

# Public Document Pack



**North East  
Derbyshire**  
District Council

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Date: Thursday, 12 May 2022

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

Please attend a meeting of the Communities Scrutiny Committee to be held on **Friday, 20 May 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 Kevin Tait Councillor Barry Lewis Councillor Lilian Deighton Councillor Roger Hall 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 - 7)

To approve as a correct record and the Chair to sign the Minutes of the Communities Scrutiny Committee held on 1 April 2022.

**4 Community Safety Partnership**

To review the work of the Partnership – Faye Green, Community Safety Manager.

**5 Streetscene**

To consider the service's performance including recycling – Darren Mitchell, Streetscene and Waste Services Manager.

**6 Previous Scrutiny Review**

To consider how the Action Plan is being addressed – Obesity in Younger Residents – Matt Broughton, Director of Growth and Assets.

**7 CCTV in Taxis** (Pages 8 - 13)

Report of the Joint Assistant Director – Environmental Health, Ken Eastwood.

**8 Draft Scrutiny Review Report** (Pages 14 - 22)

To agree the draft report for scrutiny review.

**9 Monitoring of Overview and Scrutiny Recommendations** (Pages 23 - 29)

To monitor the implementation of previous Committee and review the recommendations.

**10 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.norfolk.gov.uk/mgListPlans.aspx?RPId=1137&RD=0&bcr=1>

**11 Work Programme** (Pages 30 - 35)

To consider whether the Committee's Work Programme has been completed at year end.

**12 Additional Urgent Items**

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

13 **Date of Next Meeting**

The next meeting of the Communities Scrutiny Committee is scheduled to take place in the new Municipal Year.

## We speak your language

**Polish**  
*Mówimy Twoim językiem*

**Romanian**  
*Vorbim limba dumneavoastră*

**Urdu**  
ہم آپ کی زبان بولتے ہیں

**Chinese**  
我们会说你的语言



North East  
Derbyshire  
District Council



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## COMMUNITIES SCRUTINY COMMITTEE

### MINUTES OF MEETING HELD ON FRIDAY, 1 APRIL 2022

#### **Present:**

Councillor Kevin Tait (Chair) (in the Chair)  
Councillor Barry Lewis (Vice-Chair)

Councillor Lilian Deighton  
Councillor Tony Lacey  
Councillor Philip Wheelhouse

Councillor Roger Hall  
Councillor Jeff Lilley

#### **Also Present:**

Councillor M Foster	Portfolio Holder for Council Services
T Burdett	Partnership Development Officer
M Finn	Environmental Health Manager
C Terry	Environmental Health Team Manager (Licensing)
D Stanton	Governance Officer
A Bond	Governance Officer

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

**59/2**

**1-22** Apologies for absence were received from Councillors P Windley and J Birkin.

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

**60/2**

**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.

Councillor R Hall declared an interest in Item 5: CCTV in Taxis.

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

**61/2**

**1-22** RESOLVED – That the Minutes of the Communities Scrutiny Committee meeting held on 11 February 2022 were approved and signed as a correct record by the Chair.

#### **CSC/ Healthy Partnership Working**

**62/2**

**1-22** Members received an update on the progress of the Healthy North East Derbyshire Partnership during 2021/22.

Committee heard that the Partnership had been established in 2015 and was fully funded through DCC who were the Chair and administrators of the Partnership. NEDDC administered funds throughout the District on behalf of the Partnership.

Members were informed that the Partnership was comprised of

representatives from other local authorities and the community and voluntary sector. It had a yearly allowance of £69,500 per annum.

The overarching priorities of the Partnership were; older people, long-term conditions and independence in the home.

Committee were informed that the impact of Covid 19 continued to be felt on activities delivered in 2021/2022. The Partnership Development Officer updated Members on the progress of projects that had been delivered. These included; The Hub Hangout; Walking into Communities; Feeling Connected and; Digital Connect.

The Officer notified Members that the Healthy North East Derbyshire Partnership was also linked with other Partnerships and Groups. These included; the Joint Chesterfield, North East Derbyshire, and Bolsover Financial Inclusion Group and; the North East Derbyshire and Bolsover Place Alliance.

Members noted that NEDDC had been selected for the next phase of the Living Well Programme.

Committee discussed the update and noted that the £100,000 provided from Public Health England to be used towards the emotional health and wellbeing of young people and children would be used to design a programme alongside the community to build resilience to mental health and wellbeing. North Wingfield, Killamarsh and Eckington had been selected as the areas to receive this funding but the intention would be that these would be open to everyone.

Members also enquired into referral processes and heard that the Partnership would ask organisations to demonstrate their links with key agencies and that ensuring these were in place was a key part of the project.

RESOLVED – That the report was noted.

**CSC/ CCTV in Taxis**

**63/2**

**1-22**

Committee received an update on the implementation of the CCTV in Taxis Policy. It was noted that the policy had been approved by Council during a meeting in October 2021. The Authority was now in a position to begin the procurement process to identify the correct provider for the CCTV equipment. This would be in place by the end of the summer. A staggered introduction of the CCTV equipment would then be implemented throughout 2022/23.

Members heard that the cost of the CCTV systems would be borne by the licence holders but must still be procured by the Authority to ensure access to data and that specifications were met.

The Officers informed Committee that there had been delays with the implementation of this policy due to additional internal time commitments within the Licensing Department.

Members discussed the update at length and enquired into the number of taxis within the District, the unit cost per taxi, how many local authorities had implemented a similar policy and when all taxis within the District would have the equipment installed.

Committee learned that there were 217 vehicles within the District and the cost of the CCTV units were between £500 and £800. It was expected that full implementation would be in place by the end of 2023. Other local authorities such as Rotherham had been used to establish local known specifications.

Members noted that a number of policy areas would still require further clarification such as any exemptions in the event of accidents and what would happen to the equipment if a licence holder leaves the service.

The Committee requested that the timescale for full implementation be shortened, and for the officer to provide an update at future meetings including a delivery timetable.

RESOLVED – That the update be noted.

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

**64/2**

**1-22**

The Committee considered all of the evidence which it had received during its review of a potential 'Out of Hours' service for the Council.

Committee identified areas as to why it would be a good idea to establish an out of hours' service. These included that it could prevent anti-social behaviour, it could lead to a reduced pressure on some Council services and officers, and, it could be used to gather evidence.

Members also highlighted a number of areas as to why an Out of Hours' Service would not be required such as; a lot of out of hours' work and issues were already covered within existing contracts in the relevant service areas; there was generally a low demand for out of hours' work and; there would be a high associated cost with an out of hours' service.

RESOLVED – That the draft report on the Committee's review be prepared and submitted to Committee for approval.

**CSC/ Forward Plan of Executive Decisions**

**65/2**

**1-22**

RESOLVED – That the Forward Plan of executive decisions be noted.

**CSC/ Scrutiny Work Programme**

**66/2**

**1-22**

RESOLVED – That the work programme be noted.

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

**67/2**

**1-22**

There were no additional urgent items.

**CSC/ Date of Next Meeting**

**68/2**

**1-22** The next meeting of the Communities Scrutiny Committee would be held on Friday May 20 at 1:30pm.

**CSC/ Venue for Next Meeting**

**69/2**

**1-22** That the next meeting of the Growth Scrutiny Committee would be held in the Council Chamber, District Council Offices, 2013 Mill Lane, Wingerworth, Chesterfield, S42 6NG.

**North East Derbyshire District Council**

**Communities Scrutiny Committee**

**20th May, 2022**

**CCTV in Taxi's – Implementation Update**

**Report of the Joint Assistant Director, Environmental Health**

**Classification:** This report is public.

**Report By:** Ken Eastwood, Joint Assistant Director, Environmental Health

**Contact Officer:** Ken Eastwood 01246 21 7851,  
[ken.eastwood@ne-derbyshire.gov.uk](mailto:ken.eastwood@ne-derbyshire.gov.uk)

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## **PURPOSE / SUMMARY**

To provide a summary update with regard to implementation of CCTV systems in Hackney Carriage and Private Hire vehicles, including a draft timeline.

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## **RECOMMENDATIONS**

1. That Committee Members note the work underway to deliver this project and the proposed implementation timeline.
2. That Members acknowledge that the delivery timetable will be subject to discussion with the Leader of the Council, as Portfolio Holder for Licensing and will be recommended to Licensing Committee for further consideration.

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## **IMPLICATIONS**

**Finance and Risk:** Yes  No

**Details:** There is no cost associated with the recommendations in this report.

On Behalf of the Section 151 Officer

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

**Details:** The policy on CCTV in Taxi's has already been adopted. This report is an interim update on the implementation timescale.

On Behalf of the Solicitor to the Council



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**Staffing:** Yes  No

**Details:** There are no staffing implications for this report.

On behalf of the Head of Paid Service

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## DECISION INFORMATION

<b>Decision Information</b>	
<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:  <b>NEDDC:</b> <b>Revenue - £100,000</b> <input type="checkbox"/> <b>Capital - £250,000</b> <input type="checkbox"/> <input checked="" type="checkbox"/> <i>Please indicate which threshold applies</i>	No
<b>Is the decision subject to Call-In?</b> (Only Key Decisions are subject to Call-In)	No
<b>District Wards Significantly Affected</b>	None
<b>Consultation:</b> <b>Leader / Deputy Leader</b> <input checked="" type="checkbox"/> <b>Cabinet</b> <input type="checkbox"/> <b>SMT</b> <input type="checkbox"/> <b>Relevant Service Manager</b> <input type="checkbox"/> <b>Members</b> <input type="checkbox"/> <b>Public</b> <input type="checkbox"/> <b>Other</b> <input type="checkbox"/>	

**Links to Council Plan priorities, including Climate Change, Equalities, and Economics and Health implications.**

All.

## REPORT DETAILS

### 1 Background

- 1.1 The Council is responsible for the licensing and regulation of Hackney Carriage and Private Hire Drivers, Operators and Vehicles. Following the approval of a policy in October 2021, all licensed Hackney Carriage and Private Hire vehicles (referred to in this report as Taxi's) are required to have a council approved CCTV system installed.
- 1.2 Responsibility for implementation of this policy was subsequently passed to Licensing Officers, with the policy having previously been prepared by Legal Services.
- 1.3 At the date of writing this report, there are 218 licensed vehicles in the North East Derbyshire District (NEDDC). The Joint Environmental Health Service is concurrently rolling out the same licensing policy at Bolsover District Council, to enable better value for money on implementation and purchase costs for CCTV systems. There are currently 150 licensed vehicles in Bolsover District Council. (The number of vehicles licensed by the authority varies on a daily basis).
- 1.4 A review of the CCTV policy implementation process has been undertaken and the following provisions are being progressed: -
- Procurement and approval of CCTV system providers.
  - Procurement of equipment and training to enable effective and legal download and storage of footage associated with the installed CCTV systems.
  - Procurement and approval of training for local authority officers, including operatives at the depots, to enable compliance with Data Protection requirements.
  - Procurement and approval of training for licence holders to enable compliance with data protection requirements.
  - System, application and procedural updates.
  - Privacy Impact Assessment and Equality Impact Assessments.
  - Review of taxi licensing fees.
- 1.6 The total value of Taxi CCTV systems to be fitted across the North East Derbyshire fleet is expected to be in the order of £109,000, with the costs being borne by individual vehicle owners, at approximately £500 per vehicle. However, due to rising costs of supplies and services the actual costs could be greater than this estimate.
- 1.7 It should be noted that the service is currently developing taxi licensing procurement specifications for the following: -
- Safeguarding Training.
  - Disability Awareness Training.
  - Practical Driving Assessment.

- CCTV Equipment (including training).
- Disclosure and Barring Service Online Checking Service Providers.
- Medical Providers.

1.8 Following the introduction of the Statutory Taxi and Private Hire Vehicle Standards by the Secretary of State for Transport, a number of changes to the main taxi licensing policy have been made in NEDDC. A summary of the main changes is as follows: -

- Introduction of more frequent medical examinations.
- Increase in the frequency of Disclosure and Barring Service (DBS) checks for Hackney Carriage/Private Hire Drivers, from 18 months to 6 months.
- Introduction of DBS checks for any persons in control of a Private Hire Operator.
- Introduction of DBS checks for all vehicle proprietors.
- Update to licence conditions for all taxi licence types.

The changes have been approved by the General Licensing Committee and are due to be put before Council.

A number of provisions will need to be put in place to enable implementation of that policy including the following: -

- System, application and procedural updates.
- Review of all approved suppliers to ensure they meet new Council standards.
- Provision of support to the taxi trade to help them navigate changes.

1.9 From 04 April 2022 it became a requirement that licensing authorities in England and Wales carry out checks to confirm applicants for some licences are aware of their tax responsibilities and/or have completed a tax check with HM Revenue and Customs (HMRC). These licences include Hackney Carriage and/or Private Hire Vehicle Drivers and Private Hire Operators. Changes to our processes and procedures have been implemented to put this into effect.

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

2.1 Procurement of CCTV providers is underway, with a formal tender for provision of CCTV systems being advertised in May 2022.

2.2 It is anticipated that the successful bidders will have contracts awarded in August, with a view to systems being fitted to vehicles from October 2022.

2.3 The draft implementation timeline is summarised in Appendix 1 (subject to further discussion with the Leader of the Council and approval by the Licensing Committee).

2.4 The timeline may also be subject to change dependant on the availability of approved suppliers and the delivery of training.

### **3 Reasons for Recommendation**

- 3.1 The proposed timeline reflects a deliverable implementation timescale.
- 3.2 There are some important considerations and implications associated with this project which the Council has to have due regard to e.g. data and privacy issues. The timeline as set out should enable officers and providers to work through these issues robustly, leading to successful implementation of CCTV systems in Hackney Carriage and Private Hire vehicles.

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

- 4.1 The proposals are considered to reflect a realistic and reasonable balance of risk versus timescale.
- 4.2 Providing a longer period for installation was considered but rejected on the grounds of public safety.
- 4.3 Providing a shorter period for installation was considered but rejected on the grounds of proportionality and the financial impact upon the trade, following the pandemic and during a period of rapidly increasing fuel costs and general cost of living increases.

## **DOCUMENT INFORMATION**

<b>Appendix No</b>	<b>Title</b>
1	Implementation Timeline

**Appendix 1**

TASK	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Report to Licensing Committee on Implementation timeline.											
Procurement exercise to identify available systems and providers.											
Evaluation and approval of available systems and providers.											
Procurement of approved equipment.											
Provision of approved training for officers.											
Administrative updates (systems, applications etc.).											
Notification of policy implementation to licence holders.											
Provision of training to licence holders and installation of CCTV systems in vehicles.											

**NORTH EAST DERBYSHIRE  
DISTRICT COUNCIL**



**North East  
Derbyshire**  
District Council

**OVERVIEW AND SCRUTINY**

**OUT OF HOURS SERVICE**

**MAY 2022**

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## **Chair's Foreword**

I am pleased to present this report on behalf of the Communities Scrutiny Committee. These are the findings, conclusions and recommendations from its review into the potential establishment of an out of hours service at North East Derbyshire District Council.

The Review investigated the current out of hours provisions provided by the Council, the benefits and potential issues of establishing an out of hours service, and whether there was suitable demand by residents for an established out of hours team.

During the review period, the Committee held a number of interviews at which it heard from a range of stakeholders. I would like to thank them for their contribution to the review, and also thank the Senior Scrutiny Officer for his support of the Committee's work, and Democratic Services for the help they provided.

*Councillor Kevin Tait*  
*Chair of Communities Scrutiny Committee*

## **Review Panel**

The review panel comprised the following members:

Councillor K Tait	-	(Conservative) – Review Panel Chair
Councillor J Birkin	-	(Labour)
Councillor T Lacey	-	(Labour)
Councillor B Lewis	-	(Conservative)
Councillor L Deighton	-	(Conservative)
Councillor R Hall	-	(Conservative)
Councillor P Windley	-	(Liberal Democrat)
Councillor J Lilley	-	(Labour)
Councillor P Wheelhouse	-	(Conservative)



## **1. Recommendations**

That the Council:

- 1.1 Does not consider an out of hours service at this present time due to a lack of demand, an unclear remit, costs and sufficient existing arrangements.
- 1.2 Considers a dedicated out of hours area on the NEDDC website which outlines key contacts and where issues in which out of hours attention may need to be provided can be reported.

## **2. Introduction**

- 2.1 At its meeting on 02 July 2021 the Communities Scrutiny Committee agreed to undertake a review into the establishment of an out of hours service.
- 2.2 The review panel thought that a review be prudent to assess the demand from residents for the service and how a service could work.

## **3. Scope of Review**

- 3.1 The review aimed to:
  - Understand any current provision of an out of hours service that the Council currently provides;
  - Investigate the benefits and potential issues of introducing an out of hours service;
  - Establish whether there is demand from our residents; and
  - Identify any improvements that could be made.

## **4. Method of Review**

- 4.1 The review panel met on six occasions to consider the scope of the review, key issues they wanted to discuss and key people they wished to interview.
- 4.2 Evidence was gathered in a variety of ways including written sources and interviews with a range of stakeholders.
- 4.3 The Committee initially interviewed the Community Safety Enforcement Manager at Bolsover District Council who gave an overview of the service that the Community Enforcement Rangers (formerly known as CAN Rangers) provided, as well as the level of demand and main issues that they helped to resolve.

Subsequently, Members then interviewed officers from NEDDC who set out the remit of their service and how it dealt with out of hours calls. This was to understand the out of hours provisions that the Council provided, how it compared with the service offered by the CE Rangers, and assess if there was demand from residents for an out of hours service at the Council.

## **5. Evidence and Research**

5.1 A number of documents and evidence were provided to the review panel for consideration. Details are provided below:

- Scene Setting Presentation by the Team Manager – Environmental Enforcement and Community Safety Enforcement Manager (Bolsover District Council).
- Service requests for the Community Enforcement Rangers at Bolsover District Council.
- Reactive service requests for Officers from the Environmental Health Team, Streetscene, Planning, Rykneld Homes and the Community Safety Teams.
- Interviews with officers and the Portfolio Holder for Environmental Services.

## **6. Key Findings**

### **6.1 Strengths/Observations**

6.1.1 The Committee heard from the Team Manager – Environmental Enforcement who clarified the existing out of hours provisions provided by Environmental Health at NEDDC which included environmental crime, environmental protection, housing and public health, licensing, and commercial. It was generally reactive, dependant on 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.

This was contrasted with the Community Enforcement Rangers at Bolsover District Council who 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.

6.1.2 Upon contrasting the two services, Members agreed that there were certain benefits to establishing an out of hours service. It was a deterrent so residents were less likely to commit offences; it was easier to gather evidence for a range of offences which could be used for enforcement action (such as visual/audio evidence); it resulted in better customer service; it reduced demand and workload on staff during their working day;

and it eased pressure on other departments. For example, the Environmental Health Manager and the Environmental Enforcement Team Manager both informed the Committee that officers were currently not able to gather immediate evidence for some out of hours complaints such as noise complaints, and instead relied on diaries which were completed by the complainant to trigger an investigation. Residents could potentially view this as a poorer service when compared to other local authorities who provided officers who could immediately investigate when the alleged offences occur, as well as prevent escalation and bring a swift resolution to conflict.

6.1.3 The Review Panel heard that the cost of a service similar to the one at Bolsover District Council could cost around £270,000 per annum, or a more targeted and focused service that operated at peak times could cost around £60,000 if it was within the remit of Environmental Health. It could focus on low level anti-social behaviour, environmental crime, planning enforcement, and community safety issues. Consideration should also be given to the fact that an out of hours service could make savings to other departments and therefore this mitigated the annual budget. It could also be started as a small trial service.

6.1.4 Members agreed that a service which had a community focus may be of benefit to residents ensuring that the District was safer and prevented low level anti-social behaviour. The Committee heard from the Head of Neighbourhoods and the Head of Corporate Services at Rykneld Homes who explained that although Rykneld Homes provided out of hours provisions for anti-social behaviour, incidents that occurred in areas not managed by Rykneld was referred to the Community Safety Partnership and/or police.

The Community Safety Manager advised that there were no out of hours provisions for incidents of anti-social behaviour for residents who were not Rykneld tenants, and emergencies or any criminality must be reported to the Police. If the behaviour was not of a significant emergency then residents could report this online and this would be investigated during normal working hours. Over the past 14 months, there had been 104 incidents which had been responded to, investigated, or referred to other organisations for assistance by the Community Safety Partnership. If the service had a remit for anti-social behaviour, it could be partly funded through the HRA which would help reduce the overall cost.

The CE Rangers at BDC also worked well with external partners, including the police, and that this had helped prevent anti-social behaviour. They had also delivered other community benefits during the pandemic when assisting other Council departments to deliver vital functions and essential services.

## **Areas for Improvement/Observations**

- 6.2.1 The Review Panel heard from a number of officers, all of whom suggested that an out of hours service at NEDDC was not needed and that out of hours work was generally of low demand.

The Head of Streetscene informed Members that in the past three months there had been 0 requests for out of hours work. The service had arrangements in place for emergencies such as flooding and drug paraphernalia and staff had flexibility clauses in their contracts if they were required to attend a call out. It was stated that there was generally a low frequency of calls and that the service operated well within the current arrangements.

The Committee heard from the Environmental Health Service Manager who advised that out of hours work within Environmental Health was generally of low demand and coped well within the existing system. There was a low frequency of calls for issues that required an out of hours investigation such as noise nuisance, and it was very rare that immediate enforcement action was needed or could be taken. If there was an out of hours visit required, it could be accommodated with the use of the flexi scheme for staff. The majority of out of hours work for Environmental Health was scheduled work such as food and premises inspections. Members noted that Rotherham Borough Council had scaled back their out of hours service due to a lack of demand.

The Principal Planning Enforcement Officer advised the Review Panel that an out of hours service was not needed for planning enforcement. In the year 2020 there had been 229 enforcement enquiries, and in 2021 there had been 315. In both years there had only been 3 that required an out of hours inspection, and that this could easily be accommodated within the current system using the flexi-scheme for staff.

- 6.2.2 The Head of Neighbourhoods and the Head of Corporate Services at Rykneld Homes attended a meeting to discuss the out of hours provisions for Rykneld tenants. The Review Panel heard that out of hours support was available which covered emergency repairs and anti-social behaviour, as well as a community alarm service for vulnerable tenants. These services typically received a high number of calls, particularly in winter months.

- 6.2.3 The Committee noted that there were potentially high costs associated with establishing an out of hours service, with the service at Bolsover District Council costing around £270,000 per year. This was, however, due its large remit and 7 day availability.

A service at NEDDC which was more targeted could cost between £50,000 to £60,000 if it was established within Environmental Health through new posts or paid overtime for existing staff.

6.2.4 The Review Panel agreed that there would be difficulty establishing a clear remit for the service. Many services which could operate out of hours either had low demand or sufficient existing arrangements. There would also be difficulties in establishing how it would operate, and this would be dependent on how much the Council wished to invest.

It could operate as:

- A service that operated 7 days a week;
- A focused service that operated solely on busy periods such as bank holidays and weekends and/or in the most populated areas in the District.

6.2.5 Evidence provided by the Community Safety Enforcement Manager (BDC) outlined that the bulk of the CE Rangers' work involved either environmental issues (30%), housing related issues (29%) or anti-social behaviour (22%). Upon interviewing service managers at NEDDC, it was established that housing related issues and anti-social behaviour were covered through out of hours provisions provided by Rykneld Homes for Rykneld tenants, and that environmental issues were covered by Environmental Health and Streetscene in which there was low demand for out of hours calls and could be managed through existing arrangements.

The Review Panel agreed that if an out of hours service was established for NEDDC, its largest area of work would likely include anti-social behaviour for non Rykneld tenants, but questioned whether demand would be sufficient or whether it was the role of the District Council to provide this. Other areas of work would likely include environmental crime and planning enforcement, however as previously concluded, out of hours demand for this was low and that current arrangements were sufficient.

6.2.6 Members agreed that an area on the website that pulled all of the information together for reporting issues that may require out of hours attention could be of benefit to residents. This could outline all the key contacts and out of hours provisions provided by the Council or partners for common issues such as anti-social behaviour, environmental crime, planning enforcement and parking. This would simplify the process and centralise key information.

## **7. Conclusions**

7.1 The Review Panel heard from a range of stakeholders during the review process. The review identified a number of benefits in establishing an out of hours service at NEDDC.

7.2 There was, however, a number of issues to consider which included remit, cost, and demand. There was a consensus that existing arrangements may be sufficient for residents in the District.

## **Appendix A**

### **Stakeholders Engaged During the Review**

T Rush	-	Team Manager – Environmental Enforcement
M Liddy	-	Community Safety Enforcement Manager (BDC)
M Finn	-	Environmental Health Manager
S Brunt	-	Head of Streetscene
H Summers	-	Head of Neighbourhoods (Rykneld Homes)
L Gebbie	-	Head of Corporate Services (Rykneld Homes)
J Hawley	-	Principal Planning Enforcement Officer
Cllr C Cupit	-	Portfolio Holder for Environmental Services
F Green	-	Community Safety Manager

**Monitoring of Scrutiny Recommendations – 2021/22**

<b><u>COMMITTEE MAKING RECOMMENDATION</u></b>	<b><u>RECOMMENDATION</u></b>	<b><u>DATE OF COMMITTEE</u></b>	<b><u>TO BE ACTIONED BY</u></b>	<b><u>OUTCOMES OF RECOMMENDATION</u></b>
<b>GROWTH</b>	<b>NONE</b>	28 June 2021		
<b>COMMUNITIES</b>	That a review into a potential out of hours service be commenced.	02 July 2021	Overview and Scrutiny Manager	Review scoped and commenced <b>COMPLETE</b>
<b>ORGANISATION</b>	That a review on ICT and Transformation be commenced.	06 July 2021	Overview and Scrutiny Manager	Review scoped and commenced <b>COMPLETE</b>
<b>AUDIT &amp; CORPORATE GOVERNANCE</b>	That additional items be added on to the Committee's work programme including reports on the Council's IT security, safeguarding, benchmarking, projected budget shortfall, and overpaid housing benefit.	28 July 2021	S151 Officer	Items placed on Committee work programme <b>COMPLETE</b>
<b>GROWTH</b>	None	02 August 2021		
<b>ORGANISATION</b>	That a review into ICT & Transformation be commenced.	31 August 2021	Overview and Scrutiny Manager	Review scoped and commenced <b>COMPLETE</b>
<b>COMMUNITIES</b>	None.	03 September 2021		

<p><b>AUDIT &amp; CORPORATE GOVERNANCE</b></p>	<ol style="list-style-type: none"> <li>1. That the Audit and Corporate Governance Scrutiny Committee approve the letter of representation contained within the Audit Completion Report and authorise the Chief Financial Officer to sign the letter on behalf of the Council.</li>   <li>2. The Audit and Corporate Governance Scrutiny Committee approve the audited statement of accounts in respect of 2020/21.</li>   <li>3. That delegated powers are granted to the Chief Financial Officer in consultation with the Chair of the Audit and Corporate Governance Scrutiny Committee to agree any changes which may be necessary in order to ensure the</li> </ol>	<p>22 September 2021</p>	<p>S151 Officer</p> <p>Strategic Partnership Co-ordinator</p>	<p>COMPLETE</p>
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finalisation of the external audit currently being concluded by the Council's external auditors Mazars to ensure completion of the Statement of Accounts by the statutory deadline of 30 September 2021.

4. That the Audit and Corporate Governance Scrutiny Committee approve the local Code of Corporate Governance
5. That delegated powers are granted to the Chief Financial Officer in consultation with the Chair or Deputy Chair of the Audit and Corporate Governance Scrutiny Committee to agree any changes which may be necessary in order to ensure the finalisation of the external audit currently being concluded

	<p>by the Council's external auditors Mazars to ensure completion of the Statement of Accounts by the statutory deadline of 30 September 2021.</p> <p>6. That further information be provided to the Committee in regards to the tendering process for the awarding of grants to external partners.</p>			
<b>GROWTH</b>	To continue monitoring the Council's assets and for the AD of property services to be invited to a future meeting.	27 September 2021	Overview and Scrutiny Manager	Officer gave further update. COMPLETE
<b>ORGANISATION</b>	<p>The Committee requested that the whistleblowing policy be considered by the Council Joint Consultative Group when it was next up for review.</p> <p>Members requested a further update on NBA apprenticeships.</p>	05 October 2021	<p>AD of Governance &amp; Monitoring Officer</p> <p>Senior Scrutiny Officer</p>	<p>Policy not yet due for renewal ONGOING</p> <p>HR &amp; OD Manager invited back to give further update COMPLETE</p>

<b>AUDIT &amp; CORPORATE GOVERNANCE</b>	<p>That the Audit and Corporate Governance Scrutiny Committee approved the updated Anti-Fraud and Corruption Strategy subject to the amendment that further consideration be given to the mitigation identified on the anti-fraud and corruption strategy action plan.</p> <p>That updates on cyber security, section 106 payments, and growth directorate spending be added to the work programme</p>	03 November 2021	S151 Officer	<p>COMPLETE</p> <p>Added to the work programme and considered by Committee. COMPLETE</p>
<b>COMMUNITIES</b>	That further information be provided to the Committee on active service requests from environmental health	12 November 2021	Senior Scrutiny Officer	Information provided. COMPLETE
<b>GROWTH</b>	That a spotlight review on business engagement be commenced.	22 November 2021	Senior Scrutiny Officer	Review commenced COMPLETE
<b>AUDIT &amp; CORPORATE GOVERNANCE</b>	Additions to the work programme including an overview of the Council's	01 December 2021	S151 Officer Head of Internal Audit	COMPLETE

	financial considerations, an updated risk register, and an action plan arising from the external review of internal audit.			
<b>ORGANISATION</b>	Members requested that an update on Members IT be added to the work programme.	7 December 2021	Senior Scrutiny Officer	COMPLETE Added to work programme.
<b>COMMUNITIES</b>	None.	10 December 2021		
<b>AUDIT &amp; CORPORATE GOVERNANCE</b>	The Committee requested additions to the work programme including a returns on investment report, a verbal update on section 106 agreements, and a report on the digital transformation strategy.	12 January 2022	S151 Officer  Head of Internal Audit	COMPLETE Added to work programme.
<b>GROWTH</b>	That a further update be provided on progress against the action plan – previous review on business centres and industrial units.	24 January 2022	Senior Scrutiny Officer  AD Property Services and Estates	Added to work programme  COMPLETE
<b>ORGANISATION</b>	None.	01 February 2022		
<b>COMMUNITIES</b>	The Committee considered progress against the action plan on residential parking –	11 February 2022	Senior Scrutiny Officer	NOT COMPLETE

	previous scrutiny review. The Director of Growth was requested to return to provide a further update.		Director of Growth	Will be added to next year's work programme.
<b>AUDIT &amp; CORPORATE GOVERNANCE</b>	The Committee approved the accounting policies.  The Committee requested a further reports on Section 106 agreements and allocation of resources for the parking strategy.	23 February 2022	S151 Officer  S151 Officer Head of Planning	COMPLETE  NOT COMPLETE To be presented at next meeting.
<b>GROWTH</b>	Review evidence triangulated and report to be prepared for consideration by Committee	14 March 2022	Senior Scrutiny Officer	NOT COMPLETE Report being prepared
<b>ORGANISATION</b>	Review evidence triangulated and report to be prepared for consideration by Committee	29 March 2022	Senior Scrutiny Officer	NOT COMPLETE Report being prepared.
<b>COMMUNITIES</b>	Review evidence triangulated and report to be prepared for consideration by Committee  Committee requested that regular updates and a timetable on delivery be provided on the CCTV in taxis Policy.	01 April 2022	Senior Scrutiny Officer  Environmental Health Manager	NOT COMPLETE Report being prepared.  NOT COMPLETE (ONGOING)

**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 – Streetscene and Waste Services Manager - <b>accepted</b>
	Previous Scrutiny Review	Review	<ul style="list-style-type: none"> <li>To consider how the action plan is being addressed – Obesity in younger residents</li> </ul>	Matt Broughton – Director of Growth and Assets <b>accepted</b>
	CCTV in Taxis	Consultee, Monitor and Challenge	<ul style="list-style-type: none"> <li>Report of the Assistant Director – Environmental Health</li> </ul>	Ken Eastwood – Joint Assistant Director – Environmental Health
	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

