEDDC:</b>                      Revenue - £100,000 <input type="checkbox"/> Capital - £250,000 <input type="checkbox"/></p> <p><input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i></p>	No
<p><b>Is the decision subject to Call-In?</b>                      (Only Key Decisions are subject to Call-In)</p>	No
<p><b>District Wards Significantly Affected</b></p>	All wards across the District
<p><b>Consultation:</b>                      Leader / Deputy Leader <input type="checkbox"/> Cabinet / Executive <input type="checkbox"/>                      SMT <input checked="" type="checkbox"/> Relevant Service Manager <input type="checkbox"/>                      Members <input type="checkbox"/> Public <input type="checkbox"/> Other <input type="checkbox"/></p>	Yes  Details: Steve Lee, Assistant Director – Transformation and Communication



**Links to Council Ambition (BDC)/Council Plan (NED) priorities or Policy Framework including Climate Change, Equalities, and Economics and Health implications.**

Our residents – Enhancing our resident’s quality of life.  
Protecting the most vulnerable in our communities

## REPORT DETAILS

### 1 **Background** *(reasons for bringing the report)*

- 1.1 The Healthy North East Derbyshire (HNED) Partnership was established in 2015 and is chaired by the Public Health Localities Lead for North East Derbyshire at DCC. The NEDDC Partnership Strategy Team is responsible for managing the funding and commissioning of projects following the wishes of the HNED Partnership. The Partnership comprises of representation from County and District Council services, Rykneld Homes Ltd, Clinical Commissioning Groups, Primary Care Network and the voluntary sector.
- 1.2 The HNED Partnership has been delivering the Public Health Locality Plan since 2015, for which DCC awards an annual allocation, via NEDDC, to commission projects on its behalf to address health priorities. Since 2018/19 the annual funding awarded has been £69,501 with additional ring-fenced funding received for specific activities including small grants to the voluntary sector, which is administered by Derbyshire Voluntary Action. Periodically the HNED Partnership will received additional ring-fenced funding for specific projects Public Health wish to fund such as £100,000 the Emotional Health and Wellbeing of Children and Young People’s Project.
- 1.3 This report provides a summary of the latest progress of the HNED Partnership to improve health and wellbeing at a local level.

### 2. **Details of Proposal or Information**

- 2.1 The Partnership established the following priorities in the Plan, working together to identify local needs and common issues, and allocated resources proportionate to the extent of the issues:

**Overarching priority:**

**Older People, long-term conditions and independence in the home.**

**Building Healthy Communities:**

- Building Social Capital
- Improving the quality of life for carers
- Reducing the impact of wider determinants (e.g. worklessness, homelessness)

**Promoting Healthy Lifestyles:**

- Promoting positive mental wellbeing & reducing social isolation
- Supporting emotional health & wellbeing of children and young people

- Increasing physical activity

**Supporting Access to Effective Health and Social Care:**

- Assisting people with limiting long term conditions
- Supporting the Integrated Care Agenda to reduce hospital admissions
- Reducing hospital stays for self/alcohol related harm

2.2 The impact of COVID-19 continues to be felt on activities delivered in 2021/22. Further information as to how the activities have adapted are included within the table in Section 2.3.

2.3 The following projects have been delivered during 2021/22 and progress achieved during the year is reported in the table below. The current years Locality Plan and previous years funding has been utilised to support these activities:

PRIORITY	PROJECT	UPDATE
Starting Well	<p><b>Young People Personal Development</b></p> <p><i>Support for young people at risk of self-harm. Broadened to include students affected by the impact of COVID-19.</i></p> <p><b>£12,000</b></p>	<ul style="list-style-type: none"> <li>• 116 students supported during 2020/21 academic year.</li> <li>• The traditional format of 1 to 1 and drop in sessions resumed during 2021.</li> <li>• Still an increase in students requiring more than 6 sessions of support with anxiety and fear for family affected by COVID-19.</li> <li>• Activity is now fully funded by all three senior schools in the District, this activity no longer requires HNED funding.</li> </ul>
	<p><b>Raising Aspirations</b></p> <p><i>Programme of working with year 10 students to reduce number of young people not in education or employment once they leave school.</i></p> <p>Directly funded by DCC Public Health</p>	<ul style="list-style-type: none"> <li>• Contract Managed by Bolsover Partnership behalf of the County.</li> <li>• 26 students support since April 2021 through the North East Derbyshire Support Centre (pupils not in mainstream education).</li> <li>• Delay to start of project for due to COVID-19.</li> </ul>
	<p><b>The Hub Hangout</b></p> <p><i>Providing a safe space for primary school aged children in year 6 to promote mental health and wellbeing.</i></p> <p><b>£5,310</b></p>	<ul style="list-style-type: none"> <li>• Delivering during 2021/22 academic year, 19 children have attended sessions so far. Each child attending a 6 week block of sessions.</li> <li>• Support workers use arts and crafts to promote positive mental health and wellbeing.</li> <li>• Children have access to a Counsellor in an informal setting.</li> </ul>

<b>Healthy Living</b>	<p><b>Small Grants Scheme</b></p> <p><i>Improve physical &amp; mental health and build community capacity (social capital)</i></p> <p><b>£10,000</b></p>	<ul style="list-style-type: none"> <li>• This year has seen a noted increase in applications with 8 grants awarded to groups across the District.</li> <li>• Beneficiaries include: <ul style="list-style-type: none"> <li>- Care home residents supported to write letters to others, promoting social connections and reducing loneliness.</li> <li>- Support for the deaf community with in-house visits and assisted walks to help reduce social isolation and build confidence to go out again.</li> <li>- Young people by engaging them in sport and physical activity, increasing social interaction in a positive way.</li> <li>- Individuals and families engaging with free arts and crafts in an outdoor setting to improve wellbeing and mental health.</li> </ul> </li> </ul>
	<p><b>Community Development Worker</b></p> <p>Providing support to communities to build capacity and improve health and wellbeing</p> <p><b>£30,000</b></p>	<ul style="list-style-type: none"> <li>• 27 registered Community Health Champions (CHCs) although many volunteers unable to help their communities through their usual roles due to COVID-19.</li> <li>• CDW continued to provide support and relay positive health messages and information.</li> <li>• In response to post COVID-19 recovery, the focus of the role changed to support groups returning and enabling them to grow and sustain.</li> <li>• Established contact with 19 groups and initiatives across the District during spring 2021 which included raising the profile of these group to increase members and build in sustainability.</li> <li>• Provided critical friend role to a new initiative led by a volunteer looking to set up advice for residents regarding scams.</li> <li>• Assisted Wingerworth Men Sheds to find suitable premises for the group to have a permanent base.</li> <li>• Leading on planning and delivery of Together Events. Series of events aim at linking residents with agencies and organisations to improve health and wellbeing.</li> </ul>
	<p><b>Employment &amp; Training Initiatives</b></p> <p><i>Supporting vulnerable people into training and employment.</i></p> <p>Core NEDDC resource/external funds</p>	<ul style="list-style-type: none"> <li>• Working Communities project supporting 38 residents to assist with pre-employment activities.</li> <li>• 8 people supported into employment with a further 3 awaiting job interviews.</li> </ul>

	<p><b>NEDDC Work Well</b></p> <p><i>Workplace health initiatives for NEDDC staff.</i></p> <p><b>£1,435</b></p>	<ul style="list-style-type: none"> <li>• Long-term project due end in March 2022.</li> <li>• 2019 had seen well attended lunchtime yoga sessions, talks on nutrition, mental health and fitness activities.</li> <li>• Due to COVID-19 all workplace sessions were placed on hold. Information on health and wellbeing regularly posted on the Extranet for staff.</li> <li>• Final menopause workshops to be delivered by the end of March.</li> </ul>
	<p><b>5 Ways to Wellbeing: Communications Plan</b></p> <p><i>Communications plan aimed at raising awareness of 5 Ways to Wellbeing</i></p> <p><b>£5,000</b></p>	<ul style="list-style-type: none"> <li>• Ongoing project: Previous years had seen an information video produced, Let's Get Talking campaign launched and information packs awarded 16 organisations who applied for a small grants of £100.</li> <li>• Future activity includes sending mental health support information to schools.</li> <li>• Delivered by DCC direct.</li> </ul>
	<p><b>Walking into Communities</b></p> <p><i>Reducing social isolation for all ages using physical activities targeting Clay Cross.</i></p> <p><b>£20,000</b></p>	<ul style="list-style-type: none"> <li>• Building on the success of the first two years of the project, HNEF funding was used to extend the project to July 2023.</li> <li>• The Officer runs a variety of socially engaging sessions, focused on physical activity in Clay Cross.</li> <li>• Activities include walking, online book club for those unable to leave the home, new parent and child music group and water wellbeing group.</li> <li>• 56 residents currently registered with new people joining each quarter.</li> <li>• The project also plays a key role in delivering interactive walks for families including Love Exploring through the use of interactive smart phones apps. 22 families took part in Halloween themed event in October 2021.</li> </ul>
	<p><b>Feeling Connected</b></p> <p><i>Joint project with Chesterfield Health and Wellbeing Partnership to reduce social isolation and improve wellbeing.</i></p> <p><b>£53,750</b></p>	<ul style="list-style-type: none"> <li>• Project has now been extended March 2023 using additional ring-fenced funding from Public Health.</li> <li>• Steering Group established in 2019 which oversaw a mapping exercise with the aim of understanding which parts of the District were affected the most by social isolation.</li> <li>• During 2020/21 an action plan was developed which highlighted activities required to break down the digital divide, building confidence to connect and engage with young people.</li> <li>• Project funded through this work included: <ul style="list-style-type: none"> <li>- Digital devices and digital support for vulnerable adults with learning disabilities.</li> <li>- Online and in-person support for young people with learning disabilities and autism to help reduce social isolation.</li> <li>- Doorstep befriending.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Outdoor activities to help build confidence.</li> <li>- Online music sessions to help reduce social isolation.</li> <li>• The Feeling Connected brand was developed and Feeling Connected Week was promoted in October 2021 which had social media engagements totalling 4,896.</li> <li>• The project also saw the appointment of a dedicated Social Connectedness Development Worker to support individuals break down social isolation barriers.</li> </ul>
	<p><b>Keeping Everyone In</b></p> <p><i>Building on the work to find accommodation for homeless people supported through the first lockdown.</i></p> <p><b>£4,000</b></p>	<ul style="list-style-type: none"> <li>• County wide initiative to support homeless people with complex needs housed during the first national lockdown.</li> <li>• The County wide scheme is led by DCC, local authorities and key partner agencies.</li> <li>• 25 people from NED have been supported through this project which is higher than the 20 expected.</li> <li>• 7 people were supported into moving into temporary accommodation.</li> </ul>
	<p><b>Reducing Stigma Around Mental Health</b></p> <p><i>Promoting positive mental wellbeing and reducing the stigma of mental health issues.</i></p> <p><b>£1,550</b></p>	<ul style="list-style-type: none"> <li>• DCC allocated ring-fenced funding to support activity which looks to reduce the stigma around mental health.</li> <li>• Development led by Public Health at DCC which has yet to be determined.</li> </ul>
	<p><b>Financial Inclusion</b></p> <p><i>Joint Chesterfield, NED and Bolsover Group created to increase financial inclusion for residents.</i></p> <p><b>£8,500</b></p>	<ul style="list-style-type: none"> <li>• Group focus on improved communication between Partners to help residents experiencing financial difficulties and other wider determinants of health.</li> <li>• Combined pot of funding available to support identified activities for the forthcoming year.</li> </ul>
<b>Healthy Ageing</b>	<p><b>Vulnerable Adults Risk Management (VARM) Discretionary Fund</b></p> <p><i>Supporting vulnerable people to live independently.</i></p> <p><b>£10,000</b></p>	<ul style="list-style-type: none"> <li>• This is an ongoing project where funding is dedicated to paying for services the main VARM fund cannot support. For example house clearance, skip hire and contract cleaning for vulnerable people who are at a high risk of a fire in the home due to hoarding.</li> <li>• Two residents have received support so far this year.</li> <li>• It is expected that more people will require VARM intervention over the next year.</li> </ul>

	<p><b>Digital Connect</b></p> <p><i>Free digital training aimed at people aged 50+ to build digital confidence, access key services, reduce social isolation and maintain independence in the home.</i></p> <p><b>£59,903</b></p>	<ul style="list-style-type: none"> <li>• Two year project commencing in July 2021.</li> <li>• Key aim to build digital confidence and skills to: <ul style="list-style-type: none"> <li>- Go online safety</li> <li>- Use computer / tablet / phone</li> <li>- Use of email, online banking and shopping</li> <li>- Using social media and interacting with friends and family online.</li> </ul> </li> <li>• Training provided using a variety of channels including face to face, telephone and other digital channels.</li> <li>• 41 residents have undertaken the training so far with 17 reporting a noted increase in digital confidence.</li> <li>• Tablet loaning scheme available for those without access to equipment.</li> </ul>
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## 2.4 Links with other Partnerships and Groups

2.4.1 The HNED Partnership has been a members of the Joint Chesterfield, North East Derbyshire and Bolsover Financial Inclusion Group since 2019. The aim is to bring together key organisations and agencies across the three areas to help residents become more financially included. Led by DCC Public Health, membership is broad and includes service leads from all four local authorities, Department for Work and Pensions and representatives of the voluntary sector including Citizens Advice, Derbyshire Law Centre, Rural Action Derbyshire and Credit Union. The group continues to work together to share knowledge and experiences to enable residents to access to support and information relating to financial matters, health and family services.

2.4.2 The HNED Partnership is also represented at the North East Derbyshire and Bolsover Place Alliance. Attended by senior officers and strategic partners, this group has made it easier to engage with the Clinical Commissioning Group and other clinically focused services. Three work streams have been established to link in organisations delivering the Ageing Well, Mental Health and Physical Activity Agenda's. The Place Alliance is also linking in with the Integrated Care System (ICS). The ICS will be the new statutory body that formally builds on the existing partnership arrangements operated between the NHS and Councils. They will co-ordinate both health and care services across an area to join up care, better support the prevention of ill health, reduce health inequalities and improve healthy life expectancy.

2.4.3 The Mental Health Sub Group is represented by agencies and organisations connected to or delivering mental health services. North East Derbyshire, together with Derbyshire Dales and Chesterfield, have been selected to be part of the 'next wave' of the Living Well Programme. The key aim is to build a multi-disciplinary and cross sector team to deliver mental health services. The Mental Health Sub Group is well placed to provide specialist knowledge and inform the way the Living Well Team is established for North Derbyshire. The group have heard personal stories from residents sharing their experiences of accessing mental health services in the past. These experiences are being fed into the Living Well Programme and the Sub Group will continue to collaborate in 2022/23.

- 2.5 The HNED Locality Plan for 2022/24 will be updated to reflect new priorities identified by Public Health and the Partnership over the next two years. However, the overarching priority of supporting older people, those with long-term conditions and maintaining independence in the home will continue to be the priority for the Partnership.
- 2.6 A key piece of work for the Partnership in 2022 is establishing a project supporting the emotional health and wellbeing of children and young people. Public Health funding has been awarded to develop a preventative approach that enables the expansion of mental health awareness, promotion of protective factors, early identification, early intervention and support using a place-based approach. In collaboration with Bolsover Health Partnership, a tender process is underway which is looking to appoint an experienced organisation or consortium deliver this activity over a two year period.

### **3 Reasons for Recommendation**

- 3.1 The Partnership approach has continued to evolve with key issues being tackled collaboratively, with transparency and effectiveness.
- 3.2 That this approach enables external resources to be utilise for residents to benefit from health and wellbeing initiatives.
- 3.3 This approach does not directly impact on Council budgets and is fully funded by DCC Public Health.

### **4 Alternative Options and Reasons for Rejection**

- 4.1 The option to ‘do nothing’ and not utilise the external funding could have a negative impact on North East Derbyshire residents. The established relationships and proven track record demonstrates that the HNED Partnership is a robust vehicle to deliver health initiatives across the District.
- 4.2 To provide this support in-house using Council budgets is not an option as no additional resources have been identified or are available.

### **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
<b>Background Papers</b> (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)	
n/a	

## Communities Scrutiny Committee

Friday 03 September 2021

### MINUTE EXTRACT

#### **CSC/ Scrutiny Review**

**24/2**

**1-22**

The Committee welcomed the Environmental Enforcement Team Manager to the meeting to give an overview of the out of hours enforcement provided by the Council's Environmental Health Service.

Members heard that in the Environmental Health Team officers did carry out out of hours enforcement on a number of issues such as envirocrime, environmental protection, housing and public health, licensing, and commercial but it was generally reactive, dependant of staff availability and based on demand. The officer informed the Committee that the service had received over 5000 requests in 2021 but it was not clear how many of those would have benefited from an out of hours arrangement and further analysis of the data may be required.

The officer explained that there were a number of benefits to having an out of hours service which included a deterrent so residents were less likely to commit offences; it was easier to gather evidence for a range of offences; it resulted in better customer service and reduced demand and workload on staff during their working day. Members also noted that working with the Rangers at Bolsover District Council had proved useful.

The Environmental Enforcement Team Manager clarified that the Housing Public Health Team would investigate noise and lighting complaints from residential properties. If this regularly occurred out of hours then customers would be asked to fill in a diary, and if officers deemed the behaviour to be unreasonable they would take the appropriate action. The Committee discussed fixed penalty notices (FPN's) and prosecutions.

The Community Safety and Enforcement Manager (BDC) was also present at the meeting to discuss the out of hours service provided by Bolsover District Council.

Members heard that the Community Enforcement Rangers (previously known as CAN Rangers) provided a service to the public of Bolsover between the hours of 8am until midnight – 7 days a week, 365 days a year. The Rangers assisted with a wide ranging number of issues including anti-social behaviour, environmental crime, crime prevention, out of hours repairs and emergencies (housing), and PSPO enforcement. It was stated that for the financial year (April 20 – April 21) the Rangers had dealt with 6,740 jobs. They had also assisted and supported other Council services to provide vital functions during the Pandemic.



The Committee heard about a number of enforcement actions where the Rangers had worked well with external partners such as the police. There had been, for example, issues with street drinking in Shirebrook which had resulted in a Public Space Protection Order (PSPO) being issued.

Members noted that the Rangers were able to gather evidence which could be used for enforcement action. It was stated that in doing this, evidence could be gathered 'out of hours', whilst at NED the service relied on diaries which were completed by residents.

The Committee discussed the vehicles used by the Rangers. The Community Safety and Enforcement Manager (BDC) clarified that they had access to 6 vehicles including a mobile CCTV unit for night time patrols.

Members heard that a range of training was offered to the Rangers, including first aid and legal training. This was reviewed on an annual basis. The Rangers had also established a strong rapport with external partners such as the police. Members were informed that the police were highly supportive of the service. There was also a multi-agency ASB Tasking meeting that took place to enhance the various partnerships. The Rangers assisted with a variety of housing tenancy management issues, taking pressure off the workload of the housing team at BDC.

The Committee discussed the budget for the Rangers and whether a similar service could be considered at NEDDC. The officer informed Members that there was a £271,000 annual budget. The cost, however, was mitigated when considering the savings the Rangers made to other services. In this context, Members discussed a potential partnership with BDC.

The Environmental Enforcement Team Manager clarified the investigative process in regards to fly tipping. It was stated that there was a three day turnaround time for reports of fly tipping in the District.

Members scoped the Committee's Scrutiny Review. The Committee agreed to interview officers from Rykneld Homes in regards to their housing wardens and out of hours service to tenants. The Committee also requested further information on shared staff within the Streetscene service and to speak to the Head of Streetscene.

RESOLVED – That the update be noted

## Communities Scrutiny Committee

10 December 2021

### MINUTE EXTRACT

#### **CSC/ Interviews**

**43/2**

**1-22**

Members conducted a series of interviews with Heads of Service to ascertain if there was a need for an out of hour's service and how this might work throughout the District.

#### Interview One with the Joint Head of Streetscene

(1) Is there a need for an out of hour's service?

The Joint Head of Streetscene informed Members that there was currently not a high level deal of demand for an out of hours service, and that there was a low frequency of calls to resolve.

The Committee heard that arrangements were already in place for emergencies such as flooding and drug paraphernalia where staff would be paid overtime on an ad-hoc basis.

(2) How might an out of hours service work?

The Officer informed Members that how an out of hours service might function would depend on what the service was designed to achieve and the subject matter of the complaints.

(3) How would a service at NED compare with the CAN Rangers BDC?

Committee heard that this would depend on the demand placed on the service and the availability of resources. The possibility of a north/south split across the District was raised.

(4) What would be the costs of implementation?

The Officer informed Committee that this would depend on the volume of work carried out by the service, the level of demand and the resources necessary to complete the work.

(5) How would staffing provisions work?

The Officer stressed that this would depend on the required resource for the potential service. Currently at Streetscene the service relied on the goodwill of staff to be available for emergency callouts, and that there was a flexibility clause in their contracts.

Members heard that there were no standby payment mechanisms in place as this had been removed from the staff pay agreements in 2009.

(6) What would be the barriers to success?

The need for a local pay agreement due to the lack of a standby or callout payment arrangement being in place. Also the costs and remits of the service.

(7) If you was considering an out of hours service, what criteria would you look at? How would you benchmark this with other authorities?

The Officer stated that this could be done by comparing with other Derbyshire authorities such as Bolsover District Council.

Members noted that the Association of Public Excellence could be used to aid with benchmarking.

(8) Have you any other opinions on a potential out of hours service?

The Officer questioned whether the District would want their own service, or to work in partnership with another authority, or to utilise a service already in place from an external provider.

Members discussed the interview at length and questioned what out of hours service requests had been dealt with in the past and who decides how urgently a situation would be dealt with.

The Officer informed Members that fallen trees that presented a risk to person and property, drug paraphernalia and flooding had been urgently dealt with in the past. He stated that either himself or the Joint Streetscene and Waste Services Manager were contactable at all times and would make a decision about whether to intervene at that time or the next day.

Members enquired as to how many call outs for the service had been out of hours and heard that in the previous three months there had not been any. Members also heard that although the service operated largely on an informal basis, they were able to manage the number of issues well.

Interview Two with the Service Manager for Environmental Health

(1) Is there a need for an out of hour's service?

Committee heard that the need for an out of hours service would depend on what the Council wanted to achieve and the nature of the service itself. There was not a great need for an out of hours service to deal with issues such as noise nuisance or fly tipping as there was generally a low frequency of calls and that this was working well within the current system.

Members heard that an out of hours service to handle anti-social behaviour across towns within the District that had a community focus may be of some benefit.

(2) How might an out of hours service work?

The Officer suggested that a neighbourhood warden approach focussed on major towns within the District could work. This service could deal with anti-social behaviour and would work well under a 10 hour shift bases of four days working and four days non-working.

He also suggested that Environmental Health could be a successful out of hours service used to observe and witness at the time of complaint.

(3) How would a service at NED compare with the CAN Rangers BDC?

It was suggested that a potential service offered by NED would differ from the CAN Rangers at BDC as it would have a much more limited and targeted focus.

(4) What would be the costs of implementation?

The Officer estimated that an out of hours service based around anti-social behaviour would have a minimum cost of £250,000 per annum.

An Environmental Health out of hours service would have an estimated cost of £50,000 to £60,000 per annum. This estimate was based on the basic level of overtime on a basic officer grade.

(5) How would staffing provisions work?

The Officer suggested that staffing provision could work with a shift basis or with a focused approach on peak times such as weekends and bank holidays. Consideration could also be given to a shared service.

(6) What would be the barriers to success?

Members heard that it would potentially be difficult to encourage staff to undertake these later shifts.

Out of Hours work within Environmental Health was included in contractual arrangements with employees but the need for out of hours work was limited.

It would be important to ensure that the remuneration was appropriate for the work in order to ensure staff uptake.

(7) If you was considering an out of hours service, what criteria would you look at? How would you benchmark this with other authorities?

The Officer informed Members that other local authorities such as Rotherham had cut back their out of hours service due to a lack of work for them to

complete. This would suggest that the Council wouldn't require a large service but instead a smaller and more focussed service would be preferable.

(8) Have you any other opinions on a potential out of hours service?

Members discussed the interview at length and questioned if appropriate provision was in place to decide whether immediate action should be taken in relation to a complaint.

The Officer informed Members that due to the nature of the work and legal processes, immediate action was rarely necessary or appropriate but provision was in place should it be necessary.

Members also heard that there was only a small number of out of hours call outs. These included programmed work such as food inspections conducted by environmental health officers.

Interview Three with the Portfolio holder for Environmental Services

(1) Is there a need for an out of hour's service?

The Portfolio Holder informed Committee that they had been pushing for this service as issues were often raised with them out of hours and constituents had requested this service.

(2) How might an out of hours service work?

Members heard that the service could deal with low level anti-social behaviour such as fly tipping and community safety issues.

(3) How would a service at NED compare with the CAN Rangers BDC?

NEDDC would not need a service as all-encompassing or detailed as the CAN Rangers at BDC. Instead a more clear and focussed service would be required.

(4) What would be the costs of implementation?

Members heard that part of the service could be funded through the HRA if the service had a responsibility for anti-social behaviour. However, the Deputy Leader commented that she would rather it focused on community safety issues such as fly tipping, parking and planning enforcement. The source of funding would be up for debate.

(5) How would staffing provisions work?

The Portfolio Holder suggested that a specific full time employed position was not required. Instead existing resources could be diverted or the Council could make use of an external provider.

(6) What would be the barriers to success?

Committee heard that a barrier to success would be setting a clear remit for the service. A clear remit would enable appropriate training to be put in place and prevent employees from being put at risk.

(7) If you was considering an out of hours service, what criteria would you look at? How would you benchmark this with other authorities?

The Portfolio Holder suggested that research they had undertaken had shown that not many other authorities currently had an out of hours service. As such it would be prudent to start with a small trial service.

(8) Have you any other opinions on a potential out of hours service?

The Portfolio Holder told Members that it was important for this to be fully analysed.

Members discussed the interview at length. In particular, Committee questioned what an out of hours service could achieve in areas such as parking, and whether the creation of an additional role was necessary in order for the Council to offer this service.

The Portfolio Holder suggested that the service would sit within a current team and would undertake a more proactive role in areas such as education, evidence gathering and community safety.

## **Communities Scrutiny Committee**

**11 February 2022**

### **MINUTE EXTRACT**

#### **CSC/ Scrutiny Review - Potential 'Out of Hours' Service**

**52/2**

**1-22**

Members conducted a series of interviews to ascertain if there was a need for an out of hours' service and how this might work throughout the District.

#### **Interview One with the Head of Neighbourhoods and the Head of Corporate Services at Rykneld Homes Ltd**

Members heard that Out of Hours calls for Rykneld Homes Ltd were handled by SPS. If these calls required a site visit, then this would be conducted by a Rykneld employee. Eight senior managers were available via an emergency escalation phone 24 hours a day, seven days a week.

Vulnerable residents also had the option of a community alarm service that operated seven days a week, 24 hours a day. Depending on the type of emergency, a visit would be made by the emergency services, named contacts or a next of kin. Employees of Rykneld would not typically attend. This service was provided by Tunstall.

The Committee heard that the SPS out of hours service also covered incidents of anti-social behaviour. The out of hours service had typically received between 400 and 450 calls per month but this would increase during periods of bad weather. Some months had been in excess of 1200 calls.

It was noted that the anti-social behaviour service was not as widely used and the Community Alarm Service, which had 560 customers, and received a majority of calls during normal operating hours.

The interviewees considered that a joint service between the Council and Rykneld could be possible. The call handling response would be able to accommodate other requirements if necessary.

Members heard that the cost of implementation was £23,000 per year.

Committee was informed that Rykneld monitored the performance of SPS. SPS would always provide the staff necessary for the work and there had not been any issues with this.

Tenancy management was conducted within normal operating hours only. Members also noted that DCC offered a falls recovery service and at least one ambulance service had a falls recovery unit.

#### **Interview two with the Principal Planning Enforcement Officer**

The Officer informed Members that there was not a need for an out of hours' service. In the year 2020 there had been 229 enforcement enquiries, and in 2021 there had 315. In both years, only three of those enquiries had been out of hours.

Members heard that it was not always necessary to deal with those enquiries out of hours and when it was, it was possible to accommodate this due to the use of flexi-time.

Committee were informed that how an out of hours service might work would depend on what issue they were trying to resolve. Currently, there was very little need for planning enforcement to operate out of hours.



**COMMUNITIES SCRUTINY WORK PROGRAMME 2021/22**  
**FRIDAY at 1:30 pm**

**Chair: Cllr Kevin Tait    Vice Chair: Cllr Barry Lewis**

<b>MEETING DATE</b>	<b>AGENDA ITEM</b>	<b>SCRUTINY ACTIVITY</b>	<b>WHAT IT WILL COVER</b>	<b>UPDATE/COMMENTS</b>
<b>2<sup>nd</sup> July, 2021</b>	Remit of the Committee		<ul style="list-style-type: none"> <li>• Briefing on Scrutiny :               <ul style="list-style-type: none"> <li>- setting the scene</li> <li>- the terms of reference for the Committee</li> <li>- How the Committee operates, ways of working– Discussion</li> </ul> </li> </ul>	Sue Veerman -Overview and Scrutiny Manager/Committee Members
	Draft Work Programme		<ul style="list-style-type: none"> <li>• To discuss items for the draft work programme for the year and any suggested items for inclusion</li> </ul>	Committee Members/ Sue Veerman - Overview and Scrutiny Manager
	Selection of Scrutiny Review Topic	Review	<ul style="list-style-type: none"> <li>• To consider the Committees topic for a Scrutiny review</li> <li>• Consider what we want to look at</li> <li>• Consider stakeholders who we want to see</li> </ul>	Committee Members

	Forward Plan of Executive Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman- Overview and Scrutiny Manager
<b>3<sup>rd</sup> September, 2021</b>	Scrutiny Review	Review	<ul style="list-style-type: none"> <li>Scene setting and Scoping for the 2021/22 Scrutiny Review</li> </ul>	Lead Officers – Tommy Rush <b>accepted</b> and Matt Liddy - <b>accepted</b>
	Housing Update	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider recent developments</li> </ul>	Lee Pepper - <b>accepted</b>
	Forward Plan of Executive Decisions	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman Overview and Scrutiny Manager
	Scrutiny Work Programme	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committees' work programme</li> </ul>	Sue Veerman Overview and Scrutiny Manager
<b>12 November, 2021</b>	Communications Provision for people with disabilities	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider a presentation from the officer responsible for equalities</li> </ul>	Amar Bashir - <b>accepted</b>
	Scrutiny Review	Review	<ul style="list-style-type: none"> <li>Approval of Project Plan and Timetable</li> <li>Consideration of any Documentation</li> </ul>	Committee
	Forward Plan of Executive Decisions	Monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Sue Veerman - Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committees' work programme</li> </ul>	Sue Veerman -Overview and Scrutiny Manager

<b>10<sup>th</sup> December, 2021</b>	Scrutiny Review	Review	Interviews <ul style="list-style-type: none"> <li>• Steve Brunt – Head of Streetscene 13:30</li> <li>• Matt Finn &amp; Samantha Bentley - Environmental Health Officers 14:00</li> </ul>	Committee
	Scrutiny Review	Review	Consideration of any documentation	
	Forward Plan of Executive Decisions	Monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Forward Plan of Executive Decisions</li> </ul>	Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Committees' work programme</li> </ul>	Overview and Scrutiny Manager

<b>11<sup>th</sup> February, 2022</b>	Scrutiny Review – potential ‘out of hours’ service	Review	<u>Interviews</u> <ul style="list-style-type: none"> <li>• Heather Summer &amp; Lucy Gebbie (Rykneld Homes) – 1.30</li> <li>• Julian Hawley (Planning Enforcement) – 2.00</li> </ul>	
	Previous Scrutiny Review	Review	<ul style="list-style-type: none"> <li>• To consider progress against the Action Plan – Scrutiny Review into Residential Parking</li> </ul>	Gill Callingham – Director of Growth
	Forward Plan of Executive Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Forward Plan of Executive Decisions</li> </ul>	Overview and Scrutiny Manager
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider the Committee’s Work Programme</li> </ul>	Overview and Scrutiny Manager
<b>1<sup>st</sup> April, 2022</b>	CCTV in Taxis	Consultee, Monitor and Challenge	<ul style="list-style-type: none"> <li>• To receive an update on the implementation of the CCTV in Taxis Policy.</li> </ul>	Charmaine Terry – Environmental Health Team Manager (Licensing). Matt Finn – Environmental Health Service Manager - <b>accepted</b>
	Healthy Partnership Working	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>• To consider progress on the Healthy North East Derbyshire Approach</li> </ul>	Tris Burdett - Partnership Officer <b>accepted</b>
	Scrutiny Review – potential ‘out of hours’ service	Review	<ul style="list-style-type: none"> <li>• Triangulation of evidence – Scrutiny Review</li> </ul>	Members

	Forward Plan of Executive Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Damon Stanton – Senior Scrutiny Officer
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Committee’s Work Programme</li> </ul>	Damon Stanton – Senior Scrutiny Officer
<b>20<sup>th</sup> May, 2022</b>	Community Safety Partnership	Monitor and challenge	<ul style="list-style-type: none"> <li>To review the work of the Partnership</li> </ul>	Faye Green - Community Partnership Manager - <b>accepted</b>
	Street scene	monitor and challenge	<ul style="list-style-type: none"> <li>To consider the services performance including recycling</li> </ul>	Darren Mitchell – Joint Streetscene and Waste Services Manager - <b>accepted</b>
	Previous Scrutiny Review	Review	<ul style="list-style-type: none"> <li>To consider progress against the action plan – Obesity in younger residents</li> </ul>	Matt Broughton – <b>accepted</b>
	Draft Scrutiny Review report	Review	<ul style="list-style-type: none"> <li>To agree the draft report for Scrutiny Review</li> </ul>	Committee Members
	Monitoring of O&S recommendations	Monitor	<ul style="list-style-type: none"> <li>To monitor the implementation of previous committee and review recommendations</li> </ul>	Damon Stanton – Senior Scrutiny Officer
	Forward Plan of Executive Decisions	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider the Forward Plan of Executive Decisions</li> </ul>	Damon Stanton – Senior Scrutiny Officer
	Scrutiny Work Programme	Consultee, monitor and challenge	<ul style="list-style-type: none"> <li>To consider whether the Committees’ work programme has been completed at year end</li> </ul>	Damon Stanton – Senior Scrutiny Officer