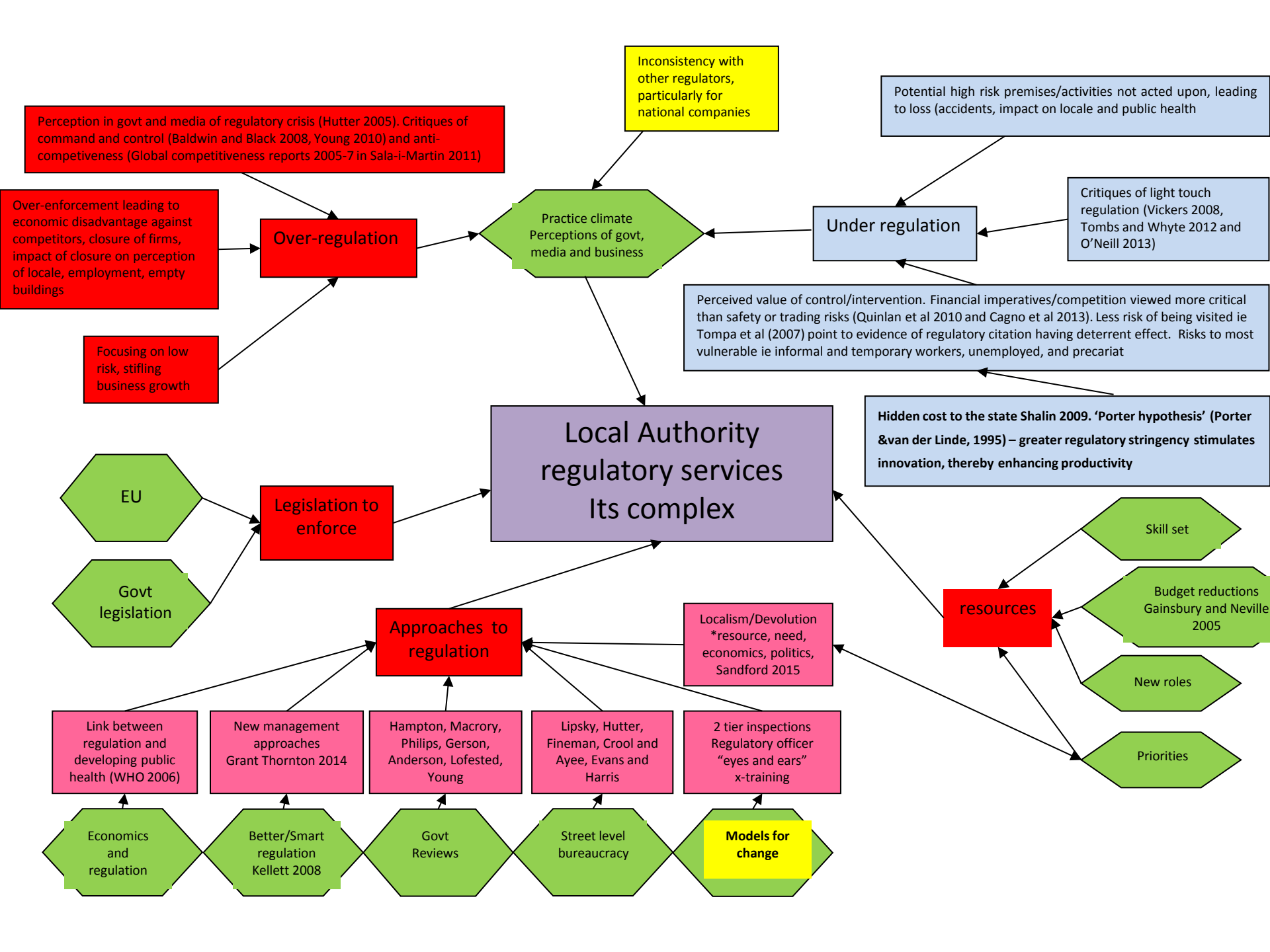# Evolving models of environmental health service delivery: a real-time experiment?

Ruth Plume and Alan Page

115th CIEH National Conference
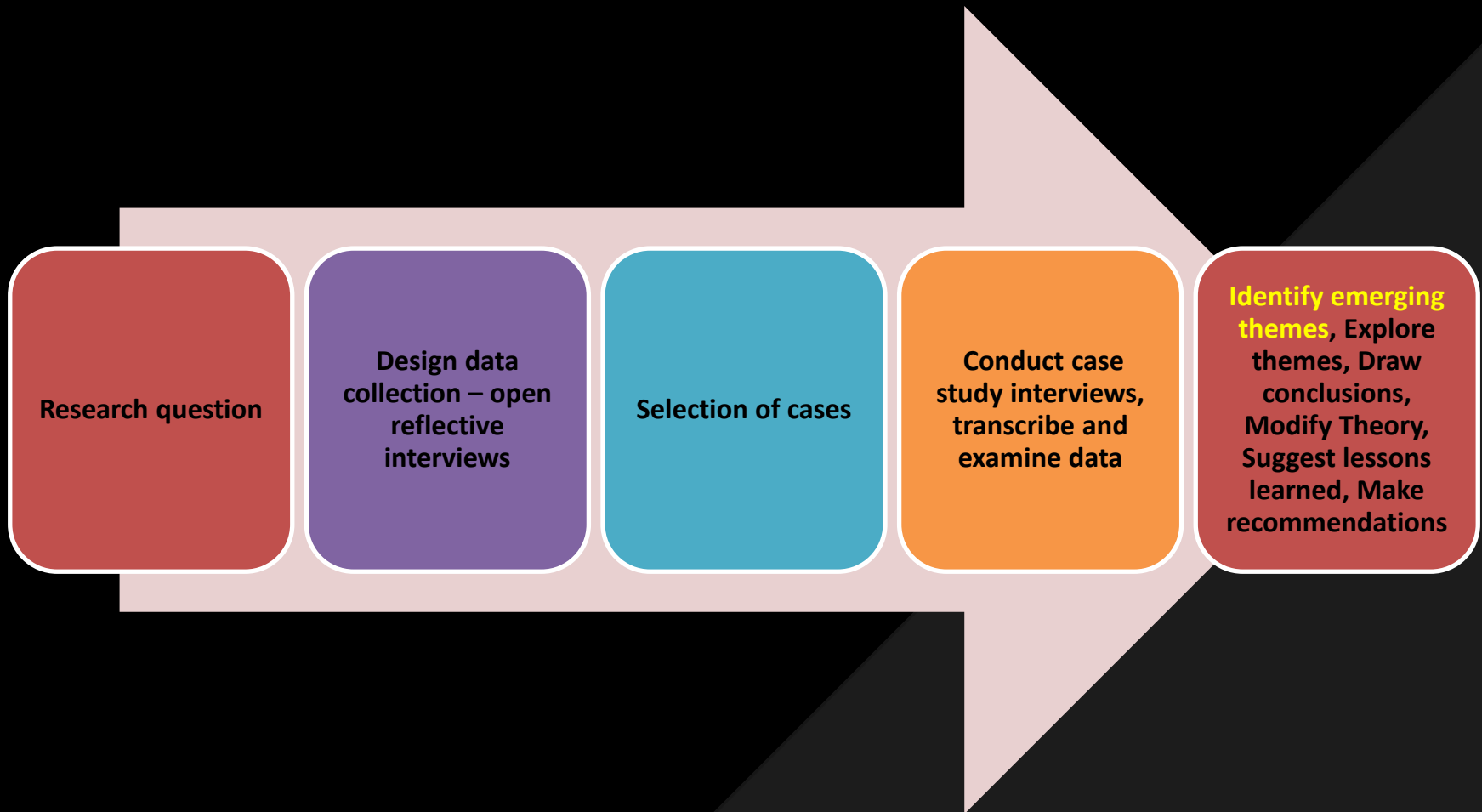
Content of presentation

- Authors: Ruth Plume, Dr Alan Page, Professor Hemda Garelick

- Local authority regulatory services- changing and complex

- Research question?

- Research design

- Interim Results

- Your turn!

- Next steps – further participants?

Central node

Local Authority regulatory services — Its complex

Over-regulation cluster

Over-regulation

- Perception in govt and media of regulatory crisis (Hutter 2005). Critiques of command and control (Baldwin and Black 2008, Young 2010) and anti-competiveness (Global competitiveness reports 2005-7 in Sala-i-Martin 2011)
- Over-enforcement leading to economic disadvantage against competitors, closure of firms, impact of closure on perception of locale, employment, empty buildings
- Focusing on low risk, stifling business growth

Practice climate

Practice climate — Perceptions of govt, media and business

- Inconsistency with other regulators, particularly for national companies

Under regulation cluster

Under regulation

- Potential high risk premises/activities not acted upon, leading to loss (accidents, impact on locale and public health
- Critiques of light touch regulation (Vickers 2008, Tombs and Whyte 2012 and O'Neill 2013)
- Perceived value of control/intervention. Financial imperatives/competition viewed more critical than safety or trading risks (Quinlan et al 2010 and Cagno et al 2013). Less risk of being visited ie Tompa et al (2007) point to evidence of regulatory citation having deterrent effect. Risks to most vulnerable ie informal and temporary workers, unemployed, and precariat
- **Hidden cost to the state Shalin 2009. 'Porter hypothesis' (Porter &van der Linde, 1995) – greater regulatory stringency stimulates innovation, thereby enhancing productivity**

Legislation to enforce cluster

Legislation to enforce

- EU
- Govt legislation

Approaches to regulation cluster

Approaches to regulation

- Link between regulation and developing public health (WHO 2006)
  - Economics and regulation
- New management approaches Grant Thornton 2014
  - Better/Smart regulation Kellett 2008
- Hampton, Macrory, Philips, Gerson, Anderson, Lofested, Young
  - Govt Reviews
- Lipsky, Hutter, Fineman, Crool and Ayee, Evans and Harris
  - Street level bureaucracy
- 2 tier inspections Regulatory officer "eyes and ears" x-training
  - **Models for change**
- Localism/Devolution *resource, need, economics, politics, Sandford 2015

Resources cluster

resources

- Skill set
- Budget reductions Gainsbury and Neville 2005
- New roles
- Priorities

Research question?

- **"What are the lessons to learn from the implementation process for differing and evolving service delivery models for environmental health?"**

- Important to document the process and the experience so that we learn the lessons in real time to enhance service delivery.
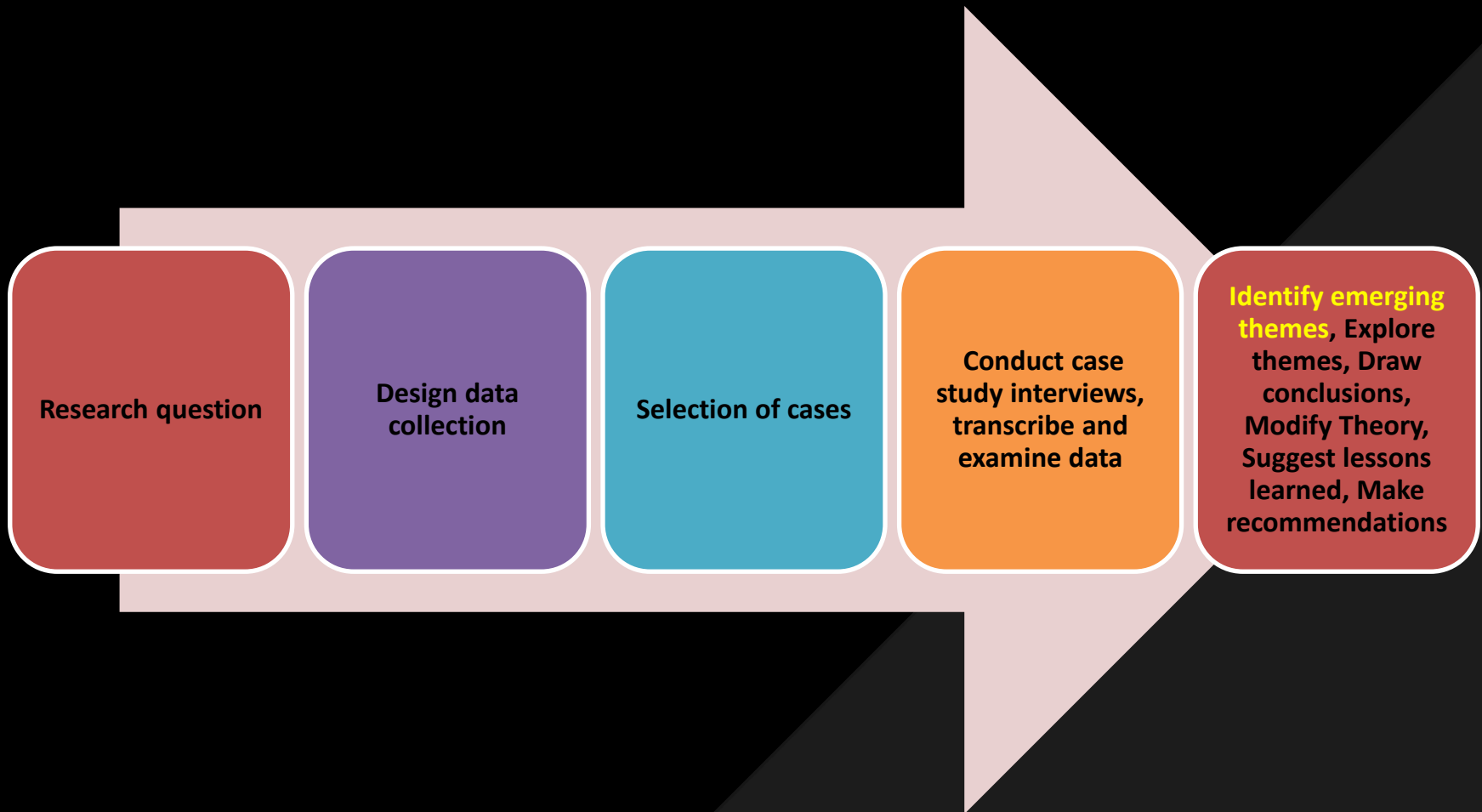
- Create an evidence base.

Research Design

Research question → Design data collection – open reflective interviews → Selection of cases → Conduct case study interviews, transcribe and examine data → **Identify emerging themes**, Explore themes, Draw conclusions, Modify Theory, Suggest lessons learned, Make recommendations

Case studies: types of organisations

- Entire environmental health service outsourced to a large private sector organisation

- Regional shared public protection service,

- Proposed mutualisation,

- Shared services (management only)

- Shared services (field officers and management).

Participants

- To date, there have been 11 participants from 8 organisations.

- The participants and their place of employment are not identified by name.

- The interviews have been carried out over a 14 month period from July 2014 to September 2015.

- One of the participants has been interviewed several times over a twelve month period as the new service delivery evolved.

Research Design

Research question → Design data collection → Selection of cases → Conduct case study interviews, transcribe and examine data → **Identify emerging themes**, Explore themes, Draw conclusions, Modify Theory, Suggest lessons learned, Make recommendations

Data analysis
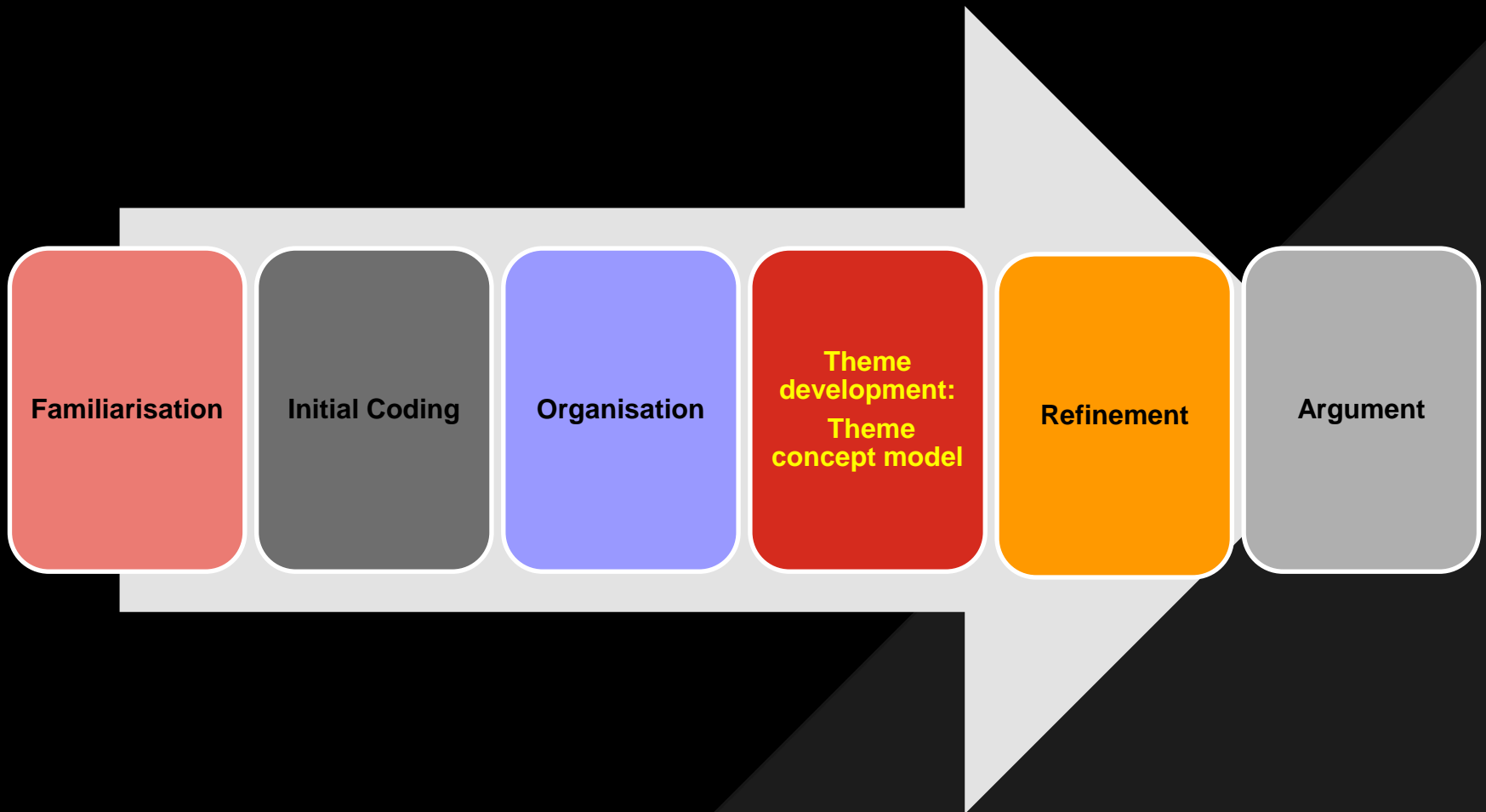
Emergent Themes
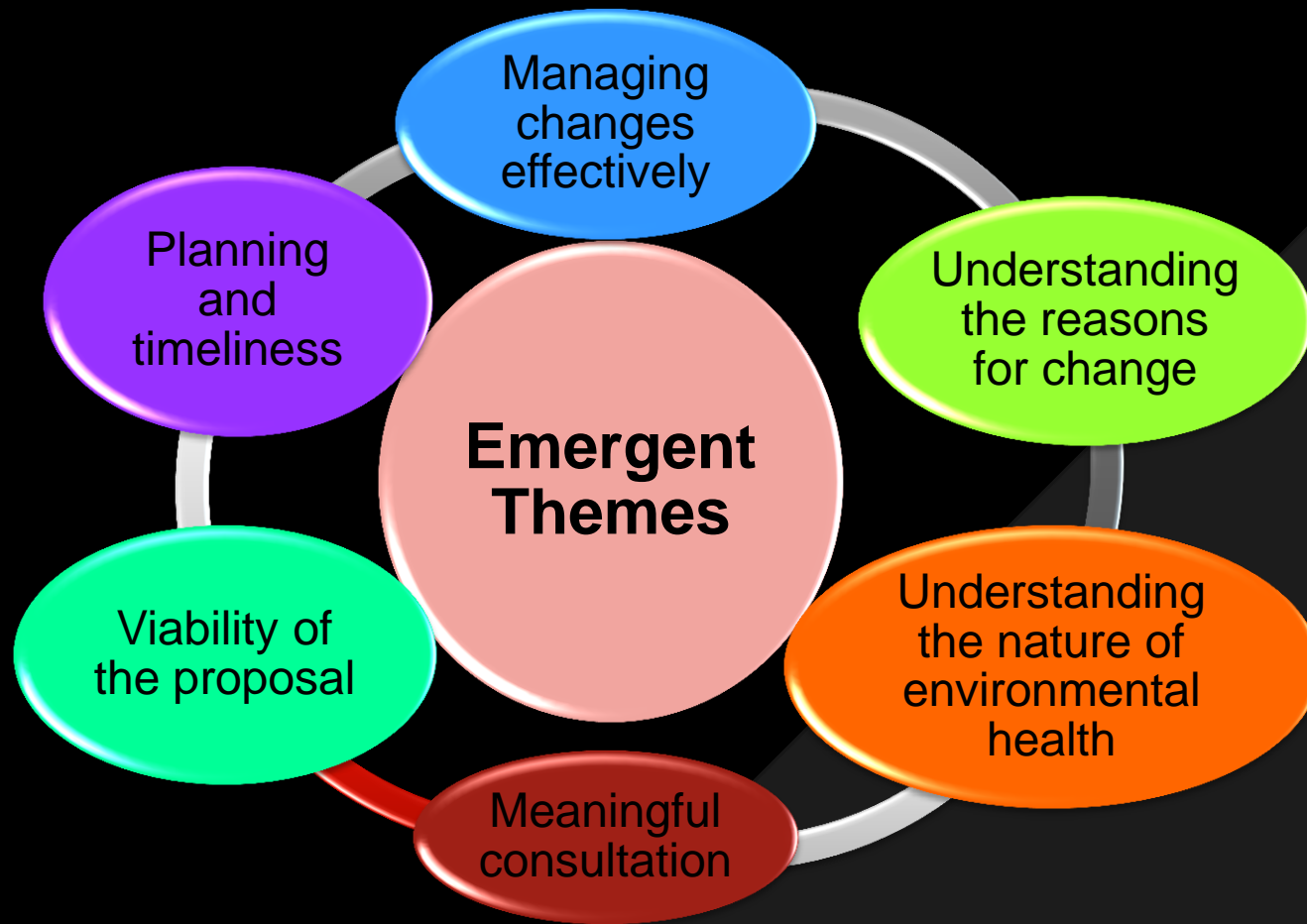
Understanding the reasons for change

Your turn – a real time experiment!

- Posters of each emerging theme on the wall(s)
- Please choose one theme that you have most interest in
- Make any comments on the "post-it" note provided e.g.
  - Do you recognise these sub-themes in the outer circle?
  - Do you agree or disagree that the sub-theme links to the central theme?
  - Would you like to add a sub-theme?
  - Can you give us something of your experience in a sentence or two?
- Stick your "post it" note next to the outer sub theme that is most appropriate.
- **You need to be sat back down by 16.40 ready for the next presenter. I will be around afterwards for questions if we run short of time.**

- *Are you interested in taking part in a regional focus group to refine these themes? Forms for contact details at the door or email Ruth Plume –* **R.Plume@mdx.ac.uk**
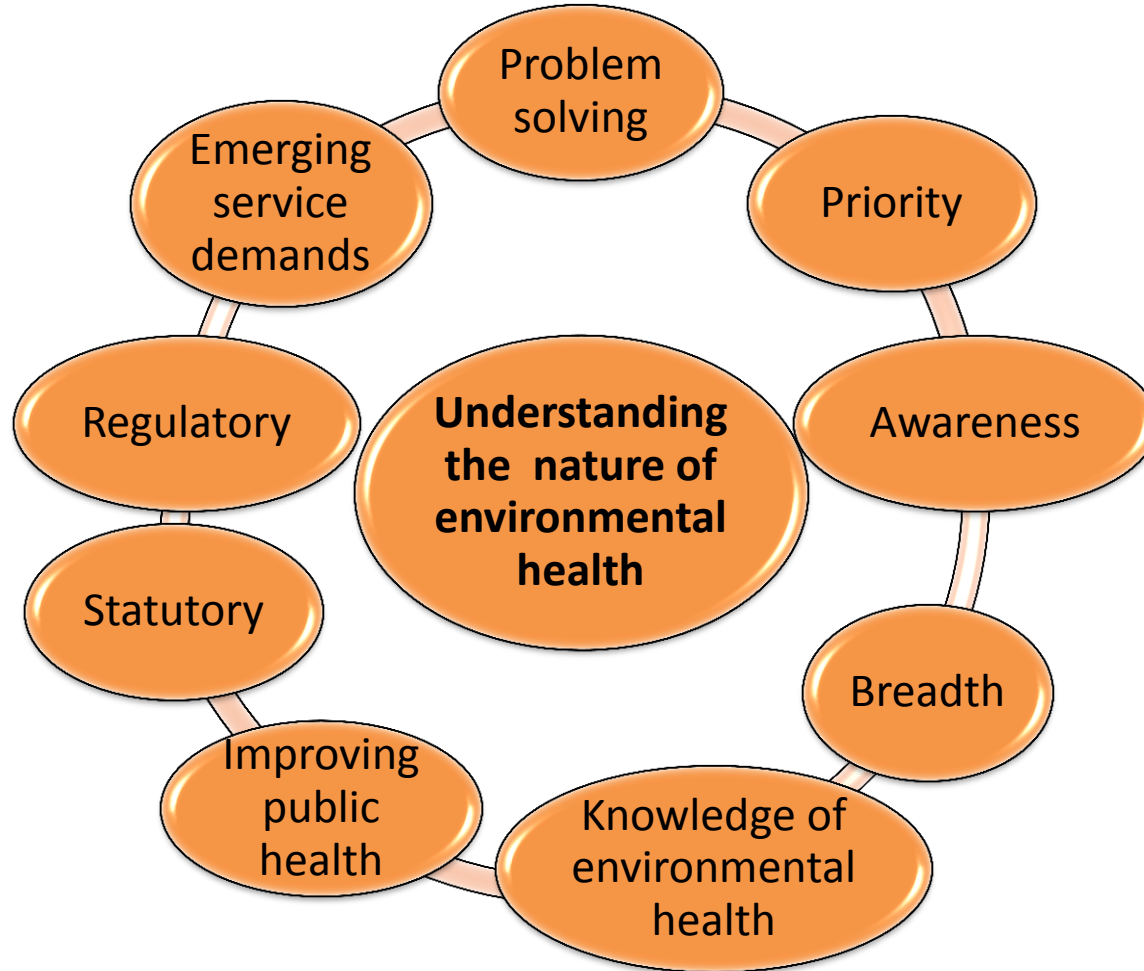
Viability of the proposal
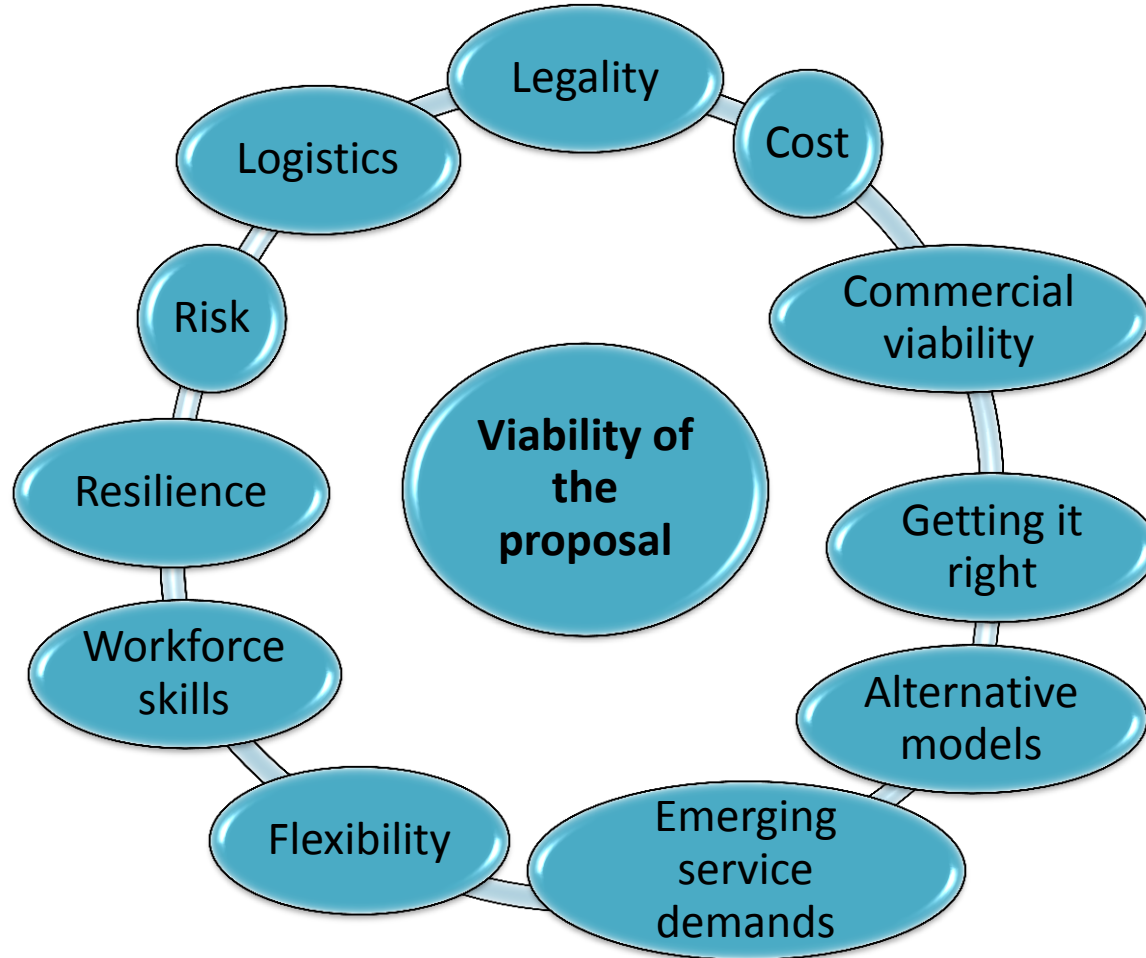
Meaningful consultation
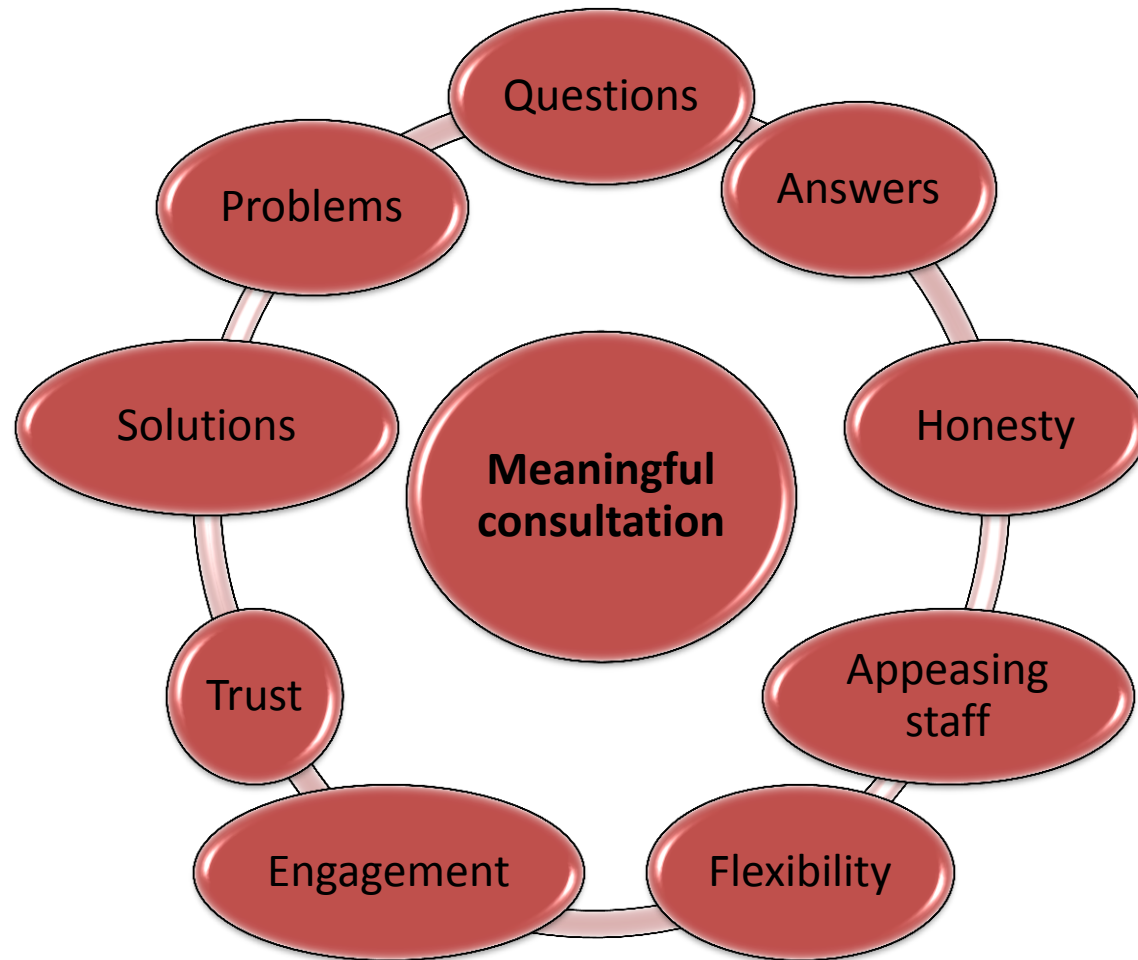
Managing changes effectively

Understanding the nature of environmental health

Planning and timeliness