

North East Derbyshire District Council

Cabinet

08 September 2022

Out of Hours Scrutiny Review

Report of Councillor K Tait – Chair of Communities Scrutiny Committee

Classification: This report is public

Report By: Damon Stanton – Senior Scrutiny Officer

Contact Officer: Damon Stanton – damon.stanton@ne-derbyshire.gov.uk
01246 217011

PURPOSE / SUMMARY

To ask Cabinet to approve the recommendations of the Communities Scrutiny Committee's Out of Hours Scrutiny Review.

RECOMMENDATIONS

1. That the Council 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.
2. That the Council 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.

IMPLICATIONS

Finance and Risk: Yes No

Details:

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On Behalf of the Section 151 Officer

Legal (including Data Protection): Yes No

Details:

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On Behalf of the Solicitor to the Council

Staffing: Yes No
Details:

This will be determined if Cabinet decide to accept the Scrutiny Review recommendations as part of the Lead Officer response.

On behalf of the Head of Paid Service

DECISION INFORMATION

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

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

REPORT DETAILS

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

- 1.1 The Communities Scrutiny Committee agreed to undertake a review into the establishment of an out of hours service at its meeting on 02 July 2021.
- 1.2 The review aimed to:
- Understand any current provisions 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.
- 1.3 The Review Panel met on six occasions to consider the scope of the review, key issues they wanted to discuss, and key officers they wished to interview. Evidence was gathered in a variety of ways including written sources and interviews with a range of stakeholders.
- 1.4 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 the issues they helped to resolve

Members then subsequently 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 Community Enforcement Rangers at BDC, and assess if there was demand from residents for an out of hours service at the Council. The full report attached at **Appendix 1** sets out in more detail the evidence gathered and a synopsis of the views expressed.

2. **Details of Proposal or Information**

- 2.1 The recommendations are:

That the Council:

- 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.
- 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.

3 **Reasons for Recommendation**

- 3.1 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. 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.

4 Alternative Options and Reasons for Rejection

4.1 N/A

DOCUMENT INFORMATION

Appendix No	Title
1	Out of Hours Scrutiny Review
Background Papers (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 you must provide copies of the background papers)	