

Meeting: **SCRUTINY COMMITTEE**
Date: **TUESDAY 25 SEPTEMBER 2012**
Time: **5.00PM**
Venue: **COMMITTEE ROOM**
To: **Councillors I Chilvers, M Dyson, M Hobson, D Mackay, Mrs W Nichols (Chair), C Pearson, D Peart, R Price (Vice Chair), R Sweeting**

Agenda

1. Apologies for absence

2. Disclosures of Interest

A copy of the Register of Interest for each Selby District Councillor is available for inspection at www.selby.gov.uk.

Councillors should declare to the meeting any disclosable pecuniary interest in any item of business on this agenda which is not already entered in their Register of Interests.

Councillors should leave the meeting and take no part in the consideration, discussion or vote on any matter in which they have a disclosable pecuniary interest.

Councillors should also declare any other interests. Having made the declaration, provided the other interest is not a disclosable pecuniary interest, the Councillor may stay in the meeting, speak and vote on that item of business.

If in doubt, Councillors are advised to seek advice from the Monitoring Officer.

3. Minutes

To confirm as a correct record the minutes of the proceedings of the meeting of the Scrutiny Committee held on 13 June 2012 (pages 4 to 8 attached).

4. Chair's Address to the Scrutiny Committee

5. Call In

6. Review of the Scrutiny Function

To consider the report of Councillor Metcalfe, Executive Lead Member for Communities (pages 9 to 14 attached).

7. Access Selby 1st Interim Key Performance Indicator Progress Report April 2012 – June 2012 and SLA development progress report.

To consider the report of the Director of Communities (pages 15 to 33 attached). Leader of the Council will also be in attendance.

8. Selby Community Hospital Minor Injuries Unit

To discuss issues relating to the Selby Community Hospital Minor Injuries Unit (pages 34 to 35 attached). Representatives from the NHS will be in attendance.

9. The Work of the Environmental Health Service Detailing Activity, Performance and Workload

To consider the report of the Lead Officer, Environmental Health and Housing (pages 36 to 46 attached).

10. Localism Act – Development of Scrutiny Committee

To consider the report of the Executive Director (S151), (pages 47 to 51 attached).

11. Access Selby Service Provision – Waste Collection and Recycling 2nd Year Review (*Information Only*)

To consider the report of the Business Manager (pages 52 to 54 attached).

12. Scrutiny Committee Work Programme

To consider the Committee's Work Programme (pages 55 to 57 attached).

**Martin Connor
Chief Executive**

Dates of next meetings
23 October 2012 (Provisional)
20 November 2012 (Provisional)
18 December 2012 (Provisional)
22 January 2013
20 February 2013 (Provisional)
26 March 2013 (Provisional)
23 April 2013
21 May 2013 (Provisional)

Enquiries relating to this agenda, please contact Palbinder Mann on:
Tel: 01757 292207, Email: pmann@selby.gov.uk.

Scrutiny Committee

- Venue: Committee Room
- Date: 13 June 2012
- Present: Councillors I Chilvers, M Hobson, Mrs W Nichols (Chair), C Pearson, D Peart and R Price (Vice Chair)
- Apologies for Absence: Councillors M Dyson and R Sweeting.
- Also Present: Councillors Mrs G Ivey and C Metcalfe, Selby Chief Inspector Mark Iveson, Wigan Leisure and Culture Trust Director of Sport – Mike Lyons, Selby Community Hospital Site Coordinator – Julie Corbally, Selby Community Hospital Interim Clinical Lead – Helen Helps.
- Officers Present: Deputy Chief Executive – Jonathan Lund, Communities Selby Development Manager – Drew Fussey, Business Manager – Sarah Smith, Lead Officer Assets – Dave Maycock, Democratic Services Officer – Nick Abbott.
- Press: None

1. Change of Running Order

The Chair informed the Committee of her intention to amend the order of business to better accommodate the people who had been invited to speak to the Committee.

2. Declarations of Interest

There were no declarations of interest.

3. Minutes

RESOLVED:

To receive and approve the minutes of the Scrutiny Committee held on 20 March 2012 for signing by the Chair.

4. Crime and Disorder Update Report – SC/12/6

A report from North Yorkshire Police Authority was submitted for information. Chief Inspector Mark Iveson of Selby was in attendance and gave a short presentation to the committee about his Policing background, his key priorities for the Selby area and details of some key crime statistics.

The Committee asked questions of Chief Inspector Iveson in relation to his presentation and also about the statistics contained in the report.

The Committee requested that the amount of information contained in the North Yorkshire Police reports be reduced to help focus attention on the crime data at a ward level and that the statistical information is sent to Committee members in good time for them to review it prior to a Scrutiny Committee meeting.

The Chair thanked Chief Inspector Iveson for attending. Chief Inspector Iveson left the meeting.

5. Health Service Provision – SC/12/4

Julie Corbally Site Coordinator and Helen Helps Interim Clinical Lead from Selby Community Hospital were in attendance and gave a short presentation to the Committee. They discussed the new Selby Community Hospital and what changes and improvements had been made to services as a result of the move. These included the benefits of transferring services from several sites into one. They also discussed the improvements for staff and considered the future development of services on the site.

The Committee asked questions about the new site including the closing times for the minor injuries unit. It was noted that this service was run by Harrogate NHS Trust and was commissioned by NHS North Yorkshire and York. The Committee requested that the commissioning body attend a future meeting to discuss this matter.

Councillors expressed their thanks to the Selby Community Hospital staff for their hard work and the quality of care they provide to patients.

The Chair thanked Julie Corbally and Helen Helps for attending. They left the meeting.

6. Barlow Common Nature Reserve – SC/12/5

Councillor Metcalfe, Executive Member for Communities and the Communities Selby Development Manager were in attendance and provided the Committee with a verbal update of work at Barlow Common Nature Reserve. They discussed the Executive decision to lease Barlow

Common for 99 years to North Yorkshire Wildlife Trust and updated the Committee on the progress with this work. They explained that the arrangements include the use of site management plans and the intention to review these annually with North Yorkshire Wildlife Trust.

The Committee raised questions about the lease agreements and the development and management of the site under the new arrangements. It was confirmed that parking at the Barlow Common site would remain free from charge.

The Chair thanked the Executive Member for Communities and the Communities Selby Development Manager for attending. They left the meeting.

7. Access Selby Service Provision – Wigan Leisure and Culture Trust – SC/12/2

Councillor Mrs Ivey, Executive Member for External Relationships and Partnerships, the Director of Sport at Wigan Leisure and Culture Trust and the Business Manager were in attendance. They presented a report to the Committee which gave details about the provision of Leisure Services in Selby District and plans for future development of the park and amphitheatre. They gave details about the use of the leisure facilities including the number of members and also the types of activities that were organised.

They explained that since the fire some alternative facilities had been developed in partnership with other local organisations. Also much work has gone into developing the temporary facilities on Portholme Crescent in Selby. It was noted that the good partnership between the Council and Wigan Leisure and Culture Trust had been strengthened as a result of the fire and the work now being undertaken.

The Committee asked questions about the provision of the temporary facilities and the long term plans for the Abbey Leisure Centre site.

Councillor D Peart left the meeting at 7.05pm.

The Committee were advised that Mike Lyons would be leaving Wigan Leisure and Culture Trust for a new job; they expressed their thanks for all his hard work and wished him well in his future job.

The Chair thanked the Executive Member for External Relationships and Partnerships, the Director of Sport at Wigan Leisure and Culture Trust and the Business Manager for attending. They left the meeting.

8. Chair's Address to the Scrutiny Committee

The Chair requested that Committee members consider the work programme and asked that they suggest areas they would like to discuss

in relation to the proposed items or put forward ideas for new topics and items.

9. Call In

None received.

10. Time of Meetings

The Committee discussed the start time of future meetings.

RESOLVED:

To approve the meetings of the Scrutiny Committee commence at 5pm for the Municipal Year 2012-13.

11. Year End Performance Report – SC/12/3

The Deputy Chief Executive presented a report about the performance of Access Selby in relation to the identified key performance indicators. It was noted that the organisation had performed well against targets with no indicators below target. Where an issue had been identified in relation to re-letting of void properties continuous monitoring of performance had allowed for rapid action to be taken to identify and remedy the relevant issues.

RESOLVED:

To receive and note the report.

12. Access Selby Service Provision – Housing: Stocks and Voids – SC/12/1

The Lead Officer for Assets presented a report to the Committee about the Housing Stock and performance on repairs and voids. The Lead Officer noted that most of the performance indicators had seen improvement but performance on completion of non-urgent repairs was still below target. Also it was explained that performance in voids was continuing to improve but there was potential for performance to regress, but not past the target, due to the nature of some properties likely to become void in the near future.

The Committee questioned the Lead Officer and requested that they receive an update on the areas covered next by the painting programme, and the situation regarding Council owned garages. Also the Committee raised concerns about communication between Access Selby and Help-Link and requested that the Lead Officer investigate the matter.

13. Work Programme

The Committee's attention was drawn to the work programme within the published meeting agenda. The Chair asked if the Committee would agree to a request from the Executive to remove "and potential for budget cuts to the service" from the wording on the North Yorkshire Fire Service item due at 22 January 2013 meeting. The Chair explained that the work programme would be passed to Council for final approval.

RESOLVED:

To amend the Scrutiny Committee work programme by removing "and potential for budget cuts to the service" from the wording on the North Yorkshire Fire Service item due at 22 January 2013 meeting.

The Chair thanked all for attending the meeting.

The meeting closed at 7.40pm



Report Reference Number: SC/12/7

Agenda Item No: 6

To: Scrutiny Committee

Date: 25th September 2012

Author: Palbinder Mann, Democratic Services Officer

Lead Officer: Karen Iveson, Executive Director (S151)

Title: Review of Scrutiny Function (Covering Report)

Summary:

Councillor Metcalfe, Lead Executive Member for Communities has prepared a report following the submission of a Notice of Motion to Council relating to the operation of the Scrutiny function.

Recommendations:

The Scrutiny Committee are asked to consider and present its views on the report.

Reasons for recommendation

The Committee is asked to consider the issues outlined in the report and provide its comments to contribute in improving the Scrutiny function at Selby District Council.

1. Introduction and background

A report has been prepared by Councillor Metcalfe, Lead Executive Member for Communities on improving the Scrutiny function at Selby District Council. The report has been considered and endorsed by the Executive at its meeting on 6 September 2012 and approved by Council at its meeting on 11 September 2012.

2. The Report

The main report is attached at Appendix 1 to the agenda.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

These are outlined in the main report.

3.2 Financial Issues

These are outlined in the main report.

4. Conclusion

The Committee is asked to provide its comments on the report to contribute in improving the Scrutiny function at Selby District Council.

5. Background Documents

N/A

Contact Officer:

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pmann@selby.gov.uk

Appendices:

Appendix 1 - Report on the 'Review of Scrutiny Function' from
Councillor Metcalfe

Summary:

This report has been prepared for the Executive following the submission of a Notice of Motion to Council relating to the operation of the scrutiny function. It has been compiled following discussions with a number of councillors from the two main political groups and seeks through its recommendations to amend and refine the operation of scrutiny at the Council in order that the process adds value to the Council's operations.

Recommendations:

- i. To amend the Council's Constitution to give effect to the following:
 - The Scrutiny Committee
 - to debate all call-ins
 - To have the call-in presented to the Scrutiny Committee by the "sponsor" of the call-in and one or more of his/her co-signatories
 - To hear from any other appropriate contributors, including where necessary the relevant Executive member
 - To pass any relevant and specific recommendations to the Executive or Council as appropriate
 - To comment on the validity of the call-in itself
- ii. To provide a series of development workshops to re-appraise the role of the scrutiny function to help deliver the objectives set out in paragraph 3.3
- iii. To introduce a system of named substitutes for scrutiny committees

Reasons for recommendation

To improve the operation of the scrutiny function following discussions with elected members from across the Council.

1. Introduction and background

- 1.1 The catalyst for this review could be seen as the motion raised at Council on 24 July and currently standing in abeyance until the next meeting of Council on 11 September 2012. However, it is true to say that the concerns regarding the operation of the scrutiny function have been rumbling for some time and that a review of the process under Executive arrangements was, in any case, due.
- 1.2 I offered to lead a review on behalf of the Executive and this report and its recommendations are offered as a way of improving and refining the scrutiny function and hopefully addressing expressed concerns both current and longer running.

- 1.3 I wish to place on record my thanks to the many councillors who gave their time in the three forums that I facilitated in bringing this report forward. The forums were:
- The Conservative members of the Scrutiny Committee
 - The “new members” group
 - The Chair and Vice Chair of the Scrutiny Committee

Each forum was marked by a candid and constructive dialogue and, for me, this underlines the common will to make scrutiny more effective and add value to the Council’s operations. I was somewhat taken aback by the way these colleagues clearly welcomed what they thought as a rare opportunity to engage in and talk through the issues surrounding scrutiny and member involvement generally, and their wish to play a more active role in the Council’s operations... a role which they felt was denied them under the current arrangements.

- 1.4 Discussions seemed to revolve around two core elements, call-in and general operation, so I will deal with these in sequence in the following paragraphs.

2 Call-in

- 2.1 There can be little doubt that the current call-in procedures have raised the greatest concerns across the political divide. This single topic was high on the agenda in all three forums and, although it highlighted a major common concern, it also produced a fairly unanimous suggested solution.

- 2.2 To summarise the concerns, most felt that:
- The discussion and vote by the Scrutiny Committee on whether to even hear the call-in was embarrassing both to the Committee and to potential visitors who had been invited in the event that the call-in would indeed be debated
 - The ability to deny the debate could lead to accusations of party manipulation
 - Denying the opportunity to debate a call-in undermines democratic input
 - Any informal arrangements put in place to resolve the issues seem to have failed

- 2.3 The suggested way forward is:
- To debate all call-ins
 - To have the call-in presented to the Scrutiny Committee by the “sponsor” of the call-in and one or more of his/her co-signatories
 - To hear from any other appropriate contributors, including where necessary the relevant Executive member
 - To pass any relevant and specific recommendations to the Executive or Council as appropriate

- To comment on the validity of the call-in itself

This last suggestion is geared towards exposing frivolous use of the call-in process.

- 2.4 I would support these suggested changes which, I believe, address the concerns outlined in paragraph 2.2 and would secure this important facility for calling the Executive to account and ensure it is used appropriately in the spirit of legislation and the Council's constitution.

3 General Operation

- 3.1 These issues were wide ranging but, again, produced a high degree of unanimity.

- 3.2 There was much evidence that there was a lack of clarity and understanding about the role of the scrutiny function as a whole. We have only operated under the revised arrangements for a little over a year but it was obvious from the discussions that revisiting the very purpose of scrutiny under Executive arrangements would not only be beneficial but necessary.

- 3.3 This reappraisal, supported by training and advice sessions for scrutiny members (and others), should cover, amongst other things:

- The creation of a functional and meaningful work programme
- Building a relationship with the Executive
- The use of task and finish groups to extend resource and effectiveness
- Effective questioning techniques
- Co-ordination of effort
- Achieving added value
- Formulating workable and specific recommendations

- 3.4 Underlying all of the discussions was the intent that the scrutiny function must be seen by all as a valuable part of the Council's operations. For this to be achieved certain conditions need to be met. Some have been explored to some extent above but the list would include the following:

- Clarity on the role of scrutiny
- Freedom and willingness on behalf of scrutiny members to challenge the Executive and hold them to account
- Willingness on behalf of the Executive to respond positively to challenge in the interests of democratic debate
- Regular attendance by members of the Executive at scrutiny to answer questions and provide contextual information on the operation of their individual remits
- Access by the Chair and/or other representatives of scrutiny to informal discussions with the Executive
- Quality of debate at, and recommendations from, scrutiny

- Structured feedback from the Executive to scrutiny on any recommendations made by scrutiny
- A meaningful work programme for scrutiny which adds value to the Council's operation and is not seen as an end in itself
- Co-ordination between the three strands of scrutiny (Policy Review, Scrutiny and Audit) to ensure best use of their combined resources
- Use of T&F groups by scrutiny to extend their resource and effectiveness (could include members not on scrutiny)
- The Executive engaging with scrutiny earlier in the process of decision making or new policy formulation to expand member involvement and explain the wider context of decision making
- Scrutiny playing a role in quashing some of the wilder statements made in the media and wider community by ensuring a debate based on evidence rather than supposition
- Scrutiny testing the performance of Council services

An additional procedural recommendation from the forums is that a named substitute system for scrutiny be implemented. Again, a recommendation I am happy to support.

- 3.5 It is in all of our interests to secure a meaningful and effective scrutiny function and to promote democratic input to the overall decision making process. The responsibility for decisions will remain with the Executive but, in order to avoid the feeling amongst the wider membership of the Council that they have little or no part to play, information, communication and involvement needs to be enhanced.
- 3.6 The Executive needs to value the role of scrutiny but, by the same token, scrutiny needs to enhance its reputation by its deeds to earn that trust and sense of value. This is a two way street which requires commitment from us all.
- 3.7 Success will not be achieved overnight. Some cost may be involved and I will bring forward a further recommendation for a support resource for scrutiny as part of the forthcoming budget round. In the meantime, I ask the Executive to support the thrust of this report along with the recommendations above.



Report Reference Number: SC/12/8

Agenda Item No: 7

To: Scrutiny Committee
Date: 25 September 2012
Author: Chris Smith and Caroline Sampson Paver
Lead Officer: Keith Dawson – Director of Communities

Title:

**Access Selby 1st Interim Key Performance Indicator Progress Report:
April 2012 – June 2012 and SLA development progress report**

Summary:

This report provides details of Access Selby key performance indicators following the 1st quarter of reporting for the financial year 2012/13, and recommends appropriate action where required. An update is also provided of progress of the development plan that is included within the Service Level Agreement between The Core and Access Selby.

Recommendations:

It is recommended that accountable officers take the necessary action to ensure that performance indicators and projects under development achieve the targets set at the beginning of the financial year, as defined in the Service Level Agreement (SLA).

Reasons for recommendation

The ongoing management of performance and improvement data assists Access Selby in achieving its priorities for 2012/13.

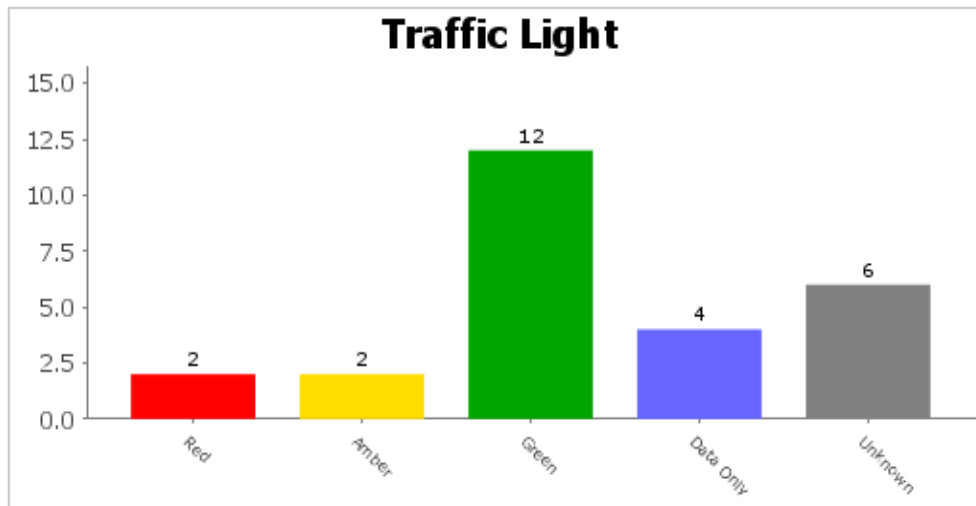
1. Introduction and background

- 1.1** Performance indicator exceptions for the relevant period together with appropriate commentary from officers are shown at Appendix A.
- 1.2** A total of twenty-six key performance indicators have been created and divided into four themes: *customer and community, learning and growth, process and finance*. These four themes form the basis of the

'balanced scorecard' approach, and are designed to support the long-term sustainability of the organisation.

- 1.3 Appendix B provides a reminder of a number of projects that are contained within the development plan for the SLA (Schedule 6 of the SLA)

2. The Report



- 2.1 Based on the performance indicators that hold reported data, results are above target on twelve indicators with two indicators reported at Amber and two indicators at Red status. The data only indicators present a baseline position from which targets will be set.
- 2.2 The 11 KPIs that currently report annually, and are due for development this year, do not contain results for 2011/12, and are therefore reliant on commentary to reflect progress. It has been requested that commentary in this first quarter report is tailored to reflect progress in these service areas over the past year.
- 2.3 KPI SDV 022 – 'Development of work programme for policy development' - was highlighted as due for refresh within the SLA, and is due to report quarterly progress in Quarter 1 of 2012. This data is not available to report due to the need to review the work programme in light of the National Planning Policy Framework being published and the extension of the Core Strategy Examination in Public.
- 2.4 Slippage in SLA development has occurred in 4 of the project areas that are listed in Appendix B
- **Development of KPIs** – specifically in those measures that are scheduled to progress or report during the first quarter. Key milestones for completion of this work were agreed with Access Selby Management Group for completion by the end of July 2012. Unfortunately some slippage has occurred, and although progress

continues to be made, the target has not been met for all relevant KPIs due to resource issues within Access Selby.

- **Further details on the partnering arrangements** – due to reprioritisation this will now be reported in the second quarter.
- **Develop risk and reward statements** – A draft risk and reward statement is being developed jointly by the Core and Access to highlight areas within the SLA that need consideration, and any actions necessary, with timescales. It appears that the outcome of risks will often be determined by linked projects and processes – therefore colleagues are to be consulted, and involved in the development of the statement.

Early assumptions of the risks if KPIs are not developed on schedule are

- The Core and Access will not know how the business is performing against the SLA
 - Councillors confidence and support of the arrangements for service delivery
 - Partnership breakdown.
- **Further define client satisfaction and quality assurance** – being developed through Access Selby management indicators.

2.5 The reason that slippage has occurred in some areas is that in the case of involvement from The Core, over 50 hours of resource have been diverted towards assisting the Policy and Strategy Team and Development Management in assessing the National Planning Policy Framework compliance of Core Strategy and Selby District Local Plan policies that are used to make planning application recommendations and decisions. Access Selby resources have suffered from competing high priorities in operational areas, for example within Planning.

2.6 Work continues in key project areas such as Business Intelligence, which will further deliver on the SLA requirements. In addition, training is scheduled in performance management in September 2012 that will involve Officers across Access Selby, further allowing key aspects of the SLA development plan and associated KPIs to be delivered.

3. Legal/Financial Controls and other Policy matters

3.1 Subject to the actions determined by councillors to address weakness identified, there are no financial implications arising from the contents of this report.

3.2 Any actions identified for improvements to performance would need to be properly assessed for financial implications and, if required, approval for any additional funding sought and such issues would be highlighted in the budget exceptions report elsewhere on the agenda.

4. Conclusion

- 4.1** In summary, performance has been maintained in the 1st quarter of reporting with improvements evident in the progress of the Access Selby performance indicators. Mechanisms have been put in place to resolve ongoing performance issues within the Benefits/Taxation and Planning business areas with Action Plans formulated to tackle the performance issues.
- 4.2** Additionally, development of performance measures, and other development projects within the SLA need to be kept under regular review, and be afforded the necessary priority in the work plans of Access Selby and The Core, so that targets may be achieved.

4. Background Documents

None

Contact Officer:

Chris Smith

Lead Officer – Data & Systems Access Selby

Caroline Sampson Paver

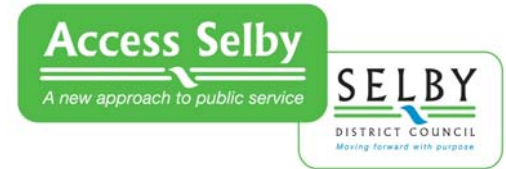
Commissioning & Performance Officer, Core Selby

Appendices:

Appendix A - Access Selby 1st Interim Key Performance Indicator Report: April 2012 – June 2012

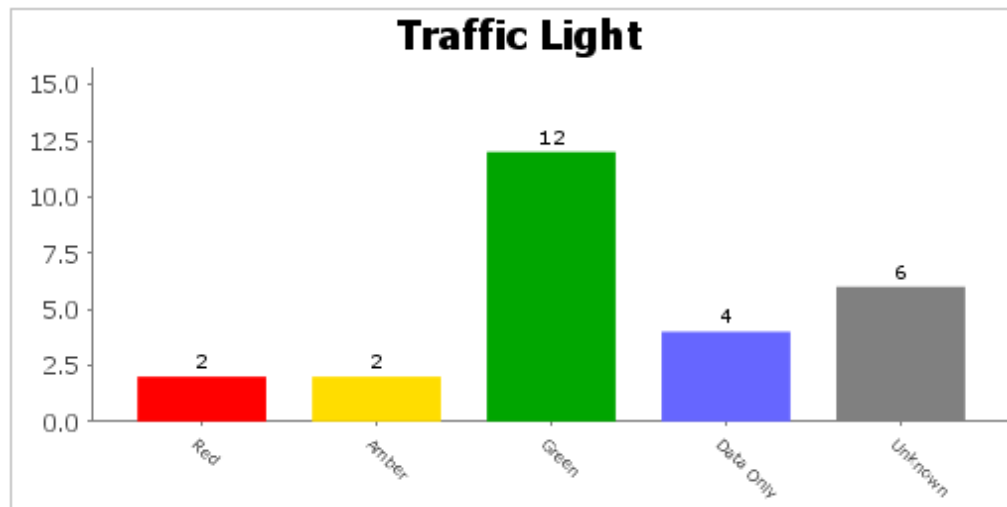
Appendix B – Service Level Agreement Development Plan







Access Selby 1st Interim Key Performance Indicator Report: April 2012- June 2012









Report Type: PIs Report
Report Author: Data & Systems
Generated on: 03 July 2012

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				




Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
SLA_001	% of satisfied customers	Aim to Maximise	60.00%	97.33%				Quarterly	<p>How are we doing/Moving Forward?</p> <p>This indicator previously (11/12) measured customer satisfaction at the Customer Contact Centre (by telephone and face to face).</p> <p>The scope has now been broadened to measure satisfaction across all public facing business areas following successful roll out of the customer pledge in accord with the approved timescale & project plan (April 2012). The first quarter results are therefore, extremely positive. As business intelligence emerges arising from the pledge we will be able to review the target.</p>
SLA_002	% of contact 'right first time'	Aim to Maximise	80.00%	91.04%				Quarterly	<p>How are we doing/Moving Forward?</p> <p>This PI concerns the number of calls passed through the Customer Contact Centre to a back office 'service specialist'. This is a strong performance which links with SLA001.</p> <p>The emerging draft ICT Strategy (due to be considered by AS Board 27th July 2012) may provide opportunity to develop the measurement of this PI. Subsequent timescales will be dependant upon the Strategy, its development in relation to corporate ICT solutions & corporate funding cycles. Total of 37102 contacts were made to the CCC for the period 01/04/12 - 30/06/12. A total of 33778 were dealt with at 1st point of contact.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
SLA_003	% satisfied with street cleanliness	Aim to Maximise	70.00%					Annually	<p>How are we doing/Moving Forward?</p> <p>As we no longer carry out formal satisfaction surveys we have developed a method of measuring performance based on targeted complaints.</p> <p>The street cleansing service consists of a number of categories comprising of:-</p> <ul style="list-style-type: none"> • Litter and dog bins • Work quality • Total number of complaints • Litter and dog bins responded to within 24 hours and • Offensive graffiti responded to within 24 hours. <p>These categories have been weighted and individual targets have been set.</p> <p>In terms of Q1 all categories are performing on target with the exception of the number of complaints regarding litter and dog bins responded to within 24 hours. There were 17 complaints regarding litter and dog bins in the quarter and one incident failed to meet the response time.</p> <p>This resulted in the achievement of 85% for the service for the first quarter.</p>







Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
SLA_004	% satisfied with leisure facilities provided on behalf of the Council	Aim to Maximise	70.00%	78%				Annually	<p>How are we doing/Moving Forward?</p> <p>WLCT subscribe to the sport and leisure facility management, APSE performance network to enable effective independent benchmarking of customer satisfaction information. The customer satisfaction performance scores are based on a range of factors including staff, customer information, facility characteristics and value for money.</p> <p>The overall performance scores represent a marked improvement from the baseline established during the first year (2010/11) which was 69% overall.</p>
SLA_005	Satisfaction with professional advice both to the Core and within the SDV	Aim to Maximise	70.00%					Annually	<p>How are we doing/Moving Forward?</p> <p>We carried out a piece of work during the year which focused on the quality of professional services provided. The information has enabled us to identify areas of good practice and areas where improvements need to be made. This information, however, closely reflected other existing data and intelligence, so we will look at how to develop this in the future.</p>
SLA_008	Average time taken to process disabled facilities grants applications	Aim to Minimise	120 days	135 days				Quarterly	<p>How are we doing/Moving Forward?</p> <p>Disabled Facilities Grants are currently being processed above the target time (135 days against a target of 120 days). This is mainly due to delays in surveying eligible properties towards the 2011/12 year end. It is expected that performance will improve during the 2nd quarter.</p>



Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
SLA_009.1	% or repairs to council-owned properties completed within agreed timescales (EMERGENCY/URGENT REPAIRS combined)	Aim to Maximise	90.00%	91.81%	↑	↑	🟢	Monthly	<p>How are we doing/Moving Forward?</p> <p>Improved data cleansing has allowed the Assets team to look into all jobs previously recorded as having missed the target, investigation has shown all emergency and urgent jobs were attended on time and completed, with further follow up work where required arranged with the customer to be carried out at a mutually agreed time.</p>
SLA_009.2	% or repairs to council-owned properties completed within agreed timescales (NON-URGENT REPAIRS)	Aim to Maximise	85.00%	98.82%	↓	↑	🟢	Monthly	<p>How are we doing/Moving Forward?</p> <p>This represents an increase in performance of 8% on June 2011. Performance is 13% above target.</p>
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	26 days	19.73 days	↓	↑	🟢	Monthly	<p>How are we doing/Moving Forward?</p> <p>Although this month has shown a dip in performance of 8 days, the figures include a number of difficult to let properties. We still have a number of these properties to-let; however the forecasted figure is still expected to meet the target.</p>
SLA_012	% of employees attaining behavioural competency key milestones	Aim to Maximise	90.00%					Annually	<p>How are we doing/Moving Forward?</p> <p>This is a KPI to be developed as part of the SLA with the CORE to develop a more meaningful measure of staff development. The Organisational Development Strategy and associated action plan has been developed and agreed by the Board. This outlines a wide range of initiatives aimed at developing an effective, efficiency and engaged workforce. A key strand within the OD strategy links to training and development including the roll-out of</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									<p>performance contracts for every member of staff. The new KPI to be developed will be linked to measuring the effectiveness of this new performance monitoring tool.</p> <p>Performance Contracts have been carried out for staff and are reviewed to determine level of competency development required and also to develop the corporate training plan.</p>
SLA_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	Baseline					Annually	<p>How are we doing/Moving Forward?</p> <p>Year 1 was about establishing a baseline for the new organisation and this was done via the staff survey undertaken in October 2011, just a few months after the inauguration of the new organisation. . This survey will be repeated in October 2012 to measure how far we have come. As a new organisation, having undergone significant change at every level, it was important for us to understand staff perceptions and use staff feedback to inform organisational development We collected baseline information via a questionnaire and face-to-face feedback, from which a Staff Survey Group has been established to move forward initiatives in direct response to staff comments. This, has informed the development of the new Organisational Development Strategy with priorities around;</p> <ul style="list-style-type: none"> • Changing and Learning • Developing Leadership • Engaging our People


Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									<ul style="list-style-type: none"> Managing Performance
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	Aim to Maximise	100%	100.00%	▬	▬	🟢	Monthly	<p>Food Inspections: High Risk Premises- 14 out of 14 premises inspected = 100%</p> <p>Health and Safety Inspections: High Risk Premises - No premises due for inspection.</p> <p>PPC Inspections High Risk Premises - No premises due for inspection</p>
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	Aim to Maximise	95.00%	98.15%	⬆️	⬆️	🟢	Monthly	<p>Food Inspections: Medium Risk Premises - 51 out of 52 premises inspected = 98%</p> <p>PPC Inspections Medium Risk premises - 1 out of 1 due = 100%</p>
SLA_015	% Response to Environmental Health enquiries and complaints	Aim to Maximise	100.00%	100.00%	▬	▬	🟢	Monthly	<p>How are we doing/Moving Forward?</p> <p>100% - 9 out of 9 food and safety complaints responded within target. Sub regional target is 95% through North Yorkshire Quality Management System (ISO accredited). Access Selby performance in 2011/12 was 100%. New Environmental Health business area has maintained this performance by implementing new working practices in respect of proactive & reactive work</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									streams and support from community officers in respect of general environmental health enquiries & service requests. Demand is comparable to previous years.
SLA_016	Number of high risk enforcement issues resolved	Aim to Maximise	60.00%	100.00%	▬	▬	🟢	Quarterly	<p>How are we doing/Moving Forward?</p> <p>The enforcement team has achieved a 100% resolution rate for high risk enforcement cases for the period 01 April 2012 – 30th June 2012.</p>
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	80.28%	⬇️	⬇️	🛑	Monthly	<p>How are we doing/Moving Forward?</p> <p>Since February the team has seen an increase in demand, particularly a rise in the numbers of change of circumstances that have to be processed.</p> <p>To enable improved performance additional resources have been made available, further supported by a Transformation Project to look at how the business area works, with the results due in July 2012.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	30.56%	30.48%	⬇️	⬇️	🟡	Monthly	<p>How are we doing/Moving Forward?</p> <p>We are 0.08% behind our profiled target and 0.08% behind our YTD position at the same period in 2011 following 1st quarter reporting.</p>
SLA_020	% of Council Rent debt recovered	Aim to Maximise	93.61%	94.04%	⬆️	⬇️	🟢	Monthly	<p>How are we doing/Moving Forward?</p> <p>Collection rate is ahead of target by 0.43% & only just under YTD figure for June 2011 by 0.12%. We continue to pro-actively collect rent and arrears by contacting the customer promptly, promoting and</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									facilitating housing benefit take up and we work closely with the Community team to support new tenants and the Homeless Prevention team to prevent homelessness. We also work with our Contact Centre and external partner agencies to provide payment advice and guidance and debt and financial advice through all channels available.
SLA_021	% of applications considered within time under scheme of delegation	Aim to Maximise	70.00%	59.33%				Monthly	<p>How are we doing/Moving Forward?</p> <p>The Planning Team has worked hard over the last 2 months to establish a workable solution to allow defensible decisions to be made once again with regard to the policy uncertainty created by the ongoing Core Strategy EIP and emerging NPPF - this forms the basis of the performance recovery plan that has been prepared. Additional resources have also been received to help the team recover their position and an action plan is currently being prepared to allow the team to reach their target of 70% as soon as practically possible.</p>
SLA_023	% of invoices paid on time	Aim to Maximise	80.00%	91.42%				Monthly	The year to date performance in processing invoices has reduced slightly but still 11.42% above target. Focus will be put on Business areas to ensure prompt payment of invoices throughout the holiday months to ensure that performance is maintained. This improved performance has been achieved having reallocated resource to this area of work within Business Support.
SLA_025	% internal rate of return on commercial assets	Aim to Maximise	6.00%					Annually	<p>How are we doing/Moving Forward?</p> <p>There is currently no base data and a review of Council owned assets have been</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									programmed to take place in 2012/13 in association with the Asset Management Strategy. Expected to report every 3 years, starting from March 2013
SLA_026	Reducing internal costs on non operational sites	Aim to Maximise	2.50%					Annually	<p>How are we doing/Moving Forward?</p> <p>There is currently no base data and a review of Council owned assets has been programmed to take place in 2012/13 in association with the Asset Management Strategy. Expected to report six monthly from September 2012</p>
SLA_027	% increase in income generation	Aim to Maximise	Baseline					Annually	<p>How are we doing/Moving Forward?</p> <p>In accordance with the Corporate Charging Policy the majority of discretionary fees due for review for 2012/13 have been increased by RPI (as at September 2011). Exceptions to the Corporate Charging Policy and the MTFs were reported to and agreed by Executive.</p> <p>Three new income streams area being developed – commercial waste; room booking; and supporting people through the ‘lifeline’. Marketing and development advice has been sought and it is anticipated that projects will be in place to deliver for the next financial year. The process begins with Access Selby showcasing services to partners at an event planned for Sept 2012.</p>
SLA_028	Efficiency and productivity improvements (Delivering within Cost Envelope)	Aim to Maximise	Baseline					Annually	<p>How are we doing/Moving Forward?</p> <p>This is a KPI to be developed as part of the SLA with the CORE – to bring together all productivity and efficiency targets</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									<p>(currently SDV 28, 29 & 30).</p> <p>Access Selby has taken a number of steps to deliver effective and efficient services within the cost envelope. This includes the delivery of a range of BPI projects, robust financial management by Budget Officers and also the application of a flexible approach to the use of our resources which is a key value of Access Selby.</p> <p>In 2012/13 the cost envelope will be even more challenging however the measures that have been put in place during 2011/12 and the work programmes planned for the year ahead will ensure we can respond equally well to the challenge ahead.</p>
SLA_029	% increase in productivity	Aim to Maximise	15.00%					Annually	<p>How are we doing/Moving Forward?</p> <p>Ongoing work to develop relevant and robust productivity measures across the business. This is integral to the Business Intelligence project and builds on the time recording project. Key milestones to end August to align with SLA development plan.</p> <p>Transformation projects in priority areas have identified potential efficiency and productivity gains. Currently these accrue to 5237 productive hours; £117,881.69 potential efficiency savings; £25,948.10 cash saving. The realisation of these benefits is reliant on business area implementation of the recommendations and follow ups.</p> <p>All Transformation projects have robust</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Collection Frequency	Latest Note
									targets set by the business sponsor. These need to reflect the VFM drivers and profit drivers of the business. These will be reported quarterly.
SLA_030	% efficiency gain in commissioned services, whether financial or added value	Aim to Maximise	Baseline					Annually	<p>How are we doing/Moving Forward? This is a KPI to be developed as part of the SLA with the CORE – to bring together all productivity and efficiency targets (currently SDV 28, 29 & 30).</p> <p>The Spend Analysis Project, which is being led by the Procurement Partnership, has identified key areas for smarter procurement and an action plan, with efficiency targets included, has been developed to take this forward.</p> <p>A review of all significant contracts and partnerships is to take place in Q2 of 2012/13 and this will identify opportunities for agreeing efficiency targets (or added value targets) with our partners.</p>

Appendix B

Service Level Agreement Development Plan

Project	Ownership	Development	Timeframe	Progress
To develop the range of KPI's identified in schedule 2	The Core & Access Selby	Business Areas, Data & Systems and the Core to jointly develop in line with known BPI's and emerging key projects	Throughout the year, with first developments being progressed in April 2012	The majority of KPIs have a development plan that is being progressed, with slippage in a small proportion, which are receiving attention currently. The 3 proposed new KPIs for development are to be assigned target dates in the 2nd quarter.
An annual plan to deliver Services, to include work plans for individual service areas where appropriate and plans for business development	Access Selby	To progress from an adopted, longer term Business Plan.	To be submitted to A/S Board in January 2013	Business Plan updated for 2012/13 and adopted by A/S Board in March. Updated 3 year plan is currently being developed and is scheduled for Board approval in January 2013
Further development of the	The Core	In conjunction with progressing	To be developed	Being developed

outcomes expected of Access Selby by the Council		projects to deliver the Corporate Plan through the 5 Big Things	during April – June 2012	alongside the finalisation of the Programme for Growth – will be included in the next refresh of the SLA
Soft measures of performance in areas such as the customer relationship and developing trust	Access Selby	In line with progression of the Customer Pledge, improved customer satisfaction measures and the CEFs	Linked to customer satisfaction BPI – key findings available in May 2012	Initial findings reported - being developed as a product of listening to and acting upon satisfaction intelligence – reporting initial results in 3rd quarter
Further details on the partnering arrangements	The Core and Access Selby	Research best practice and consider the benefits of including additional protocol	To be developed during April – June 2012	Did not meet the target date due to competing high priorities in A/S and diverted resources in the Core. Research ongoing – report in quarter 2
Development of new income streams for Access Selby	Access Selby	Scope and identify areas to increase income	To be developed by July 2012	3 streams identified for this year, which are being marketed – report new income as it arises. Programme for

				Growth to be targeted for additional income opportunities – as projects finalised.
Develop risk and reward statements, relating to key risks and ownership	The Core and Access Selby	Identify risks specific to the partnership arrangement, and areas in which the potential for reward may be increased	To be developed during April – June 2012	Produced in draft and is being developed for finalisation during Sept/Oct
Further definition of Client satisfaction and quality assurance	The Core and Access Selby	Linked to development of related KPI – (Mike James leading) – will help inform the identification of signs of quality	Agree developed reporting mechanism and likely date of initial reporting by July 2012	Associated KPI now cancelled – A/S considering how it will progress this project to feed into Business Intelligence by the end of the year
A Customer Pledge	The Core	To improve customer satisfaction knowledge	Pilot running from April 2012, to report on progress by July	Reporting has commenced, protocol for gaining most value from results being developed by a Core and A/S group of Officers – begin reporting in October



Report Reference Number: SC/12/9

Agenda Item No: 8

To: Scrutiny Committee

Date: 25th September 2012

Author: Palbinder Mann, Democratic Services Officer

Lead Officer: Karen Iveson, Executive Director (S151)

Title: Selby Community Hospital Minor Injuries Unit (Covering Report)

Summary:

The Scrutiny Committee has shown an interest in the commissioning of services at the Selby Community Hospital Minor Injuries Unit. Representatives from the NHS will be in attendance to provide information on how services are commissioned and answer questions from the Committee.

Recommendations:

The Scrutiny Committee are asked provide its comments and questions to scrutinise the commissioning of services at the Selby Community Hospital Minor Injuries Unit.

Reasons for recommendation

The Committee is asked to ensure that efficient and adequate services are being provided by the Unit for patients.

1. Introduction and background

The Scrutiny Committee has shown an interest in scrutinising the commissioning of services at the Selby Community Hospital Minor Injuries Unit. As a response to this, the relevant representatives from the NHS have been invited to the next meeting of the Committee on 25th September 2012.

2. The Report

The representatives from the NHS have been asked to respond to the following areas which have been chosen in communication with the Chair:

- Commissioning of service/hours of operation.
- How the decision was reached for the current scheduling of operational hours.
- Alternative Minor Injury Unit / Accident and Emergency provision for the residents of Selby.

The following questions have also been received from Councillors:

Councillor	Question
Chilvers	Would it be possible to have a break down as to the number of people being treated at the minor injuries department and what they have been treated for? If we could have a few facts and figures this would give councillors some idea just how busy the department is and if it is being a success.
Chilvers	What is the view of the public and staff of the new premises?

In addition to the above, the Committee is asked to provide further comments and questions at the Committee meeting.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

N/A

3.2 Financial Issues

N/A

4. Conclusion

The Committee is asked to ensure that efficient and adequate services are being provided by the Minor Injuries Unit for patients.

5. Background Documents

N/A

Contact Officer:

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Report Reference Number: SC/12/10

Agenda Item No: 9

To: Scrutiny Committee
Date: 25th September 2012
Author: Wayne Palmer
Lead Officer: Environmental Health and Housing

Title: The work of the Environmental Health Service detailing activity, performance and workload.

Summary

The Environmental Health Service carries out a range of duties to fulfil Statutory obligations and in accordance with relevant guidance, including inspections, responding to complaints and routine investigations. It carries out a range of advisory work to help local businesses and residents and to ensure that all premises operate within the requirements of legislation and are safe.

Recommendations

To consider the information contained in the report.

Reasons for recommendation

To provide a breakdown of the work undertaken by the Environmental Health Service and detailing the workload and performance.

1. Introduction and background

Environmental Health offers a service to the people who live, work and visit Selby District. All activities seek to protect the health and wellbeing of residents, businesses and visitors from public health risks. This report sets out the detail to this service and its performance.

The report takes account of statutory requirements and influences from the key central government departments.

Where possible, behavioural change is brought about through education and advisory means, but where necessary and in line with the Enforcement Policy, legislative powers are available to ensure compliance. Some of the work is required by statute, some intelligence led and Environmental Health work

jointly with many partners, both within and outside Access Selby, to maximise efficiency and bring about shared outcomes and positive impacts for Selby District.

The report details how services are delivered and resources available to do this. It is broken down into specific work areas in which key roles and activities are identified.

2. The Report

Please refer to Annex 1.

3. Legal/Financial Controls and other Policy matters

The service operates within the Access Selby cost envelope and specification of the service level agreement (Access Selby and Selby District Council). It also operates in accordance with the Council's Enforcement Policy.

4. Conclusion

Environmental Health has continued to provide an excellent service by concentrating resources where they are needed most, by focussing on statutory rather than discretionary work, by engendering a 'more for less' approach to performance and by officers working in a more flexible and efficient way and taking on more responsibility and higher workloads.

Key performance indicators have consistently been achieved: 100% of the inspection programme for high risk premises and in addition, 95% of medium risk premises (food, health & safety and environmental protection) set for this year and in accordance with the Statutory Code of Practice. The target for achieving 100% of requests for assistance to food and health and safety complaints is set at within 6 working days and twenty-four hours for emergencies and this has also been achieved.

5. Background Documents

None.

Contact Officer: Wayne Palmer

ANNEX 1

Environmental Health Service

The Environmental Health service covers the following work areas:

- **Food Safety** sustains and improves the standards of safety of food manufactured, prepared and supplied in Selby District. This is achieved by risk-based inspections, complaint investigation, sampling and business-support. The national Food Hygiene Rating Scheme (NFHRS) has been introduced and following every food hygiene inspection a rating is awarded and a certificate sent to the food business and details published on the Food Standards Agency website.
- **Health and Safety** works in partnership with the Health and Safety Executive and Local Authorities in North Yorkshire to protect people's occupational health, safety and welfare by ensuring that risks in the workplace are properly and proportionally managed. This is achieved by targeted and risk-based inspections, complaint investigation, and investigation of accidents and dangerous occurrences.
- **Private Water Supplies** are risk-rated and sampled to ensure that they do not pose a threat to health. The service works with supply owners to ensure supplies are properly protected and treated in order to prevent contamination with bacteria, protozoa, parasites and viruses or other substances.
- **Infectious Diseases** are investigated to control spread and identify causes. This includes food borne gastro-enteric diseases and other legally notifiable diseases. Powers are available to exclude people from food handling work and children from Schools, if necessary. Control and surveillance of communicable diseases is achieved, by working closely with the Health Protection Agency Consultant for Communicable Disease Control by monitoring and investigating cases and outbreaks of communicable disease and by increasing awareness of prevention methods.
- **Nuisance Investigations** are statutory nuisance including noise, light, smoke and odour. The majority of complaints are initially dealt with by the Community Officers who operate within the Community Support business area of Access Selby. Those requiring more specialist work are referred to Environmental Health.
- **Regulation of Industrial Processes** using Environmental Permits in compliance with national legislation and enforcement of conditions on those permits to minimise emissions to the atmosphere.

- **Air Quality** annual air quality assessment in accordance with DEFRA requirements to assess air quality against prescribed limits.
- **Drainage** the investigation and resolution of private drainage complaints.
- **Welfare Burials** arranging welfare burials and exhumations.
- **Licensing Consultation** specialist advice regarding environmental health matters associated with licence applications, renewals, variances and Temporary Events Notices. This includes applications that relate to public houses, boarding kennels, pet shops, dangerous wild animal establishments, horse-riding establishments, tattooists and skin/body piercing.
- **Public Health** filthy properties and infestation issues.
- **Planning Consultation** specialist advice on planning applications which may have an impact upon the environment or upon residential amenity.
- **Caravan Sites** inspection work associated with the issue and compliance with Caravan Site licences.

Cont.

Access Selby Key Performance Indicators April 2012 – March 2013:

	Measure	Target	Current Value
SLA0014	Inspection of premises in accordance with statutory code of practice (food, health & safety, environmental protection)	100% high risk; 95% medium risk	100%
SLA0015	Response to Environmental Health enquiries and complaints	6 working days 24hr for emergencies	100%

Environmental Health Resources

Environmental Health is a specialist team within the Community Support business area of Access Selby and comprises 3 full-time Environmental Health Officers and 2 Technical Officers (of which one is full-time and the other a job-share). The cost of the service is £182,138.00 and this excludes CEC charges.

Staff Development Plan

In order to facilitate flexible working practices and develop competencies in key Environmental Health work it is necessary to ensure that officers are adequately trained and able to deliver the services that they are allocated. Large areas of service delivery require specific qualifications and/ or professional practice standards and competencies.

The training development needs of individual officers are identified on an ongoing basis and are recorded through the Access Selby Performance Management Contract framework which feeds into the corporate training plan. This is supplemented by:

- Group training on technical issues organised by the North Yorkshire Chief EHO's Group
- Ad-hoc technical training courses, which arise through the year
- Training events organised by the Regional Branch of the CIEH
- Mentoring, coaching and in-house training

Continued professional development will ensure confidence in our ability to deliver the plan and address any emerging matters related to competency amongst the Environmental Health business area.

Improvements to Service

Improvements to service are driven by a number of mechanisms. Business operators provide feedback through satisfaction surveys; Liaison Groups (food, health & safety, communicable disease, air quality & environmental protection) provide a vehicle for dissemination of best practice, consistency and liaison with partner enforcement agencies.

The North Yorkshire Quality Management System (food safety) is subject to continuous review and challenge through International Standards Organisation audits and assessments supported by peer inter-authority audits. The NFHRS encourages improvements in food safety and hygiene standards among food businesses through increased public awareness allowing consumers to make a more informed choice about where they eat or shop for food.

Advice to Businesses

The service provides advice to businesses during visits and by telephone and website. Business Forums disseminate advice and information.

FOOD SAFETY

The district of Selby contains a mix of manufacturing, distribution, retail and catering premises. The food inspection programme for 2012/13, by risk categories, is displayed below in Figure 1. Category A is the highest risk premises and E the lowest.

Figure 1. Food Safety Inspection Programme 2012/13

Premises risk category	Frequency	Estimated no. of premises	Estimated no. of inspections	Estimated no. of desk-tops
A	6 months	2	2	-
B	12 months	35	35	-
C	18 months	293	193	-
D	2 years	100	50	-
E	3 years	321	42	36
TOTAL		751	322	36

As a minimum the service aims to inspect premises in categories A to D and category E premises may either be inspected or subject to the alternative enforcement strategy (a desk-top survey) in the year that they fall due, as determined by the rating scheme set out in the Statutory Code of Practice. A profile of premises and the estimated required number of inspections and desk-top surveys, in 2012/13, is displayed in Figure 1. This shows food hygiene inspections due in 2012/13 in accord with the risk-rating system, thus focussing resource on highest risk premises. It excludes new premises that arise during the year or unclassified premises.

Some low-risk premises may be brought back into the programme if necessary, for example, where it is evident that higher risk activities are being undertaken or where other intelligence gives rise for concern such as sampling results, complaints or information from other Agencies. It will also be necessary to inspect the premises falling within category E that are within the scope of the national Food Hygiene rating Scheme (NFHRS).

Performance is reported through the North Yorkshire Quality Management System and also to the appropriate Business Manager through the Access Selby performance management framework in accord with the service level agreement specification (Access Selby/Selby District Council).

Products of Animal Origin – Approved Premises

There are four significant premises with products of animal origin requiring approval: Sarah Brownridge Whole Country Food, Tadcaster (meat products and fishery products), Hagg Bush Farm Dairies, Hambleton (dairy products), Cranswick Gourmet, Sherburn Industrial Estate (meat products) and JE Hartleys, Thorganby (approved cold store). Existing Approved premises excluding egg packing establishments will be subject to a minimum of 2 visits, in the Civic Year. This will comprise of 1 inspection and the second visit may be a further inspection or, an audit of a particular aspect of the food safety management system operated by the food business. New premises requiring approval will be subject to the statutory application process prior and will be incorporated in the inspection programme subsequently. It is not possible to estimate the number of applications that may arise.

Food Complaints

A food complaint concerns, for example, unfit food due to microbiological contamination or foreign body contamination. Food premises complaints include complaints regarding the hygiene or practices at food premises. The estimated number of food complaints for a year is 21. The estimated number of food premises complaints for a year is 14.

Food Sampling

Routine informal sampling includes regular sampling of on-farm pasteurisation and private water supplies are also sampled in accordance with the Private Water Supplies Regulations.

Quality Management System

The Food Service operates to a formal North Yorkshire Quality Management System (QMS) accredited to ISO (International Standards Organisation) standard 9001. The system is therefore, regularly independently audited by ISO and in November 2011 the QMS was successfully upgraded to the new ISO 9001:2008 standard. Selby was one of the 3 authorities in North Yorkshire audited as part of the re-accreditation. The constituent local authorities are: Craven, Hambleton & Richmondshire, Harrogate, Ryedale, Selby, Scarborough and York.

Review of achievements in 2011/12

- Re-accreditation was successfully achieved in respect of the North Yorkshire Quality Management System.
- Achieved 236 food premises inspection programme set at the start of the year 2011/12 for risk rated premises (categories A, B, C & D) 100% due inspections.
- Total 354 food hygiene inspections (236 above plus the inspection of 'E' rated premises along with inspections required due to change of food business operator, food registration, non broadly compliant businesses, intelligence and complaints leading to a full inspection.
- 44 revisits were undertaken to check compliance following inspection.
- 20 food hygiene advisory visits.
- 17 food complaint visits.
- 12 sampling visits.
- 7 Hygiene Improvement Notices served, all of which were complied with.
- 156 Infectious disease notifications investigated.
- 36 food safety complaints investigated.
- Achieved high levels of business satisfaction in respect of the food and health & safety enforcement service. The majority of respondents either strongly agreed or agreed that contact with the Council's enforcement service was helpful and that the business was treated fairly. No respondents returned dissatisfaction in relation to the indicator questions.
- 94% of food establishments were 'broadly compliant' with Food Law as a percentage of the total number of food premises.
- Review of North Yorkshire Food Safety Quality Management System completed.
- Successful implementation and launch of the national Food Hygiene Rating Scheme (NFHRS) in Selby District and award of £8,000.00 project funding from the Food Standards Agency.

Key service targets in 2012/13

- To achieve the inspection programme in Figure 1.
- Continue to implement the food safety management requirement and Safer Food Better Business (SFBB) in relation to European Regulations.
- To target resources at premises deemed not broadly compliant with food law.
- Maintain high levels of business satisfaction.
- Continued participation in the emerging Food Standards Agency national Food Hygiene Ratings scheme.
- Maintain ISO accreditation in respect of the North Yorkshire Food Safety Quality Management System.
- To implement the Food Standards Agency's E.Coli guidance and assist businesses by working with our partners in North Yorkshire to raise awareness of the risks associated with E. Coli and increasing knowledge on control measures.

HEALTH AND SAFETY

There are two broad areas of work, pro-active and reactive.

Pro- active

Planned visits to premises, normally high risk premises (i.e. Category A) based upon the individual premises health and safety risk-rating and forming part of a wider intervention programme, where the primary aim is to inspect an individual premises to check compliance with health and safety law. As a minimum the service aims to inspect 100% premises in category A as they fall due, as determined by the risk rating scheme set out in Health and Safety Executive Guidance (Circular 67-2 Rev3).

Reactive

The implementation of local and regional initiatives with focussed campaign(s) in workplace safety is a change in emphasis from routine inspections. The aim is that critical workplace safety issues are identified based on national and local intelligence, including accident trends and patterns. The above is in accordance with specific guidance and following a review of the approach for undertaking health and safety proactive inspections.

The following premises/areas have been identified sub-regionally when considering topic based intervention strategies:

- Beauty Premises (nailbars, tattooists, lasers in beauticians).
- Gas safety in catering premises.

- Woodworking.

Officers deal reactively with matters of evident or potential major health and safety concern when visiting any premises which has been targeted for other purposes e.g. gas safety issues observed during a routine food safety inspection.

Health & Safety Complaints

Complaints include concerns by employees or members of the public regarding health & safety matters at premises. The estimated number of health and safety complaints within the year is 15.

Accident Investigation

Businesses have a duty to report certain work related accidents. This decision is based upon national guidance and the requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The main source of determining where accidents have occurred is by accessing the RIDDOR Incident Contact Centre on a daily basis. It is estimated that the 68 accidents reported in the previous year will be reduced for this year due to the changes in the reporting criteria. The reactive programme is dynamic due to continuous risk- rating of premises, complaints, intelligence and changes in proprietor that might trigger an intervention.

Achievements in 2011/12

- Achieved premises inspection target of 100% (10 inspections) for higher risk premises (categories A and B1) due in the Civic Year.
- 160 total visits to premises that included the following:
- 8 visits to investigate accidents.
- 34 revisits undertaken to check compliance following inspection.
- 10 visits following requests for health and safety service.
- 7 Improvement Notice served & complied with.
- Partnership with Health & Safety Executive maintained.
- Well-attended Health & Safety Forums for businesses.

Key service targets in 2012/13

- To inspect 100% of those higher risk premises due for inspection.
- New projects or initiatives to improve the overall quality of safety in workplaces in the targeted priority areas.
- Achieve high levels of business satisfaction.
- To fulfil Selby's partnership role with the Health & Safety Executive.
- A commitment to working with other authorities and partners to ensure a consistent approach of current guidance including attendance at the North

& West Yorkshire Health and Safety group to reduce accidents and ill health statistics.

ENVIRONMENTAL PROTECTION

Inspections, Consultations and Sampling 2012/13

PPC Permit Inspections Part A2	3 per annum
PPC Permit Inspections Part B	30 per annum
Undertake nitrogen dioxide monitoring with diffusion tubes	12 tubes/month
Consultation from planning	238 per annum

The installations permitted include three A2 premises which cover control of emissions to air, water and land, consider energy and raw material use and waste produced. Part B covers emissions to air only.

Achievements in 2011/12

- Updating and Screening Assessment of Air Quality completed.
- Work commenced on a detailed air quality assessment in regard to Nitrogen Oxides in two locations within Selby District.
- 100% of Permitted Installation inspections were completed.

Key Service Targets in 2012/13

- Complete Air Quality progress report and submit to Defra by April 2013.
- Continue work on the detailed assessment required under the air quality regime in regard to Nitrogen Oxides in two locations within Selby District and submit a report to Defra by April 2013.
- Carry out a 100% of the risk-rated Permitted Installation inspections.



Report Reference Number: SC/12/11

Agenda Item No: 10

To: Scrutiny Committee
Date: 25 September 2012
Author: Palbinder Mann, Democratic Services Officer
Lead Officer: Karen Iveson, Executive Director (S151)

Title: Localism Act - Development of the Scrutiny Committee

Summary:

This report outlines how the Scrutiny Committee could provide more in depth scrutiny on items selected from its work programme.

Recommendations:

- i. That the Scrutiny Committee be developed to allow it to focus on and scrutinise one or more topics in substantial depth each year.
- ii. That the Localism Act be the first topic for in depth consideration by the Scrutiny Committee and that the Committee choose one of the areas of the Act for review as outlined in the report.
- iii. That the Committee give consideration to the way they wish to review the chosen topic.

Reasons for recommendation

The development of the Scrutiny Committee in this way will allow for it to not only scrutinise the work undertaken in different areas, but also add value to the development of policy and procedures by Selby District Council. This development would allow efficient, flexible and in depth scrutiny led by Members rather than just the consideration of reports.

The consideration and review of an area of the Localism Act will help to promote understanding of its implications and the effect on Selby District Council and its residents. It is also envisaged that the scrutiny of this area would support the work being done by the Council as a result of the new legislation.

1. Introduction and background

- 1.1 The Council is looking to develop the work of the Scrutiny Committee and its role in scrutinising the activity of the Council. It is proposed that this development take the form of offering the opportunity for the Committee to lead a review looking in substantial depth at one or more topics on its Work Programme each year.
- 1.2 The Localism Act was given Royal Assent in November 2011. The main aim of the Act is to transfer more power away from national Government to Local Authorities and give them new freedoms and flexibility.

The Act contains numerous changes for Local Government including:

- Abolition of the Standards Board
 - Clarifying the rules on predetermination for Elected Members
 - Greater local control of business rates
 - Community right to challenge
 - Transparency over senior council officials pay
 - Abolition of regional strategies
 - Neighbourhood Planning
 - Reforming the Community Infrastructure Levy
- 1.3 The Localism Act is on the Scrutiny Committee's Work Programme and is due to be discussed at the 25th September meeting. This topic has been identified by the Chair as offering the potential for in depth consideration and review by the Scrutiny Committee. As the Localism Act is extensive in its coverage it is felt that Scrutiny could focus the review on just one aspect of the Act and give it detailed consideration.
 - 1.4 Following discussions with the Chair, three areas of the Act have been identified for possible further and in-depth consideration by the Scrutiny Committee, these are:
 - Community Right to Challenge
 - Neighbourhood Development Plans and Orders
 - National Non-Domestic Rates

2. The Report

- 2.1 The suggested areas for consideration have been drawn from a wider range of different areas of work that the Localism Act will impact upon. They have been identified as areas where there may need to be changes made to Council policy and/or working procedures. As yet these areas and the actions being taken by the Authority are not due to be considered by Full Council, the Executive, or any other Committee.

2.1.1 Outlined below are the three areas with some initial ideas for themes to be considered:

Community Right to Challenge

The Community Right to Challenge lets communities challenge to take over local services that they can run differently and better. The Committee could look at how this process should be managed and by which area of the Authority. It could consider how decisions would be scrutinised and the influence of Selby District Council on service delivery post successful challenge. Also it could look at the mitigation of potential challenges by engaging with community groups through Communities Selby.

Neighbourhood Development Plans and Orders

The Committee could consider the process of providing support for Local Communities to develop Neighbourhood Development Plans and Orders. How such work could be used to generate revenue for the Authority and the arrangements for scrutinising the Plans and Orders prior to accepting them. Also the Committee could consider the potential changes required to the Planning Committee in terms of budgets, Members and Member training to accommodate any new work that would result from Neighbourhood Development Plans and Orders. It does need to be noted however that the Planning Committee is a regulatory function and not a Scrutiny function.

National Non-Domestic Rates

The Committee could consider the changes to the Authority's discretionary powers for offering rate reliefs and the opportunities and risks this presents for use as an economic development tool for the District. The Committee could also scrutinise the plans for the process of making discretionary relief awards and receiving appeals against award decisions.

- 2.2 It is envisaged that the role of the Scrutiny Committee would develop and through the further in depth scrutiny, would allow the Committee to add value to the work of Selby District Council. It is thought consideration of the Localism Act presents a good opportunity to trial in depth consideration by the Committee as it is an expansive topic.
- 2.3 In depth scrutiny would allow Committee Members to take a more proactive role in scrutiny. Concern has been raised regarding the amount of officer time that would be required for research and report production. However it is thought such demands could be reduced if Members took the lead in researching and reporting on their investigations. This would also allow Members to accurately represent their views and recommendations on the topic being considered.
- 2.4 Other advantages include the possibility of inviting non Committee Members to participate in the work, the inclusion of external partners,

the flexibility to concentrate on particular topic and arrange informal meetings not restricted by normal Committee rules.

2.5 When considering the review of the chosen topic, the Committee will have to also take into account the following factors:

- A specific title for the review
- The rationale behind the review
- Purpose and objectives of a review
- The outcome of the review.
- The methodology/approach for the review.
- The time it would take the review.
- Any resource requirements.
- Any risks associated with the review.
- Any publicity which would be expected.

It is expected that once an area to review is chosen by the Committee, a scoping paper will be produced outlining responses to the above points.

2.6 The Committee would also need to decide on the format in which they would wish to carry out the scrutiny of the topic. Possible suggestions include:

- A Task and Finish group made up of Members of the Scrutiny Committee with invites to other Members of the authority and external partners with meetings held outside of the normal calendar of meetings of the Scrutiny Committee.
- A Task and Finish group made up solely of Scrutiny Committee Members with meetings held outside of the normal calendar of meetings of the Scrutiny Committee.
- Meetings held on the provisional Scrutiny Committee dates currently scheduled to discuss Call-In items.
- The arrangement of additional formal meetings.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

None

3.2 Financial Issues

Additional hours of research and report writing may be required by the relevant business areas to prepare the necessary information and reports for the Scrutiny Committee to review a topic in such depth. If meetings were held

outside of the normal meeting calendar, this would also require additional resources such as officer time.

The Scrutiny Committee only has a limited budget of £600 which could limit the scope of any officer led research. However the proposed development of the Scrutiny Committee would provide for Committee or Task and Finish Group led research by Members supported with more limited officer time.

4. Conclusion

The proposals for the Scrutiny Committee to carry out in depth reviews of topics would allow efficient and flexible Scrutiny to be undertaken and contribution to policy and procedures of Selby District Council.

5. Background Documents

“Localism Act 2011” Briefing Presentation from J Lund, Deputy Chief Executive.

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Appendices: N/A



Report Reference Number: SC/12/12

Agenda Item No: 11

To: Scrutiny Committee

Date: 25th September 2012

Author: Keith Cadman, Lead Officer Contracts

Lead Officer: Sarah Smith

Title: Access Selby Service Provision – Waste Collection and Recycling

Summary: It was agreed, at a Scrutiny Committee meeting, to include a written summary on the work programme – Access Selby Service Provision and that Waste Collection and Recycling should be provided for consideration at the 25th September 2012 meeting.

Recommendation:

Councillors to scrutinise the provision of services within the remit of Access Selby – Waste Collection and Recycling

Reasons for recommendation

The committee ensures the contribution of Scrutiny is effective in supporting service improvement and delivery against district wide and Council priorities.

1. Introduction and background

Report SC/11/17 Access Selby Service Provision – Waste Collection and recycling of 20th September 2011 set out a summary of the service changes and performance since commencement in October 2009. The current waste and recycling collection service consists of a number of collection activities as set out in the table below

Service	Annual Number of Collections	Performance Target 2012 / 2013	Current Performance 1st Qtr
Refuse collection	910,000	99.6%	99.7%
Green Waste collection	744,000	99.5%	99.6%
Paper / card collection	910,000	99.5%	99.7%
Cans & Glass collection	910,000	99.5%	99.7%
Plastics collection	910,000	99.5%	99.7%
Clinical waste collection	3,536	Included in above	
Bulky waste collection	994	Within 14 days	89.7%
Fridge & Freezer collection	Included in above	Within 14 days	89.7%
Commercial waste collections	50,459		
Assisted collections	36,686		
Replacement bins / boxes	3,155	Within 7 days	80.2%
Total All Services	4,478,830		

The performance measures for the core collection services of refuse, green waste and recycling collections are based on certainty of service provision and measured by expressing the number of missed collections as a percentage of the planned collections. The services performance is monitored and managed by Access Selby's contract management team on a weekly and monthly basis combined with daily liaison between the team and Enterprise.

Collection Service	2011/2012		2012/2013 1st Qtr	
	Target	Actual	Target	Actual
Refuse	99.6%	99.5%	99.6%	99.7%
Green Waste	99.5%	99.3%	99.5%	99.6%
Recycling	99.6%	99.1%	99.5%	99.7%

Recycling and diversion of waste from landfill

The table below sets out the reduction in total collection tonnage and the percentage of recycling for the last two full financial years.

	2010 / 2011	2011 / 2012
Total collection tonnage	20,397.77	20,009.24
Recycling Percentage	43.07%	43.11%

The recycling tonnage for the first quarter 2012 / 2013 shows an increase when compared with the same period in 2011 / 2012 amounting to 308.49

tonnes which is primarily due to an increase in green waste tonnages due to the exceptionally wet spring and summer.

2. The Report

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

None

3.2 Financial Issues

None

4. Conclusion

The waste and recycling service continues to achieve contract standard.

5. Background Documents

Access Selby Service Provision – Waste Collection and recycling (Report SC/11/7 20th September 2011)

Contact Officer:

Keith Cadman – Lead Officer Contracts (interim)

Appendices:

Scrutiny Committee Work Programme 2012/13

Date of Meeting	Topic	Action Required
13 June 2012	Time of Meetings	To consider and agree a start time for future meetings
	Work Programme	To receive the Work Programme drafted by the Committee and approved by Council
	Year End Performance	To receive the Year End Performance Report
	Crime & Disorder Update INFORMATION ONLY REPORT	To receive an information only report with statistical information on Crime & Disorder.
	Barlow Common Nature Reserve	To receive an updated on current situation at Barlow Common
	Access Selby Service Provision <ul style="list-style-type: none"> • Leisure Services - WLCT • Housing - Stock/Voids 	To receive an update on the progress made to the refurbishment of Abbey Leisure Centre To scrutinise the provision of housing across Selby District including the performance of the repairs/maintenance service and Helplink
	Health Service Provision <ul style="list-style-type: none"> • Selby Hospital 	To scrutinise the impact made to residents on the move to the new hospital site
Call In	Provisional Item on the agenda	
25 September	Localism Act	To scrutinise the impact on Selby District Residents – with the emphasis on the areas of the Localism Act dealing with

2012		Community Empowerment
	Minor injuries unit at Selby Hospital	To scrutinise the operational aspect of the minor injuries unit at Selby Hospital
	Access Selby Service Provision <ul style="list-style-type: none"> Waste Collection and Recycling 2nd Year Review INFORMATION PAPER ONLY Environmental Health 	To receive a written update on the 2 nd year Waste Collection Review of Service from Enterprise To scrutinise the performance of the work of the Environmental Health Service
	1 st Quarter Interim Corporate Plan Review	To review performance against the Corporate Plan – Leader of the Council in attendance
	Call In	Provisional Item on the agenda
22 January 2013	North Yorkshire Fire Service	To discuss the Fire and Rescue Service provision within the District.
	Health Service Provision <ul style="list-style-type: none"> Yorkshire Ambulance Services 	To review the work of the Ambulance Service covering the District and how it impacts on local residents, including the work of the Air Ambulance Service
	Crime and Disorder Review	To review the levels of crime and disorder across Selby District – NYP and CSP representatives in attendance.
	Access Selby Service Provision <ul style="list-style-type: none"> Planning 	To scrutinise the performance of the Planning Service
	2 nd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of

		the Council in attendance
	Call In	Provisional Item on the agenda
Feb/March 2013	Nigel Adams MP	To ask questions of the Selby and Ainsty MP regarding issues of concern for councillors and local residents
23 April 2013	Police & Crime Commissioner (PCC)	To invite the PCC to give an update on their role and responsibilities
	Crime & Disorder Update INFORMATION REPORT ONLY	Information report from the PCC with Crime Statistics for the district.
	Community Selby Service Provision <ul style="list-style-type: none"> • Communities Selby 	To look at how Communities Selby is working in partnership with the voluntary sector
	3 rd Quarter Corporate Plan Report	To review performance against the Corporate Plan
	Scrutiny Annual Report 2012/13 and Work Programme 2013/14	To discuss the Scrutiny Annual Report for 2012/13 and to agree the draft work programme for 2013/14
	Call In	Provisional Item on the agenda

- Please note that any items 'called in' will be considered at the next available meeting.
- Councillor Call For Action will also be considered as the next available meeting.