

Overview and Scrutiny Committee

22 November 2016

Service Review Programme - West Dorset

Tourist Information Centres - Dorchester

For Decision

Portfolio Holder(s)/ Briefholder
Councillor Mary Penfold - Enabling

Senior Leadership Team Contact:
M Hamilton, Strategic Director

Report Author:
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Statutory Authority

Local Government Act 2000 and Localism Act 2011 sets out the requirement for local authorities to establish overview and scrutiny committees and their functions.

Purpose of Report

- 1 To receive the report of the scrutiny working group following the scrutiny exercise in relation to the Service Review of West Dorset Tourist Information Centres – Dorchester Tourist Information Centre, and to agree the formal report of the committee for inclusion within the report to the Executive Committee on 15 December 2016.
- 2 To consider a petition regarding the Tourist Information Centre at Antelope Walk, Dorchester, as part of the scrutiny of the service review process in relation to the Dorchester Tourist Information Centre.

Officer Recommendations

- 3
 - a) That the committee consider the petition regarding the Tourist Information Centre at Antelope Walk, Dorchester, referred from Full Council on 3 November 2016, as part of the scrutiny of the service review process;
 - b) That the report of the scrutiny working group attached at appendix 1 be considered as the formal response of the Overview and Scrutiny Committee to the Dorchester Tourist Information Centre part of the West Dorset Tourist Information Centres Service Review, for inclusion within the report to the Executive Committee;

- c) That the committee determines whether the completed equality impact assessment for the Dorchester Tourist Information Centre part of the service review attached at appendix 3, ensures that equality issues have been fully considered and that any adverse impacts of the proposed changes on different groups have been considered and, where possible, mitigated.

Reason for Decision

- 4 To respond to the request from Full Council to consider a petition received in respect of the Tourist Information Centre at Antelope Walk, Dorchester.
- 5 To agree the formal response of the committee in respect of the scrutiny of the Dorchester Tourist Information Centre part of the West Dorset Tourist Information Centres Service Review process and viability of the options presented.
- 6 To provide the committee with the opportunity to consider the completed equality impact assessment for this part of the service review.

Service Review of West Dorset Tourist Information Centres

- 7 A scrutiny working group was established by the former Efficiency Scrutiny Committee in order to undertake a scrutiny exercise for the Service Review of West Dorset Tourist Information Centres.
- 8 The role of the scrutiny working group is to check the service review process undertaken by the Project Team and to assess the viability of the options for change to be presented. In order to do this, the scrutiny working group are asked to undertake an assessment of the agreed scrutiny principles as follows:
 - determine whether the review has considered all the stages of the service review process and that these have been effectively carried out
 - ensure the linkages and impacts on other services and partners have been properly explored and accounted for
 - test that the proposed options for change are deliverable, realistic in the timeframe and accurately costed
 - challenge the deliverability of savings proposed and whether these represent value for money
 - assess whether the customer has been placed at the centre of the review process and that all stakeholder requirements have been focussed on appropriately
 - ensure that equality issues have been fully considered and that any adverse impacts of the proposed changes on different groups have been clearly identified and where possible mitigated
 - identify issues in the review that will require further development or research
 - make further suggestions for change that may have been overlooked or discounted

- 9 The scrutiny working group is also invited to provide comment on the options proposed by the service review project team, make further suggestions for change that may have been overlooked or discounted and to report their preferred option to the Overview and Scrutiny Committee.

Dorchester Tourist Information Centre

- 10 During the process of the Service Review, it has been agreed that solutions for each tourist information centre at Bridport, Dorchester, Lyme Regis and Sherborne should be progressed as stand alone projects rather than attempting to maintain the same reporting timescale for each solution.
- 11 The service review in respect of the Dorchester Tourist Information Centre has now been progressed and the report of the scrutiny working group is attached at appendix 1. The report indicates the view of the scrutiny working group as to whether they feel that each of the scrutiny principles has been adequately addressed and provides their comments specifically in respect of options for the Dorchester Tourist Information Centre.
- 12 The Business Case for the service review is attached at appendix 2 and provides the committee with the necessary background and information on work undertaken and options for change.
- 13 The completed equality impact assessment for the service review is attached at appendix 3. The committee is asked to determine whether the completed equality impact assessment ensures that equality issues have been fully considered and that any adverse impacts of the proposed changes on different groups have been considered and, where possible, mitigated.

Petition regarding the Tourist Information Centre at Antelope Walk, Dorchester

- 14 On 3 November 2016, Full Council received and considered a petition in respect of the Tourist Information Centre at Antelope Walk in Dorchester. The wording of the petition states “Save the Tourist Information Centre in Antelope Walk or replace it in a near location and of the same standard which is excellent and provide the much needed tourist visit and local destination for our county town.”
- 15 As the petition had received over 1000 signatures it was debated at Full Council and it was subsequently agreed that the petition should be referred to the Overview and Scrutiny Committee for consideration.
- 16 Members of this committee are invited to consider the wording of the petition alongside the report of the scrutiny working group and as part of the consideration of the options for the Dorchester Tourist Information Centre.

Implications

- 17 All implications are as set out in the attached business case and equalities impact assessment.

Appendices

- 18 Appendix 1 – Report of the scrutiny working group in respect of the Dorchester Tourist Information Centre part of the service review.
Appendix 2 – Business Case for the Dorchester Tourist Information Centre Service Review
Appendix 3 – Equality Impact Assessment for the Dorchester Tourist Information Centre Service Review

Background Papers

- 19 Year 2 Service Review Programme – Scrutiny, Report to Efficiency Scrutiny Committee 17 March 2015
Year 2 Service Review Programme – Membership of scrutiny working groups, Report to Efficiency Scrutiny Committee 19 May 2015

Footnote

- 20 Issues relating to financial, environmental, economic and equalities implications have been considered and any information relevant to the decision is included within the report.

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