



Meeting: **SCRUTINY COMMITTEE**
Date: **WEDNESDAY 23 APRIL 2014**
Time: **5.00PM**
Venue: **COMMITTEE ROOM**
To: **Councillors J Crawford (Chair), W Nichols (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 meeting of the Scrutiny Committee held on 26 March 2014 (pages 1 to 3 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 3rd Interim Key Performance Indicator Progress Report April 2013 to December 2013

To consider the report from the Lead Officer, Data and Systems and the Commissioning and Performance Officer (pages 4 to 15 attached).

7. Access Selby Service Provision - Assets

To consider the report from the Lead Officer, Assets (pages 16 to 17 attached).

8. Julia Mulligan, Police and Crime Commissioner, North Yorkshire (Verbal)

To receive a verbal report from Julia Mulligan, Police and Crime Commissioner for North Yorkshire.

9. Waste and Recycling Task and Finish Group Final Report

To consider the report from the Democratic Services Officer (pages 18 to 57 attached).

10. Scrutiny Annual Report 2013/14

To consider the report from the Democratic Services Officer (pages 58 to 73 attached).

11. Work Programme 2014/15

To consider the Work Programme for 2014/15 (pages 74 to 75 attached).

**Mary Weastell
Chief Executive**

Dates of next meetings
21 May 2014 (Provisional)
25 June 2014
22 July 2014 (Provisional)

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

Scrutiny Committee

- Venue: Committee Room
- Date: Wednesday 26 March 2014
- Present: Councillors J Crawford (Chair), Mrs L Casling, I Chilvers, M Dyson, M Hobson, D Mackay and D Peart.
- Also Present: Councillors Mrs G Ivey and S Shaw-Wright
- Apologies for Absence: None
- Officers Present: Colin Moreton – Community Safety Partnership, Drew Fussey – Development Manager, Karen Iveson – Executive Director (s151), and Palbinder Mann, Democratic Services Officer.
- Press: None

40. MINUTES

RESOLVED:

To APPROVE the minutes of the Scrutiny Committee meeting held on 24 February 2014 and they be signed by the Chair.

41. DISCLOSURES OF INTEREST

There were no declarations of interest.

42. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

The Chair informed the Scrutiny Committee that next meeting would now be held on Wednesday 23 April 2014 rather than the previously arranged date of Tuesday 22 April 2014.

43. CALL IN

No items were called in.

44. MERGER OF NORTH YORKSHIRE COMMUNITY SAFETY PARTNERSHIPS AND LOCAL DELIVERY OF COMMUNITY SAFETY PARTNERSHIP PRIORITIES

Colin Moreton from the Community Safety Partnership and Drew Fussey, Development Manager presented a report on the merger of the North Yorkshire Community Safety Partnerships and Local Delivery of Community Safety Priorities.

Mr Moreton explained that the Police and Crime Commissioner had put forward proposals to merge the Community Safety Partnerships in North Yorkshire into one for York and one for the whole of North Yorkshire. This proposal had been discussed at the Safer Communities Forum meeting in December. It was explained however that there had been recent changes to the proposals with the recent amendment being that there would now be Bi-Annual York and North Yorkshire Protecting Communities Events. Details of these events were outlined in the report.

The Committee were informed that the new changes could not be imposed by the Police and Crime Commissioner and would have to be agreed by all the districts.

The Committee raised concern at the lack of information in the proposals and stated that they were unable to make a decision based on the information provided. The Committee was informed that there was meant to be a 'Shadow Board' discussing the proposals which was meant to have met before the Scrutiny Committee meeting, which would have provided more information on the proposals however that meeting had been cancelled.

In response to a query concerning finances, it was explained that according to the figures provided, there would around £54,000 provided to Selby over 18 months with around £572,000 being provided to North Yorkshire in the same period.

Concern was raised at the lack of information stating how local services were to be delivered and that representatives on the proposed North Yorkshire Community Safety Partnership would not include elected Members. Concern was also raised at the lack of information provided on the bidding process and what this would entail. Members queried whether funding would be released for local services or all areas would need to submit a bid for any piece of work they wished to carry out.

A Member raised a query concerning the Night Marshalls service for Selby. Mr Moreton explained that the funding for the Night Marshalls service had come from a different fund which had now run out. A bid for funding for the service to continue had been submitted to the Police and Crime Commissioner and a decision on this was expected on 1 April 2014.

The Committee felt that while there could be some merits in the proposals, further information was required for them to make an informed decision.

The Committee agreed to raise the issue with the Police and Crime Commissioner who would be attending the next meeting of the Committee on 23 April 2014. They also agreed to have a pre meeting prior to that meeting to discuss any issues which had arisen in the interim.

RESOLVED:

While the Committee supports the principle of efficiency, the Committee feels it is difficult to come to a decision on the proposals without further information. In particular the Committee have the following concerns:

- **No elected Member representation on the proposed North Yorkshire Community Safety Partnership.**
- **There needs to be clarification what is expected with regard to local delivery.**
- **The disappointment in the timing of the changes and the quality of the information received.**

The meeting closed at 5:49pm

To: Scrutiny Committee
Date: 23 April 2014
Author: Chris Smith and Caroline Sampson Paver
Lead Officer: Mark Steward, Managing Director, Access Selby

Title:

Access Selby 3rd Interim Key Performance Indicator Progress Report:
April 2013 – December 2013

Summary:

This report provides details of Access Selby key performance indicators following the 3rd quarter of reporting for the financial year 2013/14, and recommends appropriate action where required.

Recommendations:

The Scrutiny Committee are asked to note the report and provide any comments.

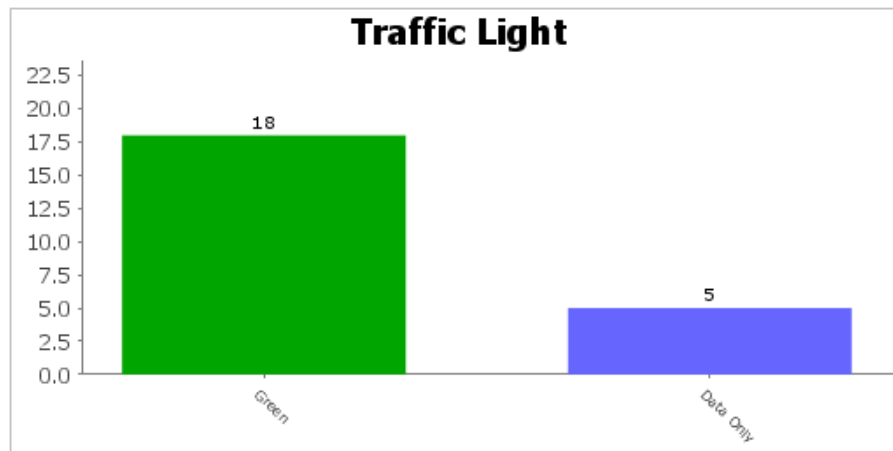
Reasons for recommendation

The on-going 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 23 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 monthly and quarterly performance data, results have exceeded target on 18 indicators following quarter 3 reporting. The data only indicators present a baseline position from which targets will be set.
- 2.2** Year on year improvements are evident in the performance indicators for percentage of urgent repairs completed within agreed timescales and invoices paid on time. In Benefits & Taxation the recovery plan adopted at the beginning of the year has seen a sustained improvement in the overall performance of the team and the percentage of benefit claims / changes processed within 5 days.
- 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.

4. Conclusion

- 4.1** In summary, the Access Selby performance indicators have exceeded target for each performance indicator where data has been presented. A number of the indicators are at the same levels as before the re-

structure with performance in urgent repairs, re-lets and benefits processing achieving a higher level of performance than in 2010.

- 4.2** Mechanisms have been put in place to resolve ongoing performance issues throughout the year. Further work continues on the average time to re-let properties and % of application's considered under scheme of delegation to ensure we continue to meet target for the remainder of 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 –

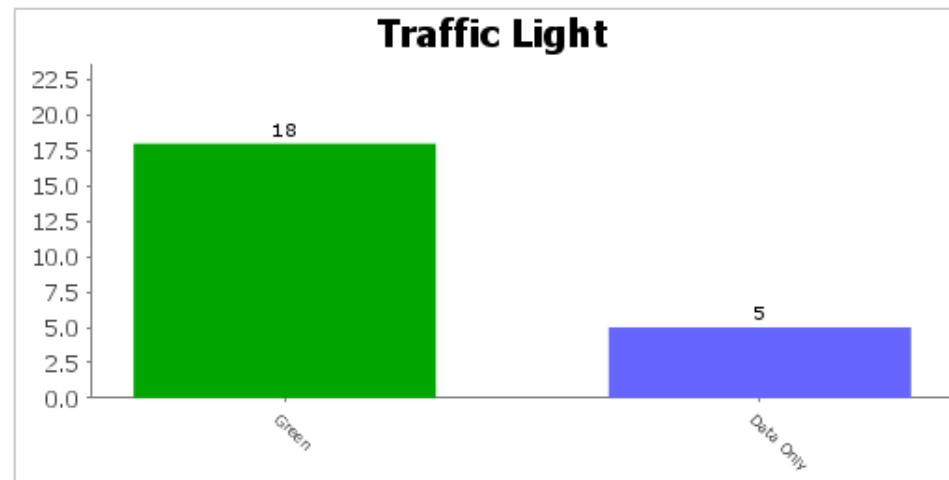
Access Selby 3rd Interim Key Performance Indicator Report: April 2013 – September 2013

Access Selby 3rd Interim Key Performance Indicator Report: April 2013 – December 2013



Report Type: PIs Report
Report Author: Data & Systems
Generated on: 17 December 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 3 2012-2013 Performance	Latest Note
SLA_001	% of satisfied customers	Aim to Maximise	70.00%	98.48%	↓	↑	🟢	98.35%	<p>How are we doing / Moving Forward?</p> <p>A total of 4,541 satisfaction surveys have been completed for the period 1 April 2013 to 18 December 2013 with 4,472 customers satisfied with the service received. Surveys are now collected from the Duty Planning Officer role and Housing Options service following successful roll out of the surveys across the Assets, Benefits, Community Officers and at the Customer Contact Centre.</p>
SLA_002	% of contact 'right first time'	Aim to Maximise	90.00%	91.75%	↑	↑	🟢	90.50%	<p>How are we doing / Moving Forward?</p> <p>Total of 113,504 contacts were made to the CCC for the period 1 April 2013 to 17 December 2013 with 106,951 contacts made for the same period in 2012-2013. A total of 104,138 were dealt with at 1st point of contact(This good performance links to SLA001)</p>
SLA_003	% satisfied with street cleanliness	Aim to Maximise	80.00%	85.00%	▬	▬	🟢	85.00%	<p>How are we doing / Moving Forward?</p> <p>As we no longer carry out formal satisfaction surveys we have developed a method of measuring performance based on targeted complaints and response times. These categories have been weighted and individual targets have been set. Between October and November performance was as follows:</p> <p>We have so far achieved target on 5 out of the 5 service areas which gives us a 'satisfaction' level of 100% for October and November. Data for December is not yet available.</p> <p>This is an annual KPI which is reported on a quarterly basis. The annual target is 80% and we expect to achieve this target by year end.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
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.
SLA_009.1	% or repairs to council-owned properties completed within agreed timescales (EMERGENCY/URGENT REPAIRS combined)	Aim to Maximise	95.00%	99.06%				95.88%	How are we doing / Moving Forward? Target continues to be met and sustained. YTD performance has improved by 3% against the same period in 2012-2013 with demand down by 57 repairs over the same period.
SLA_009.2	% or repairs to council-owned properties completed within agreed timescales (NON-URGENT REPAIRS)	Aim to Maximise	90.00%	98.46%				98.81%	How are we doing / Moving Forward? Target continues to be met and sustained with slight variance month on month. YTD performance has decreased by 0.48% against the same period in 2012-2013.
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	24.0 days	22.0 days				21.2 days	How are we doing / Moving Forward? 22.0 Days is the average number of days for all relets. For sheltered accommodation the average number of day is 30.0 Days and for general needs it is 14 Days. Overall figures have improved from October and therefore year to date is on target.




Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
SLA_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	10% on 2011 level	58.30%	↑	↑	🟢	49.60%	<p>How are we doing / Moving Forward?</p> <p>To measure staff perception and confidence of the organisation we use the responses received through the staff survey to a particular question: <i>I am excited about being part of this organisation in the future</i>. The target for 2013 was 55.6% (a ten percent increase on the 2011 baseline figure): we achieved 58.3% of respondents recording a positive answer to this question.</p> <p>Overall we saw a further increase in the number of responses received from across the organisation. Within the targeted questions, ten out of eleven answers showed an increase in the number of positive responses compared to 2012 and 2011. A similar picture emerges within the questions relating directly to core values, with every area showing an improvement in the number of positive responses apart from those relating to innovation in technology.</p> <p>The wider results of the staff survey are used to inform our organisational development strategy; staff themselves will be involved in implementing solutions to issues raised through the survey.</p>
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	Aim to Maximise	100.00%	100.00%	▬	▬	🟢	100.00%	<p>How are we doing / Moving Forward?</p> <p>Inspections of high-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</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
									in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. Demand is comparable to the previous year at this period.
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	Aim to Maximise	100.00%	100.00%				100.00%	<p>How are we doing / Moving Forward?</p> <p>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. Slight shortfall easily managed as not reported to the end of the month and no long term concerns at present.</p>
SLA_015	% Response to Environmental Health enquiries and complaints	Aim to Maximise	100.00%	100.00%				100.00%	<p>How are we doing / Moving Forward?</p> <p>100% - 42 out of 42 food and safety complaints responded within target to date. Comparing figures for complaints received for the same period last year shows a 20% increase in the total number received. This is a reactive service and so it is difficult to predict future levels of demand on the service.</p> <p>Sub regional target is 95% through North Yorkshire Quality Management System (ISO accredited). Environmental Health business area has maintained high performance by continuing the working</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
									practices in respect of proactive & reactive work streams and 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	70.00%	100.00%	▬	▬	🟢	100.00%	<p>How are we doing / Moving Forward?</p> <p>The enforcement team has achieved a 100% resolution rate for high risk enforcement cases for the period 01 Oct 2013 – 31 Dec 2013. In addition to active caseloads the Enforcement team have resolved (cases closed 1 Apr – 17 Dec 2013)</p> <p>305 High Risk Enforcement Cases 360 Medium/low Risk Enforcement Cases</p>
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	93.83%	⬇️	⬆️	🟢	80.73%	<p>How are we doing / Moving Forward?</p> <p>Current monthly performance has exceeded the 90% target every month since April 13 increasing the YTD performance month on month to 93.83%, whilst maintaining quality standards. Based on benchmarking data received from the Yorkshire & Humber Joint Operational Board for Quarter 2 we are top of the league in respect of days to process New Claims & Changes. Work continues to prepare for the annual billing/year end processes alongside the Contact Centre and Data & Systems.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	68.61%	68.84%	⬆️	⬇️	🟢	77.59%	<p>How are we doing / Moving Forward?</p> <p>Performance data used for the period: 1 April 13 – 30 November 13 Monthly performance continues to be above the set profiled target.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
SLA_020	% of Council Rent debt recovered	Aim to Maximise	94.09%	95.40%	↑	↓	🟢	96.39%	<p>How are we doing / Moving Forward?</p> <p>Performance data used for the period: 1 April 13 – 30 November 13</p> <p>Collection is running 0.99% lower than at 30.11.12. Collectable figure to date is £8,564,829 & we have collected £8,171,158 against that. 12.26% of tenants were affected by Welfare Reform, the actual increase in tenants in arrears is only 3.71% compared to 30.11.12.</p> <p>We continue to work with the Welfare Reform Project group to assist with maximising collection and delivering a range of other interventions to engage with customers to support & advise them of options available to them & prevent them getting into further financial difficulties</p>
SLA_021	% of applications considered within time under scheme of delegation	Aim to Maximise	80.00%	89.34%	↓	↑	🟢	71.63%	<p>How are we doing / Moving Forward?</p> <p>The team's performance for year to date is 89.34%, which is above target.</p> <p>Officers are making concerted efforts to bring several applications that were out of time, pending completion of section 106 agreements, to determination. -pending the adoption of the Core Strategy, Affordable Housing SPD discussions and in some cases awaiting information from the District Valuer and Developers.</p> <p>In the interim procedures have been put in place by legal services and planning to speed up the process for the preparation</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
									and engrossment of section 106 agreements. This has enabled the backlog of section 106 agreements to be significantly reduced.
SLA_023	% of invoices paid on time	Aim to Maximise	85.00%	95.58%	↓	↑	🟢	90.16%	How are we doing / Moving Forward? Monthly performance continues to be above the set target.
SLA_025	% internal rate of return on commercial assets	Aim to Maximise	7.00%	9.84%	↑	↓	🟢	12.93%	How are we doing / Moving Forward? Car Parks & Bus station are performing above target. All but one of the industrial units are failing to achieve target for the year. A team of AS officers are investigating the issues. Over all the IRR target is being achieved and is expected to do so for the whole year.
SLA_026	Reducing internal costs on non-operational sites	Aim to Maximise	3.00%	33.99%	↑	↑	🟢	-34.74%	How are we doing / Moving Forward? At the end of Q3 costs on non-operational sites had reduced by 33.99%. This includes the Abbey Leisure Centre, excluding this the reduction is 31.63%. The costs that are still being incurred are things like NNDR that cannot be avoided. Total costs for non-operational sites for 12/13 was £24.1k, to date for 13/14 it stands at £9.9k.
SLA_027	% increase in income generation	Aim to Maximise	Target to be Agreed	1.87%	↑		📊		How are we doing / Moving Forward? Fees & charges and rental income are achieving above budget. We are seeing a reduction on Licence income, however this is not something that can be directly controlled.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 3 2012-2013 Performance	Latest Note
SLA_029	% Efficiency and productivity improvements	Aim to Maximise	Target to be agreed	2.80%	↑				<p>How are we doing/Moving Forward?</p> <p>Budget Officers with the assistance of the finance team continue to look for ways to improve processes to achieve savings. This is being done by helping teams better understand their costs and spend to see if any improvements can be made</p> <p>No results in this quarter for % of productivity improvement</p>
SLA_030	% efficiency gain in outsourced services	Aim to Maximise	Target to be Agreed	2.18%	▬				<p>How are we doing / Moving Forward?</p> <p>The contracts team continue to review existing contracts to highlight any efficiencies, as well as utilising frameworks for new contracts to aggregate demand and reduce unit cost.</p>
SLA_031	Capital Programme Delivery	Aim to Maximise	Target to be Agreed	78.84%	↑				<p>How are we doing / Moving Forward?</p> <p>HRA performance is strong against budget, with 52% of the annual budget spent to date and 82% of the Q3 target being achieved.</p> <p>On the General Fund only 40% of the YTD budget has been spent. The main reason for this is low uptake on Disabled Facilities Grants.</p> <p>Full details of the capital programme can be found in the Q3 Budget Monitoring reports.</p>

To: Scrutiny Committee
Date: 23 April 14
Author: Dave Maycock, Lead Officer, Assets
Lead Officer: Dave Maycock, Lead Officer, Assets

Title: Assets Overview

Summary:

The report gives an overview of the Assets service and current levels of service and performance

Recommendation:

To note the contents of the report

Reasons for recommendation

Report is to bring committee up to date with current work programme and performance.

1. Introduction and background

1.1 This report is to update the committee on current performance and work within the Assets service

2. The Report

2.1 Asset management is a very important part of the service that Access Selby deliver, and as well as the repairs service that was reported on in January, Assets look after a wide ranging capital programme within the housing service.

2.2 Assets also look after all other corporate buildings, including the civic centre, community centres, Industrial units, Access Selby, Car parks, council owned footpaths within the district and closed burial grounds.

2.3 Work undertaken this year has included a capital programme that has delivered

- Re cladding to 85 Airey homes (to be completed September 2014)

- Re Roofing to 110 properties
- 400 new Heating system
- 320 New external doors
- Replacement windows to 70 properties
- Over 100 new kitchens
- Rewires or electrical upgrades to over 120 properties
- A repairs and painting programme to over 600 properties (a programme that will now ensures that all properties are painted every 6 years)
- A gas servicing programme that has ensured everyone of our 2500 homes that have gas has received a gas safety inspection.
- Solid fuel servicing
- Periodic electrical testing to around 300 properties a year
- Outside of the HRA work is underway to complete the Major refurbishment of Tadcaster central area car park

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

3.1.1 None

3.2 Financial Issues

3.2.1 There is a defined budget within the HRA account for the repairs and capital investment programme.

4. Conclusion

4.1 The Assets service has delivered a wide and varied capital investment programme alongside the repairs service and will look to keep up the level of performance while seeking continued improvements in service delivery and value for money.

Contact Officer: Dave Maycock
Lead Officer - Assets
Selby District Council
dmaycock@selby.gov.uk



Report Reference Number: SC/13/21

Agenda Item No: 9

To: Scrutiny Committee
Date: 23 April 2014
Author: Palbinder Mann, Democratic Services Officer
Lead Officer: Karen Iveson, Executive Director (S151)

Title: Waste and Recycling Task and Finish Group Final Report

Summary: The report presents the findings of Task and Finish Group who led a review into Waste and Recycling.

Recommendation:

To endorse the recommendations proposed by the Task and Finish Group

Reasons for recommendation

The Council ensures it is performing to a high standard with regard to waste and recycling and achieving value for money for the service provided by the contractor.

1. Introduction and background

Following agreement by the Scrutiny Committee, a Task and Finish Group was formed to look into the area of Waste and Recycling.

1.1 Background to the Review

Following discussions last year on developing scrutiny at Selby District Council, it was agreed that Task and Finish Groups were an effective way of studying specific topics in more depth and therefore allowing more specific scrutiny to take place. Following a successful pilot review into National Non Domestic Rates (NNDR) last year, the Overview and Scrutiny Committee discussed possible ideas of topics which could be select for a Task and Finish Group review. Following discussion, it was felt Waste and Recycling was a viable topic which could be better scrutinised as part of the Task and Finish Group review.

1.2 A scoping document was developed to identify potential areas of discussion during the review. The scoping document also identified possible timescales and resource implications along with ensuring that

no other group or body within the Council was undertaking the same piece of work to avoid duplication.

- 1.3 Some of the issues identified needing to be covered including analysing whether the contract was delivering value for money and looking at areas of spend. This was important due to the upcoming review point for the contract.
- 1.4 The review was agreed by the Overview and Scrutiny Committee at its meeting on 24 September 2013 and the following Committee Members agreed to be part of the Task and Finish Group:
 - Councillor Jack Crawford (Chair)
 - Councillor Ian Chilvers
 - Councillor Melvin Hobson
 - Councillor Donald Mackay
- 1.5 The Task and Finish Group first met on 22 October 2013 and had two subsequent meetings on 18 December 2013 and 6 February 2014.
- 1.6 A final report outlining the findings and recommendations of the Task Group will be presented to the Overview and Scrutiny Committee on March/April.

2. The Report

- 2.1 The main report which contains the evidence considered by the Task and Finish Group and outlines its findings is attached at Appendix A.

3. Conclusion

The Committee is recommended to endorse the recommendations proposed by the Task and Finish Group.

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

Appendices:

Final Report of the Task and Finish Group - Appendix A
Performance Indicators – Appendix B
Public Satisfaction Survey – Appendix C



**Overview and Scrutiny
Committee
Waste and Recycling Task and
Finish Group**

**Final Report and
Recommendations**

March 2014

Task and Finish Group Members:

Councillor Jack Crawford (Chair)
Councillor Ian Chilvers
Councillor Melvin Hobson
Councillor Donald Mackay

Chair's Foreword

I am delighted to present the final report of the Task and Finish Group looking into Waste and Recycling.

The Task Group has looked into a wide range of issues and analysed several pieces of information and data. The Task Group took a keen interest in ensuring that residents were getting value for money for its residents from the contract with the service provider while also looking at areas for improvement and possible cost saving opportunities. The report also highlights comparisons with similar authorities on our recycling figures recognising the need to learn from best practice.

The Task Group has highlighted areas of potential improvement while recognising pressures on the service such as the increased number of properties being built which will then increase demand on the collection rounds and further costs for the Council.

I would like to thank all the officers and Members involved in the review. I hope that the recommendations made by the group can be taken forward leading to improved recycling figures for Selby District, a reduction in costs and reduction in waste going to landfill. This review can also be used to feed into the review of the contract when it next comes up for renewal.

Councillor Jack Crawford
Chair, Overview and Scrutiny Committee

Contents		Page
1.	Introduction	1
2.	Main Report	2-3
2.1	Overview of Current Service	
2.2	Comparison with Other Authorities	3
2.2.1	Recycling Rate 2011/12	3-4
2.2.2	Geography and Infrastructure	4-5
2.2.3	Tonnages Collected	5
2.2.4	Waste and Recycling Unit Costs	6-8
2.4	Green Waste Options	8-11
2.5	Missed Collections	11
2.6	Future Housing Development Implications	11-12
2.7	Performance Indicators	13
2.8	Public Satisfaction Survey 2013	13-14
2.9	Recycling Containment Options	14-15
2.10	Possible Other Future Savings	15
3.	Financial, Legal and Other Implications	
3.1	Financial Implications	15
3.2	Legal Implications	15
3.3	Other Implications	15
4.	Conclusions	15-16
5.	Task and Finish Group Recommendations	16
6.	Appendices	16

1. Introduction

This report presents a review of the waste and recycling service in terms of performance statistics and costs. It identifies future risks and opportunities and considers options for improvement or issues to take forward as we approach the contract review period with our service provider Amey PLC.

2. Main Report

2.1 Overview of Current Service

The Waste and Recycling service has changed considerably in the last twenty years due to landfill reduction targets coupled with landfill tax and increased recycling targets. Both factors are complementary with the primary aim being to divert waste from landfill. Whilst Selby is not a disposal authority the district has to provide a collection service that fits with the waste disposal authorities current and future disposal arrangements. The disposal arrangements can to a certain degree dictate how waste and recycling is collected and therefore any value for money or comparison exercise must recognise this and should not be done in isolation. The disposal authority for North Yorkshire is North Yorkshire County Council (NYCC) and to ensure a seamless approach to waste management across North Yorkshire including the City of York, a waste partnership has been in place since 1998.

Prior to the current contract with Amey PLC, commencing in October 2009, streetscene service delivery was provided through two contractual arrangements with Veolia for waste, recycling and Street cleansing and Fountains for ground maintenance. A business case was accepted to re-package the waste, recycling, street cleansing and grounds maintenance service into one contractual arrangement. The same business case included a policy and service change to introduce alternate weekly collection of refuse as part of the new arrangement commencing in October 2009.

The resultant contract awarded to Enterprise plc commenced on October 1st 2009 for a period of 7.5 years and is due to expire on 31st March 2017. The newly awarded contract was approximately £200,000 cheaper per year than the previous arrangements giving a total contract saving to the Council of £1.5 million for the 7.5 year period. In terms of the consolidated service, waste and recycling account for just over £3m of the £3.8m annual contract value.

Waste and recycling collection services consist of a number of collection streams that can be collected at different frequencies, using different containment methods, using different collection vehicles dependant on the containment method used. The collection stream most reliant on the method of disposal when deciding on containment and vehicle type, is the dry recycling collection stream (paper, glass, cans, plastic etc.).

There are two main recycling methods used in England; kerbside sort where residents sort the materials into different containers and co-mingled collections. Kerbside sort is the method used in Selby and the other districts in North Yorkshire. A co-mingled collection involves the use of a wheeled bin for residents to put recyclates in the materials are transported for sorting mechanically and electronically at a materials recycling facility (MRF). There are no current plans by NYCC to construct a MRF that the Districts could access.

Issues which affect the current service include the increasing number of properties being built and the effect of this on collection rounds. Although some capacity was available at contract commencement the capacity within the existing collection rounds has almost been reached. The challenge for the service is to maximise the resources we have within the contract to mitigate the risk of increased costs. Options to alleviate some of the pressures could include (but are not limited to) larger collection vehicles, operating a shift system, round re-balancing and a longer collection week.

2.2 Comparison with other Authorities

There are currently approximately 36,000 households in Selby along with a population of approximately 81,000.

For comparison, the audited figures for 2011/12 from the Department for Environment, Food and Rural Affairs (DEFRA) have been used. Figures for 2012/2013 for Selby have been stated where possible however confirmed audited figures from other authorities for this period are not available therefore for comparison purposes, figures for 2011/12 have been used.

There are two groups of comparator authorities which the Council can be effectively compared against. These are other North Yorkshire Districts (same disposal authority) and top 5 Chartered Institute of Public Finance and Accountancy (CIPFA) nearest neighbours. The CIPFA grouping although geographically distant are a recognised grouping based on a long list of comparator data (45 datasets) including, population, area, mortality rates, households, deprivation, flood risk, % visitors etc.

2.2.1 Recycling Rate 2011/12

The table below presents the relative recycling rates of the comparator authorities.

The figures show that overall Selby is about average in this group – performing higher than average on dry recycling (reflective of the wide variety of materials collected) but lower than average on green waste.

District	Dry	Green	Total
Craven	26.9%	16.4%	43.3%
Hambleton	17.7%	28.5%	46.3%
Richmondshire	22.5%	20.7%	43.2%
Ryedale	17.1%	34.8%	51.9%
Selby	19.3%	23.7%	43.0%
Forest of Dean	14.3%	25.9%	40.1%
North Warwickshire	13.9%	18.8%	32.7%
Average	18.8%	24.1%	42.9%

2.2.2 Geography and Infrastructure

The table below outlines the population, area and number of domestic properties for each comparable authority:

District	Area (Hectares)	Domestic Properties	Population	Properties per Hectare
Craven	117,700	27,014	55,400	0.23
Hambleton	131,100	39,896	89,100	0.30
Harrogate	130,800	70,398	170,040	0.54
Richmondshire	131,900	22,797	52,000	0.17
Ryedale	150,700	24,743	51,700	0.16
Scarborough	81,700	56,443	108,800	0.69
Selby	59,900	36,287	83,860	0.61
Daventry	66,259	32,618	77,843	0.49
Forest of Dean	52,651	36,614	81,961	0.70
Melton	48,138	22,185	50,376	0.46
North Warwickshire	62,014	27,033	62,014	0.44
South Derbyshire	33,812	40,378	94,611	1.19

The Task Group was informed that on average a Refuse Collection Vehicle (RCV) completed 4.5 miles per gallon of fuel. The Council had six collection vehicles tipping twice per day and making approximately 60 trips to tip waste per week. The longest return journey on the collection round was 70 miles which was roughly two hours. The Task Group identified vehicle efficiency as an area to be explored and were supportive of working with Amey to explore round rebalancing.

The Task Group noted that the largest cost element of providing a collection service was vehicle costs (leases and fuel) with the average mileage per gallon for an RCV being on average 4.5 miles however obviously variable due to local geography. It was also noted that the fuel cost can be significantly impacted upon by the location of the point of disposal. For example, Selby's residual waste is transported to Harewood Whin landfill site located out of the

district boundary to the North meaning some return trips to tip can be as long as 64 miles, taking up to two hours. This is however unavoidable as it is the closest point available to the Council.

The density of housing is also a significant factor when calculating costs per household as the further a vehicle has to travel between properties increases the collection cost per property. The Task Group noted that since October 2009, an additional 1,600 properties had been built in the area which then equated to 120,000 additional collections. This had then resulted in 3,400 tonnes or a 10% growth in waste since 2009.

2.2.3 Tonnages Collected

(2011/12 figures)

District	Household Waste Not Sent for Recycling (Tonnes)	Household Green Recycling/Reuse (Tonnes)	Household Dry Recycling/Reuse (Tonnes)	Calculated Recycling Rate (%)
Craven	13,390	3,886	6,352	43.33
Hambleton	19,397	10,292	6,405	46.26
Harrogate	38,027	11,049	9,704	35.31
Richmondshire	11,082	4,046	4,388	43.22
Ryedale	11,070	8,000	3,937	51.88
Scarborough	27,514	7,517	10,933	40.14
Selby	20,009	8,321	6,794	43.03
Daventry	18,155	7,926	6,487	44.26
Forest of Dean	20,319	8,776	4,845	40.13
Melton	10,989	6,021	4,927	49.91
North Warwickshire	17,345	4,841	3,569	32.65
South Derbyshire	20,310	11,384	6,241	46.46
Average	18,967	7,672	6,215	42.27

As can be seen above, Selby has a recycling rate of 43.03% and performs just above average when analysed against comparable authorities. The Task Group noted that the best performers were achieving a rate of around 50%. Even discounting the 'outliers', it was noted that a rate of 46.46% should be a realistic stretch target for Selby. The Task Group concluded that there was scope to increase the recycling rate and agreed to explore this issue further through the review.

2.2.4 Waste and Recycling Unit Costs

The Task Group were presented with an analysis of service costs which had been undertaken requiring input from each District to supply a detailed financial analysis broken down to each collection stream showing both income and expenditure to enable a financial comparison on a like for like service basis.

All the 11 Districts listed in the previous section were contacted in August 2013 requesting the completion of a detailed financial sheet for actual expenditure for 2011/2012. This was the most recent year with fully auditable accounts to match with comparable service and infrastructure data.

Not all Districts responded to the request for information although responses were received from three North Yorkshire Districts and two CIPFA nearest neighbours. Set out below is the data provided by the participating districts. The most comparable data is net total collection cost.

2011/2012 Actuals	Hambleton (In House)	Richmondshire (In House)	Ryedale (In House)	Selby (Contracted)	Forest of Dean (Contracted)	North Warwickshire (In House)
Net Total Collection Cost	£1,333,543	£855,004	£1,020,692	£1,319,198	£2,276,537	£1,407,351
Domestic Properties	39,896	22,797	24,743	36,287	36,614	62,014
Cost per Household	£33.43	£37.51	£41.25	£36.35	£62.18	£52.06
Cost per Tonne	£36.95	£43.81	£44.36	£37.56	£67.08	£54.64
Cost per Hectare	£10.17	£6.48	£6.77	£22.02	£43.24	£22.69
Cost per Resident	£14.90	£16.32	£18.61	£15.26	£27.81	£22.37

Cost per Household 2011/12

Generally collection cost per household is the most relevant for comparison exercises on the basis that the number of households forms the basis for collection routing and therefore service cost build up.

The most comparable data is for all collection streams and in the case of the above table is the Total column. It should be noted that both Forest of Dean and North Warwickshire operated a weekly collection service¹ compared to a

¹ Since 2011/2012 both North Warwickshire and Forest of Dean have implemented fortnightly collections including co-mingled recycling (access to a MRF) and Forest of Dean have implemented green waste charging, both changes will have a substantial net cost reduction, reflecting the changing collection service landscape.

fortnightly collection service in Selby and the other districts in North Yorkshire. However, Selby compares favourably with other North Yorkshire districts, although if efficiencies could be achieved (through cost reductions or increased income) to match the best performing council (Hambleton in this comparison) then Selby would achieve an annual saving of £105k which could either be used to support Access Selby's savings requirement or help mitigate the round capacity issues highlighted at the beginning of this report.

Cost per Tonne 2011/12

Again Selby compares very favourably with CIPFA nearest neighbours for the reasons discussed above and equally favourably against other North Yorkshire Districts. When looking at the total it is less than the landfilled waste figure for Selby due to the income received for the sale of recyclates

Cost per Hectare 2011/12

Interestingly whilst Selby compares favourably on a cost per hectare basis with CIPFA nearest neighbours (due to similar district area size) it do not compare favourably with other North Yorkshire Districts.

Recycling Rate Changes/Income

2012/13

Material	Income Rate at April 2012	Income Rate at March 2013	Difference	Change
Paper/Card	£102.00	£75.00	-\$27.00	-%26.47
Plastic	£200.00	£90.00	-\$110.00	-%55.00
Cans	£160.00	£160.00	0.00	0.00
Clear glass	£32.00	£42.66	£10.66	%33.31
Coloured Glass	£15.00	£25.66	£10.66	%71.07

2013/14

Material	Income Rate at April 2013	Income Rate at March 2014	Difference	Change
Paper/Card	£50.00	£41.28	-\$8.72	-%17.44
Plastic	£80.00	£80.00	0.00	0.00
Cans	£160.00	£160.00	0.00	0.00
Clear glass	£38.17	£38.61	0.44	%1.15
Coloured Glass	£21.61	£21.61	0.44	%2.08

2012 to 2014

Material	Income Rate at April 2012	Income Rate at March 2014	Difference	Change
Paper/Card	£102.00	£41.28	-£60.72	-%59.93
Plastic	£200.00	£80.00	-£120.00	-%60.00
Cans	£160.00	£160.00	0.00	0.00
Clear glass	£32.00	£38.61	£6.61	%20.66
Coloured Glass	£15.00	£21.61	£6.61	%44.07

The above tables reflect the income rates received per tonne for the different recyclable materials. The reduction in rates has resulted in an increase for cost per household for the Council. In order to mitigate these costs, the Council has to increase its tonnage for recycling.

The Task Group wanted to maximise income received from recycling and in turn reduce the amount of waste which was diverted to landfill. It was explained that for every tonne of waste diverted from landfill, the Council received £44.44 recycling credit from NYCC for green and dry recycling. The Council then sold recycling materials at an average of £56 a tonne. The Task Group were informed however that recycling tonnages were currently reducing and income rates were therefore falling.

The latest figures for 2012/13 for Selby can be viewed as follows:

	Household Waste Not Sent for Recycling (Tonnes)	Household Green Recycling/Reuse (Tonnes)	Household Dry Recycling/Reuse (Tonnes)	Calculated Recycling Rate (%)
Selby	20,268	8,747.64	6,703.78	43.26%

This shows a slight increase in green waste recycling over the 11/12 figures however a slight reduction in household dry recycling. The result has meant an overall slight increase in the overall recycling rate.

Due to the above information, the Task Group instructed officers to examine in more detail other recycling options and promoting recycling on a more general level.

2.4 Green Waste Options

The Task Group considered whether any savings could be made around green waste collections. It was noted that green waste is collected from approximately 30,000 properties within the district every fortnight excluding 4 weeks over Christmas and New Year (middle of December to middle of January). In addition there are approximately 300 properties that have purchased an extra green bin making approximately 727,200 collections per annum. The collection service, provided under contract by Amey, utilises 3

refuse collection vehicles plus one extra RCV during periods of peak demand and during the winter period the resources deployed are reduced from driver plus two loaders to a driver plus one loader from December to February. The collection service consists of 30 collection rounds (3 vehicles x 10 collection days) and currently travel 3000 miles per fortnightly collection cycle.

The reasons for the service reduction over the Christmas and New Year period for green waste collections was not a reflection of collection tonnages but a diversion of collection capacity to deal with increased residual waste and dry recycling tonnages over the same period and the need to contain service costs within the contract .

Collection Analysis

In an average growing year the annual tonnage of green waste collected and diverted from landfill is 8,376 tonnes. Due to the nature of green waste, tonnages are higher in the peak growing season and reduce considerably over the winter period. The tables below show the monthly tonnage collected (table 1) and for the winter period (October to March) the weekly tonnages collected (table 2) to identify the best opportunity for cost reduction by maximising service dormancy over the winter period whilst minimising disruption to residents.

Table 1

Monthly Tonnages Collected											
April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
1,027	930	1,036	846	981	919	747	510	259	215	113	794

Table 2

Weekly Tonnages Collected October to March												
Oct Wk 1	Oct Wk 2	Oct Wk 3	Oct Wk 4	Nov Wk 1	Nov Wk 2	Nov Wk 3	Nov Wk 4	Dec Wk 1	Dec Wk 2	Dec Wk 3	Dec Wk 4	Dec Wk 5
222	165	169	190	135	119	134	123	101	157	1	1	0

Weekly Tonnages Collected October to March												
Jan Wk 1	Jan Wk 2	Jan Wk 3	Jan Wk 4	Feb Wk 1	Feb Wk 2	Feb Wk 3	Feb Wk 4	Mar Wk 1	Mar Wk 2	Mar Wk 3	Mar Wk 4	Mar Wk 5
0	90	80	45	44	8	0	61	96	105	173	167	253

When analysing green waste collections, the Task Group were presented with three options when looking at possibly saving money from green waste collections, these were as follows:

- Option A - a cessation of service from November to February inclusive.
- Option B - a cessation of the service from December to February

- Option C - a reduction in the frequency of collections from two weekly to four weekly during the winter period November to February inclusive.

The options are analysed in the table below:

	Current	Option A	Option B	Option C
Collection Cost (3 RCV + 1 summer)	£545,202	£545,202	£545,202	£545,202
Mileage Saving		(£23,350)	£18,900)	£14,175)
Customer Enquiries Increase		1,126	939	1,126
Disposal Cost (8,376 tons)	£146,580	£136,983	£141,449	£146,580
Total Cost	£691,782	£654,961	£668,690	£678,733
Recycling Credit	(£372,229)	(£347,857)	(£359,200)	(£372,229)
Net Cost	£319,553	£307,104	£309,490	£306,504
Estimated Saving		(£12,449)	(£10,063)	£13,049)

** All figures are based on the assumption that any change to winter cessation of service are taken in isolation and would have to be re-calculated if combined with a wider service change such as the implementation of a charge for the service.

Costing assumptions / basis

- All figures are at 2013 / 2014 prices
- Variable cost of a collection vehicle per mile is £3.15, fortnightly collection mileage is 3,000 miles, calculation excludes current cessation over Christmas and New Year.
- Average gate fee is £19 and option A would reduce tonnage collected by 520 tons approx. ie when bin is full all participants will dispose of green waste elsewhere.
- Recycling credit reduced by 520 tons approx for option A.
- One off costs would be limited to leafleting residents which is within budget
- It is anticipated there would not be any impact on management and administration costs.

The Task Group considered the above information and noted that there was a demand for winter collections. It was noted that when the figures compared against the potential options, not even Option C (a move to four weekly rather than two weekly collections) offered any significant saving and therefore any of the potential options were not commercially viable. The Task Group's view was that therefore winter cessation would not be considered due to the savings not being significant enough to merit the reduction in service to customers.

2.5 Missed Collections

Missed collections for 2011/12 are outlined below:

	Refuse	Green Waste	Kerbside Box	Total
April	62	94	104	260
May	38	59	98	195
June	25	48	49	122
July	22	47	35	104
August	35	18	29	82
September	38	21	23	82
October	41	33	27	101
November	41	51	38	130
December	29	17	102	148
January	39	59	195	293
February	62	11	57	130
March	38	29	27	94
Average	39	40.5	65	145

With there being approximately 2.6 million collections each year at around 216,000 per month, missed collections equate to 0.7% of all collections. The Task Group felt that no further recommendations were needed in this area as missed collections only reflected a small amount of the total collections made.

2.6 Future Housing Development Implications

The Task Group discussed how future housing development in the Selby district would impact on waste collections and in particular the current contract with Amey plc. A formal request has been made to Amey plc for collection service review options which will be completed in 2014.

Some of the options included:

- Double shifting of collection crews for more efficient use of vehicles.
- Review the three collection streams (refuse, recycling and green)
- Larger capacity vehicles where appropriate for round re-balancing.

The Task Group were made aware that double shifting was where instead of the first shift of operators taking the collection vehicles to the tip at the end of their shift even if the vehicle was not full to capacity, the second shift crew

would continue to use the same vehicle and ensure it was full to the capacity (11 tonnes) before they made the trip to the tip. This ensured that maximum efficient use of vehicles was maintained.

With regard to current property development, the Task Group were informed that capacity was at its most efficient at the current moment however due to the expected rise in house building, it was anticipated that the service would reach capacity during the next financial year.

This would result in either overtime payments being necessary or round re-balancing throughout the week to help accommodate more dwellings. The round re-balancing related to moving collection rounds around in the week to alleviate pressure. This was evident currently with the main collection for central Selby being on a Friday which resulted in the greatest number of properties to visit. Amey Plc have been asked to identify alternative solutions and further discussions on this will continue to take place. The current list of housing developments in the area was as follows:

Total Dwellings	Currently Occupied	Location	Site Status
718	418	Sherburn	On site
1,200	700	Selby – Staynor Hall	On site
301	?	Selby – Holmes Lane	On site
302	Nil	Selby (Marina) – Rigid Paper Mill	Planning permission approved
863	Nil	Selby – Olympia Park	Planning permission approved
248	Nil	Tadcaster – Mill Lane	Undetermined
182	Nil	Barlby – Turn Head Farm, York Road	Undetermined
149	Nil	Thorpe Willoughby – Leeds Road	Developer on site
128	Nil	Newton Kyme – Papyrus Works	Re-plan application
65	Nil	Church Fenton – Airbase	Outline planning permission
50	Nil	Thorpe Willoughby – Field Lane	Undetermined

The annual cost of adding an extra collection round to the waste collection service alone would be in the region of £150,000. However, the collection service consists of three collection types (waste, green and recycling) therefore the impact of property growth may require a worst case scenario of adding a collection round to each three type with a financial annual cost increase of £450,000.

2.7 Performance Indicators

- 2.7.1 There are a range of performance indicators used to monitor the contract with Amey Plc. These can be viewed at Appendix C.
- 2.7.2 Regular monthly meetings take place with Amey Plc over monitoring of the contract and performance indicators. These are attended by two officers from the Contracts team. A Partnering Board also meets to discuss major strategic issues which may affect the contract. The contract itself refers that certain decisions can only be taken by the Partnering Board. This Board however only meets if there are issues which have arisen and need addressing and there have been no recent meetings of the Board in the past year. A round rebalancing change would require board approval.

2.8 Public Satisfaction Survey 2013

- 2.8.1 A Public Satisfaction Survey was conducted in October/November 2013 on behalf of the Council by Ipsos Mori. This involved a postal survey of 4,000 households across the district. The survey questions covered refuse, recycling and green waste with issues covered including service quality, containment and collection frequencies.
- 2.8.2 A response rate of 25% was received and results were received by the Council on 28 January 2014. The full survey results can be viewed at Appendix D
- 2.8.3 The key messages of the public satisfaction survey were as follows:

	Refuse	Green Waste	Recycling
Frequency of Collection	Above Average	Above Average	Average
Type of Container	Above Average	Above Average	Below Average
Size of Container	Above Average	Above Average	Below Average

In addition the collection service as a whole scored well in terms of:

- Reliability – Above Average
- Crew Friendliness – Average
- Noise of Crews – Above Average
- Return of Containers – Above Average
- Cleanliness after Collection and Scheme Overall – Average

- 2.8.4 25% of respondents expressed dissatisfaction with the size of the recycling container while 24% of respondents expressed dissatisfaction with the type of container. The size and type of container raised the highest level of dissatisfaction with any aspect of the collection service

surveyed. Responses to the same areas for refuse and green waste received between 3% and 7% dissatisfaction scores therefore the survey demonstrated that households were four times more dissatisfied with the recycling container type and size.

2.9 Recycling Containment Options

- 2.9.1 One of the options discussed and considered by the Task Group was the change the recycling containment options from the current 55 litre boxes currently deployed by the Council.
- 2.9.2 Discussion took place on the possibilities of using a multi-story bin for recycling with separate compartments for the three recyclable materials, paper and card, glass and mixed plastics similarly to the one being used in the East Riding area. This option was however disregarded due to the cost implications.
- 2.9.3 Other alternative options discussed including polypropylene bags for paper and card and mixed plastic collection. With glass being impractical to be stored in the bags. Sample bags of different sizes and designs were analysed by the Task Group. Following research, figures pointed towards a positive move if the bags were adopted as can be seen below:

	Plastic Box Current		Polypropylene Bag Option B		Capacity Increase	Unit Cost Decrease
	Capacity	Unit Cost	Capacity	Unit Cost		
Paper	55 litre	£4	75 litre	£1.25	36%	69%
Plastic	55 litre	£4	90 litre	£1.25	64%	69%

Based on the above figures, it was identified that in total, the polypropylene bags would give a 36% capacity increase over the current plastic boxes. This coupled with the 69% decrease in unit costs made the bags a viable alternative option to be explored.

- 2.9.4 Current collection figures were also provided for paper and mixed plastics

Tonnes				
	2011/2012	2012/2013	2013/2014	
Paper	3,717	3,682	3,470	7% reduction
Plastic	693	713	671	3% reduction

It was agreed that a trial of the bags should be conducted to gain an understanding of the benefits with a reasonable number of households selected. Costs of the trial were outlined as follows:

Indicative Costings for Trial Use of Bags	
	2014/2015
2,000 Bags @ £1.25 per bag	£2,500
Use of weighbridge	£500
Total cost	£3,000

2.10 Potential Other Future Savings

2.10.1 Future Financing of Vehicles

A further issue to explore could be the financing of the refuse collection vehicles when they become due for replacement. There may be opportunity for the Council to secure cheaper financing through prudential borrowing although this would need to be weighed against the flexibility achieved through our contractor providing the vehicles. The Task Group agreed that this should be explored further as part of any detailed contract review.

3. Financial, Legal and Other Implications

3.1 Financial Implications

There will be financial implications if the decision is made to progress with the recycling trial as outlined previously. If the trial is successful and a decision is made to roll out the new scheme to all households in the district, there will be further cost implications however these will be mitigated by net income as a result of the new scheme.

The contract with Amey Plc is due for renewal in 2017 with an option available to extend for a further seven years.

3.2 Legal Implications

None

3.3 Other Implications

None

4. Conclusions

Whilst the information within the report highlight a number of matters, there are three key factors that affect both bottom line cost and service performance. The three factors are the number of households serviced, the tonnages collected and the income per ton of recycling received from re-processors. All three factors are constantly changing and whilst the service costs within the report are based on 2011/2012 figures and represent reasonable value for money, there is room for improvement. All three factors

have changed as highlighted in the report, requiring constant monitoring and where applicable reporting and mitigation of impact.

- The operational capacity of the collection fleet is finite and due to property increases the current fleet is almost at operational capacity, requiring some collection round re-balancing to provide time to explore longer term solutions to mitigate collection fleet increases and associated cost increases.
- The total tonnage of waste collected is increasing whilst at the same time the percentage being recycled is reducing creating an adverse impact on recycling rates and associated income reductions. The income reductions attributable to reducing recycling tonnages is further compounded by market rates for the sale of recyclates also reducing over the same period.

Without tackling the above issues through a combination of cost mitigation measures and increasing income levels the cost of the service when measured against households and population will increase significantly, adding to the financial pressures the Council is already facing.

5. Task and Finish Group Recommendations

- **To progress with the trial of polypropylene bags for recycling of paper and card and mixed plastics.**
- **To hold the trial at the Staynor Hall Estate for 2,000 properties with the cost of £3,000 being met from existing service budgets.**
- **Should the scheme demonstrate improved efficiency through cost savings and improved recycling rates, a Business Case be developed for a full roll out across the district.**
- **The information for this review be used to inform the forthcoming review of the contract.**

6. Appendices/Background Documents

Performance Indicators
Public Satisfaction Survey

Service Area	PI Code	Indicator
Overall Service	OS1	KPI 1 - NI 185 CO2 reduction from Local Authority operations
Overall Service	OS2	KPI 2 - Percentage of people expressing satisfaction with environmental services (Waste, Cleansing, Grounds)
Refuse	R1	Missed bins (average collections per month 77,000)
Refuse	R2	No of missed collections not cleared within 24 hours
Refuse	R4	KPI 3 - NI 191, residual household waste arisings per household not sent for reuse, recycling, composting or AD (kg/household)
Refuse	R5	Number of Justified Complaints for Refuse Service (excluding missed bins)
Green	G1	Missed bins (average collections per month 77,000)
Green	G2	No of missed collections not cleared within 24 hours
Green	G4	KPI 4 - NI 192, percentage of household waste sent for reuse, recycling and composting
Green	G5	Number of Justified Complaints for Green Service (excluding missed bins)
Green	G6	Percentage of loads tipped at scheduled disposal points - data only
Recycling	K1	Missed boxes (average collections per month 77,000)
Recycling	K2	No of missed collections not cleared within 24 hours
Recycling	K4	KPI 4 - NI 192, percentage of household waste sent for reuse, recycling and composting
Recycling	K5	Number of Justified Complaints for Recycling Service (excluding missed boxes)

Commercial Waste	C1	Missed bins
Street Cleansing	SC8	Number of complaints regarding Litter Bins (including Dog bins and Litter bins)
Street Cleansing	SC9	Number of Complaints for Street Cleansing Service / Number of Ratified Complaints for Street Cleansing Service
Street Cleansing	SC10	Percentage of relevant land and highways that is assessed as being within contract standard
Street Cleansing	SC11	Percentage of fly tips removed within contract timescale
Street Cleansing	SC12	Completion against planned works for litter picking of hotspots
Grounds	GM2	Percentage completion against agreed planned programme
Grounds	GM3	Self monitoring carried out for Selby park planted areas
Grounds	GM4	Self monitoring carried out for play ground inspections
Grounds	GM5	Number of Complaints for Grounds Service / Number of Ratified Complaints for Grounds Service
Grounds	GM6	Percentage completion against agreed planned programme for contract works
Customer Service	CS1	Total number of justified avoidable contacts
Customer Service	CS2	Total number of justified repeat calls
Management Reports	M1	Vehicle downtime / % of vehicle downtime
Management Reports	M2	Number of sickness days / % sickness days

Management Reports	M3	Number of Reported Injuries; Number of Days lost as a Result of an accident; Number of RIDDOR; Number of Near Misses; WorkManager AMS (Audit Management System) Results
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SELBY DISTRICT COUNCIL
HOUSEHOLD WASTE & RECYCLING
PUBLIC SATISFACTION SURVEY 2013



CONTENTS

SUMMARY	3
GENERAL WASTE COLLECTION	6
FOOD WASTE COLLECTION	7
RECYCLING WASTE COLLECTION	8
GARDEN WASTE COLLECTION	9
COLLECTION IN GENERAL	10
BULKY WASTE COLLECTION	12
INFORMATION ON COLLECTION	13
RESPONDENTS	16

KEY SATISFACTION INDICATORS (KSI's)

KSI's are derived by aggregating the results of Satisfaction Indicators (SI's) and use weighted data, see www.hwrsurvey.org.uk for details. Results for Selby District Council are shown as 'Authority'.

KSI ANALYSIS

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
KERBSIDE COLLECTION					
KSI 01 - Collection, Service Overall	79.8	80.2	84.9	3	
KSI 02 - Collection, Aspects of Service	78.5	78.6	84.1	2	
KSI 03 - Recycling Collection, Aspect of Service	76.3	76.5	82.3	3	
KSI 04 - General Waste Collection	84.1	82.4	85.8	2	
KSI 05 - Recycling Collection	69.2	78.9	86.7	5	
KSI 06 - Food Waste Collection	77.4	78.8	80.6	4	
KSI 07 - Garden Waste Collection	86.3	85.0	86.3	1	
KSI 08 - Bulky Waste Collection	53.1	54.5	60.4	3	
COMMUNICATION					
KSI 11 - Collection/Recycling Information Overall	70.1	70.0	75.0	3	
KSI 12 - Collection/Recycling Information, Aspects	68.6	68.1	71.4	3	

SATISFACTION INDICATORS (SI's)

SI's are derived using weighted data, see www.hwrsurvey.org.uk for details. Results for Selby District Council are shown as 'Authority'.

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
GENERAL WASTE COLLECTION					
1.01 Frequency of general waste collection	80.8	78.0	82.5	2	
1.02 Type of general waste container provided	86.6	85.7	88.8	2	
1.03 Size of general waste container provided	85.0	83.5	86.0	2	
RECYCLING COLLECTION					
2.01 Frequency of recycling collection	81.7	82.1	86.3	4	
2.02 Type of recycling container provided	63.3	78.1	88.9	5	
2.03 Size of recycling container provided	62.5	76.6	84.9	5	
FOOD WASTE COLLECTION					
3.01 Frequency of food waste collection	74.5	76.6	78.8	4	
3.02 Type of food waste container provided	79.2	80.2	82.3	4	
3.03 Size of food waste container provided	78.4	79.5	82.1	3	
GARDEN WASTE COLLECTION					
4.01 Frequency of garden waste collection	85.3	82.8	85.3	1	
4.02 Type of garden waste container provided	88.6	87.4	88.6	1	
4.03 Size of garden waste container provided	85.1	84.6	85.7	2	
4.04 Amount Household have to Pay	57.3	63.7	72.3	5	
COLLECTION SERVICE					
5.01 Number of containers you have to use	72.9	76.6	80.9	4	
5.02 The reliability of collections	89.1	87.0	89.1	1	
5.03 The friendliness/helpfulness of crew	79.2	79.7	84.5	3	
5.04 Levels of noise during collection	78.4	78.5	81.2	2	
5.05 Your container put back in the same place	75.5	74.1	82.9	2	
5.06 'Clean and tidy' street after collection	75.8	75.6	86.0	3	
5.07 The collection scheme overall	79.8	80.2	84.9	3	
RECYCLING COLLECTION ASPECTS					
6.01 Range of materials recycled	81.5	76.7	85.7	2	
6.02 How much separation of materials	75.0	78.2	83.3	5	
6.03 How much preparation of materials	72.3	74.7	78.0	4	
BULKY WASTE					
10.01 Range of bulky waste items collected	63.0	62.3	67.6	3	
10.02 Amount households pay for bulky collections	40.9	40.6	43.7	3	
10.03 Ease arranging bulky waste collection	55.4	60.6	70.4	4	
INFORMATION ON COLLECTION/RECYCLING					
11.01 What can/can't be put out for general waste	74.4	72.5	77.1	2	
11.02 What can/can't be recycled	73.0	69.8	75.2	2	
11.03 Collection dates	85.5	81.7	85.5	1	
11.04 Changes to collection dates	80.2	77.0	80.2	1	
11.05 How to arrange assisted collections	64.9	64.1	68.4	3	
11.06 How to donate items	59.8	61.8	65.7	4	

HOUSEHOLD WASTE & RECYCLING SURVEY 2013

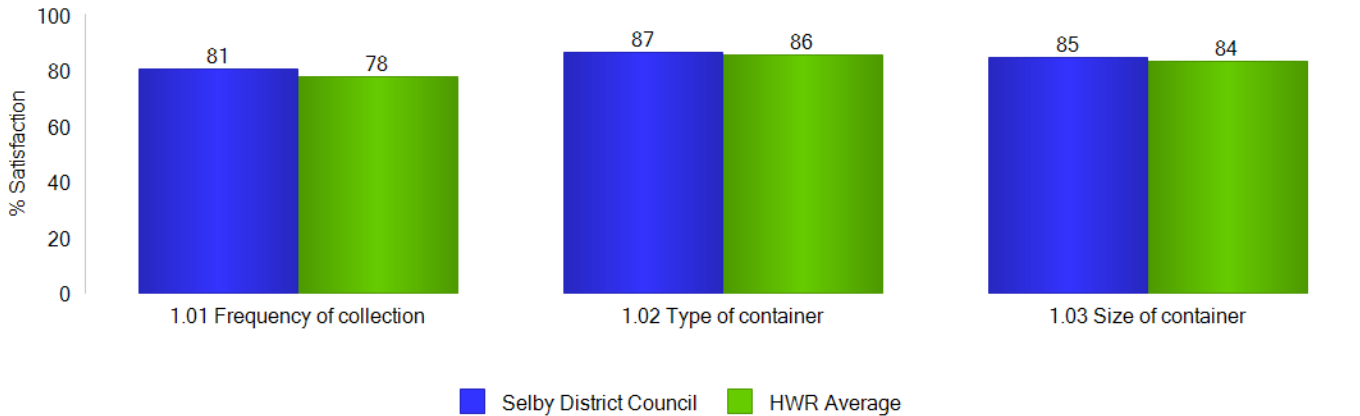
1. SUMMARY

Question	Authority	HWR Average	HWR Best	Rank	Change from 2012
11.07 What happens to recyclable materials	54.6	55.0	57.8	4	
11.08 How to report a problem	66.8	69.2	76.8	3	
11.09 How to reduce waste in the first place	64.7	65.0	68.4	3	
11.10 How to home-compost	62.3	64.6	69.0	4	
11.11 The provision of information overall	70.1	70.0	75.0	3	

Q1 THINKING ABOUT GENERAL WASTE (RUBBISH) COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

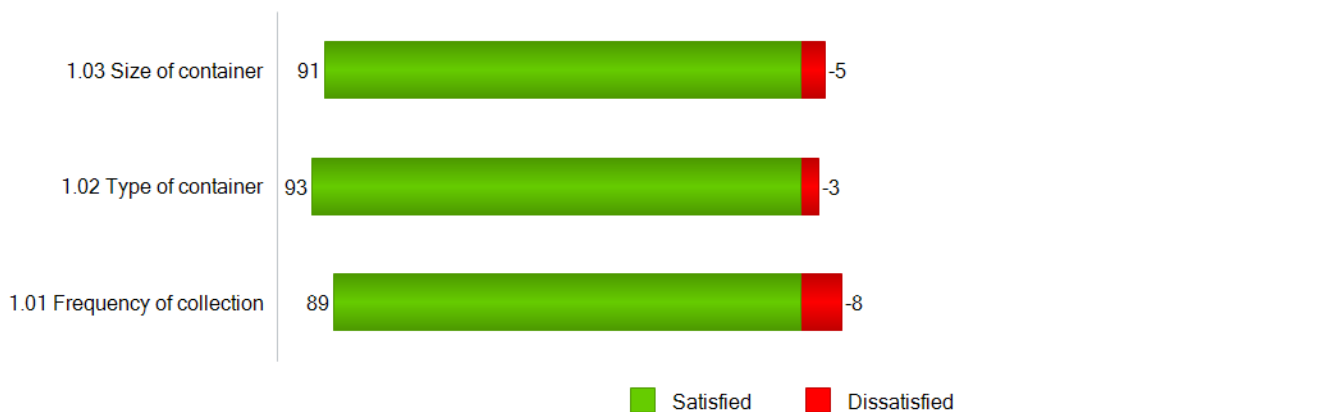
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for General Waste Collection compared with the HWR Survey Average scores



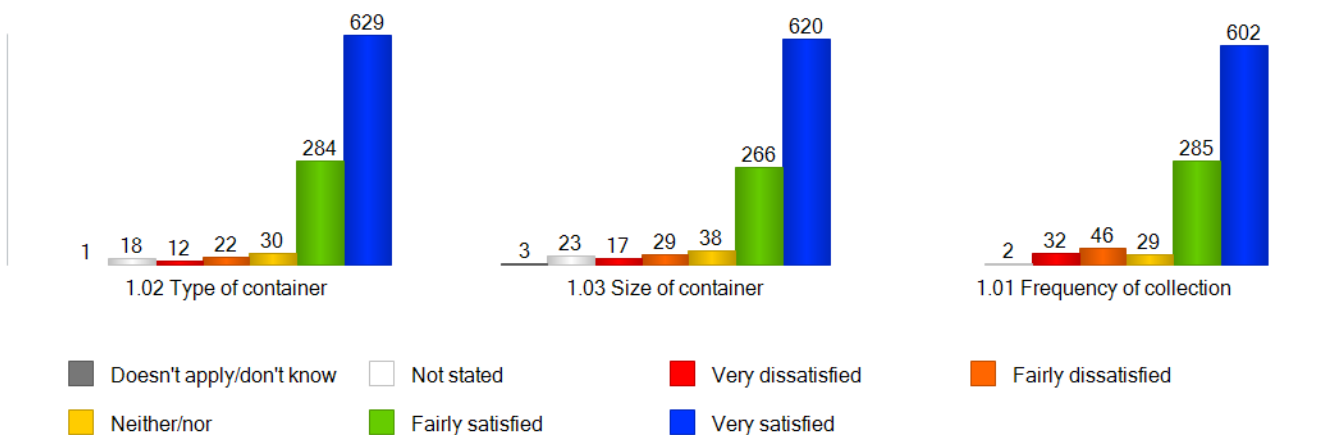
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with General Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

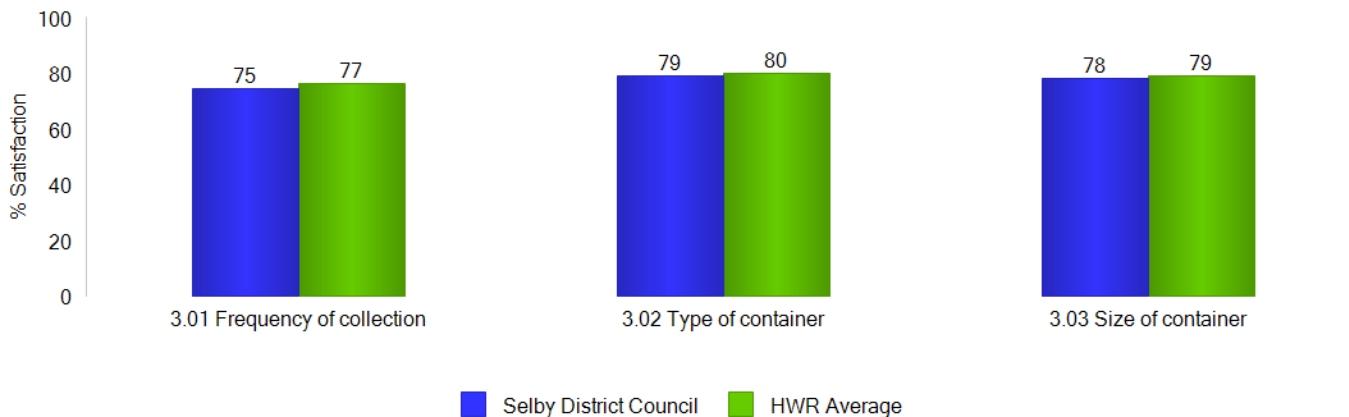
This graph shows a breakdown of the Selby District Council resident responses to General Waste Collection questions



Q3 THINKING ABOUT FOOD WASTE COLLECTION FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

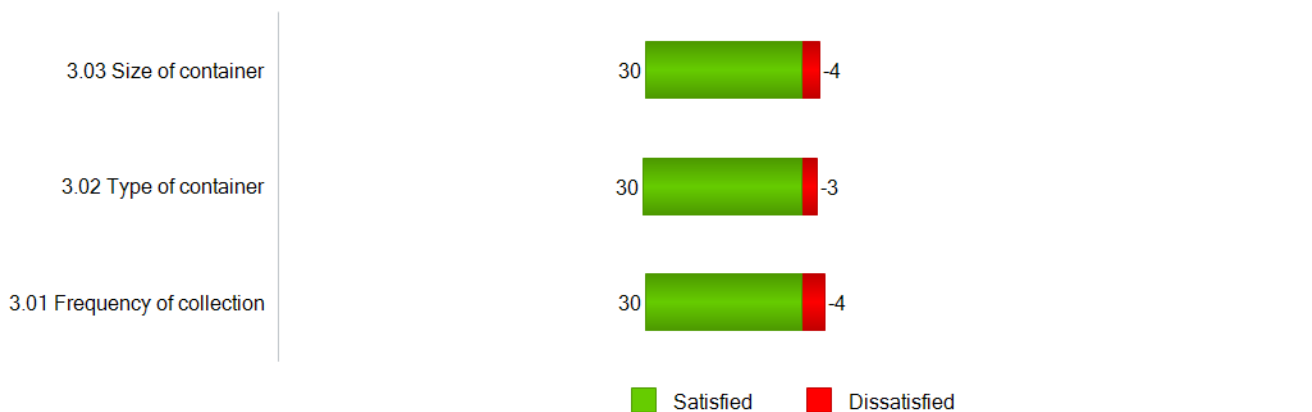
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Food Waste Collection compared with the HWR Survey Average scores



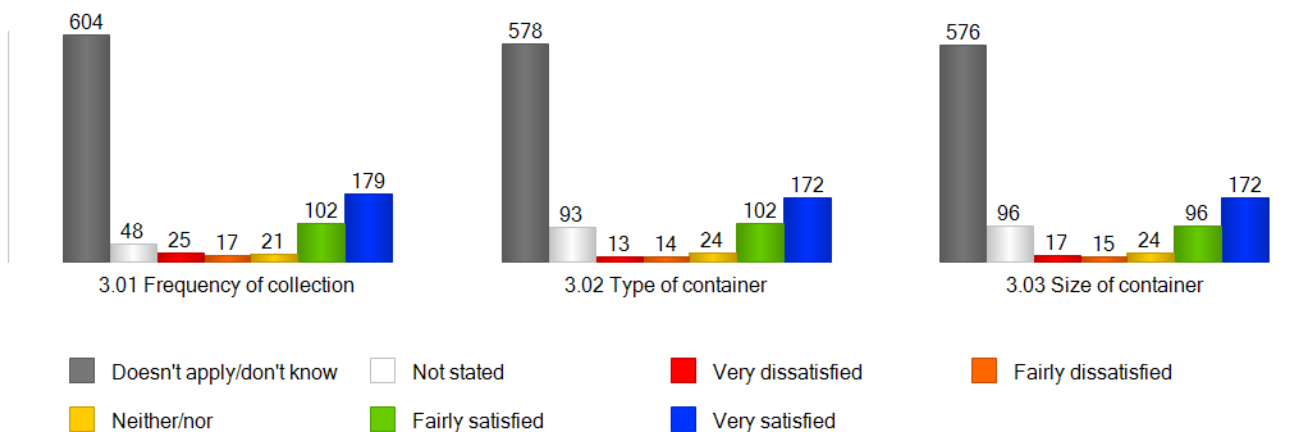
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Food Waste Collection against those that were fairly or very dissatisfied (uses unweighted data).



RESPONSE ANALYSIS

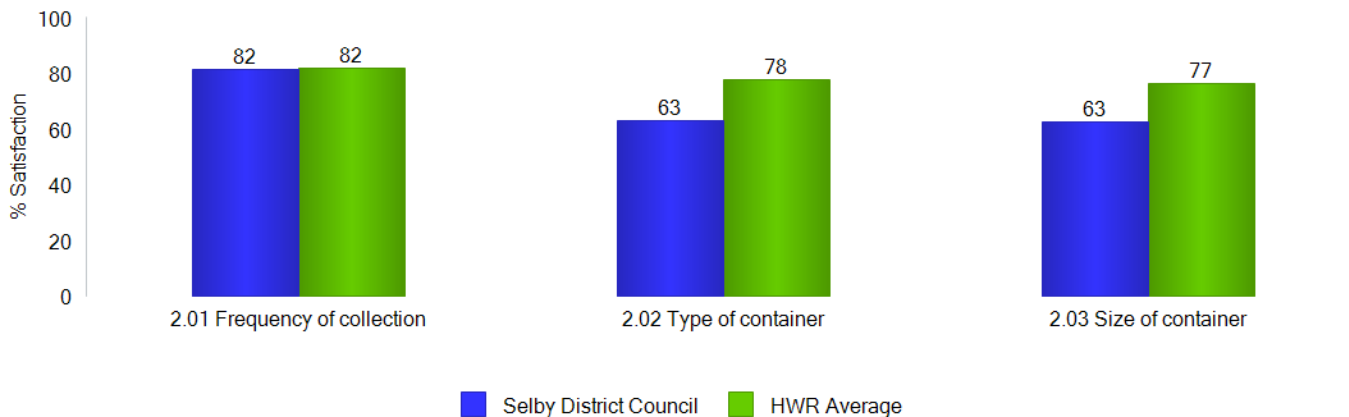
This graph shows a breakdown of the Selby District Council resident responses to the Food Waste Collection questions



Q2 THINKING ABOUT THE COLLECTION OF RECYCLING (E.G. PAPER, CANS, PLASTIC BOTTLES) FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

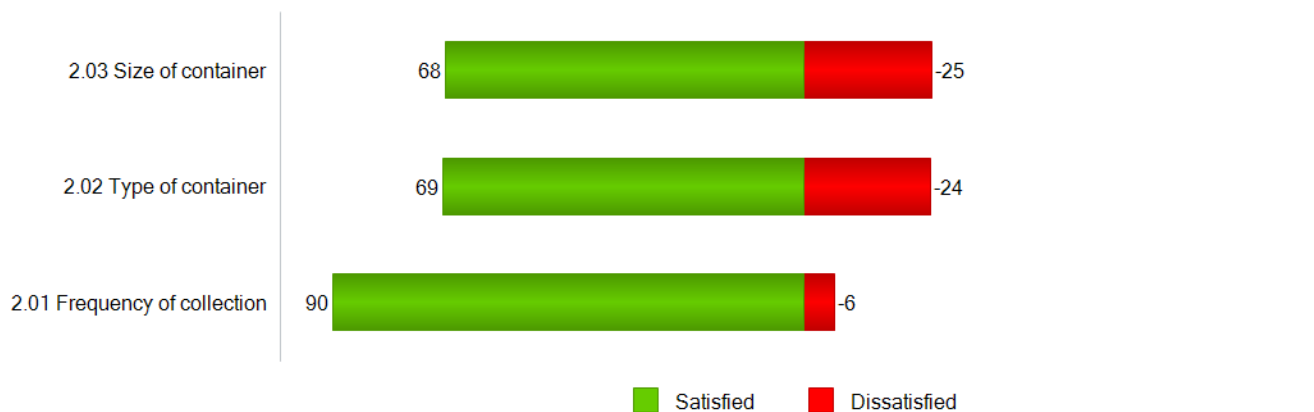
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Recycling Collection compared with the HWR Survey Average scores



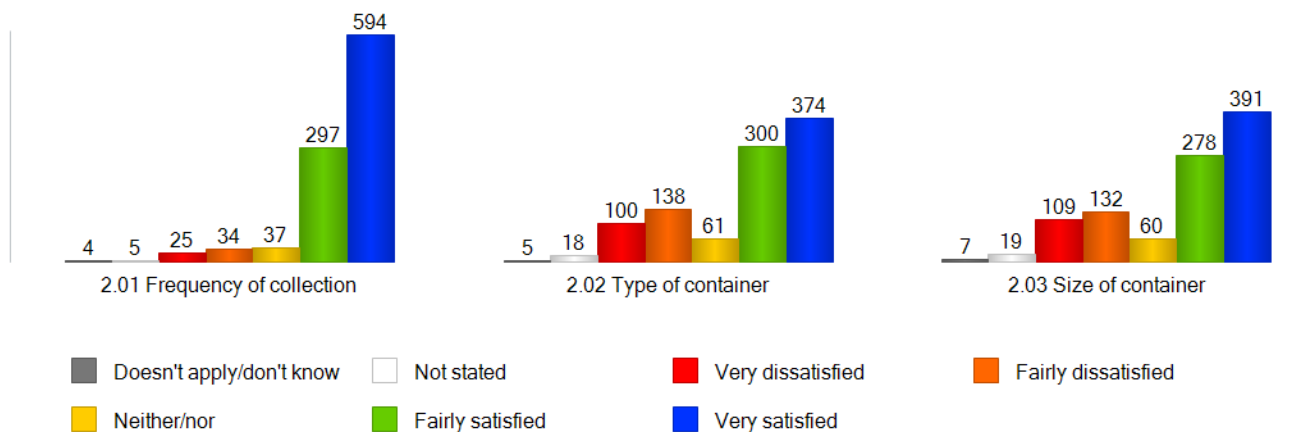
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Recycling Collection against those that were fairly or very dissatisfied (uses unweighted data).



RESPONSE ANALYSIS

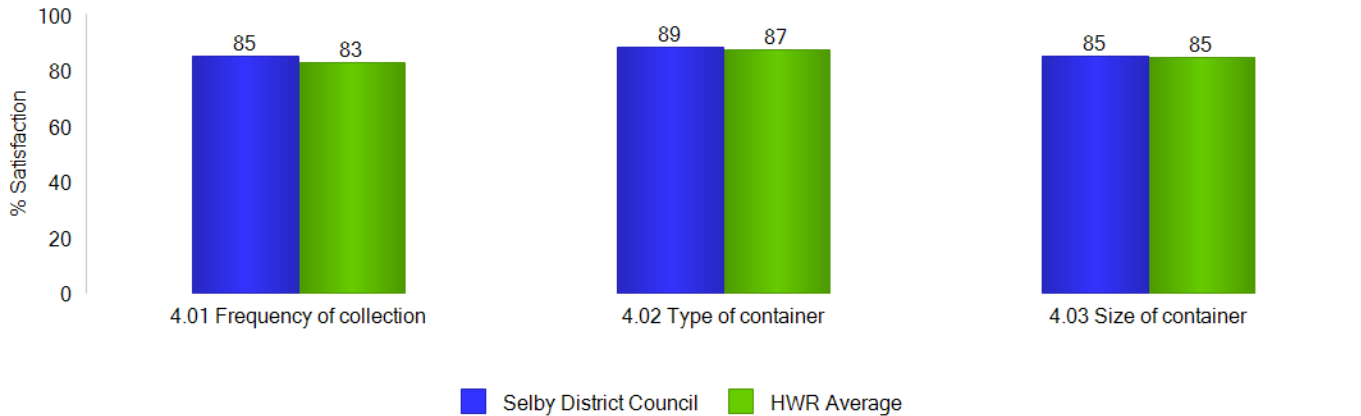
This graph shows a breakdown of the Selby District Council resident responses to the Recycling Collection questions



Q4 THINKING ABOUT COLLECTION OF GARDEN WASTE FROM YOUR HOME, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

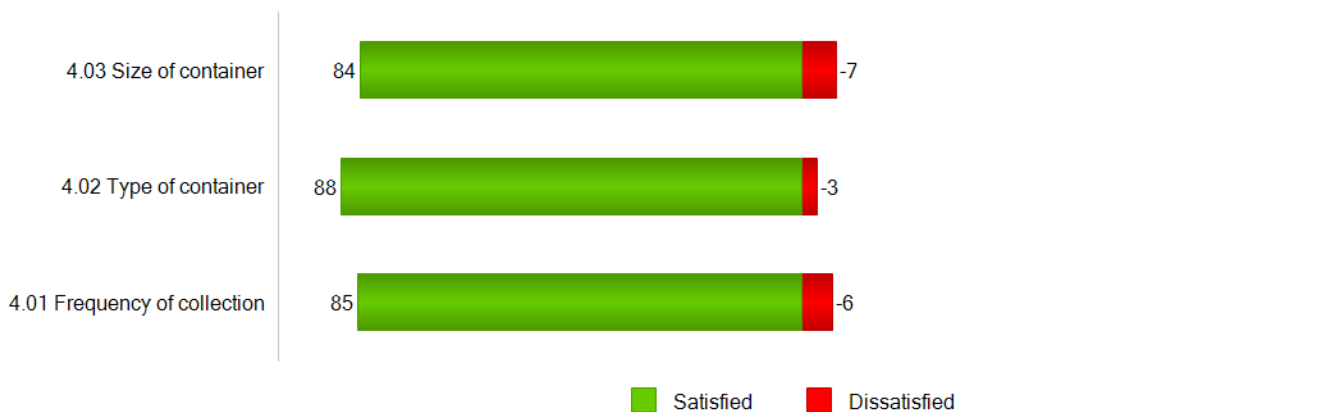
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Garden Waste Collection compared with the HWR Survey Average scores.



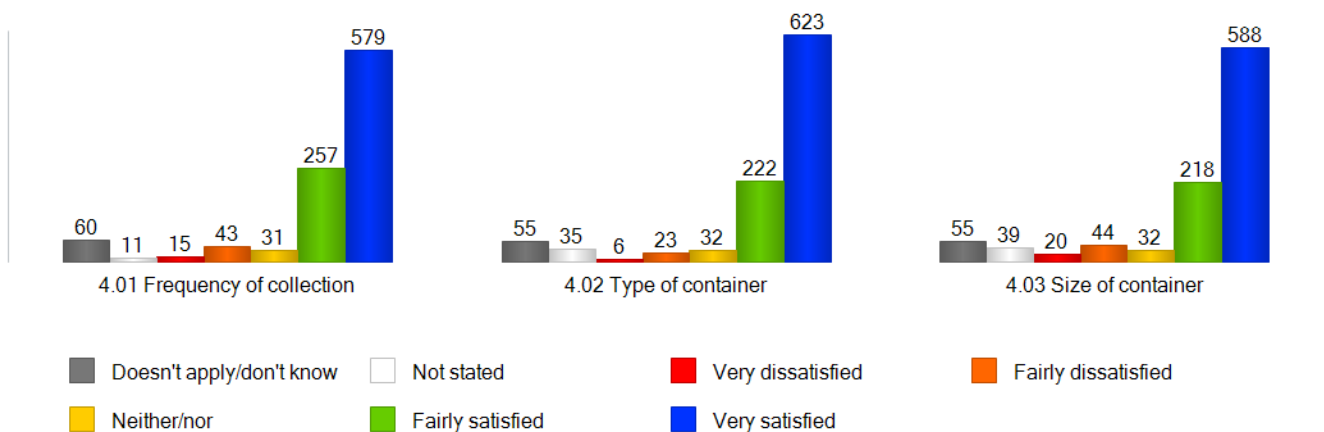
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Garden Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

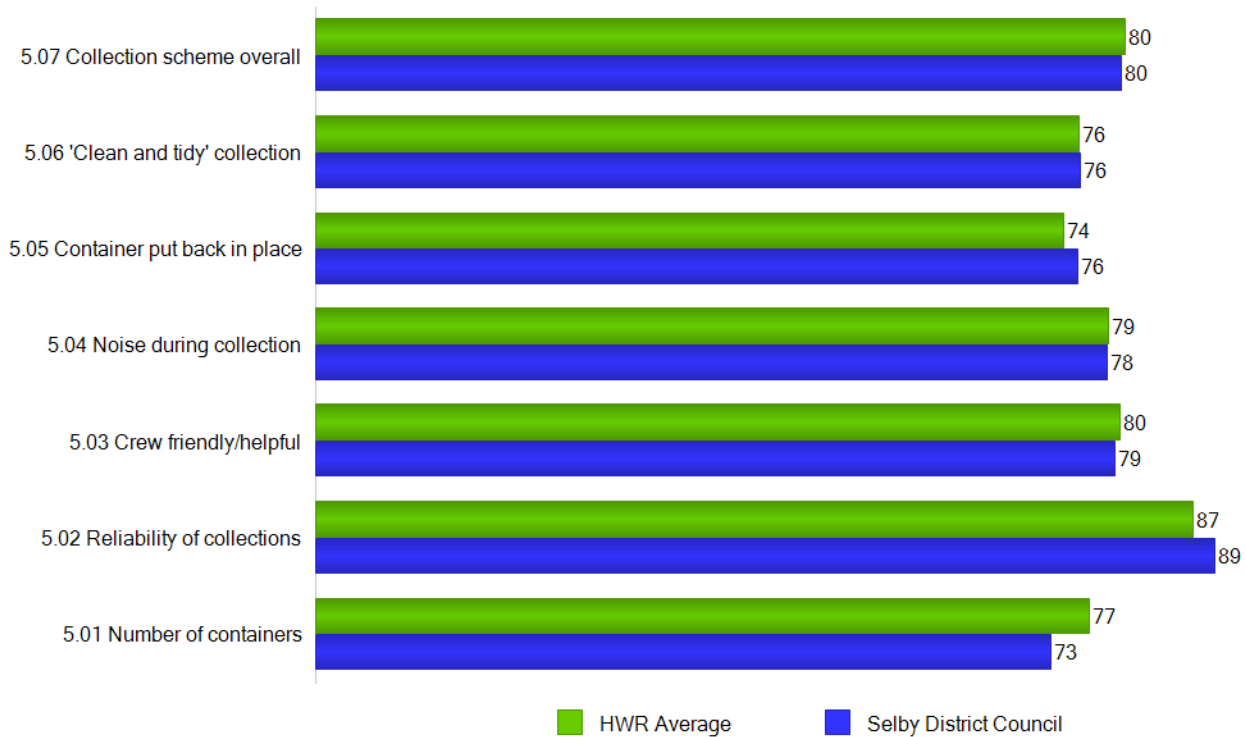
This graph shows a breakdown of the Selby District Council resident responses to the Garden Waste Collection questions



Q5 THINKING ABOUT COLLECTION IN GENERAL, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

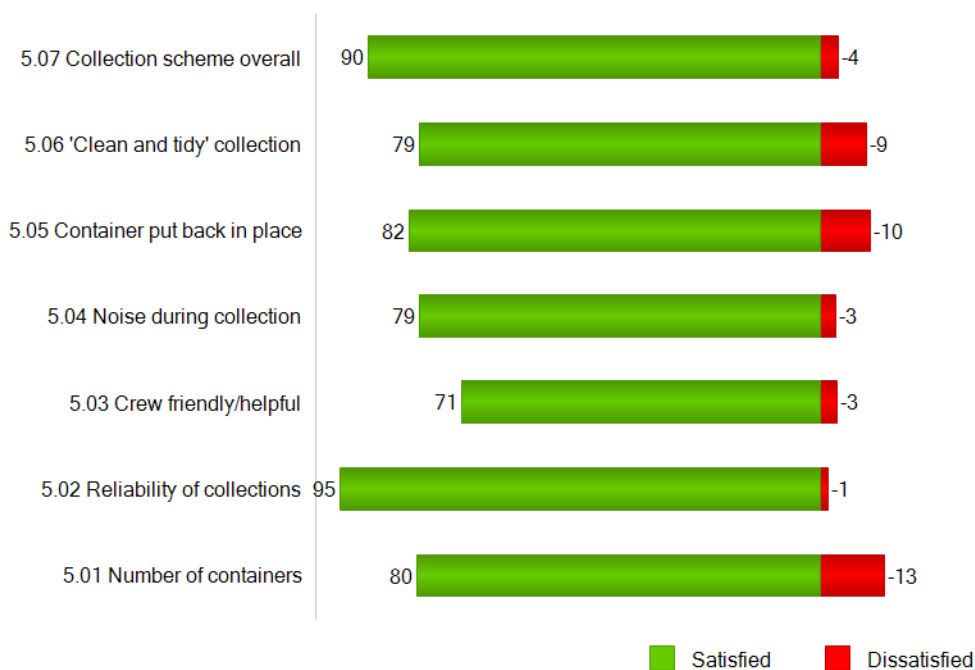
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores with Collection generally compared with the HWR Survey Average scores



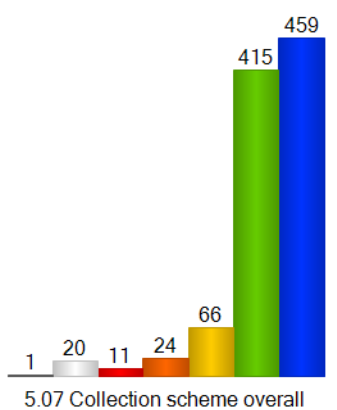
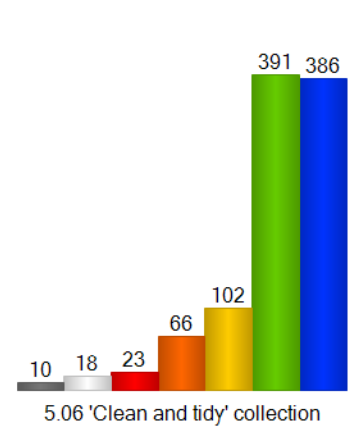
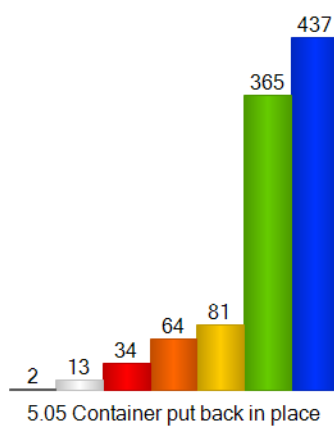
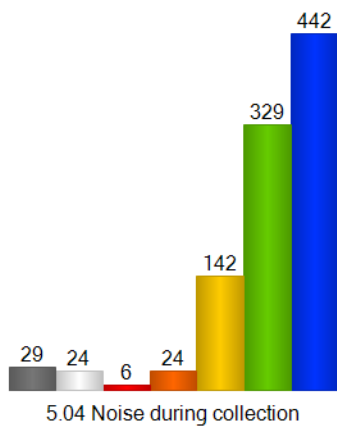
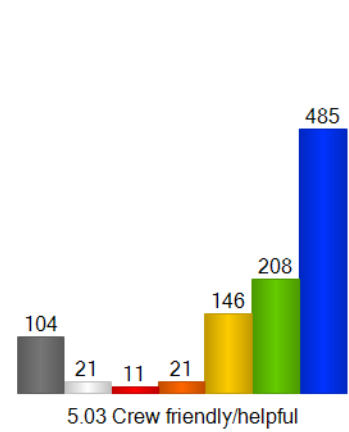
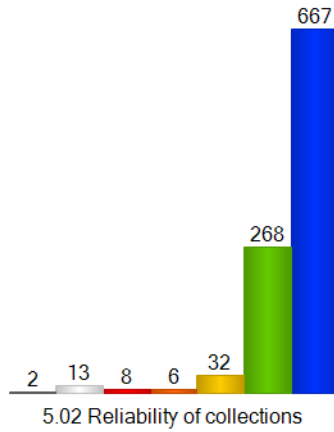
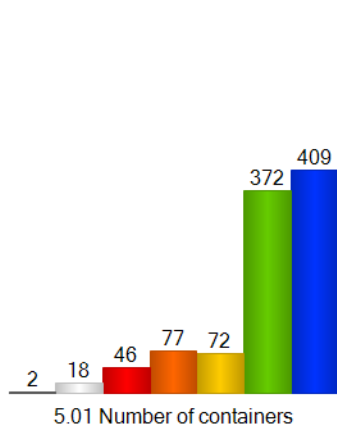
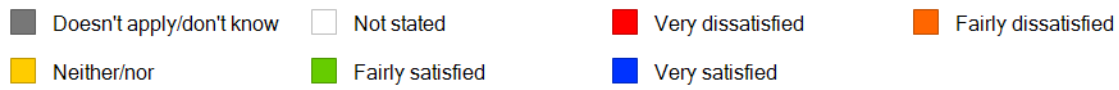
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Collection generally against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

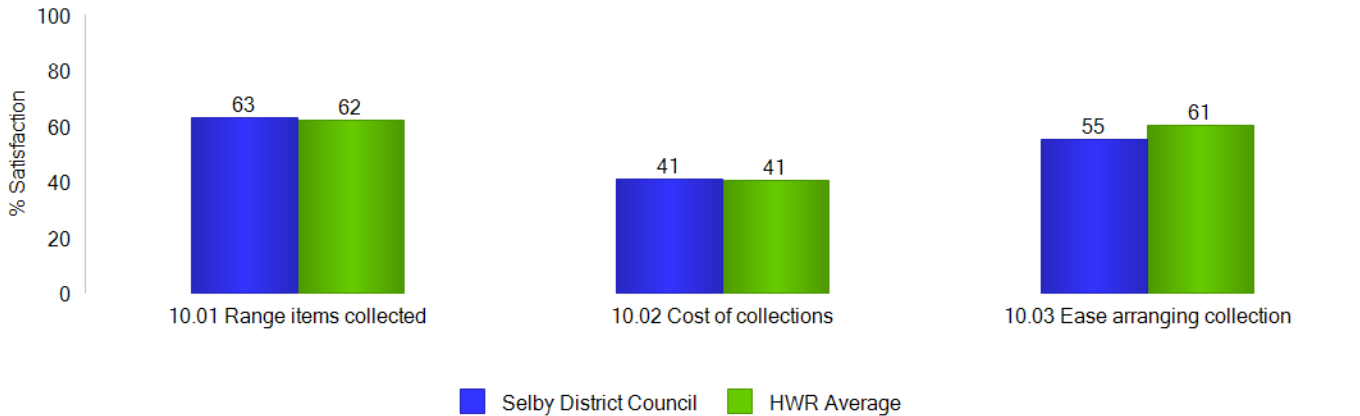
This graph shows a breakdown of the Selby District Council resident responses to the questions about Collection in general



Q10 THINKING ABOUT BULKY WASTE E.G. FURNITURE, LARGE ELECTRICAL APPLIANCES, HOW SATISFIED OR DISSATISFIED ARE YOU WITH THE FOLLOWING ...?

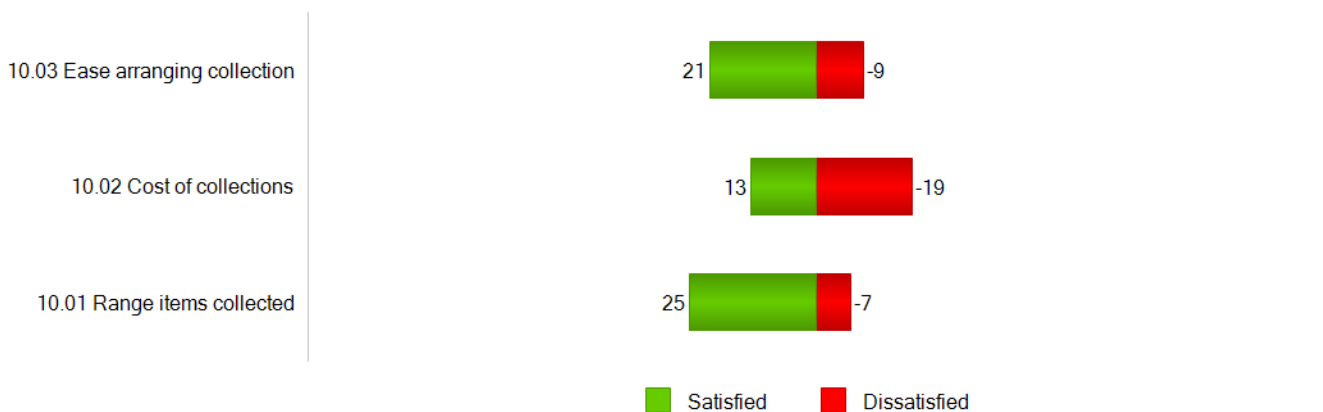
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores for Bulk Waste Collection compared with the HWR Survey Average scores



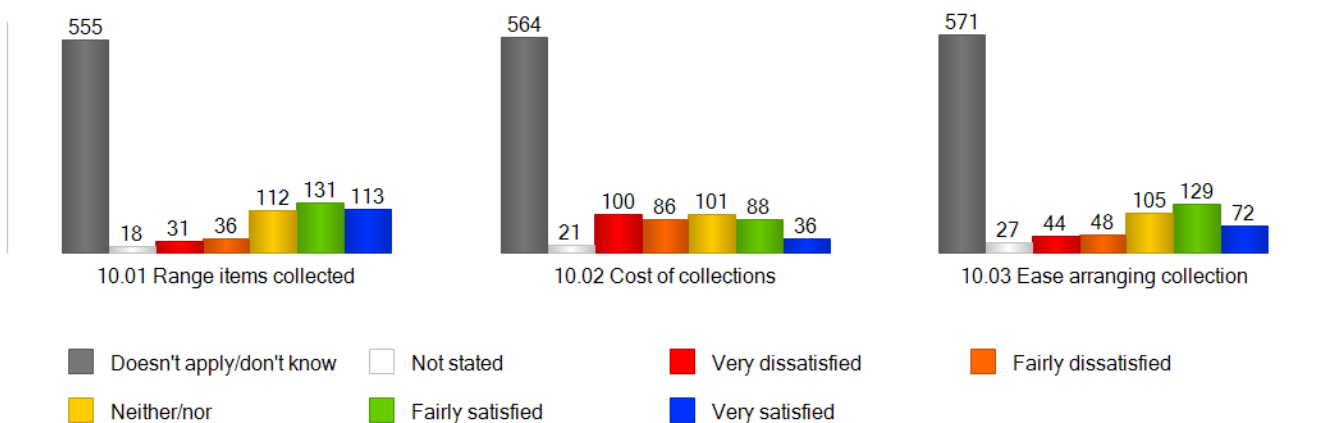
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with Bulky Waste Collection against those that were fairly or very dissatisfied (uses unweighted data)



RESPONSE ANALYSIS

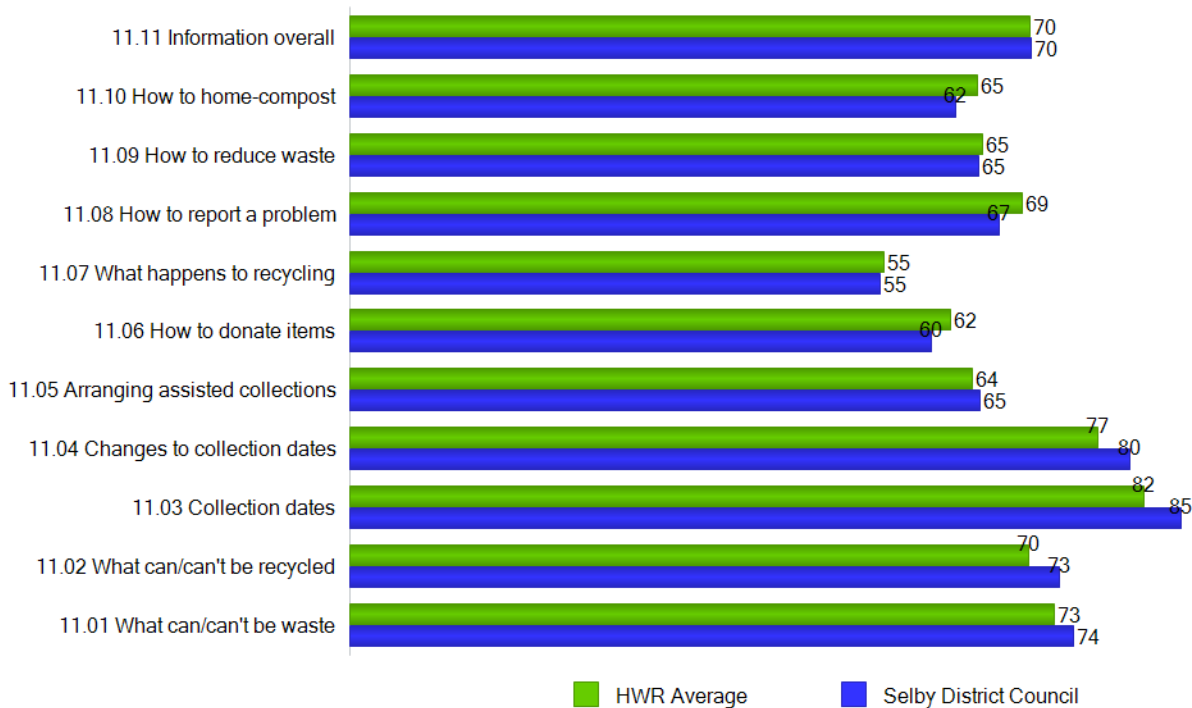
This graph shows a breakdown of the Selby District Council resident responses to the Bulky Waste Collection questions



Q11 How SATISFIED OR DISSATISFIED ARE YOU WITH THE AMOUNT OF INFORMATION AVAILABLE ON THE FOLLOWING?

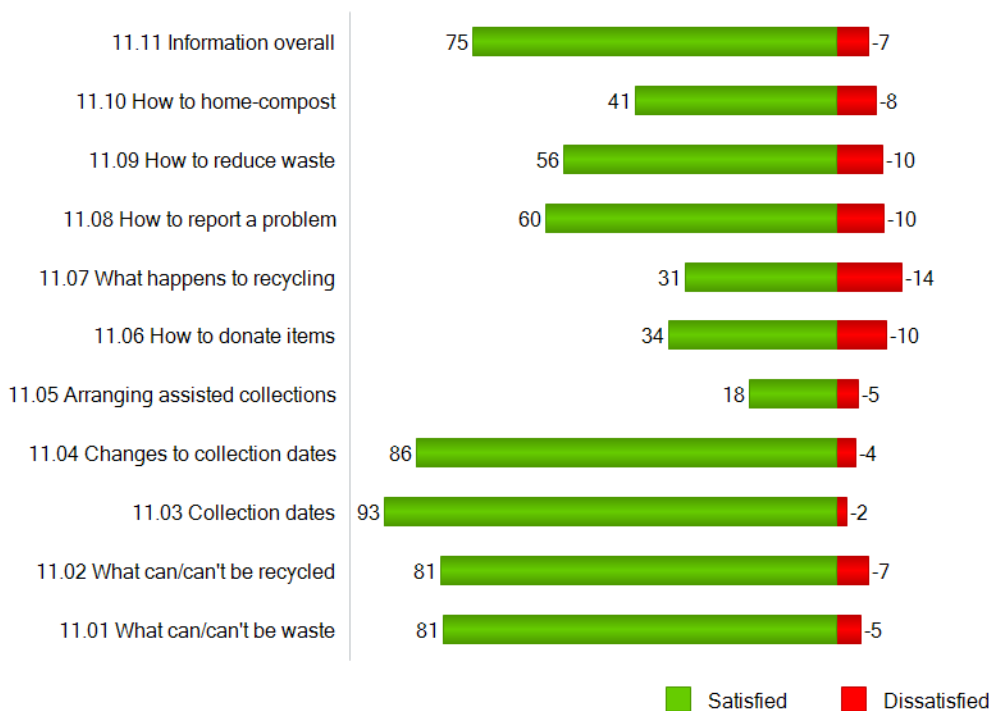
COMPARISON WITH HWR AVERAGE

This graph shows Selby District Council satisfaction scores with information on collection compared with the HWR Survey Average scores



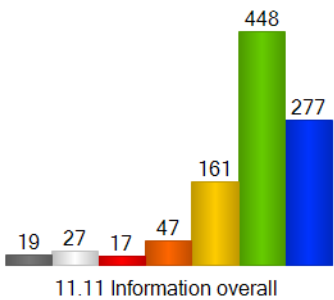
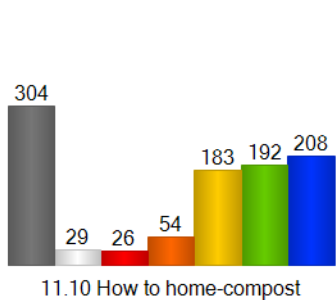
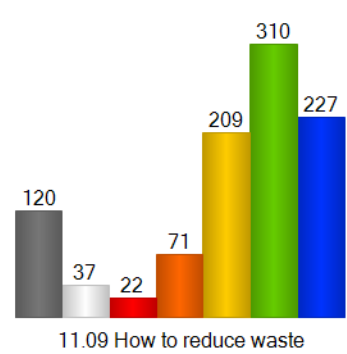
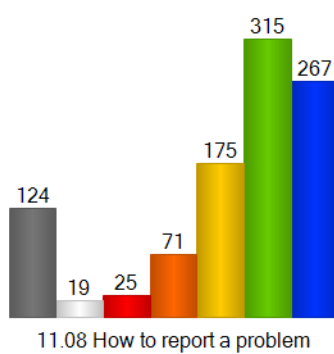
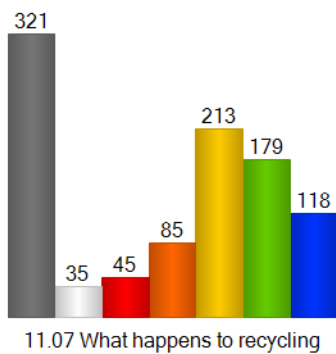
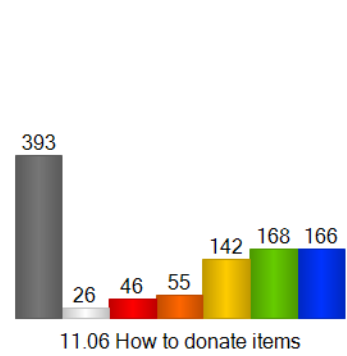
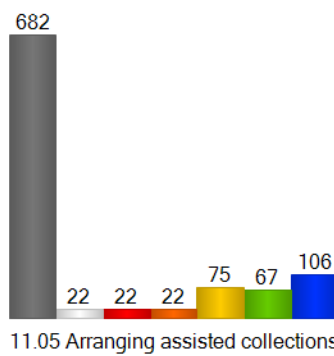
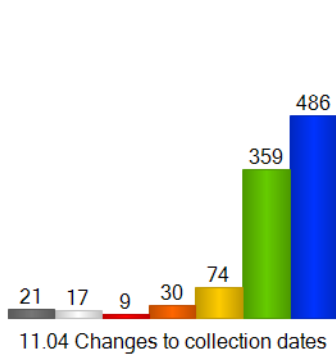
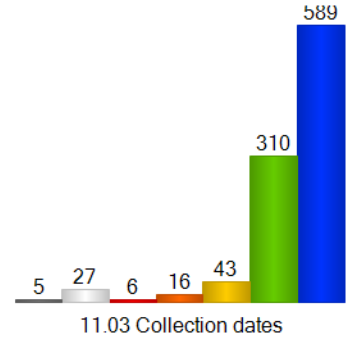
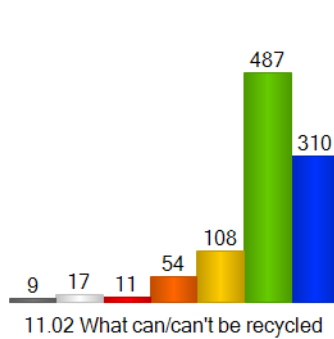
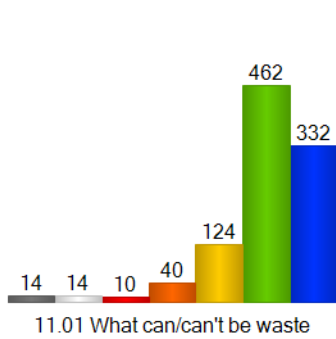
NET SATISFACTION

This graph shows the percentage of Selby District Council respondents that were very or fairly satisfied with information of collection against those that were fairly or very dissatisfied (uses unweighted data)



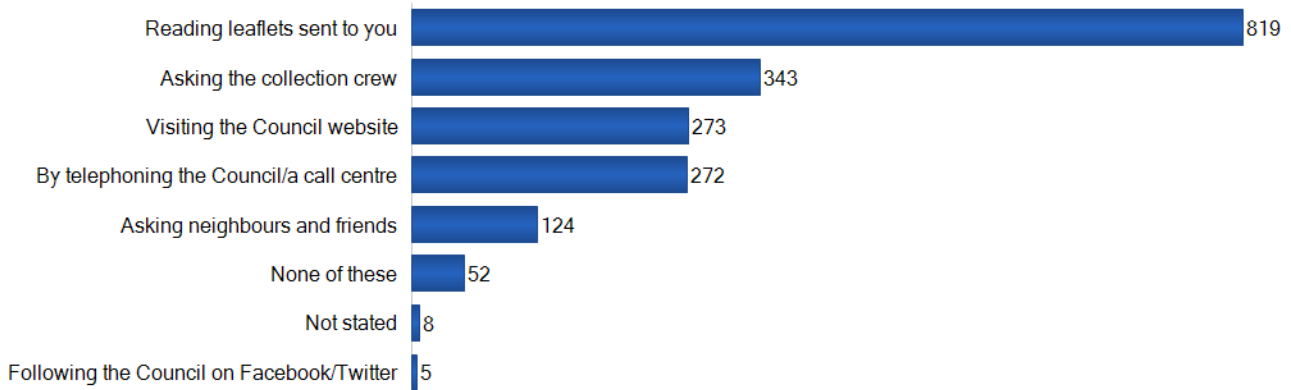
RESPONSE ANALYSIS

This graph shows a breakdown of the Selby District Council resident responses to the questions about the amount of information available



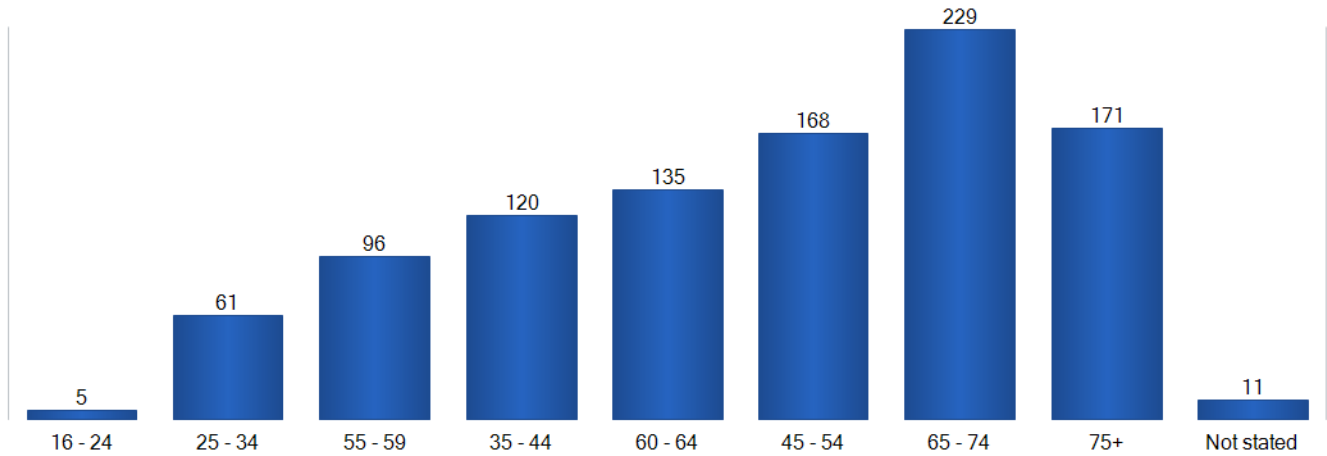
Q12 WHICH, IF ANY, OF THESE METHODS HAVE YOU EVER USED TO FIND OUT ABOUT COLLECTION OF WASTE/RECYCLING FROM YOUR HOME?

This graph shows a breakdown of the Selby District Council responses on methods used to find out about collection of waste /recycling from the home



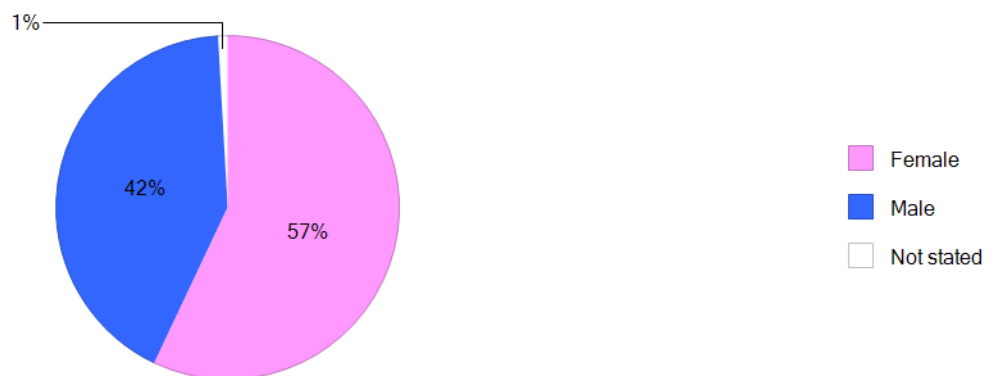
D1 AGE GROUPS

This graph shows a breakdown of the Selby District Council respondents by age group



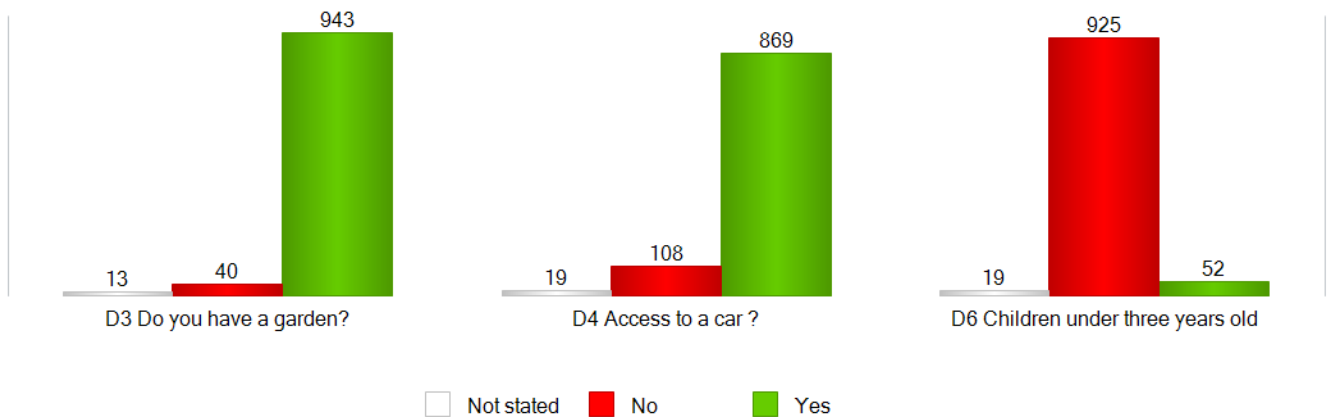
D2 GENDER

This graph shows a breakdown of the Selby District Council respondents by gender



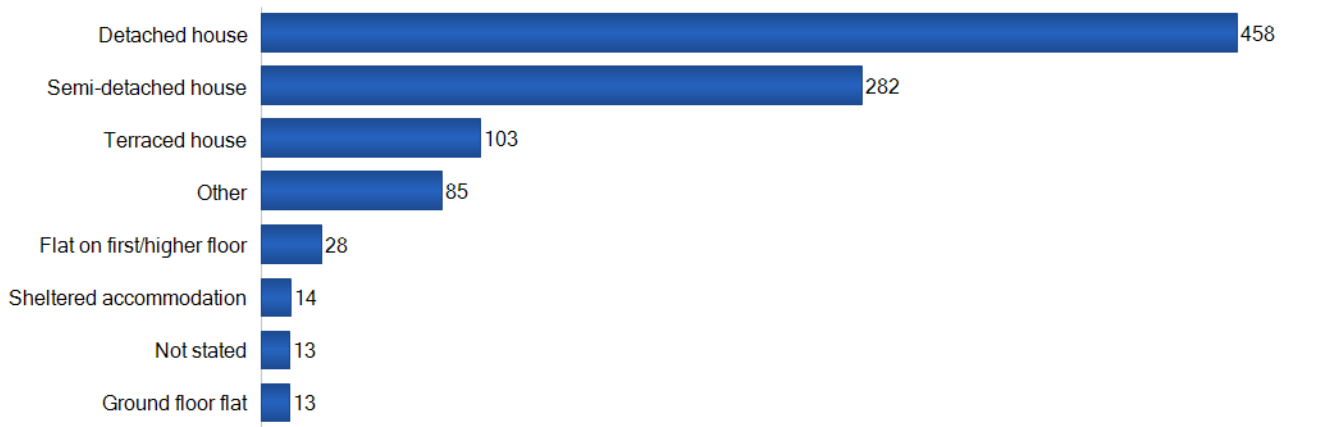
D3 GARDEN, D4 CAR OWNER, D6 CHILDREN UNDER THREE

This graph shows the proportion of Selby District Council respondents that have a garden, that own a car and that have children under three.



D5 ADDRESS

This graph shows a breakdown of the Selby District Council respondents by type of address



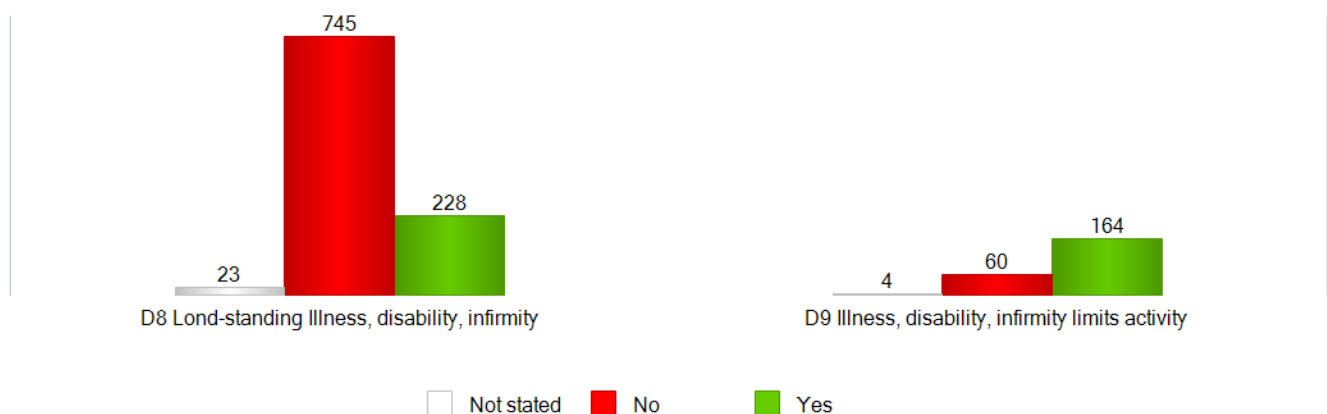
D7 ETHNICITY

This graph shows a breakdown of the Selby District Council respondents by ethnic group



D8 & D9 LONG STANDING ILLNESS, DISABILITY OR INFIRMITY

This graph shows the proportion of Selby District Council respondents with a long standing illness, disability or infirmity and whether that limits their activities



To: Scrutiny Committee
Date: 23 April 2014
Author: Palbinder Mann, Democratic Services Officer
Lead Officer: Karen Iveson, Executive Director (S151)

Title: Scrutiny Committee Annual Report

Summary: The report provides an update on the work of the Scrutiny Committee for 2013/14.

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 seven occasions, scrutinising the work of Selby District Council and its partner organisations and there is one further meeting planned in the municipal year.
- 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 24 February 2014.
- 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 notes the information submitted in the Annual Report and the work completed by the Committee.

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

Appendices:

Appendix A – Annual Report 2013/14

Selby District Council

SCRUTINY
ANNUAL REPORT
2013/2014

Scrutinising the work of the Council
and its Partners

Scrutiny Committee Annual Report

The Scrutiny Committee

The Scrutiny Committee membership comprised the following members during the 2013/14 municipal year:

9 Members

Conservative	Labour	Independent
L Casling	J Crawford (Chair)	J McCartney
I Chilvers	W Nichols (Vice Chair)	
M Dyson	R Price (Vice Chair) – May 2013 to October 2013	
M Hobson		
D Mackay		
D Peart		

The Committee met seven times during the year.

The following Officers provided the main support to the Committee:

- Palbinder Mann, Democratic Services Officer
- Karen Iveson, Executive Director (s151)

The Role of the Scrutiny Committee

The role of the Scrutiny Committee is to scrutinise decisions and performance and help hold the Leader and Executive to account. In addition, throughout the year the Scrutiny Committee has scrutinised the work of the following partners:

- NHS / Vale of York Clinical Commissioning Group / North Yorkshire County Council Public Health
- North Yorkshire Police / Selby District Community Safety Partnership
- North Yorkshire County Council Transport / Highways Services

2013/14 Work Programme

During the year the committee scrutinised a variety of issues and Executive decisions, including: Access Selby general and service specific performance; re-provision of the leisure centre in Selby; Community Infrastructure Levy; crime statistics; transport provision.

The committee also had the opportunity to discuss a range of topics with Nigel Adams MP at their February 2014 meeting.

A summary of the Committee's work over the year is set out at Appendix A.

Committee Development

The Committee has continued to develop its role and effectiveness following the development workshop it held last year. A further workshop was held to identify areas of improvement, focussing on the following issues:

- Co-ordination of effort
- Achieving added value
- Formulating workable and specific recommendations

Co-ordination of effort - The Committee has adopted a matrix approach to formulating its work programme. This approach allows each possible topic to be analysed to ensure specific outcomes are identified and duplication of effort is avoided before it is placed on the work programme.

Achieving added value - The Committee was concerned to ensure its work aligned with the Executive's work programme and a constructive relationship between the Committee and Executive was fostered through the Scrutiny Chair's regular attendance at Executive meetings. The Committee has also sought to achieve added value by carrying out another in depth "Task and Finish Review" of the Waste and Recycling service. The timing of this review is intended to provide useful intelligence to inform the forth coming contract review. The final report is expected to be presented to the Scrutiny Committee in April 2014.

Formulating workable and specific recommendations – The Committee considered the need for clear and realistic recommendations and have sought to achieve this over the course of the year.

Conclusion

The Scrutiny Committee has fulfilled its overview and scrutiny role and taken forward its development through a varied work programme over the year. In particular the use of Task and Finish Groups has allowed the Committee to take a more in-depth look at issues in order to add value to the Council's work.

Scrutiny Committee Annual Report 2013/14

Date of Meeting	Topic	Discussion/Resolution
7 May 2013	Scrutiny Task and Finish Group Review of National Non-Domestic Rates Discretionary Relief	The Committee were presented with the findings of the Task and Finish Group looking at NNDR Discretionary Relief. The Committee endorsed the recommendations by the Group and these were then presented to the Executive on 6 June 2013.
2 July 2013	The New Selby War Memorial Hospital	<p>Representatives from the Vale of York Clinical Commissioning Group and from the Selby Minor Injuries Unit attended the meeting to discuss the activity of the Minor Injuries Unit at the War Memorial Hospital.</p> <p>The Committee were informed of the activity of the unit and provided with information on opening times and levels of attendance. Discussion also took place on issues such as x-ray services, the out of hours service and the new structure in place following the creation of the Clinical Commissioning Groups.</p> <p>The Committee also requested further information which hospitals patients attended when the War Memorial Hospital was closed.</p>
	Access Selby Service Provision – Customer Contact Centre	The Committee were provided with details of the performance of the customer contact centre following concerns raised by Members on the length of waiting times on phonecalls to the centre.

		<p>The Committee were informed 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.</p> <p>The Committee raised concern at issues including the length of time members of the public had to wait to get photocopying completed and suggested improvements to areas such as the layout of the contact centre and the introduction of more signs to assist members of the public.</p>
	Access Selby Service Provision – Benefits and Local Taxation Service	The Committee considered a report which outlined the performance of the Benefits and Local Taxation Service. The Committee were informed that improvements had been made concerning the backlog of new benefit applications however they requested further information for this area.
	Future Task and Finish Group Reviews	The Committee decided to form a Task and Finish Group looking into the Street Scene Contract with Enterprise.
24 September 2013	1 st Quarter Key Performance Indicator Progress Report	<p>The Committee queried the following areas:</p> <ul style="list-style-type: none"> • How the figures for performance in housing repairs were arrived at.

		<ul style="list-style-type: none"> • How targets for new performance indicators were set. • Initiatives around income generation and commerciality.
	Reprovision of a Leisure Centre at Selby	<p>The Committee were presented with a report which provided the background and set out the latest position on efforts to provide a new leisure centre to replace the fire damaged Abbey Leisure Centre at Scott Road, Selby.</p> <p>The Committee were informed that a grant had been made available by Sport England for the rebuild. The next steps of the process to rebuild were explained and it aimed to have an opening date of early 2015. The Committee were also taken through some of the activities organised following the loss of facilities due to the fire.</p>
	Health Provision in Selby	<p>Representatives from Public Health at North Yorkshire County Council and the Vale of York Clinical Commissioning Group were present to discuss health provision in Selby.</p> <p>The Committee were informed that the Health and Wellbeing Strategy was based on the Joint Strategic Needs Assessment which had been published in 2012. The Committee were informed that Selby was a largely rural district with an ageing population. It was stated that the district contained pockets of deprivation including areas such as Selby South and Selby North. It was explained that health inequalities were a key feature of the population and other issues included high levels of smoking, drinking and obesity.</p>

		<p>The Committee raised queries over the work being done to tackle deprivation in the area and the structure and channels of communication for Health and Wellbeing Boards and the Clinical Commissioning Groups.</p> <p>The Committee were also presented with a copy of the Director of Public Health's report looking at health across North Yorkshire.</p>
	Access Selby Service Provision – Street Cleansing	<p>The Committee received a report on street cleaning provision in the district. The different street cleansing services and resources deployed to perform these services were outlined. The performance information in the report was also brought to the Committee's attention.</p> <p>Concern was raised at the littering in Ousegate and it was stated that the parked cars tended to contribute to this problem as they made the streets difficult to clean. A member of the Committee referred to the service in York which stopped cars from parking in the street while cleaning was taking place and it was queried whether this had been considered for Selby.</p> <p>Concerns were raised at the recycling boxes and how these could easily move in high winds. It was explained that different options were being looked into for this issue and the plan was to look at the type of receptacles for recycling.</p>
18 December 2014	Call In – Decision E/13/40 – Community Infrastructure Levy (CIL)	The Committee called in a decision of the Executive relating to the Community Infrastructure Levy (CIL).

		<p>Officers from the District Council were present along with a representative of Peter Brett Associates, the company commissioned by the District Council to prepare a report on the CIL for the Council. It was explained that the CIL was introduced in 2010 by government to fund strategic infrastructure not covered by section 106 Agreements (s106).</p> <p>The Committee had called in the decision following concerns over the proposed Charging Schedule and Zones. The Committee shared the view that the clear North (higher levy) / South (lower levy) divide across the District seemed to benefit the North Zone at the expense of the South and asked if a single rate could be applied in its place. The Committee were informed however that that a £25 rate across the district would limit the amount of levy collected.</p> <p>The Committee were informed that levies collected from the North and South Zones were pooled into a central fund that could be spent on infrastructure where it was needed. The Committee agreed that as development tends to be in the South Zone the CIL collected would balance with the income from CIL collected in the North.</p> <p>The Committee were also provided with information regarding where neighbouring authorities were with their adoption of CIL.</p>
21 January 2014	Crime and Disorder Review	Representatives from North Yorkshire Police and the Selby Community Safety Partnership were present to discuss the latest position with regard to crime levels in the district. Particular areas of

		<p>concern highlighted including burglaries in dwellings, shop thefts, crimes on vulnerable victims and domestic abuse.</p> <p>Discussion took place on issues such as hate crime in the area and initiatives to tackle shoplifting. The Committee were also informed that overall, crime had been reduced by 2.8% across the region.</p>
	Police and Crime Panel Update	<p>The Chair and Vice Chair of the Police and Crime Panel along with the Panel's Support Officer were present to provide an update on the work of the Panel.</p> <p>The Committee were informed that some of the work completed by the Panel included:</p> <ul style="list-style-type: none"> • Agreeing the Commissioner's Police and Crime Plan. • Agreeing the precept. • Agreeing the three key appointments of the Commissioner, the Chief Constable, Chief Executive and Chief Finance Officer. • Dealing with two complaints against the Commission. <p>The Committee were informed that there would be a new plan by the Panel which would include better monitoring of the Commissioner's Plan along with the budget. It was also explained the Panel were aiming to get more information about the possible new headquarters by the Police and the financing behind this along with looking at effective community engagement with elected Members by the Commissioner.</p>

		<p>Discussion took place on the prospective new arrangements for Community Safety Partnerships. Concerns were raised over the effect of these on a local level and in particular the loss of services such as the Night Marshalls who were seen as a value to the public. It was explained that the Commissioner had made it clear that she expected some things to be delivered however could not support the administration for these services. The Committee were informed that the changes would be introduced from May onwards and would all be in place by September 2014. The Committee agreed to further discuss this subject at the provisional Scrutiny meeting on 26 March 2014.</p>
	<p>2nd Quarter Key Performance Indicator Progress Report</p>	<p>The Committee queried the following areas:</p> <ul style="list-style-type: none"> • The monitoring of the customer service performance indicator. • Charging for planning advice. • Concerns over street cleanliness.
	<p>Transport Provision in the District</p>	<p>Officers from North Yorkshire County Council were present to talk about reductions to bus subsidies and highways issues.</p> <p>The Committee were informed that a report had been considered by the Executive at North Yorkshire County Council where it had been decided to make £2m of savings to bus subsidies in North Yorkshire. It was explained that this was an increase to the originally proposed £1.1m savings. The Committee were informed that an option of £1.7m had actually been put forwarded however the additional savings would be mainly through procurement.</p>

		<p>The Committee raised concerns over the quality of service acquired through the procurement process and the effects on parishes if bus services were withdrawn. The Committee heard from Councillor John Cattanach who explained the submissions he had made to the County Council on the subject and how he had obtained funding from Parish Councils for another service which had previously been cancelled by the County Council.</p> <p>The Committee also discussed highways concerns they had affecting roads in the district. Some of the main concerns included:</p> <ul style="list-style-type: none">• The A1041 Selby to Camblesforth road.• The traffic lights at the Brayton crossroads.• The traffic lights of Leeds Road and Doncaster Road and in particular regarding the traffic coming from Scott Road. <p>The Committee also raised concerns regarding the poor state of the Selby Bypass. Officers explained that discussions had been held with the Highways Agency who had been in discussions with the contractor, Skansa who had carried out the work. It was accepted that work was needed however this would cost a substantial amount of money. Discussions had taken place with regard to who would be funding the repairs as the cost was likely to be in the region of £5m. It was explained that it was hoped to carry out better temporary repairs this year and hope to find the funding for major repairs to be carried out in 2015.</p> <p>The Committee were also informed of statistics relating to drivers</p>
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		claiming compensation for damage caused by potholes.
	Access Selby Service Provision – Enforcement	<p>The Committee were presented with a report detailing the work of the Enforcement service. The officer outlined the key areas which were covered by the service along with the team's current performance.</p> <p>The Committee raised concern over the increased incidents of fly tipping and were informed of some of the measures being to use tackle this issue. Other areas of discussion included shop signs and dog fouling.</p>
	Access Selby Service Provision – Housing Repairs	<p>The Committee were presented with a report providing an overview of the housing repairs service.</p> <p>The Committee raised concerns that the satisfaction figures did not necessarily reflect the reports provided by local residents. It was reported that one resident for example had reported her bungalow window as broken however she had been told that she would be on a 5 day waiting list. The Committee were informed for the responses recorded, it was found that most residents were satisfied with the work that had been carried out. It was suggested that a survey could be placed in the next tenants newsletter to ascertain a better opinion of residents thoughts. The Committee was also informed that staff at the contact centre were provided with a list of questions to ask to tenants about the service they had received.</p>
24 February 2014	Nigel Adams MP	At is meeting on 24 February 2014, Nigel Adams MP attended the meeting of the Scrutiny Committee where he provided an overview

		<p>of his work as an MP and answered questions from Scrutiny Committee Members. Queries raised by the Committee and areas of discussion included:</p> <ul style="list-style-type: none"> • The future of Eggborough Power Station and the conversion to biomass affecting the two power stations in the district. • The overall economic situation in the district. • The process of dredging rivers. • The cuts to travel provision for children in North Yorkshire. • The HS2 rail link. • The condition of the Selby bypass and improvements to other roads in the County. • Improving the Selby High Street.
26 March 2014	Merger of North Yorkshire Community Safety Partnerships and Local Delivery of Community Safety Partnership Priorities	<p>The Committee considered a report on the merger of the North Yorkshire Community Safety Partnerships and Local Delivery of Community Safety Priorities. The Committee felt that while there could be some merits in the proposals, further information was required for them to make an informed decision and raised concerns at the lack of information provided.</p> <p>The Committee agreed to raise the issue with the Police and Crime Commissioner who would be attending the next meeting of the Committee on 23 April 2014.</p>
23 April 2014 (Next Meeting)	<ul style="list-style-type: none"> • 3rd Quarter Key Performance Indicator Progress Report • Scrutiny Annual Report 2013/14 • Access Selby Service Provision – Assets 	

	<ul style="list-style-type: none">• Police and Crime Commissioner (PCC) – North Yorkshire• Call	
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Scrutiny Committee Work Programme 2014/15

Date of Meeting	Topic	Action Required
25 June 2014	Time of Meetings	To consider and agree a start time for future meetings
	Access Selby Service Provision – Community Support	To scrutinise performance of the Community Support service
	Programme for Growth	To receive the latest update and the scrutinise the Council's Programme for Growth
	Abbey Leisure Centre	To receive an update concerning the latest developments on Abbey Leisure Centre.
	Community Infrastructure Levy	Update following Call In item at the December 2013 meeting.
	Call In	Provisional Item on the agenda
23 September 2014	1 st Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	North Yorkshire Fire Service	To discuss the Fire and Rescue Service provision within the District
	Health	To scrutinise Health provision across the District.
	Access Selby Service Provision – Debt Control	To scrutinise performance of the Debt Control service
	Call In	Provisional Item on the agenda
27 January 2015	2 nd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council 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.
	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.

Feb/March 2015	Nigel Adams MP	To ask questions of the Selby and Ainsty MP regarding issues of concern for Councillors and local residents.
24 March 2015	3 rd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Scrutiny Committee Work Programme 2015/16	To agree the Scrutiny Work Programme for 2015/16
	Scrutiny Annual Report 2014/15	To discuss the Scrutiny Annual Report for 2014/15
	Transport	To discuss transport provision in Selby
	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.