



Meeting: **SCRUTINY COMMITTEE**  
Date: **TUESDAY 23 APRIL 2013**  
Time: **4.00PM**  
Venue: **COMMITTEE ROOM**  
To: **Councillors W Nichols (Chair), R Price (Vice Chair), I Chilvers, M Dyson, M Hobson, D Mackay, C Pearson, D Peart and 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](http://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 26 March 2013 (pages 1 to 4 attached).

### 4. Chair's Address to the Scrutiny Committee

### 5. Call In

**6. Police and Crime Panel**

To consider the report from the Democratic Services Officer (pages 5 to 6 attached).

**7. Health Service Provision – Yorkshire Ambulance Service**

To consider the report from the Yorkshire Ambulance Service (pages 7 to 13 attached).

**8. Access Selby 3<sup>rd</sup> Interim Key Performance Indicator Progress Report: April 2012 – December 2012 and SLA development progress report**

To consider the report of the Director of Communities (pages 14 to 29 attached).

**9. Communities Selby Service Provision**

To consider the report from the Executive Director (pages 30 to 34 attached).

**10. Scrutiny Annual Report 2012/13**

To consider the report from the Democratic Services Officer (pages 35 to 46 attached).

**Martin Connor  
Chief Executive**

<b>Dates of next meetings</b>
21 May 2013 (provisional)
2 July 2013
23 July 2013 (provisional)

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

## Scrutiny Committee

Venue:	Committee Room
Date:	26 March 2013
Present:	Councillors R Price (Chair), I Chilvers, M Dyson, M Hobson, C Pearson, D Mackay, D Peart and R Sweeting.
Apologies for Absence:	Councillor W Nichols
Also Present:	Nigel Adams – MP, Selby and Ainsty and Howard Ferguson, Parliamentary Assistant.
Officers Present:	Rose Norris – Executive Director and Palbinder Mann - Democratic Services Officer.
Press:	None

### **43. DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **44. MINUTES**

#### **RESOLVED:**

- i) **That the minutes of the Scrutiny Committee held on 22 January 2013 be APPROVED and that they are signed by the Chair.**

### **45. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE**

The Chair informed the Committee that the last Scrutiny Committee had been cancelled due to a lack of attendance and the workshop from that meeting would be rearranged.

### **46. CALL IN**

No items had been called in.

### **47. NIGEL ADAMS MP**

Mr Adams provided an overview of his work in his role as an MP for the Selby and Ainsty constituency. The following update was provided:

- Apart from day to day constituency work, other areas of work included the health service, flooding, energy and economic growth. He stressed that the economy was very much his priority, along with getting people back to work.
- The area was fortunate to have 11-12% of the country's electricity generators through the two stations in the area. Power stations are under pressure to make the shift towards more environmentally friendly fuels and Drax station was about to convert one of its units to biomass fuel. Discussions on this issue had taken place with both Eggborough and Drax power stations. In the recent budget, Drax Power Station has been selected as one of the stations to generate power in a low carbon way and this would lead to the creation of new jobs.
- Unemployment in the region had fallen, there has been a drop of 25% since the last election. Mr Adams praised employers in the region who had taken on 1000 apprentices.
- Mr Adams informed the Committee that he had organised jobs fairs and had received positive feedback from these. The job centre had also been helpful.
- The Committee were informed that occupancy rates for commercial premises were high and were outperforming York, which again was a good sign for the local economy.

Councillors were presented with an opportunity to ask questions of Mr Adams. The following questions and discussion took place:

- A query was raised whether the funding for Drax was 100% guaranteed. Mr Adams stated that carbon capture had been around for years, however the Government had allocated £1 billion towards further work. It was also explained that as the power generated would be linked into the network, National Grid were also involved.
- A query was raised regarding improving gateways in Selby and whether there could be a renaissance type scheme in Selby. Mr Adams stated that he wished to see an attractive entry points into Selby. The Committee were informed that Drax had been interested in supplying some funding for improvements and that conversations had taken place with Groundwork but nothing had been heard since. Councillor Peart advised the Committee that the Council's new Improvements to Gateways Project Team would be meeting on 2 April 2013 to take this forward. Mr Adams also explained that Selby had been ranked as one of the worst for applying for lottery grants as the amount of applications from the district were lower than anywhere else.

- Mr Adams explained that money had been allocated from the Government to improve broadband services in the area and tackle the “not spots”. The Committee were informed that areas around Selby District could now be delivered with superfast broadband.
- A query was raised regarding pipelines going through agricultural land for energy improvements. Mr Adams stated that it was difficult to produce the network without pipes and he did not see an issue with this as a consultation would be required and National Grid had experience of delivering this.
- In response to a query concerning the British production of coal, Mr Adams stated that there was a reliance on foreign markets; however he needed to ensure that stations like Drax got all the support they could get.
- In response to the question listed on the agenda concerning welfare reform and social housing, Mr Adams stated that he had not received much correspondence from constituents regarding this issue. He stated that it was a controversial move however there was currently a large housing benefit bill. Mr Adams also informed the Committee that pensioners would not be affected and there would be a relief fund for people who needed the extra room. It was stated that it was unclear at this stage how the changes would impact on those on the housing waiting list.
- In response to the question listed on the agenda concerning the Health Care reforms and the Selby War Memorial Hospital, Mr Adams informed the Committee that there was no impending closure of the hospital and he had undertaken regular discussions with the hospital authorities on this issue. Mr Adams explained that services may be delivered differently in the future and meetings had been planned with the Clinical Commissioning Group to discuss this.

Mr Adams explained that North Yorkshire had a funding deficit as a result of the funding formula not taking rural circumstances into account. It was explained that other areas such as Barnsley, Hull and Leeds got 25% more per head than this area. Mr Adams explained that the funding formula would not be changing this year however he had been lobbying the Secretary of State to change the formula.

- In response to the question listed on the agenda concerning the recent death of a child from asthma and overlong ambulance response times, Mr Adams stated that in future ambulance services would be commissioned by the Clinical Commissioning Group (CCG). Mr Adams expressed his condolences and stated that the CCG was under no illusions that services needed to be delivered efficiently.

- In response to the question listed on the agenda concerning HS2, Mr Adams stated that he was currently opposed to the route and had received around 80 letters of objection on the issue. The Committee were informed that an Action Group had been created. Mr Adams explained that he was supporting the HS2 project as it would bring economical benefits however as the local MP he wanted to ensure minimum impact and ensure any homeowners affected would be properly compensated.

The Committee raised concern that some homeowners would lose a considerable amount of money as a result of the project and a number of them would go into negative equity. Mr Adams stated that he wanted to ensure that everyone who would be losing their homes would be properly compensated. It also needed to be ensured that the consultation was carried out properly and was adhered to as this would be a stressful time for people. The Committee were informed that there was still a considerable way to go in the process and there would be a consultation on the route later on in the year.

It was queried whether it was premature to notify people at this stage as they may experience difficulties if they were currently in the process of selling their property. Mr Adams explained that there was a compensation scheme for people who would suffer hardship and this could be applied for.

The Chair thanked Mr Adams for his attendance.

#### **48. SCRUTINY COMMITTEE WORK PROGRAMME 2013/14**

Concern was raised at the waiting times at Access Selby and it was agreed that this item would be listed at an earlier meeting on the work programme.

Concern was also raised at the level of street cleaning, especially in the Tadcaster area. It was agreed that street cleaning would be added to the work programme.

#### **RESOLVED:**

- i) **That the Committee receive and approve the work programme for 2013/14 with the above amendments**

The meeting closed at 6:22pm



**Report Reference Number: SC/12/25**

**Agenda Item No: 6**

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**To: Scrutiny Committee**  
**Date: 23 April 2013**  
**Author: Palbinder Mann, Democratic Services Officer**  
**Lead Officer: Karen Iveson, Executive Director (S151)**

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**Title: Police and Crime Panel**

**Summary:**

The Support Officer for the Police and Crime Panel will be present to provide the Committee with information on how the Panel works and its role in scrutinising the Police and Crime Commissioner.

**Recommendations:**

**That the Scrutiny Committee consider the information presented and provide any views considering on how the Panel could improve and how they could feed into the scrutiny process for the Police and Crime Commissioner**

**Reasons for recommendation**

**The Committee ensures that it is contributing to the process for scrutinising the Police and Crime Commissioner.**

**1. Introduction and background**

The Committee initially had on their work programme for the Police and Crime Commissioner to attend this meeting however it was decided that it would be more beneficial for the Committee to first gain an understanding of the how the Police and Crime Panel who had the formal role of scrutinising the Commissioner and then invite the Commissioner to a later meeting.

**2. The Report**

No formal report has been submitted however the Committee will receive a verbal briefing on the role of the Police and Crime Panel

### **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 provide its comments on the role of the Panel and decide how it can contribute in the process of scrutinising the Commissioner.

### **5. Background Documents**

N/A

#### ***Contact Officer:***

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#### **Appendices:**

**N/A**





**Report Reference Number: SC/12/26**

**Agenda Item No: 7**

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**To: Scrutiny Committee**

**Date: 23 April 2013**

**Author: Palbinder Mann, Democratic Services Officer**

**Lead Officer: Karen Iveson, Executive Director (S151)**

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**Title: Update Summary on Ambulance Service Provision (Covering Report)**

**Summary:**

This report provides an overview of services provided by Yorkshire Ambulance Service (YAS).

**Recommendations:**

**That the Scrutiny Committee consider the information presented and provide any views.**

**Reasons for recommendation**

**The Committee ensures it is effectively scrutinising ambulance provision in the district.**

**1. Introduction and background**

Following discussions with the Chair, specific information was requested concerning ambulance provision in the district and an update on the performance of the ambulance service. Representatives from the service were initially scheduled to attend the Committee meeting on 22 January 2013 however were unable to attend due to a Care Quality Commission (CQC) inspection.

**2. The Report**

The report from Yorkshire Ambulance Service is attached.

**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 provide its comments on the report.

**5. Background Documents**

N/A

***Contact Officer:***

Palbinder Mann  
Democratic Services  
x2207  
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**Appendices:**

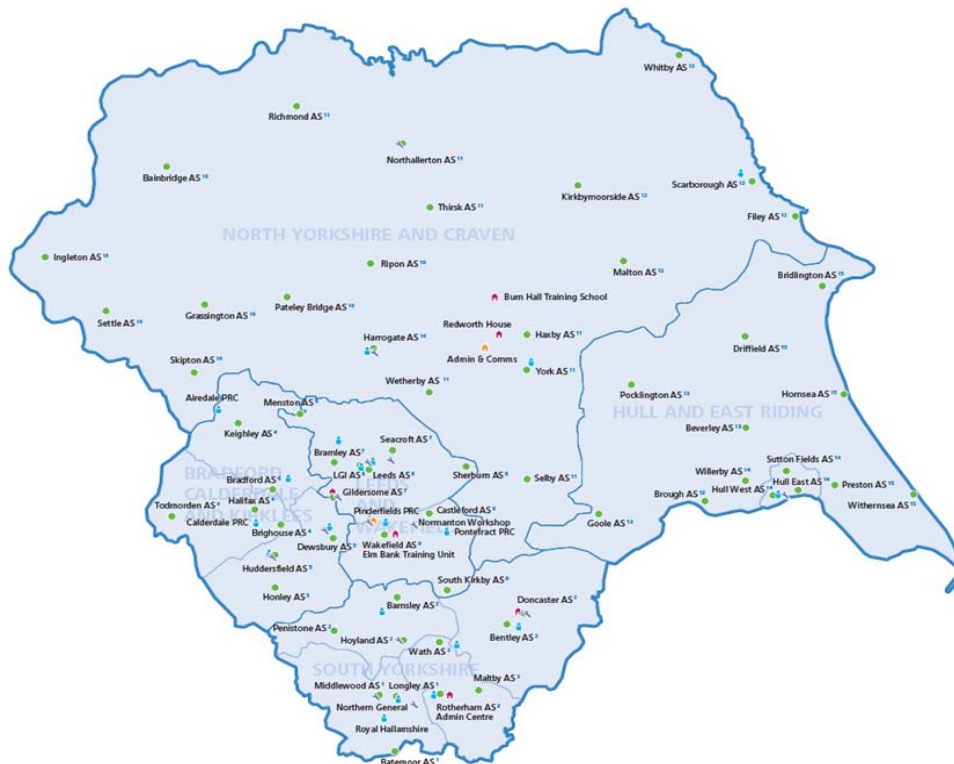
**Appendix A** – Report from Yorkshire Ambulance Service.



## Update Summary on AmUUbulance Service Provision

### 1. PURPOSE/AIM

- 1.1 The purpose of this report is to provide an overview of services provided by Yorkshire Ambulance Service (YAS)
- 1.2 Below can be seen a map of all ambulance stations in YAS



### 2. PERFORMANCE UPDATE

- 2.1 All ambulance services have performance targets which encompass both clinical and time recorded requirements. These are known as Ambulance Quality Indicators (AQI's) this data can be accessed by everyone at the web link below:

<http://transparency.dh.gov.uk/category/statistics/amb-quality-indicators/>

- 2.2 These are broken down into system indicators and also clinical indicators. System indicators measure the time records. Key ones are listed below:

	<b>AQI (Year end)</b>	<b>YAS</b>	<b>North Yorks</b>
•	Red 1 Calls (Life threatening) 75%	72.5%	68.0%
•	Red 2 Calls (serious) 75%	75.5%	71.8%

**AQI (Year end)**

**YAS**

**North Yorks**

- Combined

75.32%

71.54%

2.3 Clinical indicators are: (please note due to verification these reports have a time delay for reporting of 3 months)

**AQI's North Yorks**

Ambulance Quality Indicators (AQI's) - Clinical (Reported 3 Months in arrears)			Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct
3.10	Outcome from ROSC - Overall (CQI SQU03_03a)	N or th	12.5%	10.0%	19.4%	15.6%	15.2%	21.6%	9.1%	30.8%	21.8%	14.0%
		Y A S	12.1%	14.2%	20.6%	19.2%	20.4%	22.4%	19.3%	24.9%	27.4%	19.5%
		N a t i o n a l	21.6%	22.8%	23.7%	24.6%	25.0%	24.9%	24.2%	28.2%	26.5%	
3.11	Outcome from STEMI - Received an appropriate care bundle (CQI SQU03_05c)	N or th	70.3%	87.5%	82.6%	54.2%	76.5%	87.5%	82.1%	84.6%	77.3%	100.0%
		Y A S	72.0%	76.3%	68.0%	69.7%	73.4%	78.7%	78.8%	81.8%	79.5%	85.6%
		N a t i o n a l	76.4%	78.1%	75.8%	79.5%	78.8%	74.6%	78.7%	76.1%	77.2%	
3.12	Outcome from Stroke - Arriving at hyper acute stroke centre within 60 mins (CQI SQU03_06a)	N or th	73.2%	58.7%	57.8%	62.1%	71.6%	65.4%	62.9%	52.9%	49.4%	57.3%
		Y A S	70.6%	64.2%	66.2%	69.9%	70.3%	67.8%	66.8%	61.6%	62.6%	64.6%
		N a t i o n a l	63.5%	60.3%	63.5%	63.8%	66.5%	64.9%	66.5%	65.3%	62.3%	
3.13	Outcome from Stroke - Received an appropriate care bundle (CQI SQU03_06b)	N or th	95.6%	93.9%	94.7%	89.2%	93.9%	93.4%	95.9%	97.6%	98.5%	95.3%
		Y A S	96.6%	95.4%	95.7%	93.5%	91.3%	94.1%	95.8%	96.8%	96.5%	95.7%
		N a t i o n a l	95.5%	95.8%	95.8%	95.1%	95.3%	95.1%	96.5%	95.3%	96.2%	
3.14	Outcome from Cardiac Arrest - Survival to discharge - Overall (CQI SQU03_07a)	N or th	6.3%	2.7%	5.7%	4.4%	4.9%	9.8%	0.0%	10.4%	9.3%	16.3%
		Y A S	5.1%	4.1%	3.8%	7.1%	8.0%	8.2%	7.5%	8.1%	10.3%	9.0%
		N a t i o n a l	5.9%	6.9%	6.8%	6.9%	7.3%	7.9%	7.6%	9.6%	9.2%	

- 2.4 The Emergency service in North Yorkshire has during 2012/13 (to March 13) received 92253 calls this is 5.0% over demand expectations (87873)
- 2.5 Of these calls 34811 were Red calls which is 1.6% over demand expectations.
- 2.6 The year-end standard in North Yorkshire is 71.54% (March 13) for combined red calls. In the York / Selby locality (Minster) the standard was 76.4% (Feb 13) which is 0.7% improvement on the same period in 2011/12. It should be noted that North Yorkshire has been commissioned to achieve 71.2% and not the 75% national standard.
- 2.7 Below can be seen the categories calls are placed into through the use of the Advanced Medical Priority Dispatch System within the Emergency Operations Centre (EOC) This is a national set of criteria and standards followed by all ambulance services and is measured as a trust.

<b>R1</b>	<b>Patients considered immediately life-threatening</b> Response within 8 minutes at least 75% of the time
<b>R2</b>	<b>Patients considered immediately life-threatening</b> Response within 8 minutes at least 75% of the time
<b>G1</b>	<b>Patients considered serious but <u>not</u> life-threatening</b> Response within 20 minutes 90% of the time
<b>G2</b>	<b>Patients considered serious but <u>not</u> life-threatening</b> Response within 30 minutes 90% of the time
<b>G3</b>	<b>Patients considered <u>not</u> serious or life-threatening</b> Telephone assessment within 20 minutes
<b>G4</b>	<b>Patients considered <u>not</u> serious or life-threatening</b> Telephone assessment within 60 minutes

**3. STRUCTURE & OPERATION**

- 3.1 Within North Yorkshire the localities are based on areas to allow for a reasonably equitable spread of staffing levels, although Minster does have the highest numbers of staff based within 3 stations, York, Haxby and Selby at 110 front line A&E staff
- 3.2 Once a call comes in crews are dispatched to the incident and where necessary transport, where demand allows dynamic standby systems prompt the dispatcher to move another ambulance or car into the area for cover. However the car cover usually stays within its area of operation. Demand can dictate that vehicles are moved in to support other areas

and the organisation is required to send the nearest available appropriate vehicle to any emergency call.

- 3.3 This dynamic way of working can see vehicles travel to areas outside the normal area of operation and likewise other vehicles come in. This happens on a daily basis and now that YAS is a regional service vehicles from other clinical business units regularly work in North Yorkshire and likewise North vehicles in others.
- 3.4 Selby has 2 X 24hrs ambulances with the response car working predominantly days and late shifts up until 0200hrs on Fridays and Saturdays. The ECP's working days and nights on specific shifts during the week.
- 3.5 Shift patterns are built around the requirement to hit peak demand and are reviewed regularly to ensure they meet current demand, these being changed when necessary as trends in demand change over a number of months.
- 3.6 Yorkshire Ambulance Service is split into three Clinical Business Units (CBU's) which mirror some of the old boundaries but also meet the new Local Area Team boundaries. So North Yorkshire and Hull and East Riding form one CBU, West Yorkshire forms the second and South Yorkshire the third.
- 3.7 To meet the geographical challenge and provide resilience, there are 2 Emergency Operations Centres (EOC) that manage all the call taking and dispatch for the whole of Yorkshire. One is based at Fairfield's, York which covers North Yorkshire and Hull & East Riding. The second is at Wakefield which covers West and South Yorkshire

#### **4. CLINICAL PATHWAYS**

- 4.1 YAS as do all other ambulance services have in place a number of different pathways for specific types of patient. These in place to ensure the patient received definitive care at the right place in a timely manner, this can be in an acute setting or at home.
- 4.2 All crews are able to identify the correct route once a diagnosis has been found. Good examples of this are the Trauma pathway, where the crew feeds into a co-ordinator at Wakefield the condition of a serious trauma patient and the nearest centre (Teeside – Hull – Sheffield) is alerted and confirmation for the crew on which site to attend. Likewise utilisation of the air ambulance in such cases is another key asset
- 4.3 Crews all over the county have use of specialist Stroke units for victims of Stroke to receive thrombolysis, and units for patients suffering from Aortic Aneurysms (AAA) (both York and Hull locally) or ST Elevated Myocardial Infarction (STEMI) to Castle Hill, Hull and LGI Leeds or James Cook in Teeside.

## **5. SUMMARY**

- 5.1 North Yorkshire continues to improve on its clinical standards and time standards, while some areas require more work the team looks at innovative ways in which patient care can be enhanced to meet these challenges.

Phil Bainbridge  
Head of Emergency Operations

April 2013



**Report Reference Number: SC/12/27**

**Agenda Item No: 8**

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**To: Scrutiny Committee**

**Date: 23 April 2013**

**Author: Chris Smith and Caroline Sampson Paver**

**Lead Officer: Keith Dawson, Director of Community Services**

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**Title:**

**Access Selby 3<sup>rd</sup> Interim Key Performance Indicator Progress Report:  
April 2012 – December 2012 and SLA development progress report**

**Summary:**

This report provides details of Access Selby key performance indicators following the 3<sup>rd</sup> 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:**

The Scrutiny Committee is asked to consider the report and provide any comments.

**Reasons for recommendation**

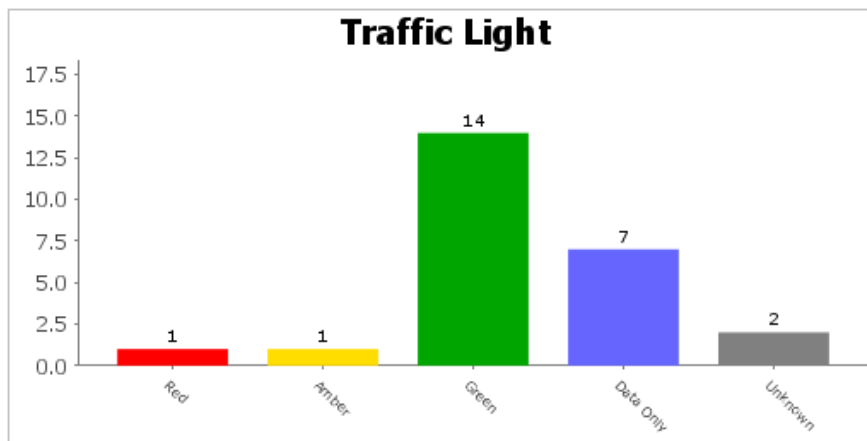
The ongoing management of performance and improvement data assists Access Selby in achieving its priorities for 2012/13.

**1. Introduction and background**

- 1.1 Performance indicators for the relevant period together with appropriate commentary from officers are shown at Appendix A.
- 1.2 A total of twenty-five 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.



## 2. The Report



- 2.1 Based on the performance indicators that hold reported data, results are above target on fourteen indicators with one indicator reported at Amber and one indicator at Red status.
- 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.
- 2.3 Work continues in key project areas such as Business Intelligence, which will further deliver on the SLA requirements.

## 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.

## Conclusion

- 4.1 In summary, performance has been maintained in those indicators where data has been provided with improvements evident. Mechanisms have been put in place to resolve ongoing performance issues and these will continue throughout quarter 4.
- 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.

## 5. Background Documents

None

**Contact Details**

**Chris Smith**

Lead Officer – Data & Systems Access Selby

**Caroline Sampson Paver**

Commissioning & Performance Officer, Core Selby

**Appendices:**

**Appendix A** - Access Selby 3rd Interim Key Performance Indicator Report: April 2012 – December 2012

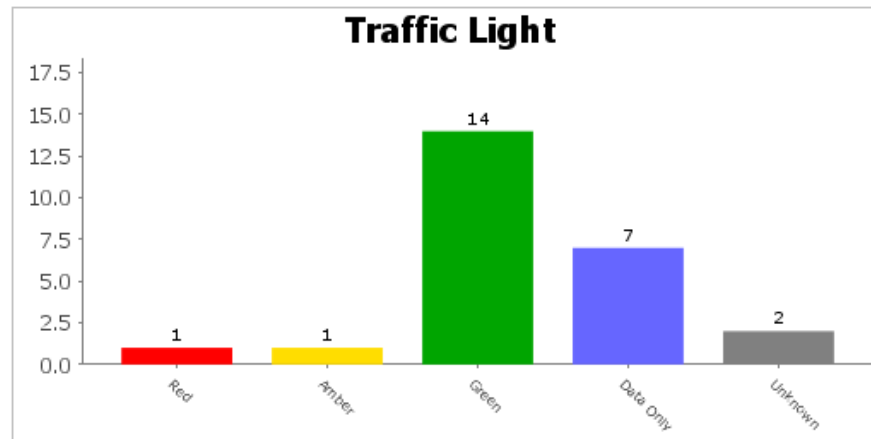
**Appendix B** – Service level Agreement Development Plan

# Access Selby 3<sup>rd</sup> Interim Key Performance Indicator Report: April 2012 – December 2012 (Quarter 3)









**Report Type:** PIs Report  
**Report Author:** Data & Systems  
**Generated on:** 10 January 2013

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	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_001	% of satisfied customers	<b>Aim to Maximise</b>	60.00%	<b>98.35%</b>	↑	↑	✔	97.04%	<p><b>How are we doing/Moving Forward?</b></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 &amp; project plan. The year to date 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'	<b>Aim to Maximise</b>	80.00%	<b>90.50%</b>	↓	↓	✔	91.65%	<p><b>How are we doing/Moving Forward?</b></p> <p>Total of 32578 contacts were made to the CCC for the period 01/10/12 - 18/12/12. A total of 28991 were dealt with at 1st point of contact. This SLA indicator was calculated on the 18th December due to the Christmas holidays and the tight reporting deadline in January 2013. This good performance links to SLA001.</p>
SLA_003	% satisfied with street cleanliness	<b>Aim to Maximise</b>	70.00%	<b>85.00%</b>	↑	—	✔		<p><b>How are we doing/Moving Forward?</b></p> <p>There has been an improvement in performance right across the service compared to Q2 with a reduction in the number of overall complaints and complaints about litter and dog bins, and an improvement in response times. This is as a result of targeted improvement work and proactive planning coming into leaf fall season.</p> <p>This resulted in the achievement of 85%</p>










Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
									for the service for the third quarter.  This is the first year we have calculated this KPI using this weighted method and we will continue to monitor it to ensure we are providing a fair and accurate picture of the service.
SLA_004	% satisfied with leisure facilities provided on behalf of the Council	<b>Aim to Maximise</b>	70.00%	<b>78.00%</b>					<p><b>How are we doing/Moving Forward?</b></p> <p>This is an annual target and is measured through an external suit of satisfaction surveys WLCT commission for all their sites and is carried out in March.</p> <p>In the meantime, we report interim results based on monitoring of complaints, which provides some measure of satisfaction until the formal survey results are reported.</p> <p><b>Complaints</b></p> <p>Between October and December just 2 complaints were received by the leisure service. One was related to a member of staff and one to the cancellation of a class. All complaints were responded to with the target of 7 days.</p>
SLA_009.1	% or repairs to council-owned properties completed within agreed timescales (EMERGENCY/URGENT REPAIRS combined)	<b>Aim to Maximise</b>	90.00%	<b>95.88%</b>				84.50%	<p><b>How are we doing/Moving Forward?</b></p> <p>Target continues to be met and sustained with a further improvement over last two months.</p> <p>A total of 4105 emergency/urgent repairs have been generated for the period April - December that is an increase of 315 repairs for the same period in 2011/12</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_009.2	% or repairs to council-owned properties completed within agreed timescales (NON-URGENT REPAIRS)	Aim to Maximise	85.00%	98.81%	↑	↑	🟢	91.40%	<p><b>How are we doing/Moving Forward?</b></p> <p>Target continues to be met and sustained with minimum variance month on month.</p>
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	26 days	21.2 days	↑	↑	🟢	38 days	<p><b>How are we doing/Moving Forward?</b></p> <p>Target continues to be met with processes constantly looked at for any areas of possible improvement. For January a possible dip in the figures may occur following the holiday period and the advertising cycle being extended but still expect to stay within the required target.</p>
SLA_012	% of employees attaining behavioural competency key milestones	Aim to Maximise	90.00%						<p><b>How are we doing/Moving Forward?</b></p> <p>This PI is currently under review to agree an appropriate measure of staff development and competence.</p> <p>In the meantime, we can report that performance contracts have been carried out for all staff and development plans are in place. Staff development is also supported by the Organisation Development Strategy which has a range of actions and measures to support the personal and professional development of the workforce</p>
SLA_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	Baseline	49.60%	↑	↑	📈	45.60%	<p><b>How are we doing/Moving Forward?</b></p> <p>The overall percentage increase demonstrates the total number of people recording a positive response to the following question: I am excited about</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
									<p>being part of this organization in the future.</p> <p>There are 27 targeted questions in the survey, for which we can measure the positivity of the result. In 2012, 20 of these showed an increase in positive responses. The other questions relate to a range of issues, for example the organisation's core values. The Staff Survey action plan 2013 is designed to address these issues, alongside the themes picked up through the open-ended questions. The increase in positive responses in the 2012 survey can be mapped to work undertaken in direct response to the 2011 survey.</p>
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	<b>Aim to Maximise</b>	100.00%	<b>97.22%</b>	▬	↓	✔	100.00%	<p><b>How are we doing/Moving Forward?</b></p> <p>Inspections of <b>high-risk premises: Food hygiene, health and safety and PPC (environmental permits)</b>. Resources are focussed upon higher &amp; medium risk premises (SLA14.1 &amp; 14.2 respectively) in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. Resources and plans in place to achieve final quarter demand and performance in relation to annual inspection programme. Demand is comparable to previous years.</p>



Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	<b>Aim to Maximise</b>	95.00%	<b>95.48%</b>					<p><b>How are we doing/Moving Forward?</b></p> <p>Inspections of <b>medium risk premises: Food hygiene, health and safety and PPC (environmental permits)</b>. Resources are focussed upon higher &amp; medium risk premises (SLA14.1 &amp; 14.2 respectively) in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. Resources and plans in place to achieve final quarter demand and performance in relation to annual inspection programme. Demand is comparable to previous years.</p>
SLA_015	% Response to Environmental Health enquiries and complaints	<b>Aim to Maximise</b>	100.00%	<b>100.00%</b>				100.00%	<p><b>How are we doing/Moving Forward?</b></p> <p>Strong performance &amp; compares well with sub regional target which is 95% through North Yorkshire Quality Management System (ISO accredited). Access Selby's performance in 2011/12 was 100%. Environmental Health business area has maintained this performance by focussing on specialist environmental health complaints with excellent support from community officers in respect of general environmental health enquiries &amp; service requests. Demand is comparable to previous years.</p>




Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_016	Number of high risk enforcement issues resolved	Aim to Maximise	60.00%	100.00%				100.00%	<p><b>How are we doing/Moving Forward?</b> The enforcement team has achieved a 100 % resolution rate for high risk enforcement cases for the period 01st October 2012 – 31<sup>st</sup> December 2012.</p> <p>Year to date the Enforcement team have resolved</p> <ul style="list-style-type: none"> <li>• 283 High Risk Enforcement Cases</li> <li>• 161 Medium/low Risk Enforcement Cases</li> </ul>
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	80.73%				83.70%	<p><b>How are we doing/Moving Forward?</b> Access Selby Management Group have agreed and implemented a benefits recovery plan directing additional resources to this area of the business in the context of national welfare reform and demand in accord with the priority to support vulnerable residents. Performance in December 2012 was 83.91% giving a year to date performance of 80.73%. The recovery plan projections are to achieve "amber" by March 2013 as improved performance in the fourth quarter impacts upon the annual cumulative performance.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	86.97% (97.90%)	86.70%				86.97%	<p><b>How are we doing/Moving Forward?</b> Collection rate is currently 0.27% below target that equates to £114k in financial terms.</p> <p>The collection rate remains within normal monthly tolerances with robust recovery measures in force.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_020	% of Council Rent debt recovered	<b>Aim to Maximise</b>	97.38% (97.90)	<b>97.92%</b>	↑	↓	🟢	97.96%	<p><b>How are we doing/Moving Forward?</b> Collection rate is ahead of target by 0.54% and slightly under year to date figure for December 2011 by 0.08%.</p> <p>We continue to proactively collect rent arrears by contacting tenants promptly. We have encouraged tenants in arrears to pay through the two non rent weeks in December and work closely with the Community Officers to support tenants and the Homeless Prevention team to prevent homelessness. We also work with the Benefits team and other external partner agencies to provide information, support and financial advice.</p>
SLA_021	% of applications considered within time under scheme of delegation	<b>Aim to Maximise</b>	70.00%	<b>71.63%</b>	↓	↓	🟢	84.04%	<p><b>How are we doing/Moving Forward?</b></p> <p>The main bulk of the backlog was determined within December (74.51%) this explains why the monthly performance has dipped slightly. However despite the monthly performance dipping the team still met its monthly target.</p> <p>With no significant designated backlog to deal with it is forecast that for the remainder of the year the monthly performance will be approximately 80%.</p> <p>It is forecast that the team will continue to build from the firm base that it now has to exceed the 70% target for year 2 and to be on course for attaining the 80% target for the commencement of year 3.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_022	Development of work program for policy development (Approve Priority)	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b> There has been slippage in the work programme due to a further suspension by the Inspector to the LDF Examination in Public. At the request of Councillors Access Selby have brought forward the Anti Social Behaviour Policy plus providing additional support to developing the Countryside and Green Space Strategy.</p> <p>We have been working with Core with regard to the 5 big things which will inform the work programme for 2013/14.</p>
SLA_023	% of invoices paid on time	<b>Aim to Maximise</b>	80.00%	<b>90.16%</b>				76.66%	<p><b>How are we doing/Moving Forward?</b> The year to date performance remains above target. The focus continues to be put on Business areas to ensure prompt payment of invoices to ensure that performance is maintained.</p>
SLA_025	% internal rate of return on commercial assets	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b> This is an annual indicator and we are currently collecting the base data as part of the Asset Management Strategy. Target will be linked to the interest rate within the MTFS. A review of assets achieving less than 3% IRR will be undertaken in 2013/14</p>
SLA_026	Reducing internal costs on non operational sites	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b> This is an annual indicator and we are currently collecting the base data as part of the Asset Management Strategy.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_027	% increase in income generation	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b></p> <p>The new and increased charges agreed in November and introduced in April 2012 are expected to exceed estimated additional income. A report was presented to Executive in November to consider exemptions to the MTFS for 2013/14. These have been agreed and will be implemented from 1 April 2013.</p>
SLA_028	Efficiency and productivity improvements (Delivering within Cost Envelope)	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b></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 (currently SDV 28, 29 &amp; 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>
SLA_029	% increase in productivity	<b>Aim to Maximise</b>	15.00%						<p><b>How are we doing/Moving Forward?</b></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.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	3 <sup>rd</sup> Quarter performance 2011-2012	Latest Note
SLA_030	% efficiency gain in commissioned services, whether financial or added value	<b>Aim to Maximise</b>	Baseline						<p><b>How are we doing/Moving Forward?</b></p> <p>Access Selby has achieved over £70k efficiency savings through smarter procurement and commissioning so far in 2012/13. Further efficiency savings are identified for 2013/14 through negotiated efficiencies with Enterprise. Full details are highlighted in the Access Selby Savings Plan</p>

### Service Level Agreement Development Plan – update to the Executive

Project	Ownership	Development	Update
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	KPIs developed and agreed except 3 measures which continue to be negotiated towards reporting during this financial year.
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 Business Plan, this is scheduled to be presented to Full Council in July 2012.	Refreshed Business Plan is scheduled for board approval in March 2013.
Further development of the outcomes expected of Access Selby by the Council	The Core	In conjunction with progressing projects to deliver the Corporate Plan through the 5 Big Things	Programme management framework & procedures being developed with Access Selby alongside the finalisation of the Programme for Growth. Propose to include in revised SLA through 'handling additional work requests'
Soft measures of performance in areas such as the customer relationship and	Access Selby	In line with progression of the Customer Pledge, improved	Slippage has occurred due to development of

developing trust.		customer satisfaction measures and the CEFs	new procedure. Trial output to be reported in Quarter 4.
Further details on the partnering arrangements.	The Core and Access Selby	Research best practice and consider the benefits of including additional protocol	Research carried out – being developed in step with the SLA refresh
Development of new income streams for Access Selby.	Access Selby	Scope and identify areas to increase income	Details to be included under ‘handling work requests’ in the refreshed SLA
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	Being finalised in step with SLA refresh
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	Access propose a measure of satisfaction will be gained through project management framework structure and review meetings – to be defined in refreshed SLA
A Customer Pledge	The Core	To improve customer satisfaction knowledge	Reporting commenced – slippage occurred in development – more detailed results to be reported for satisfaction in Q4



**Report Reference Number: SC/12/28**

**Agenda Item No: 9**

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**To:** Scrutiny Committee  
**Date:** 23 April 2013  
**Author:** Rose Norris, Executive Director  
**Lead Officer:** Rose Norris, Executive Director

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**Title: Communities Selby Service Provision**

**Summary:** The report outlines progress made since the Communities Selby project was set up in 2011 and invites proposals from Scrutiny on how the various new support arrangements can be reviewed.

**Recommendations:**

- i. That the Scrutiny Committee notes the content of the report.**
- ii. That the Scrutiny Committee proposes how best the new support arrangements can be reviewed to ensure they deliver for the council and its communities.**

**Reasons for recommendation**

The Scrutiny Committee has asked for a progress update on the Communities Selby project. Scrutiny has a key role to play in reviewing the new support arrangements.

**1. Introduction and background**

1.1 In 2011 Selby District Council undertook a groundbreaking restructure and transformation programme, adopting an innovative model for the delivery of its priorities and services. The model comprised the following essential features:

- A small support core remaining with the Council;
- Access Selby as an “arm’s length” service delivery vehicle; and



- Communities Selby, as a strong community engagement/ support/development emphasis supported by a potentially new Third Sector Organisation (TSO).

1.2 It was envisaged at the time that the TSO concept would be a conglomeration of existing third sector bodies or a new single contracting body which sub-contracts with existing bodies such as established charities working in the area. The name *Communities Selby* was given to the development project and also the possible TSO. In July 2011 the Executive Director was assigned a temporary team of three officers to support the Community Engagement Forums in the interim period and develop the concept for future delivery.

## **2. The Report**

- 2.1 During 2011-12 the council considered the different options available for it to deliver the Communities Selby concept, support the Council's community engagement needs and aspirations, and create an environment where community empowerment is enabled and supported. There were a number of delivery possibilities including setting up a new organisation from scratch or contracting with existing charities, social enterprises, etc through building capacity in the sector. It became clear early on in the project that building the capacity of what was in place already was preferable to setting up something new, and that this would lead to a stronger third sector.
- 2.2 A programme of work to build capacity with the third sector was therefore delivered in 2011-12. The programme included greater third sector involvement in the work of the Community Engagement Forums, third sector staff working with the council's community officers on new ways of working, and the pilot of a new Employer Sponsored Volunteering (ESV) Scheme for the district.
- 2.3 The ESV was developed by Communities Selby in partnership with the voluntary sector to help secure the future sustainability of the district's new Volunteer Centre, build capacity in the volunteering system, bring significant resource of the business sector to our communities and develop employees in participating organisations. The pilot of the scheme, which involved Selby District Council, Drax Power, the Selby District Association for Voluntary Service (AVS) and a number of voluntary and community organisations operating in the district. The pilot was a success and built important capacity in the system; it is currently being rolled out to a wider audience of businesses in the district.
- 2.4 During this period the Communities Selby temporary team continued to provide support to the district's five Community Engagement Forums (CEFs). Running in parallel with the work to support the CEFs and to build capacity in the third sector, the culture of the CEFs themselves was developing. In response to a discussion at Policy Review

Committee in January 2012, a CEF Design Group of councillors was set up to help make the CEFs work effectively into the future. The group was partly supported by the LGA Keep it REAL programme in this work. The work of the Design Group was instrumental in influencing the development of the CEFs and facilitating the new support arrangements which were commissioned in the summer of 2012 and went live in October 2012.

- 2.5 Four of the five CEFS are now supported by the AVS, bringing their work closer to the communities and volunteers. The Tadcaster and Villages Forum is supported by a freelance consultant, reflecting that particular forum's ambitions towards greater devolvement and independence. The different arrangements also reflect the fact that the forums have got the freedom and flexibility to decide how they wish to organise themselves and deliver into the future. It is likely that one or more of the forums may investigate whether they decide to adopt trust status or become community interest companies, in order to ensure their future sustainability and to deliver for communities.
- 2.6 Capacity was also built in our communities across the district. In June 2012 the Communities Selby team led the co-ordination of the district's arrangements for the Olympic Torch relay and were instrumental in enabling communities in the district to hold their own celebrations in association with the event. The torch was considered to be a great success in the Selby District with the London Organising Committee of the Olympic games (LOCOG) recording over 13,000 people lining the streets to see the touch in our district. LOCOG also commended the council's approach of empowering communities to lead their own celebrations through the relevant CEFs and parish councils.
- 2.7 Communities Selby has also helped identify and coordinate, with NYNET, the County Council and the CEFs, those communities least likely to receive a high quality broadband service. As a result a community broadband scheme is likely to be established over the summer of 2013 which covers the area of Skipwith, Thorganby and stretches across toward Stillingfleet.
- 2.8 The work with the third sector was not confined to community and social ends. The Communities Selby Team led on the development of innovative new arrangements for environmental charities to take on a role in relation to countryside management in the Selby District. September 2012 saw the Wildlife Habitat Protection Trust (WHPT) taking over the lease for Hambleton Hough with the intention, over the years, of reverting the Hough to natural tree species. WHPT will work with communities, individual enthusiasts and partners such as Groundwork and Yorkshire Wildlife Trust (YWT) to increase access to the Hough and enhance its biodiversity. The most recent development is the handing over of Barlow Common in a 99 year lease to the YWT. The Trusts model of fundraising and site management will ensure communities take an active part in maintaining the nature reserve.

- 2.9 The final piece of jigsaw on third sector support to our communities took place on 1 April 2013 when the AVS took over the hosting of the Community Safety Partnership. The support offered by AVS provides greater opportunities to access funding, build capacity through the Volunteer Centre and help them develop and grow to meet their individual needs as defined in the Community Development Plans.
- 2.10 The temporary project team of three officers assigned to Communities Selby in July 2011 has gradually been stepped down as the various elements of the project have been delivered. The final secondee returned to his substantive post in Access Selby in early 2013. Whilst the active phase of the project has ended, the Executive member for Communities, Cllr Chris Metcalfe and the Executive Director, Rose Norris, will continue to ensure that the new arrangements are delivering outcomes for the council and its communities. Overview and Scrutiny are well placed to take an active role in the ongoing review arrangements.

### **3. Legal/Financial Controls and other Policy matters**

#### **3.1 Legal Issues**

There are no specific legal issues in relation to this report.

#### **3.2 Financial Issues**

While the full seconded team was in place for much of 2011-12, the annualised costs of the Communities Selby salaries with on-costs (excluding the director's salary) were £94,340. This provided for support to the CEFs, the development of the Communities Selby/TSO model and the various capacity building and development projects outlined above in section 2. The greater part of officer time was spent supporting the CEFs; this has been estimated to have cost £60,214 per annum during that period.

Prior to this, from 2009-2011, the CEFs were supported by Democratic Services with support from Partnerships and Commissioning on community development plans. At the start of the Communities Selby project in early 2011, this was estimated to cost £75,606 per annum in officer time, including on-costs.

The new support arrangements for the CEFs from October 2012 will cost the council £41,666 per annum, representing an annual cost saving to the council in the region of £18,000.

### **4. Conclusion**

Whilst the active phase of the project is now complete, there is a need to ensure that the new arrangements deliver outcomes for the council

and its communities. The Scrutiny Committee is well placed to take an active role in the ongoing review arrangements and it would be useful to hear proposals from the committee on how this would best work.

## **5. Background Documents**

**Contact Officer: Rose Norris, Executive Director, 01757 292254**  
**[rnorris@selby.gov.uk](mailto:rnorris@selby.gov.uk)**

**Appendices: None**

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**To:** Scrutiny Committee  
**Date:** 23 April 2013  
**Author:** Palbinder Mann, Democratic Services Officer  
**Lead Officer:** Karen Iveson, Executive Director (S151)

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**Title:** Scrutiny Committee Annual Report

**Summary:** The report provides an update on the work of the Scrutiny Committee for 2012/13.

**Recommendation:**

**To note the Annual Report submitted by the Chair of the Scrutiny Committee.**

**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**

- 1.1 During the past 12 months the Scrutiny Committee has met on six occasions, scrutinising the work of Selby District Council and its partner organisations.
- 1.2 The Annual Report (Appendix A) provides an update on the topics scrutinised and the work of the committee.

**2. The Report**

- 2.1 The Committee has considered a wide range of items and these have been outlined in the report.
- 2.2 Nigel Adams MP attended a question and answer session and this took place on 26 March 2013.
- 2.3 Working with partner organisations, looking at priorities for the District, has proved positive and valuable and the committee has made a wide range of recommendations.

### **3. Conclusion**

The committee agrees that the information submitted in the Annual Report.

**Contact Officer: *Palbinder Mann***  
***Democratic Services Officer***  
***Selby District Council***  
***pmann@selby.gov.uk***

#### **Appendices:**

Appendix A – Annual Report 2012/13 Document

**Selby District Council**

**SCRUTINY**  
**ANNUAL REPORT**  
**2012/2013**

**Scrutinising the work of the Council**  
**and its Partners**

## **CONTENTS**

- 1 PART 1 Chair's Introduction 2012/13**
- 2 PART 2 The Work of the Scrutiny Committee in 2012/13**
  - 2.1 Review of the Scrutiny Function**
    - 2.1.1 Workshop One – 23 October 2012
  - 2.2 Access Selby Service Provision**
    - 2.2.1 Access Selby Board
    - 2.2.2 Quarterly Performance Reports
    - 2.2.3 Wigan Leisure and Culture Trust (WCLT)
    - 2.2.4 Housing: Stocks and Voids
    - 2.2.5 Environmental Health Service Detailing Activity, Performance and Workload
    - 2.2.6 Waste Collection and Recycling
    - 2.2.7 Access Selby Service Provision – Development Management Service
    - 2.2.8 Barlow Common Nature Reserve
  - 2.3 Scrutiny of Partner Organisations**
    - 2.3.1 NHS
    - 2.3.2 North Yorkshire Police
    - 2.3.3 North Yorkshire Fire and Rescue Service
    - 2.3.4 Yorkshire Ambulance Service
  - 2.4 Task Groups**
    - 2.4.1 Review of National Non-Domestic Rates Discretionary Relief
  - 2.5 Meeting with Nigel Adams MP**



## PART 1 - INTRODUCTION



### **Introduction by Councillor Wendy Nichols - Chair of the Scrutiny Committee**

I am pleased to present the Selby District Council's Annual Report 2012/13, which identifies the work undertaken by the Scrutiny Committee in the last year.

This is the second year under the Executive Model and the Council's new Organisational Structure. The overall responsibility for the Scrutiny function is to review and/or scrutinise decisions made or actions taken in connection with the discharge of any function. The Scrutiny Committee report to Full Council and make recommendations for future work programmes.

The Committee has the ability to call-in decisions made by the Executive and/or any Policy Committee or Community Engagement Forum.

The Scrutiny Committee met six times in 2012/13 and considered a range of different issues.

#### Work Programme

The Committee's Work Programme was contributed to by Councillors and ensured focus on the priorities of the Council and the concerns of local people.

Topical items were included on the Work Programme that were relevant and in line with the Council's Corporate Plan and Priorities for 2012/13.

The committee has spent some time on developing its role and effectiveness over the last year and I expect this to continue into the coming municipal year.

I would like to thank all Councillors of the Scrutiny Committee for their support and continued hard work. Many people have contributed to the success of Scrutiny, including officers, external partner organisations and my thanks goes out to all of them.

I look forward to the continuing progress of Scrutiny in 2013/14.

## Membership of the Scrutiny Committee

9 Members

<b>Conservative</b>	<b>Labour</b>
I Chilvers	W Nichols (Chair)
M Dyson	R Price (Vice Chair)
M Hobson	
D Mackay	
C Pearson	
D Peart	
R Sweeting	

### **Support**

The following Officers provided the main support to the Committee:

- Nick Abbott, Democratic Service Officer (May 2012 to June 2012)
- Palbinder Mann, Democratic Services Officer (July 2012 to present)
- Karen Iveson, Executive Director (s151)

## **PART 2 – THE WORK OF SCRUTINY COMMITTEE IN 2012/13**

### **2.1 REVIEW OF THE SCRUTINY FUNCTION**

Councillor Metcalfe, Executive Member for Communities had compiled a report relating to the operation of the scrutiny function. The report had been compiled following discussion from the two main political groups and sought through its recommendations to amend and refine the operation of scrutiny at the Council in order that the process added value to the Council's operations.

Some of the proposals of the report included:

- Amending the Council's constitution relating to the procedure for Call-Ins
- Holding a series of development workshops to discuss the following key issues which had been raised in the report:
  - 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
- Introducing a system of named substitutes for scrutiny committees

#### **2.2.1 WORKSHOP ONE – 23 OCTOBER 2012**

The Committee held its first workshop to discuss some of the above issues on 23 October 2012. During that workshop, the Committee broke off into small groups and brainstormed ideas relating to the following issues:

- 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.

A range of useful ideas were suggested and have been incorporated into the Committee's thinking for the coming year's work programme. The Committee are also piloting the Task and Finish Group approach on a review of discretionary rate relief. Further work on these issues is currently ongoing.

A second workshop to discuss the remaining issues raised in Councillor Metcalfe's report will be arranged in due course.

### **2.2 ACCESS SELBY SERVICE PROVISION**

The Council agreed, in November 2010, to move to a 'Revised Service Delivery Model'. Access Selby Board was established to determine and review the strategic

direction of the Access Selby business within the budget and policy framework of Selby District Council.

### **2.2.1 Access Selby Board**

Access Selby Board operates to ensure the delivery of a business, which is commercially focussed, and which operates under the statutory framework which regulates Local Government and in accordance with the Constitution of Selby District Council and the Rules of Procedure contained therein. All decisions of the Board are given effect using the existing delegations to officers or by way of report and recommendation to the appropriate decision making body of the Council.

Access Selby Board met eight times during 2012/13 to monitor the performance in achieving the business's key financial objectives. Scrutiny Committee took the opportunity to examine the various elements of service provision which is detailed below:

### **2.2.2 Quarterly Performance Reports**

The Leader of the Council has attended Scrutiny meetings throughout the year to answer questions with regard to the quarterly Key Performance Indicator Progress Report. Areas highlighted by the Committee as needing improved included the average time taken to process disabled facilities grants applications and this was requested to be looked into and improved.

On considering each quarterly report, the Committee discussed various aspects of the reports such as the following:

- How targets in the performance reports were set. The Committee were of the view that those targets which were national and those which were local should be clearly identified.
- The relationship between slippage in performance and the resources employed.
- How changes to Council Tax benefit would impact on claimants and the Council.
- The desire for improvement in waiting times for callers phoning the customer service centre.

### **2.2.3 Wigan Leisure and Culture Trust (WLCT)**

In February 2012 Abbey Leisure Centre suffered a large scale fire which destroyed the first floor of the centre. Since then work has been done between WLCT and the District Council to provide quality accessible leisure services in the district. At its meeting on 13 June 2012, the Committee received a report on the progress made with interim arrangements for the provision of leisure services in the District.

The Committee queried the provision of the temporary facilities and the long term plans for the Leisure Centre site.

Recently, approval has been given to demolish the existing building which had been damaged by the fire and build a new leisure centre and the Committee will be including an item on the leisure centre on its work programme for next year to continue to scrutinise the process.

#### **2.2.4 Housing: Stocks and Voids**

At its meeting on 13 June 2012, the Committee received a report about housing stock and performance on repairs and voids over the last 12 months.

The Committee requested updates on the painting programme and queried the number of Council owned garages. The Committee also raised concerns about communication between Access Selby and Help Link and requested that this matter be investigated. They were subsequently assured that Help-Link were regularly monitored on performance issues and that monthly meetings took place. They were also assured that any issues which came to light on a daily basis were dealt with as soon as possible.

#### **2.2.5 Environmental Health Service Detailing Activity, Performance and Workload**

The Committee were provided with details of the work completed by the Environmental Health Service. This included food hygiene inspections, dealing with infectious diseases and responding to complaints. A breakdown was provided on the number of complaints received per year in the different areas.

The new food hygiene ratings scheme was outlined and information was provided on how members of the public could access ratings for different establishments. Specific information was provided on how noise nuisance complaints were dealt with and what powers Environmental Health had to enter properties.

Concern was raised by the Committee at the lack of ability to make business owners display their inspection results. The Committee were informed that this was one of the concessions made by the Food Standards Agency in order to get the scheme in place as soon as possible.

#### **2.2.6 Waste Collection and Recycling**

At its meeting on 25 September 2012, the Committee considered an information only report on the Access Selby service provision of waste collection and recycling.

The Committee acknowledged that there had been an increase in recycling however wished to query what could the Council do to make people recycle more. The recycling rate currently has risen to 44.89% from 23.11% when the report was considered by the Committee.

#### **2.2.7 Access Selby Service Provision – Development Management Service**

The Committee were provided with details of the work and performance of the Development Management Service.

Some of the work including, dealing with planning application, Tree Preservation Order Consents and Conservation Area Consents.

The Committee were informed of the problems at the beginning of the year when the National Planning Policy Framework (NPPF) had been implemented and the impact of this on the Council's Core Strategy which had led to a backlog of applications being built up. In response to this, an action plan was implemented and an agreement was reached with Consultants, Capita Symonds who had assisted with the workload and this had worked well.

Details were also provided about the pre application advice provided and how this service had to be weighed up with processing planning applications as the applicants had paid a fee. It was explained that different ways of providing advice were being considered and a possible consideration for the future was that the pre application advice would not be free.

### Other

#### **2.2.8 Barlow Common Nature Reserve**

At its meeting on 13 June 2012, Councillor Metcalfe, Executive Member for Communities was in attendance and provided the Committee with an verbal update of work at Barlow Common Nature Reserve. The decision by the Executive to lease Barlow Common for 99 years to North Yorkshire Wildlife Trust was discussed. The Committee raised questions about the lease agreements and the development and management of the site under the new arrangements.

### **2.3 SCRUTINY OF PARTNER ORGANISATIONS**

Throughout the year Selby District Council Scrutiny Committee has scrutinised the work of:

- North Yorkshire Police
- Selby District Community Safety Partnership
- NHS
- North Yorkshire Fire and Rescue Service

#### **2.3.1 NHS**

The Committee received an update from representatives from the Harrogate and District NHS Foundation Trust and the Vale of York Clinical Commissioning Group on the latest situation concerning the New Selby War Memorial Hospital Minor Injuries Unit.

The Committee were informed of the financial problems the NHS were dealing with in North Yorkshire. Detailed discussion took place on the services provided in Selby and the opening hours of the hospital. The Committee were informed that the number of patients attending during the night was very low and therefore the hospital needed to look how to provide the best service.

The Committee expressed their concern at the proposals to potentially close the hospital and impact this would have on the residents of Selby. Particular concern was that the nearest hospitals would be in Pontefract and York. It was noted that discussions were still taking place and no decision had been made.

Discussion also took place on the new ambulance pathway which was being introduced on 1 October 2012 where work would be done with an accredited car service and the patient transport service taking patients to hospital where an ambulance was not needed.

The Committee were provided with a breakdown of some of the costs associated with providing treatments to patients including the cost of calling out an ambulance and how much a visit to Accident and Emergency cost for one patient. The Committee suggested that the public were made aware of the costs involved.

### **2.3.2 North Yorkshire Police**

The Committee has received two Crime and Disorder Update reports from North Yorkshire Police and the Community Safety Partnership. On 13 June 2012, the new Chief Inspector for Selby, Mark Iveson attended the meeting to give a short presentation to the Committee about his policing background and his key priorities for the Selby area.

The Committee also receive statistical reports on crime levels on a ward by ward basis outside of the meetings.

At its meeting on 22 January 2013, Chief Inspector Mark Iveson from North Yorkshire Police and Colin More from the Community Safety Partnership were in attendance to provide another update with regard to crime levels in the district. The Committee were informed that crime had reduced by 5.2% overall in the district. A breakdown with the situation concerning individual crime areas was also provided.

The Committee queried a number of issues including work done between forces, tackling shoplifting, and how the financial cutbacks nationally would affect policing at a local level.

### **2.3.3 North Yorkshire Fire and Rescue Service**

The Committee has received an update on the position of the Fire Service within the district. This included on the different aspects of work of the Fire Service including fire safety audits, fire prevention activities and emergency responses.

The Committee were also informed that a new mobile system would be installed and going live in April 2013 which would provide better data about call handling and allow mobilisation of the nearest fire engine to the incident.

### **2.3.4 Yorkshire Ambulance Service**

Yorkshire Ambulance Service will be attending the Scrutiny Committee meeting scheduled in April.

## **2.4 Task Groups**

### **2.4.1 Review of National Non Domestic Rates Discretionary Relief**

As part of developing scrutiny, the Committee decided to conduct a pilot Task and Finish Group review looking at the area of National Non-Domestic Rates (NNDR) Discretionary Relief. The Members who would be part of the Task Group were Councillors Chilvers (Chair), Hobson and Pearson. The Task Group has met on the following dates:

- 27 November 2013
- 11 February 2013
- 16 April 2013

A report outlining the findings of the Task Group will be presented to the Committee following conclusion of the work.

## **2.5 Meeting with Nigel Adams MP**

At its meeting on 26 March 2013, Nigel Adams MP attended a meeting of the Scrutiny Committee where he provided an overview of his work as an MP and answered questions from Scrutiny Committee Members. Queries raised by the Committee included:

- Producing environmentally friendly fuels at Drax and Eggborough power stations.
- Developing the gateways into Selby.
- Queries were raised regarding pipelines going through agricultural land for energy improvements.
- The 'Bedroom Tax' and effect of this on the residents of Selby.
- The future of the War Memorial Hospital.
- The performance of the Yorkshire Ambulance Service.
- The route of HS2 and the effect on homeowners who were nearby or in the way of the route.