

NORTH EAST DERBYSHIRE DISTRICT COUNCIL

SCRUTINY PROJECT MANAGEMENT

DRAFT PROJECT PLAN

<u>NAME OF COMMITTEE:</u> COMMUNITIES SCRUTINY	<u>SCRUTINY OFFICER:</u> Damon Stanton
SUBJECT TO BE REVIEWED	Out of Hours Service
REASON(S) FOR THE REVIEW	<ul style="list-style-type: none">• To ensure the Councils out of hours service is fit for purpose and is providing an appropriate provision for our residents needs
IDENTIFY APPROPRIATE CORPORATE OBJECTIVES	<ul style="list-style-type: none">• Delivering high quality cost-effective services by engaging with our residents, our partners and our staff• Enhancing our residents quality of life• Protecting and promoting the Character of our District
TERMS OF REFERENCE	<ul style="list-style-type: none">• To investigate the case for introducing an out of hours service in Environmental Services
AIMS AND OBJECTIVES OF REVIEW	<ul style="list-style-type: none">• To understand any current provision of an out of hours service the Council provides• To investigate the benefits and potential issues of introducing an out of hours service

	<ul style="list-style-type: none"> • To establish whether there is demand from our residents for this type of service • To identify any improvements that can be made
KEY ISSUES	<ul style="list-style-type: none"> • Is there a need for the service • How might an Out of Hours service work • Comparison with the Can Rangers Service - Bolsover District Council • Costs of implementation • Staffing provision • Barriers to success

TIMESCALE	ESTIMATED	REVISED	ACTUAL
Commencement	3 rd September, 2021		
Finish	20 th May, 2022		
Report	June 2022		

METHOD(S) OF REVIEW:	<ul style="list-style-type: none"> • Stakeholder Interviews • Review of relevant documentation
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	<ul style="list-style-type: none"> • Benchmarking with other Councils
<p>IMPLICATIONS: (Legislative, regulatory, etc.)</p>	
<p>DOCUMENTARY EVIDENCE: (Internal/External)</p>	<ul style="list-style-type: none"> • Scene setting presentations from The Environmental Enforcement Team Leader (NEDDC) and Community Safety & Enforcement Manager (Bolsover) • Any relevant Policy and Procedure documents • Service Requests (Bolsover) • Data from website/ customer feedback • Benchmarking Information - other Authorities
<p>WITNESSES:</p>	<ul style="list-style-type: none"> • Environmental Enforcement Team Leader (NEDDC) - Thomas Rush • Community Safety & Enforcement Manager (Bolsover) - Matt Liddy • Environmental Health Managers -Matt Finn & Sam Bentley • Head of Street scene - Steve Brunt

	<ul style="list-style-type: none"> Rykneld Homes - Housing Wardens -Heather Summers?
CONSULTATION/ RESEARCH:	
SITE VISITS	

<u>PROJECT OUTCOMES</u>	
CONCLUSIONS:	
RECOMMENDATIONS:	
CABINET CONSIDERED:	
OUTCOME:	
FOLLOW UP:	

REVIEW OF PROCESS/COMMENTS:	
SIGNED OFF BY CHAIR:	
DATE:	