



Meeting: **SCRUTINY COMMITTEE**
Date: **TUESDAY 24 SEPTEMBER 2013**
Time: **5.00PM**
Venue: **COMMITTEE ROOM**
To: **Councillors J Crawford (Chair), R Price (Vice Chair), L Casling, I Chilvers, M Dyson, M Hobson, D Mackay, J McCartney and D Peart.**

Agenda

1. Apologies for absence

2. Minutes

To confirm as a correct record the minutes of the meetings of the Scrutiny Committee held on 2 July 2013 (pages 1 to 5 attached).

3. 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.

4. Chair's Address to the Scrutiny Committee

5. Call In

6. Access Selby 1st Interim Key Performance Indicator Progress Report: April 2013 – June 2013

To consider the report from the Director of Community Services (pages 6 to 16 attached).

7. Reprovision of a Leisure Centre at Selby

To consider the report from the Deputy Chief Executive (pages 17 to 23 attached).

8. Health Provision in Selby

To consider the report from the Democratic Services Officer (pages 24 to 34 attached).

9. Street Cleansing Provision

To consider the report from the Lead Officer, Contracts (pages 35 to 43 attached).

10. Work Programme

To consider the Work Programme (pages 44 to 45 attached).

Jonathan Lund
Deputy Chief Executive

Dates of next meetings
22 October (provisional)
27 November 2013 (provisional)
18 December 2013 (provisional)
21 January 2014

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

Scrutiny Committee

Venue: Committee Room

Date: 2 July 2013

Present: Councillors J Crawford (Chair), R Price (Vice Chair), L Casling, I Chilvers, M Hobson, M Jordan (for M Dyson), D Mackay, J McCartney, and D Peart.

Apologies for Absence: Councillor M Dyson (substitute M Jordan).

Officers Present: Karen Iveson – Executive Director (s151), Keith Dawson, Director of Community Services, Simon Parkinson – Lead Officer, Community Support Teams, Sarah Thompson – Acting Lead Officer, Community Support, Chris Smith – Lead Officer, Data and Systems and Interim Lead Officer, Revenue and Benefits and Palbinder Mann - Democratic Services Officer.

Press: None

1. MINUTES

RESOLVED:

- i) **To APPROVE the minutes of the Scrutiny Committee meetings held on 23 April 2013 and 7 May 2013 and that they are signed by the Chair.**

2. DISCLOSURES OF INTEREST

There were no declarations of interest.

3. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

The Chair informed the Committee of a planning application that had been submitted for an Energy Centre at Kellingley Colliery which may be of interest to the Committee as a future agenda item. The Chair stated that officers were trying to contact the applicants to see if they could be invited to a future meeting.

The Chair also informed the Committee of possibly having a scrutiny workshop on the provisional Committee meeting date of 23 July 2013 to look at the following topics:

- Achieving added value
- Formulating workable and specific recommendations

RESOLVED:

- i) **To hold a Scrutiny Committee workshop on the provisional Committee meeting date of 23 July 2013 to look at the above two issues.**

4. CALL IN

No items were called in.

5. TIME OF MEETINGS

The Committee discussed the start time for Committee meetings and agreed to retain the current start time of 5pm.

6. THE NEW SELBY WAR MEMORIAL HOSPITAL – MINOR INJURIES UNIT

Gill Brickwood, Vale of York Clinical Commissioning Group and Jo Evans, Selby Minor Injuries Unit presented a report detailing the activity of the Minor Injuries Unit.

Jo Evans outlined the activity of the unit referred to in the report, with information provided on opening times and attendance. The Committee queried the reduction in people attending from 8pm and it was agreed that it would be useful to have information demonstrating which hospitals patients went to when the unit closed. Ms Brickwood agreed to supply this information if it was available.

In response to a query concerning x-rays, Ms Evans explained that although x-ray services finished at the unit at 4.45pm, if a patient required an x-ray after this time, an assessment was completed and the patient was directed to York.

The Committee was also made aware of the out of hours service which was between the hours of 8pm to 6am weekdays.

Ms Brickwood explained that the Clinical Commissioning Group (CCG) was formally established 1 April 2013. One of its key aims was to make sure that its five year strategy met the future needs of the population. The Committee were informed that NHS England had requested the establishment of an Urgent Care Board and an A&E recovery and improvement plan. Both had been completed. It was explained that the aim of the Urgent Care Board was to bring together all key organisations who commission or provide urgent

care. The Committee were informed that through this group the objective was to create a whole system approach to urgent care. Ms Brickwood asked for a contact person from Selby District Council to discuss the work of the Board and make sure that there was a communication link.

In response to a query concerning social care membership on the Board, Ms Brickwood stated that there was evidence to suggest that people who went to accident and emergency may need social support when discharged. It was explained that to make sure that services were joined up involving all organisations on the Board is very important.

A query was raised concerning how the carer's register would be kept up to date. Ms Brickwood stated that she would pass this comment onto the Primary Care Programme Board.

The Chair thanked Ms Evans and Ms Brickwood for their attendance.

RESOLVED:

- i) To receive and note the report.**
- ii) To supply further information demonstrating which hospitals patients attended when the unit closed**

7. ACCESS SELBY SERVICE PROVISION – CUSTOMER CONTACT CENTRE

Simon Parkinson – Lead Officer, Community Support Teams and Sarah Thompson – Acting Lead Officer, Community Support presented a report detailing the performance of the customer contact centre.

The Acting Lead Officer, Community Support presented the report and explained that the average wait time for face to face customer service had increased during 2012/13 to 14 minutes 20 seconds compared to an average wait time of 11 minutes 40 seconds in 2011/12. The Committee were informed that this was due to receiving more complex calls such as those relating to the recent welfare reform and due to a reduction in staff. It was explained that there had been an introduction of more part time staff and the latest figures for 1 July 2013 was that the average wait time was 8 minutes.

Concern was raised at some members of the public who had been made to wait a considerable time for photocopying. The Acting Lead Officer, Community Support stated that one of the aims was to identify people who did not need an in depth service.

The Committee were also informed that computers were available at the contact centre for people who wished to use the Council's website to resolve their queries. Other suggestions for improvements by Members of the Committee included looking at the layout of the contact centre and placing more signs to assist the public.

Discussion also took place whether there would be problems with regard to members of the public wishing to pay by cash since the welfare reform. The Committee were informed there had been no complaints at their not being an option to pay by cash and the decision to stop accepting cash payments had been taken by Full Council.

The Lead Officer, Community Support offered the Committee an invitation to visit the Contact Centre during the working day to see how it worked.

RESOLVED:

- i) To receive and note the report.**

8. ACCESS SELBY SERVICE PROVISION – BENEFITS AND LOCAL TAXATION SERVICE

Chris Smith, Interim Lead Officer, Revenue and Benefits presented the report which outlined the performance of the Benefits and Local Taxation Service.

The Interim Lead Officer, Revenue and Benefits explained that improvements had been made concerning the backlog of new benefit applications. The Committee discussed the two reported measures in the report however requested further information concerning the backlog of new benefit applications. It was agreed this information would be circulated to the Committee and then if needed, placed on the agenda for the next scheduled meeting in September.

RESOLVED

- i) To receive and note the report.**
- ii) To request a further report concerning the backlog of new benefit applications.**

9. NATIONAL NON-DOMESTIC RATES (NNDR) – DISCRETIONARY RATE RELIEF POLICY TASK AND FINISH GROUP

The Executive Director (s151) presented the report which provided a summary of the Task and Finish Group's review of National Non-Domestic Rates (NNDR) – Discretionary Rate Relief Policy and outcomes.

The Committee were made aware of the Task and Finish Group's findings and discussions took place on possible topics for further reviews. A suggestion was made to review Access Selby as a whole due to the contract being up for renewal in the near future. Other possible suggestions include the street scene contract with Enterprise and the Enforcement service.

Following discussion, it was agreed that a report be written containing information on the three years of key performance indicators for Access Selby along with the previous three years before that under the previous arrangements. The Committee also agreed that the next topic for the Task and Finish Group should be the street scene contract with Enterprise. It was agreed that Councillors Chilvers, Crawford, Hobson and Mackay would be the Members on the group.

RESOLVED:

- i) To receive and note the report.**
- ii) To commence a Task and Finish review into the Street Scene Contract with Enterprise.**
- iii) To request further details of performance information on the key performance indicators for Access Selby for the last three years and the year prior to Access Selby's formation.**

The meeting closed at 6:41pm



Report Reference Number: SC/13/5

Agenda Item No: 6

To: Scrutiny Committee
Date: 24 September 2013
Author: Chris Smith and Caroline Sampson Paver
Lead Officer: Keith Dawson, Director of Community Services

Title:

**Access Selby 1st Interim Key Performance Indicator Progress Report:
April 2013 – June 2013**

Summary:

This report provides details of Access Selby key performance indicators following the 1st quarter of reporting for the financial year 2013/14, and recommends appropriate action where required.

Recommendations:

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

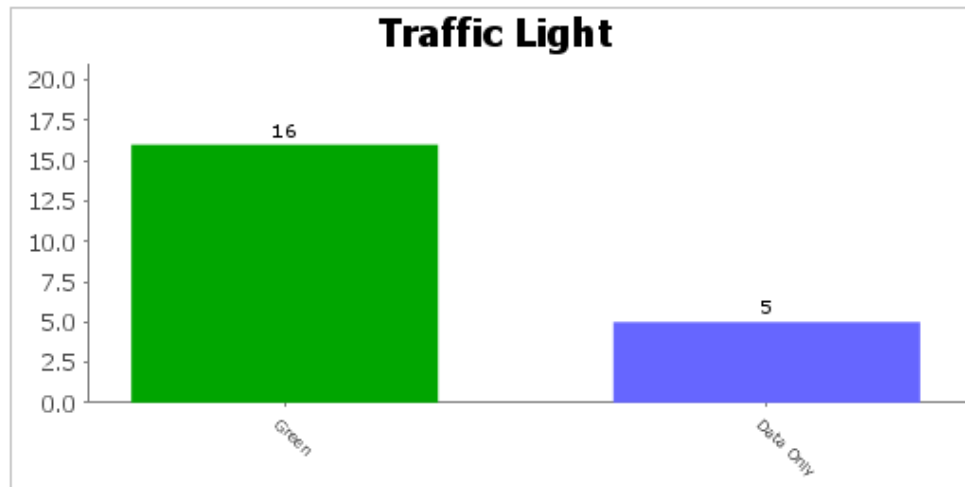
Reasons for recommendation

The ongoing management of performance and improvement data assists Access Selby in achieving its priorities for 2013/14.

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 24 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 all 16 indicators

2.2 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.

4.0 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.

4.2 Mechanisms have been put in place to resolve ongoing performance issues with continued improvements in the Benefits monthly performance. It is anticipated through the benefits improvement plan that ongoing performance will remain consistent throughout the year.

4.3 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 –

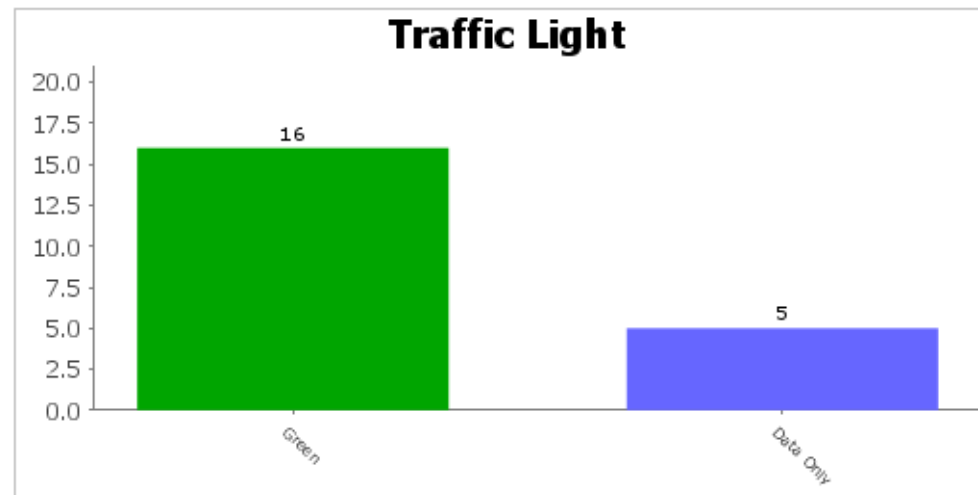
Access Selby 1st Interim Key Performance
Indicator Report: April 2013 – June 2013

Access Selby 1st Interim Key Performance Indicator Report: April 2013- June 2013



Report Type: PIs Report
Report Author: Data & Systems
Generated on: 08 July 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	Quarter 1 2012/2013 Performance	Latest Note
SLA_001	% of satisfied customers	Aim to Maximise	70.00%	98.63%	↑	↑	✔	97.33%	How are we doing/Moving Forward? A total of 1464 satisfaction surveys have been completed in the first quarter with 1444 customers satisfied with the service received. The satisfaction surveys measure satisfaction across all public facing business areas following successful roll out of the customer pledge within the Assets, Benefits, Community Officers and at the Customer Contact Centre.
SLA_002	% of contact 'right first time'	Aim to Maximise	90.00%	91.72%	↑	↑	✔	91.04%	How are we doing/Moving Forward? Total of 39728 contacts were made to the CCC for the period 01/04/13 – 30/06/2013. A total of 36439 were dealt with at 1st point of contact. This good performance links to SLA001.
SLA_003	% satisfied with street cleanliness	Aim to Maximise	70.00%						How are we doing/Moving Forward? Reports Annually
SLA_004	% satisfied with leisure facilities provided on behalf of the Council	Aim to Maximise	70.00%						How are we doing/Moving Forward? 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. In the meantime, we report interim results based on monitoring of complaints, which provides some measure of satisfaction until the formal

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
									survey results are reported. Complaints Between April and June no complaints were received by the leisure service.
SLA_009.1	% or repairs to council-owned properties completed within agreed timescales (EMERGENCY/URGENT REPAIRS combined)	Aim to Maximise	95.00%	98.30%	↓	↑	🟢	91.81%	How are we doing/Moving Forward? Target continues to be met and sustained with a performance consistently above 98.00% since December 2012.
SLA_009.2	% or repairs to council-owned properties completed within agreed timescales NON-URGENT REPAIRS	Aim to Maximise	90.00%	97.28%	↑	↓	🟢	98.82%	How are we doing/Moving Forward? Target continues to be met and sustained with minimum variance month on month.
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	24 days	21 days	↓	↓	🟢	20 days	How are we doing/Moving Forward? Target continues to be met with processes in place to constantly look for any areas of possible improvement. High number of void properties this month with 2 hard to let 1 bed bungalows significantly affecting the figure overall target still on track
SLA_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	10% on 2011 level		↑	↑			How are we doing/Moving Forward? Reports Annually in Quarter 3
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	Aim to Maximise	100.00%	100.00%	▬	▬	🟢	100%	How are we doing/Moving Forward? Inspections of high-risk premises: Food hygiene, health and safety and PPC (environmental permits).

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
									Resources are focussed upon higher & medium risk premises (SLA14.1 & 14.2 respectively) in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. To date all 5 inspections falling within the scope of the indicator have been inspected and the shortfall noted in the previous month has been covered.
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	Aim to Maximise	100.00%	100.00%	▬	▬	🟢	100%	How are we doing/Moving Forward? Inspections of medium risk premises: Food hygiene, health and safety and PPC (environmental permits) . Resources are focussed upon higher & medium risk premises (SLA14.1 & 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 performance in relation to annual inspection programme. Demand is comparable to the previous year at this period. Looking forward to cover increases over the next quarter.
SLA_015	% Response to Environmental Health enquiries and complaints	Aim to Maximise	100.00%	100.00%	▬	▬	🟢	100%	How are we doing/Moving Forward? 100% - 8 out of 8 food and safety complaints responded within target. (Checked 4th June 2013) Sub regional target is 95% through North Yorkshire Quality Management System (ISO accredited). Environmental Health business area has maintained high

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
									performance by continuing the working practices in respect of proactive & reactive work streams and excellent support from community officers in respect of general environmental health enquiries & service requests.
SLA_016	Number of high risk enforcement issues resolved	Aim to Maximise	60.00%	100.00%	▬	▬	🟢	100%	<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 1st quarter of reporting</p>
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	90.11%	⬆️	⬆️	🟢	80.28%	<p>How are we doing/Moving Forward?</p> <p>Consistent performance maintained throughout June 2013 has seen the team reach the 90.00% target as projected in the recovery plan. Monthly performance has increased from 83.02% in April to 96.94% in June. Throughout the 2nd quarter of reporting it is paramount that the business area achieves a consistent level of performance to ensure the target is reached month on month.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	21.86%	21.86%	⬆️	⬆️	🟢	30.38%	<p>How are we doing/Moving Forward?</p> <p>Reduced collection rate in June 2013 due to the impact of the re-billing process and the decision to move the monthly</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
									council tax instalment dates. It is anticipated that the collection rate will run alongside the profiled target set each month and meet the set target in March 2014.
SLA_020	% of Council Rent debt recovered	Aim to Maximise	88.09%	90.06%	↑	↓	✔	94.04%	<p>How are we doing/Moving Forward?</p> <p>Debt Control continues to work proactively with Community Officers, Customer Services, Communications & Taxation & Benefits to provide information & guidance to customers to help them manage the impact of Welfare Reform. Work loads and arrears have increased as predicted and we continue to engage with customers to offer benefits & welfare advice, advise on payment methods & options available to them and to contact us as soon as possible if they are struggling to pay their rent to try & prevent them getting into further financial difficulties and to try and minimise the impact on rent arrears and collection rates going forward.</p>
SLA_021	% of applications considered within time under scheme of delegation	Aim to Maximise	80.00%	90.32%	↑	↑	✔	59.33%	<p>How are we doing/Moving Forward?</p> <p>The first quarter of the 2013/14 financial year has been particularly successful. The output of applications has also been relatively high which builds in some capacity/ resilience should difficulties arise later in the year. The main issue/challenge for the coming month and quarter is to ensure that publication of the Inspector's report into the Core Strategy does not unnecessarily cause delays in the progression of applications.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
									Planning Committee for July has been rescheduled to 31 July, to allow reports to be redrafted to take account of the CS. Although this has created further work the team has risen to the challenge and it is considered that we should be able to get all items back onto the agenda.
SLA_023	% of invoices paid on time	Aim to Maximise	85.00%	95.38%	↓	↑	🟢	91.42%	How are we doing/Moving Forward? Slight drop in performance but still maintaining above target position. no underlying problems to report
SLA_025	% yield on commercial assets	Aim to Maximise	7.00%	16.27%	▬	▬	🟢		How are we doing/Moving Forward? The forecast ROI at the end of quarter 1 is 16.27%, well above the target. This is mainly due to increase in expected car park income and expected reduced electricity costs at the vivars. The target for 2013-2014 is 7% for 2013/14, which has already been achieved in the previous 2 years and should be achievable going forward.
SLA_026	Reducing internal costs on non operational sites	Aim to Maximise	3.00%	8.52%	▬	▬	🟢		How are we doing/Moving Forward? Current forecast at the end of quarter 1 is that costs in 13/14 will reduce by 8.52%, mainly due to unusual costs associated with the Leisure Centre fire in 12/13.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 1 2012/2013 Performance	Latest Note
SLA_027	% increase in income generation	Aim to Maximise	Target to be agreed						How are we doing/Moving Forward? Overall income levels are above the budgeted target income by 2.32% at the end of quarter 1. Planning income was high due to large value applications in the 1 st quarter. The current estimate is that income will reach target by year end.
SLA_028	% Efficiency improvements	Aim to Maximise	Target to be agreed						How are we doing/Moving Forward? Current value of efficiency improvements is 2.86% of budget. Further improvement plans are in place for 13/14 which should result in further gains throughout the year.
SLA_029	% Productivity improvement	Aim to Maximise	Target to be agreed						How are we doing/Moving Forward? No results in this quarter
SLA_030	% efficiency gain in outsourced services	Aim to Maximise	10%						How are we doing/Moving Forward? To date, Access selby had delivered gains of 5.87% on commissioned services. To reach the 10% further savings of approximately £190K is required
SLA_031	Capital Programme Delivery	Aim to Maximise	Target to be agreed						How are we doing/Moving Forward? % Programme delivered in Quarter 1 18.37%. A number of ICT projects are underway which should increase activity in Qtr2 and 3.



Report Reference Number: SC/13/6

Agenda Item No: 7

To: Scrutiny Committee
Date: 24 September 2013
Author: Jonathan Lund, Deputy Chief Executive

Title: Re provision of a Leisure Centre at Selby

Summary: This report provides background and sets out the latest position on efforts to provide a new leisure centre to replace the fire damaged Abbey Leisure Centre at Scott Road, Selby.

Recommendations: To receive and note the report.

Reasons for recommendation

To enable the Scrutiny Committee to analyse the work being undertaken to re-provide a leisure centre at Selby.

1. Introduction and background

- 1.1. Abbey Leisure Centre was severely damaged by fire on 28 February 2012. The subsequent structural survey showed that the facility could be salvaged but would require significant repair and refurbishment. On 6 November 2012 the Council considered a comprehensive options report and resolved to demolish the damaged structure and build a new centre on the site.
- 1.2. As part of the resolution to replace the Leisure Centre, the Council agreed to reduce the capital costs through value engineering, maximise external grant funding and secure a revised management fee with WLCT. All three of these aspects are addressed later in this report.
- 1.3. Following the Council decision an application was made to Sport England for substantial funding from their Iconic Facilities Fund. Discussions and negotiations commenced with WLCT on the design and operational costs of a new centre and Abbey Leisure Centre was demolished.

- 1.4. Turner and Townsend Project Management were appointed to act as the Project Managers and Design Team for the project. Bradshaw Gass and Hope were appointed as project architects as part of the Design Team. In addition, following a procurement workshop, it was agreed to procure the new facility using the YORBuild Procurement Framework. YORBuild is an EU compliant procurement mechanism which allows public bodies and voluntary organisations in the Yorkshire and Humber Region to engage pre-tested, qualifying contractors. The process reduces the time and cost of procurement but still delivers a high degree of quality and competition.
- 1.5. In addition it was agreed that the scheme would be tendered on a “design and build” basis to allow the winning construction contractor to contribute to the design solution and maximise potential construction savings.
- 1.6. In the meantime, work to provide a replacement gym and fitness centre at Portholme Crescent was completed and parts of the leisure services budget were redirected towards maximising community access to sports and recreational facilities.
- 1.7. At the time of writing this report the proposals for a replacement leisure centre on the Scott Road Site have received planning permission (on 31 July 2013). The offer of a grant of £2.032m from Sport England has been confirmed subject to the completion of a Lottery Funding Agreement between the Council and Sport England. Tenders have been invited for the design and build of the proposed new centre and the closing date for receipt of completed tenders is 26 September 2013.
- 1.8. Subject to the detail contained in the winning tender it is expected that works will commence on site in November 2013 and that the construction will be completed by December 2014.

2. The Report

The decision to Demolish and Replace

- 2.1. In the aftermath of the fire at Abbey Leisure Centre officers were asked to work with a small group of Councillors to identify all of the potential options for the future provision of leisure services. A high level options appraisal report was prepared by Turner and Townsend Project Management which considered six options. The report recommended and Council agreed to demolish the existing fire damaged leisure centre and build a new replacement facility.
- 2.2. This decision was based upon a number of factors
 - 2.2.1. Repairing the damaged centre would have meant accepting a number of significant operational limitations including the

- restrictions on gym capacity, the practical constraints of a free-form swimming pool, lack of a teaching/learner pool and the increasingly inefficient power plant. It would also have required a continuing operational subsidy from the Council.
- 2.2.2. Repair and enhancement might have addressed some of the limitations above, but it would not have attracted a significant Sport England grant and would not have much impact on the continuing operational subsidy.
 - 2.2.3. New build would enable the operational limitations to be designed out and provide the basis for WLCT to operate the facility with a reducing annual subsidy and with the real possibility of an operational surplus. In addition, a new build would be likely to have lower whole-life costs and would be better placed to attract significant external funding from Sport England.
- 2.3. The decision was contingent, however, on significantly reducing the capital costs, maximising the availability of external grants and agreeing a management fee with WLCT that showed a reducing subsidy and/or a surplus.
 - 2.4. Since the Council meeting on 6 November 2012 the Council, WLCT, the Design Team and Sport England have worked closely to develop proposals which are expected to cost significantly below the budget estimates reported to Council. The exact costs will not be known until the tenders have been received and evaluated and it would not be prudent to publish our current estimates whilst the tender process is ongoing. Councillors should be reassured, however, that the best advice we have is that the Council's ambitions for a substantial reduction in the capital costs will be achieved.
 - 2.5. In December 2012 the Council made an application to Sport England for a grant of £2,032,050 from the Iconic Facilities Fund. In March 2013 Sport England indicated that funding in the full amount could be made available if a number of conditions could be met by August 2013. These conditions addressed legal, financial, operational, design and planning issues. All of the conditions were satisfied and on 11 September 2013 Sport England confirmed their offer of a grant in the sum of £2,032,050 (subject to the completion of a Lottery Funding Agreement).
 - 2.6. As part of the operational conditions to satisfy Sport England an operational business plan has been prepared. The plan indicates that the new leisure centre should generate a net operating surplus from 2017 onward. The detail of the business plan is subject to further negotiation and incorporation into a formal variation of the service contract with WLCT. However it does indicate that all three of the challenges set by Council in 2012 will be met.
 - 2.7. Tenders for the design and construction of the new leisure centre were issued on 9 August 2013 and completed tenders are due to be returned

by 26 September 2013. A report on the outcome will be submitted to the Executive before the contract is let.

The New Leisure Centre

- 2.8. The proposals for the facilities mix within the new leisure centre were influenced by a number of factors
- 2.8.1. Experience of user preferences and take-up of facilities and services in the former centre
 - 2.8.2. The commercial experience of WLCT
 - 2.8.3. A “local and regional significance assessment” which analysed existing provision across the district and the wider region and the latent demand
 - 2.8.4. A Sport England Assessment of existing supply, need and demand
 - 2.8.5. An assessment by the Amateur Swimming Association
 - 2.8.6. Public consultation undertaken prior to the submission to Sport England
- 2.9. Taking all of the above into account the new leisure centre will provide:
- A six-lane 25m swimming pool
 - A teaching/learner pool
 - Village changing with facilities for groups and users with disabilities
 - Pool spectating areas at poolside and first floor levels
 - Health and Fitness Centre with 100 station gym with high quality changing facilities
 - A small health suite with a sauna and steam room
 - A toning studio
 - A studio for class/fitness activities
 - A flexible multi-purpose sports/activity space suitable for large class activities, sports such as table tennis and judo, children’s activities, dance sessions, meetings and functions.
 - Dry changing facilities to support the multi-purpose hall and the external all weather pitch
 - A café
 - A “Changing Places” changing facility
 - A resurfaced, floodlit, all weather sports pitch
 - Lifts to serve the first floor
 - Energy efficient mechanical and electrical plant
 - Car parking and landscaping
 - Assistance Dog Toilet
- 2.10. The proposals received planning permission on 31 July 2013. The new facility, despite sitting on a raised base to maximise flood protection, will sit lower on the site than the former leisure centre and will face Scott Road to maximise its visibility. In addition, the siting of the new leisure centre is intended to allow other parts of the Scott Road site to be

developed for complementary leisure uses as part of a wider leisure village development.

Profiles Fitness Centre – Portholme Crescent

- 2.11. Immediately following the fire at Abbey Leisure Centre attention was focussed on how to re-establish services at alternative locations.
- 2.12. Schools and colleges and other facilities in the area were contacted and activities were organised and relocated.
- 2.13. However, other than the swimming pool, the most actively used facility was the gym. Discussions opened to purchase the Walkers Bingo Hall and convert and refurbish the facility for use as a temporary fitness centre. A discounted purchase price was agreed and the Council's insurers agreed a settlement figure to enable the building to be purchased and converted. The settlement figure recognised that the Council would retain the asset and it would have a residual value beyond its anticipated use as a gym.
- 2.14. The Profiles Fitness Centre opened in July 2012. The centre provides 85 gym stations and a fitness/class studio.
- 2.15. The long stay car park at Portholme Crescent was re-designated as a short-stay car park and a new long stay car park was established on that part of the former Civic Centre site retained by the Council. This led to a net increase of 110 in the number of Town Centre car parking spaces.
- 2.16. The Profiles Fitness Centre serves 6000 users every month and has a membership of over 1500. Since opening the number of fitness classes has increased by 50% to cater for demand.

Accessible Community Leisure and Recreation

- 2.17. As part of the response to the loss of facilities at Abbey Leisure Centre the Council embarked upon a programme of activities to deliver more accessible community leisure and recreation. This formed part of the Programme for Growth and was funded by a reduction in the management fee paid to WLCT in recognition of the more limited range of services provided following the closure of Abbey Leisure Centre.
- 2.18. The programme included:
- A **Midnight Football League** – piloted in Selby but with plans to roll out to Tadcaster and Sherburn
 - A **Healthy Active Adults** fitness and weight loss programme marketed as "Move it and Lose it" targeting adults with a BMI of 25 or more and delivered in partnership with Slimming World at locations in Selby, Tadcaster, Thorpe Willoughby, Sherburn, Riccall, Hensall and Hemmingbrough

- A **Healthy Active Children** project targeted at year 1 children at 30 primary schools in the District and delivering a 5-week active healthy lifestyles programme covering physical activity, healthy eating and good oral health.
- An **Active Living Programme** which aims to map existing activity/sports provision, address gaps in provision build a Directory and promote use of approved providers (including a Webpage), deliver a programme to develop coaches and volunteer “sportsmakers”; launch a beginners “walk programme” in each CEF area and recruit and train volunteer walk leaders, provide a programme of activities for people with disabilities or social care needs, build a database of qualified, CRB cleared coaches and sports leaders, provide a better experience for participants and clubs, tap into existing unmet demand for sports volunteering and help deliver the sporting aspects of the Healthy Active Adults and Healthy Active Children programmes.

- 2.19. The Active Healthy Adult pilot delivered in Selby, Tadcaster and Thorpe Willoughby has been particularly successful. Eighty four adults participated and 40 (48%) completed the programme. 43% of all participants lost 5% of their starting weight within 12 weeks and 69% of those who completed the course lost at least 5% of their starting weight. Thirty eight of the participants have gone on to become members of profiles gym. All participants who maintain their weight loss can continue as members of Slimming World free of charge. Following the success of the pilot the scheme will roll out to a further 166 adults this year.
- 2.20. The Healthy Active Children’s programme and Active Living Programme will commence in the autumn.
- 2.21. The Accessible Community Leisure and Recreation funding is available for 2013/14 and 2014/15. It is intended that the success of the schemes will attract external funding from organisations with health and well-being responsibilities so that the programme becomes sustainable into the future.

Selby Leisure Village

- 2.22. In April 2013 the Council invited expressions of interest from potential development partners with ideas to provide commercially viable, complimentary leisure and recreation facilities on part of the Scott Road site adjacent to the new leisure centre.
- 2.23. Interested parties were invited to consider proposals which might include some or all of the following:-
- Cinema
 - Ten-pin Bowling
 - Other complementary physical activity facilities e.g Ice Skating

- Food outlet (restaurant/café/bar)
- Spa facilities
- Other cultural facilities
- Children’s activities/play
- Sports retail

2.24 The vision for the proposed leisure village is for it to be a ‘destination of choice’ for people living and working within the district. The brief is for a varied mix of complementary facilities that will appeal to all and provide a sustainable ‘asset’ for our growing communities.

2.25 The formal “competitive dialogue” procurement process of considering the competing proposals and deciding whether any of them merit formal consideration is now underway and Councillors Gillian Ivey and Steve Shaw-Wright are working closely with officers to consider each proposal.

3. Legal/Financial Controls and other Policy matters

3.1. Legal Issues – None arising directly from this update report

3.2. Financial Issues – None arising directly from this update report

4. Background Documents

4.1.1. Contact Officer: Jonathan Lund – *jlund@selby.gov.uk*

4.1.2. Appendices: None



Report Reference Number: SC/13/7

Agenda Item No: 8

To: Scrutiny Committee

Date: 24 September 2013

Author: Palbinder Mann, Democratic Services Officer

Lead Officer: Karen Iveson, Executive Director (S151)

Title: Health Provision in Selby (Covering Report)

Summary:

Health Provision in Selby is on the work programme for the Scrutiny Committee for its meeting on 24 September 2013. The Joint Strategic Needs Assessment (JSNA) Summary for Selby is attached for the Committee's information. Representatives from North Yorkshire County Council and the Vale of York Clinical Commissioning Group will be in attendance to provide information and answer questions from the Committee.

Recommendations:

The Scrutiny Committee are asked provide its comments and questions to scrutinise health provision in the district.

Reasons for recommendation

The Committee is asked to ensure that there is effective health provision for the residents of the district.

1. Introduction and background

Representatives from North Yorkshire County Council and the Vale of York Clinical Commissioning Group will be in attendance at the Committee meeting on 24 September 2013 to provide information and answer questions from the Committee.

2. The Report

The JSNA Summary for Selby is attached at Appendix A.

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 there is effective health provision for the residents of the district.

5. Background Documents

N/A

6. Appendices

JSNA Summary for Selby – Appendix A

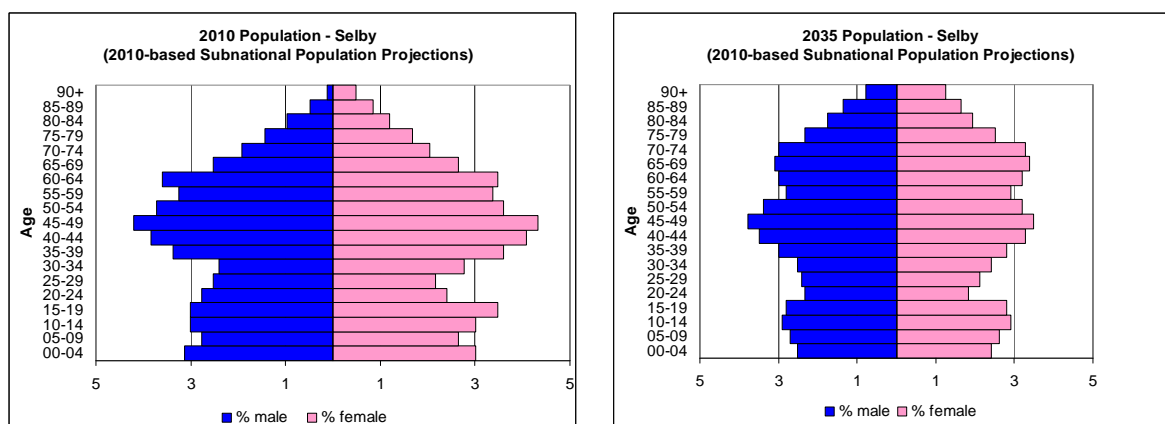
Contact Officer:

Palbinder Mann
Democratic Services Officer
x2207
pmann@selby.gov.uk

Population

Selby has a population of 82,900 (ONS 2010 Mid Year Population Estimates¹). It is a fairly rural district with a population density of 138 people per km², above North Yorkshire average of 75 but well below the national average of 401. Selby town, with a population of 24,680 is its only major town or settlement with a population over 15,000². It's second largest town is Sherburn in Elmet, home to 6,370 people.

As in the rest of North Yorkshire, the population of Selby is increasing and ageing with a projected population of 103,400 by 2035³. The population of older people (65 and over) is expected to increase from 16.5% in 2010 to 26.3% by 2035 while the population aged 0-19 years is expected to fall from 24.0% to 21.8% over the same period. The charts below show the effect of these changes on the projected population age profile.



Ethnicity

The population of Selby has a smaller proportion of Black & Minority Ethnic (BME) groups than the national average of 17.2% with just 6.4% of the population classified in other categories than 'White British'. Within these minority groups, the 'Asian or Asian British' category accounts for 2.2% of the total population of Selby (ONS Mid-2009 Population Estimates Experimental Data⁴).

Deprivation

Deprivation compared to the national average

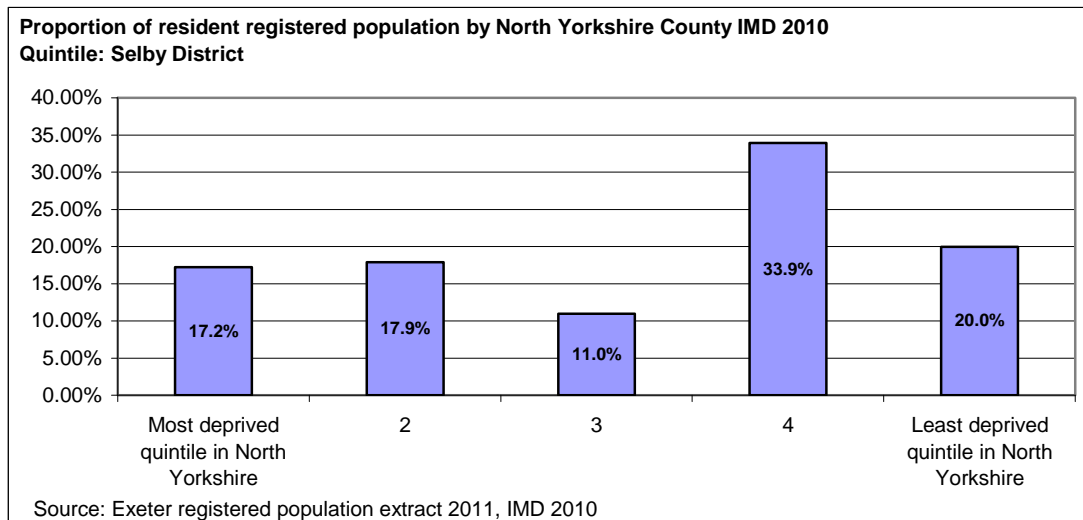
Relative to the national average, Selby is a prosperous area ranking 241 out of England's 326 Local Authorities (where 1 = most deprived and 326 = least deprived). However, there are pockets of deprivation with one Lower Super

¹ ONS Mid-Year Population Estimates. Available at www.ons.gov.uk
 Also available in STREAM at <http://www.streamlis.org.uk/QuickLink.aspx?id=326>
² Mid-2010 Parish Population Estimates. Available in www.northyorks.gov.uk
³ ONS 2010 indicative mid-year estimate based subnational population projections. Available at: <http://www.ons.gov.uk/ons/rel/snpp/sub-national-population-projections/2010-based-projections/index.html>
⁴ Population Estimates by Ethnic Group figures produced by ONS are available in STREAM at <http://www.streamlis.org.uk/QuickLink.aspx?id=331>

Output Areas (LSOA's) within the Selby North ward ranked within the 20% most deprived in England⁵.

Deprivation compared to North Yorkshire County

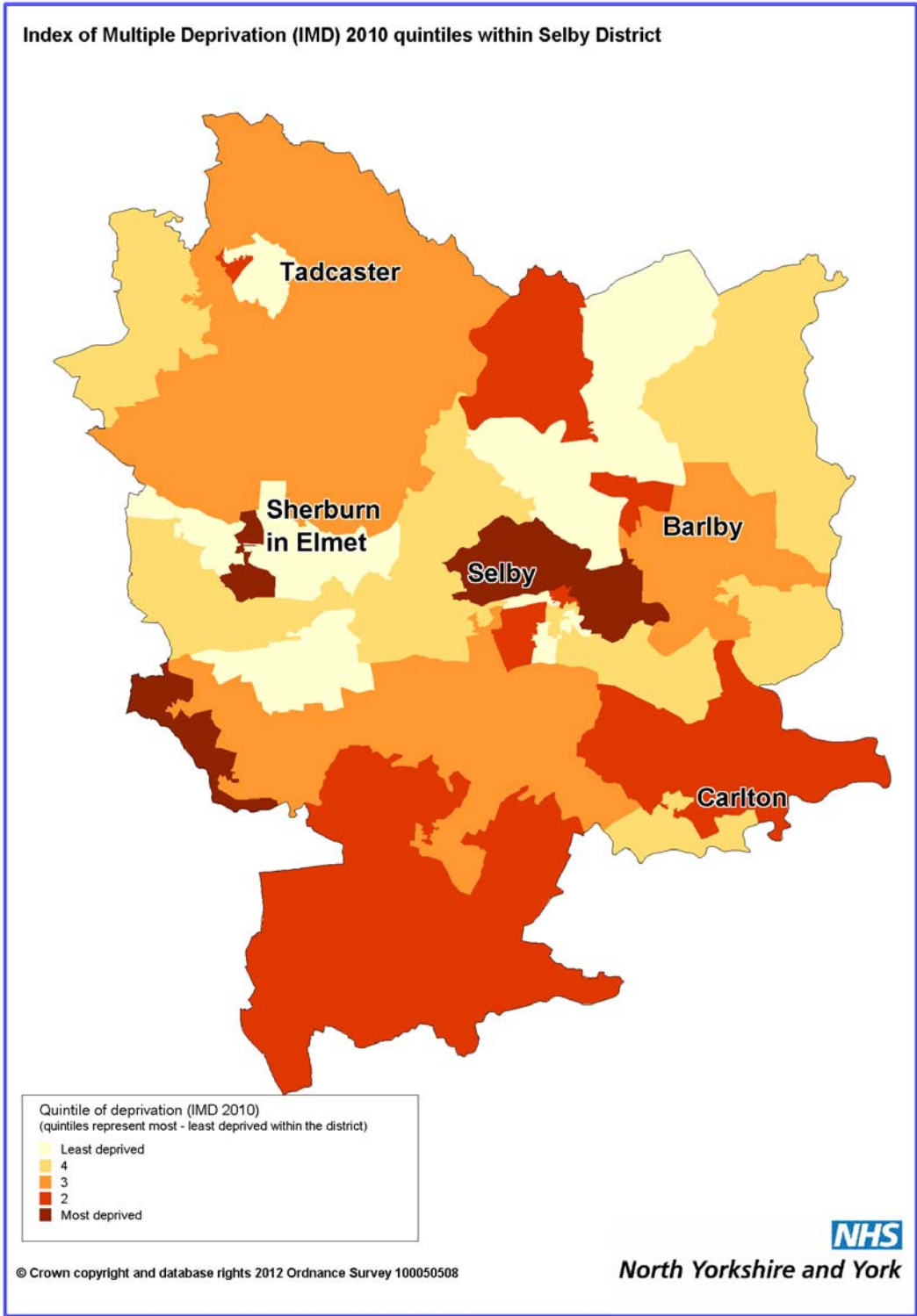
The chart below shows how the population of Selby is distributed across the deprivation quintiles for North Yorkshire County (based on the overall IMD score). Compared to the other districts in North Yorkshire, Selby is the third most deprived district and the majority of the population of Selby live in the more deprived quintiles.



Deprivation within Selby

Based on the overall IMD score, the map below shows the most and least deprived areas *within* Selby (i.e. the most deprived fifth of the population within Selby through to the least deprived).

⁵ The English Indices of Deprivation 2010, Department for Communities and Local Government. Available at <http://www.communities.gov.uk>



Other factors related to deprivation

The unemployment claimant count rate⁶ in Selby increased from 2.9% (1,542 claiming Job Seekers Allowance) in July 2011 to 3.2% (1,711 claimants) in

⁶ Monthly unemployment rates. Published on the NYCC web site at: <http://www.northyorks.gov.uk/index.aspx?articleid=2805>

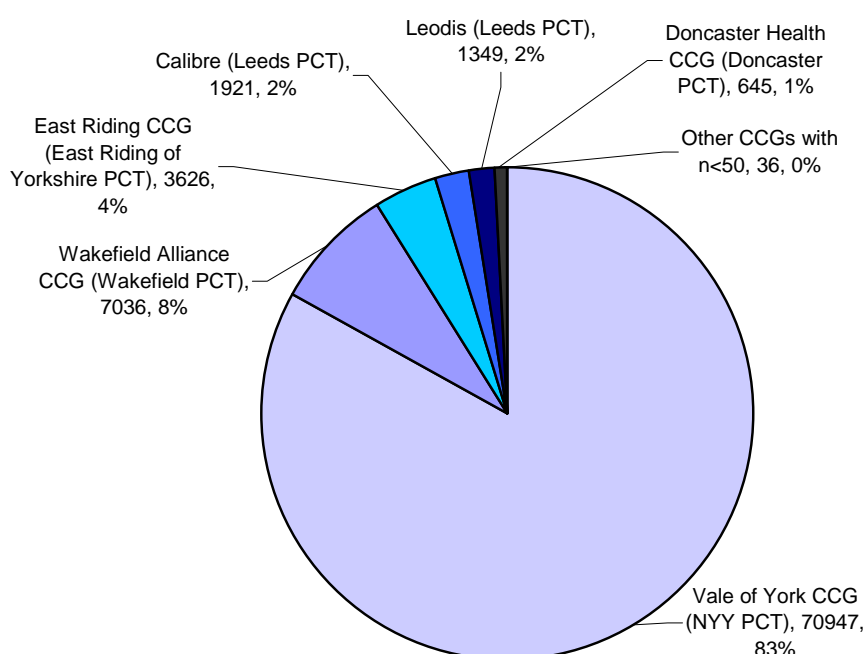
January 2012, above to the North Yorkshire average of 2.8% but below the national average of 4.0%.

Child Poverty (measured by the percentage of children aged under 16 living in families in receipt of out of work benefits or tax credits, where their reported income is less than 60% median income), in Selby during 2009 was 12.8% compared with a national average of 21.9%⁷. 2009 saw an increase from 11.7% during 2008.

Clinical Commissioning Groups

Residents of Selby district are predominantly registered with practices that form part of the Vale of York CCG. The remainder is shared across a number of CCGs in Wakefield, East Riding of Yorkshire and Leeds.

Population resident in Selby District registered with a GP (85,560 people) by Clinical Commissioning Group



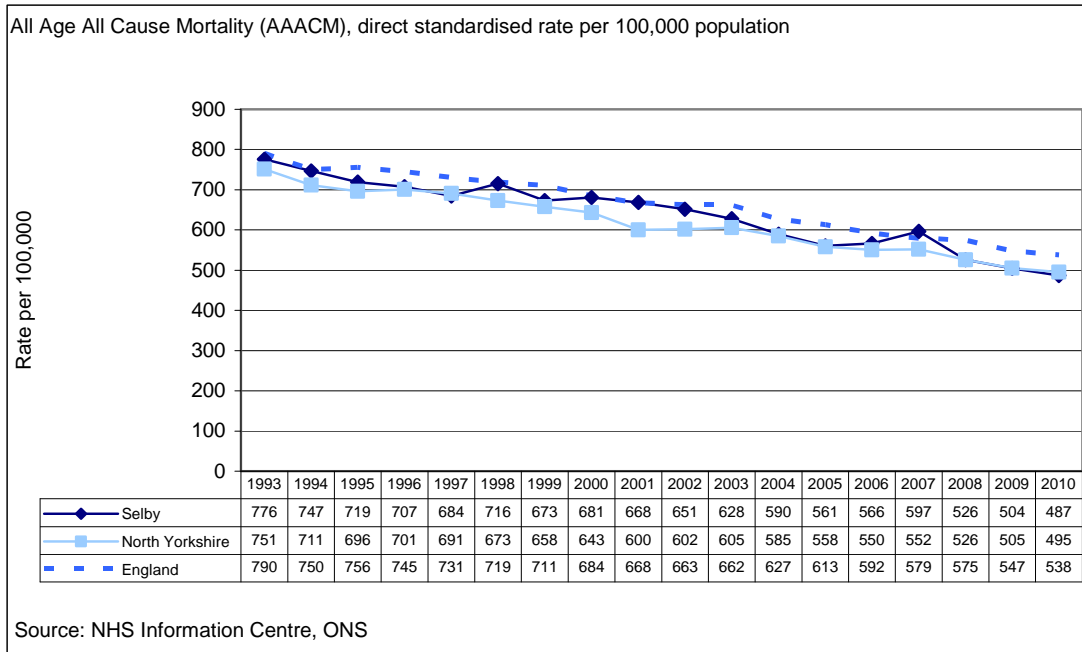
Source: Exeter, September

Outcomes

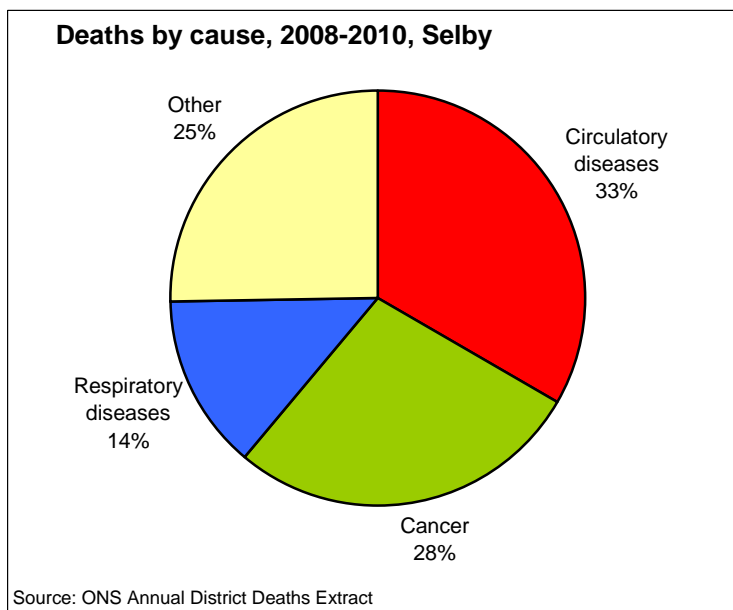
All age all cause mortality (AAACM) is a measure of the overall health of a population over a given period. Between 1993 and 2010 the AAACM rate in Selby was below the national average. During 2008-10, the rate was 506 per 100,000, statistically significantly lower than the national average of 553. Mortality is higher amongst males (587 per 100,000) compared to females (437 per 100,000)⁸.

⁷ Children living in poverty, Her Majesty's Revenue and Customs (HMRC) 2009. Available at: http://www.hmrc.gov.uk/stats/personal-tax-credits/child_poverty.htm accessed 17/04/2012

⁸ NHS Information Centre, ONS. Available at: <https://www.indicators.ic.nhs.uk/webview/> accessed 01/02/2012

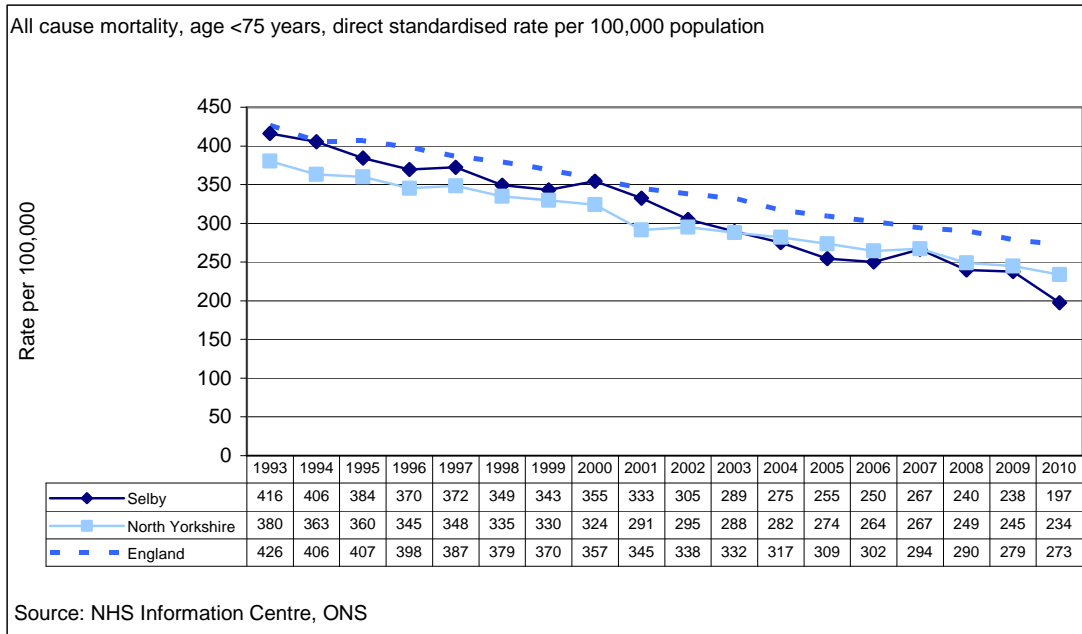


Circulatory diseases are the leading cause of death amongst residents of Selby District accounting for 33% of all deaths.

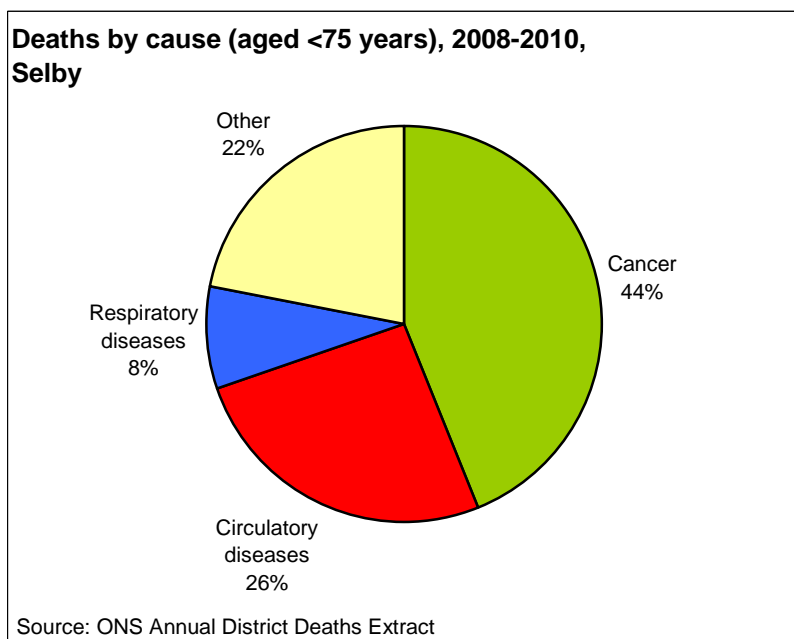


The premature death rate (aged under 75 years) from all causes was statistically significantly lower than the national average of 281 per 100,000 during 2008-10 in Selby (225 per 100,000)⁹. The rate fell between 1993 and 2010 and fell at a faster pace than the national average over the last ten years.

⁹ NHS Information Centre, ONS. Available at: <https://www.indicators.ic.nhs.uk/webview/> accessed 01/02/2012

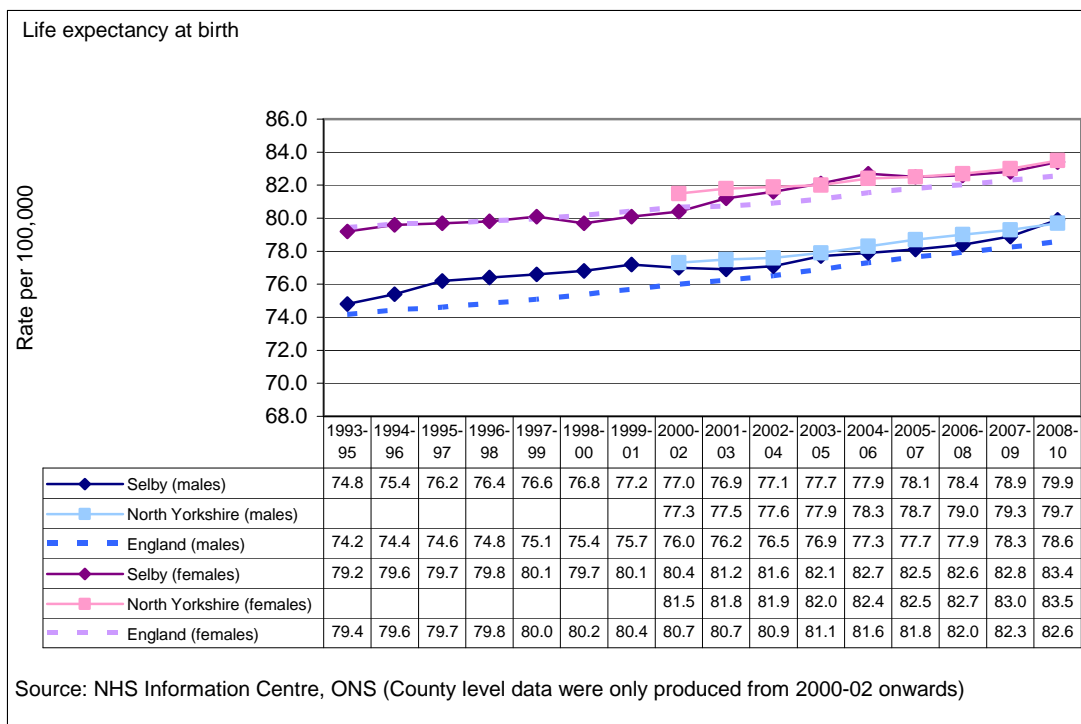


The leading cause of death for those dying prematurely (<75 years) in Selby is Cancer, accounting for 44% of all deaths.

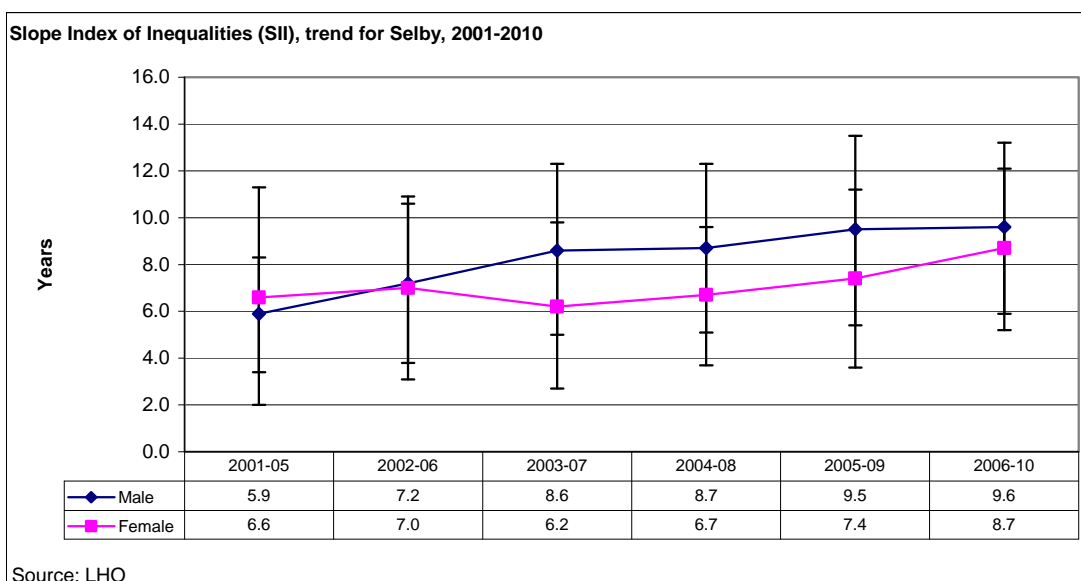


Life expectancy at birth is a good measure of overall health and is similar to All Age All Cause Mortality. During 2008-2010, the average life expectancy for males in Selby was 79.9 and females 83.4, significantly higher than the national averages of 78.6 and 82.6 and shows a rising trend¹⁰. The gap between male and female life expectancy has narrowed since 1993 though females can still expect to live around three and a half years longer than males in Selby.

¹⁰ NHS Information Centre, ONS. Available at: <https://www.indicators.ic.nhs.uk/webview/> accessed 01/02/2012



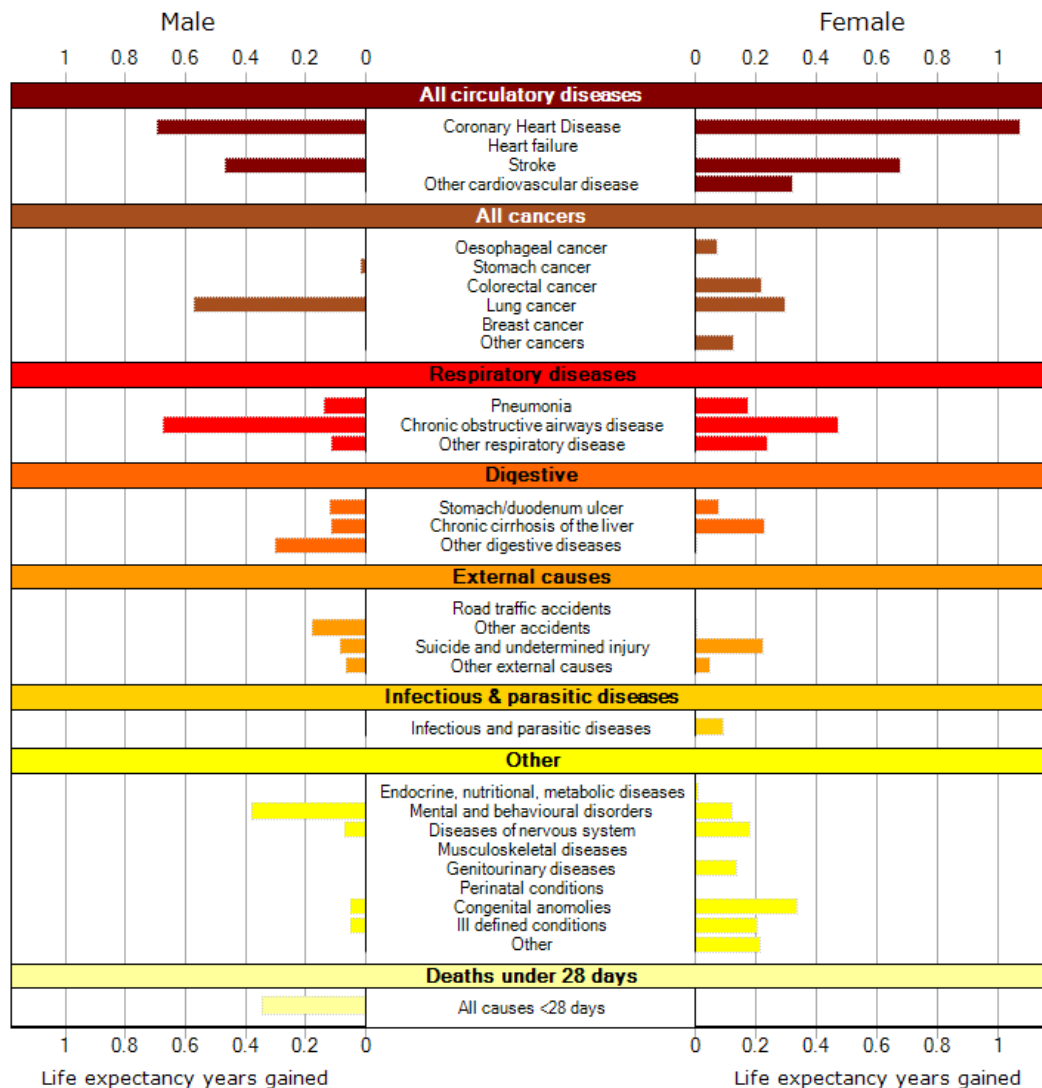
When comparing the life expectancy of the most deprived members of the community to the least deprived there is a clear inequality. Men who live in Selby's most deprived communities will die, on average 9.6 years earlier than their least deprived counterparts. Similarly, women in the most deprived communities in Selby will die, on average 8.7 years earlier than those in the least deprived communities in Selby¹¹. For both males and females, the Slope Index of Inequalities (SII) has increased over the last ten years. However, these figures should be interpreted bearing in mind the wide confidence intervals around the SII.



¹¹ Health Inequalities Gap Measurement Tool for England. SEPHO. Available at: http://www.sepho.nhs.uk/gap/gap_national.html accessed 01/02/2012

The chart below shows the Life expectancy years gained if the Most Deprived Quintile (MDQ) of Selby had the same mortality rate as the least deprived quintile in the local authority for each cause of death¹². The implications of this analysis are that people in the most deprived communities are having their lives cut short from potentially preventable conditions compared to their more affluent counterparts.

Life expectancy years gained if the Most Deprived Quintile (MDQ) of Selby had the same mortality rate as the least deprived quintile in the local authority for each cause of death



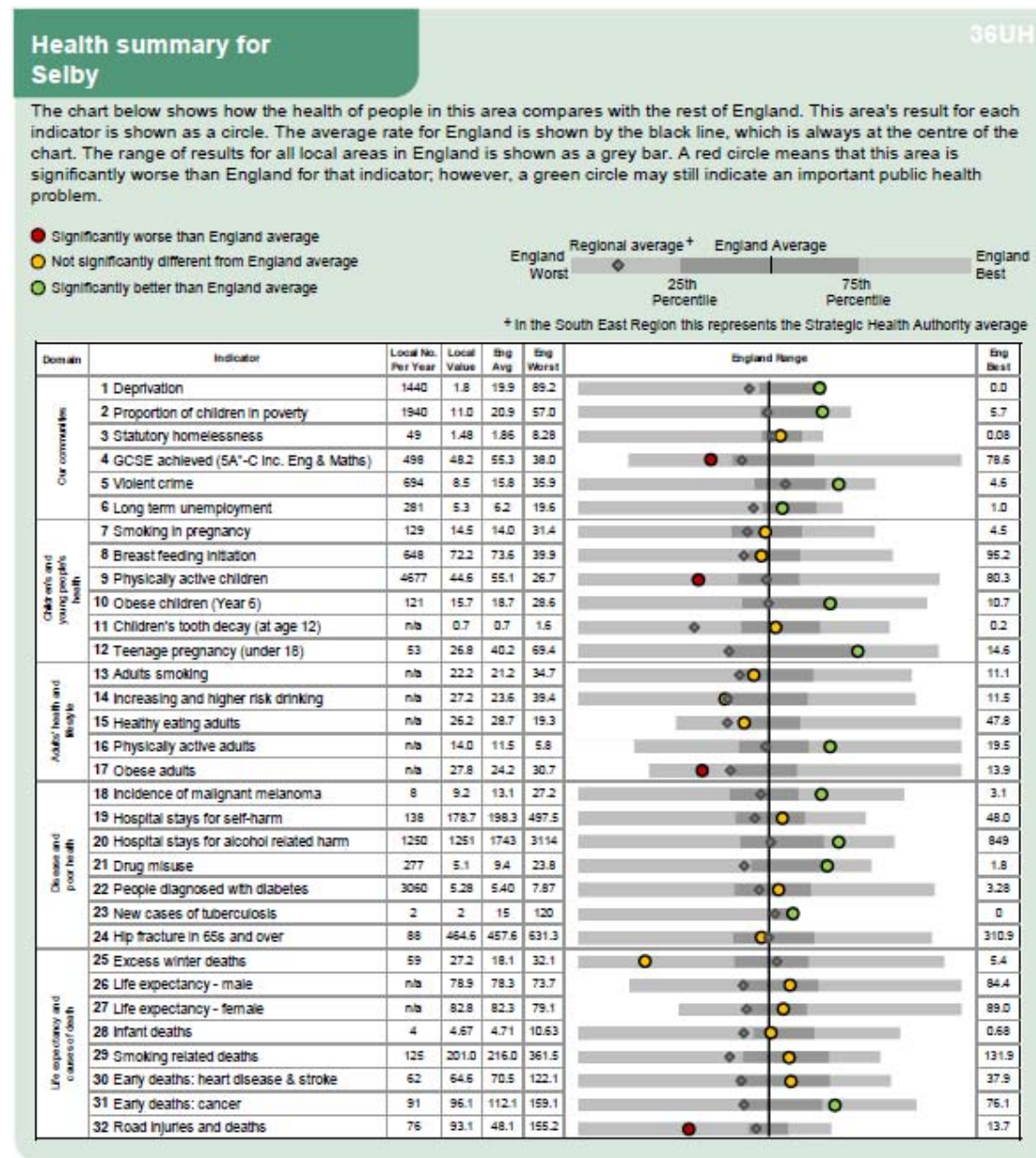
Source: LHO Health Inequalities Intervention Tool

Community Health Profile for Selby

The Department of Health commissioned the Network of Public Health Observatories to publish Community Health Profiles on an annual basis for each local authority in England. The health summary that appeared in the

¹² LHO. Health Inequalities Intervention Tool. Available at: http://www.lho.org.uk/LHO_Topics/Analytic_Tools/HealthInequalitiesInterventionToolkit.aspx accessed 11/01/2012

2011 profile for Selby is shown below, outlining how the health of people in Selby compares with the rest of England. The 2012 profiles will be published in summer 2012 at <http://www.apho.org.uk/default.aspx?RID=49802>.



Indicator Notes

1 % of people in this area living in 20% most deprived areas in England 2007 2 % children in families receiving means-tested benefits & low income 2008 3 Crude rate per 1,000 households 2009/10 4 % at Key Stage 4 2009/10 5 Recorded violence against the person crimes crude rate per 1,000 population 2009/10 6 Crude rate per 1,000 population aged 16-64, 2010 7 % of mothers smoking in pregnancy where status is known 2009/10 8 % of mothers initiating breastfeeding where status is known 2009/10 9 % of year 1-13 pupils who spend at least 3 hours per week on high quality PE and school sport 2009/10 10 % of school children in Year 6, 2009/10 11 Weighted mean number of decayed, missing or filled teeth in 12-year-olds, 2008/09 12 Under-18 conception rate per 1,000 females aged 15-17 (crude rate) 2007-2009 (provisional) 13 % adults aged 18+, 2009/10 14 % aged 16+ in the resident population, 2008 15 % adults, modelled estimate using Health Survey for England 2006-2008 (revised) 16 % aged 16+ 2009/10 17 % adults, modelled estimate using Health Survey for England 2006-2008 (revised) 18 Directly age standardised rate per 100,000 population under 75, 2005-2007 19 Directly age and sex standardised rate per 100,000 population 2009/10 20 Directly age and sex standardised rate per 100,000 population, 2009/10 21 Estimated problem drug users using crack and/or opiates aged 15-64 per 1,000 resident population, 2008/09 22 % of people on GP registers with a recorded diagnosis of diabetes 2009/10 23 Crude rate per 100,000 population 2007-2009 24 Directly age and sex standardised rate for emergency admission 65+, 2009/10 25 Ratio of excess winter deaths (observed winter deaths minus expected deaths based on non-winter deaths) to average non-winter deaths 1.08.06-31.07.09 26 At birth, 2007-2009 27 At birth, 2007-2009 28 Rate per 1,000 live births 2007-2009 29 Per 100,000 population aged 35+, directly age standardised rate 2007-2009 30 Directly age standardised rate per 100,000 population under 75, 2007-2009 31 Directly age standardised rate per 100,000 population under 75, 2007-2009 32 Rate per 100,000 population 2007-2009

For links to health intelligence support in your area see www.healthprofiles.info More indicator information is available online in The Indicator Guide.

Source: Department of Health, © Crown Copyright 2011



Report Reference Number: SC/13/8

Agenda Item No: 9

To: Scrutiny Committee

Date: 24th September 2013

Author: Keith Cadman, Lead Officer Contracts

Lead Officer: Eileen Scothern

Title: Street Cleansing Provision

Summary: To provide street cleansing information relating to contract specification, cleansing zones and standards, resources deployed and current performance levels to inform the scrutiny process.

Recommendation:

Councillors to note the street cleansing provision within the district.

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

The Environmental Services contract was awarded to Enterprise Managed Services Ltd commencing 1st October 2009 for a period of 7.5 years (to align contract with financial year) and consists of the following three service streams:-

- A. Waste and Recycling collections
- B. Street Cleansing
- C. Ground Maintenance

Each service stream has a service specification that details the work requirements, performance standards, quantum and working parameters such as hours or days of operation that the service provider is required to deliver.

The contract is an outcome based contract that requires the service provider to deliver performance outcomes such as clean streets rather than an input frequency based contract. An outcome based contract enables a more flexible use of resources that can be changed to meet differing demands and seasons during the contract period without recourse to a formal contract variation. Therefore the deployment of resources (operatives and plant) evolves over the contract period to maintain “clean streets”.

2. The Report

2.1 The street cleansing service

The Street Cleansing function is carried out in conjunction with the Environmental Protection Act 1990 (EPA) and the Code of Practice on Litter and Refuse. Both pieces of legislation are very complex but basically require local authorities to operate their cleansing operations to meet specific standards and to react within a specified timescale if areas fail to meet the standard required. Every adopted highway and area of land open to the public within the district is given a category or zone according to the intensity of activity that takes place in the area from people and vehicles. This in turn will determine how regularly cleaning takes place and how quickly the area should be brought back up to standard if the level of litter etc is allowed to accumulate.

The service consists of the following work elements:-

- Cleansing of highways, footways and council owned land (mechanical and manual)
- Emptying of litter and dog bins
- Fly tipping removal
- Leaf fall removal
- Graffiti removal

The main element of the service is the cleansing of highways, footways and council owned land.

2.2 Street cleansing volumes and service standards

The district has approximately 975 linear kilometres of adopted highway (2000 roads) that require cleansing to maintain the contract standard or outcome. Each road in the district has been zoned from Zone 1 (town centres) to Zone 7 (rural roads) and it is the Zone that defines the cleansing standard to be maintained. In simple terms, the frequency of sweeping required to maintain service standards.

The Zone of a road determines how long the service provider has to bring the road up to standard should the standard of cleanliness fall below a grade A for Zones 1 to 3 or a grade B for Zones 4 to 7. The timescales for rectifying the cleanliness of a road range from 6 hours to 4 weeks depending on the Zone. Generally, the lower the Zone numbers the shorter the rectification period.

The service standards are defined by a grading system from A – clean with no litter or detritus to grade D – heavily littered with accumulations of detritus.

Appendix A contains more detailed information together with photographic examples of grades A to D.

2.3 Resources deployed to maintain standards

The integrated nature of the contract enables the service provider to switch resources between service streams as seasonal or logistical demands dictate, provided that the service outcomes are met. For example grass cutting operatives undertake seasonal cleansing activities such as leaf fall removal when the growing season is declining. Set out in the table below is a summary of the street cleansing service elements and the resources deployed.

Service	Where	When	How
Litter Clearance	All adopted highways and SDC owned land Deployed within Selby Town Centre & Tadcaster Town Centre	Daily across district in line with weekly street schedules Daily	3.5 tonne caged vehicles with crew operate across district Dedicated Barrow men in Selby & Tadcaster
Street Sweeping	All adopted highways and SDC owned land Selby town centre	8 week cycle district wide Daily	2 large mechanical sweeping vehicles and one small citycat footway/road sweeper Small precinct type pavement road sweeper
Leaf Clearance	All adopted highways and SDC owned land. Special attention to known hotspots	Between September and December but period adjusted as weather dictates.	As above but with additional mechanical 'leaf vacuum'
Emptying Litter & Dog Bins	All SDC owned litter and dog bins across the district, and Parish and Town Council owned bins on request	Minimum of weekly in high use areas and 24hr response for full bins	3.5 tonne caged vehicles with crew operate across the district.
Removal of Flytipping (illegal dumping)	All adopted highways and SDC owned land (457 incidents in 11/12)	Within 7 days of inspection by Community Officer. 24hrs if hazardous	3.5 tonne caged vehicles with crew operate across the district.
Removal of Graffiti & Flyposting	SDC owned land	Offensive within 24hrs Non offensive within 7 days	3.5 tonne caged vehicles with crew operate across the district. Graffiti

			machine available if required
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2.4 Performance Measures

Street cleansing performance is measured through a number of performance indicators and management information that is reviewed on a monthly basis. Set out below are the descriptions of the street cleansing performance measures:-

- SC8 - Number of complaints regarding litter and dog bins
- SC9 - Number of ratified complaints for street cleansing service
- SC11 - Percentage of relevant land and highways assessed as being within contract standard for levels of litter and detritus
- SC12 - Percentage of fly tips removed within contract timescale
- SC13 - Completion against planned works for litter picking of hotspots

In addition to the above, the service provider is required to provide a monthly statement for:-

- Number of sickness days expressed as a % of available days (0.81%)
- Vehicle downtime expressed as a % of available vehicle time (0.71%)
- Numbers of injuries, days lost and reported near misses.

2.5 Current Performance

To appreciate the context of the current performance in Table 2 below, a summary of street cleansing tonnages collected and disposed of for the last two years is set out in Table 1 immediately below.

Table 1

	2011 / 2012	2012 / 2013
Total cleansing tonnages (excluding fly tips)	1608 tonnes	1626 tonnes*

**Nb 1 Tonne = 52 @ 240ltr wheelie bins or 1626 tonnes is the equivalent of a month's domestic refuse collections for the district (72,000 domestic collections assuming all bins are full).*

Table 2

PI	Target	Qtr 1 - Performance
SC8	Less than 24	15
SC9	Less than 105	62
SC11a (litter)	Data only*	98.91%
SC11b (detritus)	Data only*	83.62%
SC12	Date only*	98.96%
SC13	Data only*	100%

*This is the first year we have reported SC11 – 13. The data from this year will be used to establish a baseline against which targets will be set next year.

SC11a and SC11b - During the first quarter 209 streets were inspected and the grades were as follows for litter / detritus. Grade A: 101 / 6, Grade B: 101 / 186, Grade: C 3 / 13 and Grade D: 4 / 3. (NB Only 208 areas were inspected for detritus as we do not grade detritus in play areas).

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

Under the Environmental Protection Act 1990. Selby District Council is responsible for keeping public highways and land under the council's control free from litter.

3.2 Financial Issues

Alterations to the basis of the service will incur additional contract costs

4. Conclusion

The street cleansing service continues to achieve the contract standard.

5. Background Documents

None

Contact Officer:

Keith Cadman – Lead Officer Contracts

Appendices: Community officer guidance

Appendix A

Cleansing Service Guidance

Summary

- All roads in the district have a cleansing zone that range from zone 1 to zone 7.
- The service provider has a scheduled cleansing plan that applies an indicative frequency of cleansing to be applied to each road based on the zone of that road.
- Occasionally a deviation from plan is required to deal with one off incidents of littering etc so some flexibility is required in the plan. Unlike refuse collection we do not provide a day of cleansing because the performance is measured on outcomes (cleansing standards) rather than inputs (how many how often etc)
- When inspecting a road a grading is applied from A to D below (see photographic examples) and the grade applied to the zone determines rectification times for returning the road to cleansing standard.

Street Zones

The area of work has been divided into categories of zones to which differing levels of cleanliness are to be achieved under the contract. The categories of zones are generally in accordance with the Environmental Protection Act 1990: Code of Practice Litter and Refuse.

In some locations, particularly large village centres, may have been re-graded from zone 3 to zone 2. Tables showing the different zones are given in Appendix D

Grade A = No litter or refuse within the area of works. Litter bins empty/clean and ready for use.

Grade B = Area of works predominantly free from litter and refuse apart from small items such as cigarette ends, ring pulls and paper. Litter bins 30% full. Build up of detritus in drainage channels or base of boundary walls.

Grade C = Widespread distribution of refuse with minor accumulations within area of works. Litter bins 60% full.

Grade D = Area of works heavily littered with significant accumulations. Litter bins 80% to 100% full and not clean.

If an area in zone 1 (Town Centres, Major Transport Centres) falls to:

- Grade B it must be restored to Grade A within 6 hours
- Grade C it must be restored to Grade A within 3 hours
- Grade D it must be restored to Grade A within 1 hour

If an area in zone 2 (High Density Residential Areas, Pedestrian Areas etc.) falls to:

- Grade B it must be restored to Grade A within 12 hours
- Grade C it must be restored to Grade A within 6 hours
- Grade D it must be restored to Grade A within 3 hours

If an area in zone 3 (Low Density Residential Areas etc.) falls to:

- Grade B it must be restored to Grade A within 2 weeks
- Grade C it must be restored to Grade A within 12 hours
- Grade D it must be restored to Grade A within 6 hours

If an area in zone 4 (all other areas) falls to:

- Grade C it must be restored to Grade A within 1 week
- Grade D it must be restored to Grade A within 60 hours

If an area in zone 6 (Motorways Strategic Routes – Paved Areas/Verges) falls to:

- Grade C it must be restored to Grade A within 4 weeks
- Grade D it must be restored to Grade A within 1 week

If an area in zone 7 (District/Local Roads – Paved Areas/Verges) falls to:

- Grade C it must be restored to Grade A within 2 weeks
- Grade D it must be restored to Grade A within 5 days

In zones 1-4 the period from 20:00 hours to 06:00 hours is to be discounted for the purpose of assessing compliance with the standards.

Lay byes within zones 6 and 7 are included within zone 3 standards for the purposes of response time and grading in accordance with the Revised Code of practice.

Base line frequencies

- Zone 1 – Daily (Monday to Sunday)
- Zone 2 – Weekly (Monday to Friday)
- Zone 3 – Weekly (Monday to Friday)
- Zone 6 – 8 weekly
- Zone 7 – 8 weekly

Litter Grading Photos

Grade A



Grade B



Grade C



Grade D



Scrutiny Committee Work Programme 2013/14

Date of Meeting	Topic	Action Required
2 July 2013	Time of Meetings	To consider and agree a start time for future meetings
	Access Selby Service Provision – Benefits and Taxation	To scrutinise performance of the Benefits and Taxation service
	Minor Injuries Unit at Selby War Memorial Hospital	To receive the latest update concerning the hospital.
	Access Selby Service Provision – Customer Services	To scrutinise performance of the Customer Services.
	National Non-Domestic Rates Task Group Update	Task Group update
	Call In	Provisional Item on the agenda
24 September 2013	1 st Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Abbey Leisure Centre	To receive an update concerning the latest developments on Abbey Leisure Centre.
	Health	To scrutinise Health provision across the District.
	Street Cleaning	To scrutinise street cleaning provision.
	Call In	Provisional Item on the agenda
21 January 2014	2 nd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Transport Provision	To scrutinise the provision of transport across the District.
	Access Selby Service Provision - Enforcement	To scrutinise performance of the Enforcement service
	Call In	Provisional Item on the agenda

	Crime and Disorder Update	To review the levels of crime and disorder across Selby District – NYP and CSP representatives in attendance.
	Police and Crime Panel Update	To receive an update from the Police and Crime Panel on their work scrutinising the work of the Police and Crime Commissioner.
Feb/March 2014	Nigel Adams MP	To ask questions of the Selby and Ainsty MP regarding issues of concern for Councillors and local residents.
22 April 2014	3 rd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Scrutiny Committee Work Programme 2014/15	To agree the Scrutiny Work Programme for 2014/15
	Scrutiny Annual Report 2013/14	To discuss the Scrutiny Annual Report for 2013/14
	Access Selby Service Provision - Assets	To scrutinise performance of the Assets service
	Police and Crime Commissioner (PCC) – North Yorkshire	To invite the PCC to give an update on their role and responsibilities
	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 at the next available meeting.