



Meeting: **SCRUTINY COMMITTEE**
Date: **TUESDAY 27 JANUARY 2015**
Time: **5.00PM**
Venue: **COMMITTEE ROOM**
To: **Councillors J Crawford (Chair), Mrs W Nichols (Vice Chair),
Mrs L Casling, I Chilvers, M Dyson, M Hobson, D Mackay,
Mrs M McCartney and D Peart.**

Agenda

1. Apologies for absence

2. Minutes

To confirm as a correct record the minutes of the meetings of the Scrutiny Committee held on 23 September 2014 and 25 November 2014 (pages 1 to 7 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 2nd Interim Key Performance Indicator Progress Report: April 2014 – September 2014

To consider the report from the Lead Officer, Data and Systems and the Commissioning and Performance Officer (pages 8 to 22 attached).

7. North Yorkshire Fire and Rescue Service

To consider the report from the Group Manager (pages 23 to 31 attached).

8. Barlow Common Local Nature Reserve

To consider the Barlow Common Local Nature Reserve Annual Report and updated report (pages 32 to 38 attached).

9. Reviewing Customer Satisfaction

To consider the report from the Lead Officer, Marketing and Communications (pages 39 to 55 attached).

10. Work Programme 2014/15

To consider the Work Programme for 2014/15 (pages 56 to 57 attached).

11. Forward Plan

To consider the latest Forward Plan (pages 58 to 70 attached).

Jonathan Lund
Deputy Chief Executive

Dates of next meetings
25 February 2015 (Provisional)
26 March 2015
22 April (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:	Tuesday 23 September 2014
Present:	Councillors J Crawford (Chair), L Casling, I Chilvers, M Dyson, M Hobson, D Mackay and D Peart.
Also Present:	Councillor M Crane.
Apologies for Absence:	Councillors Mrs W Nichols and Mrs M McCartney.
Officers Present:	Karen Iveson – Executive Director (s151), Helen McNeil – Lead Officer, Debt Control and Enforcement, Ruth Lucas – Lead Officer, Policy, Tony Walker – North Yorkshire Fire and Rescue Service, Dave Dryburgh – North Yorkshire Fire and Rescue Service, Colin Hunter, North Yorkshire Fire and Rescue Service and Palbinder Mann, Democratic Services Officer.
Press:	None
Public	2

66. MINUTES

The Committee considered the minutes from the last meeting.

RESOLVED:

To APPROVE the minutes of the Scrutiny Committee meeting held on 25 June 2014 and they be signed by the Chair.

67. DISCLOSURES OF INTEREST

There were no declarations of interest.

68. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

There was no address by the Chair.

69. CALL IN

No items were called in.

The Chair agreed to amend the running order of the agenda.

70. NORTH YORKSHIRE FIRE AND RESCUE SERVICE

Tony Walker, Dave Dryburgh and Colin Hunter from North Yorkshire Fire and Rescue Service were present to provide an update on the position of North Yorkshire Fire and Rescue services within the district.

Mr Dryburgh provided an overview of the report submitted and informed the Committee of the Fire Cover review of the North Yorkshire Fire and Rescue Service which would be taking place. It was explained that initial proposals would be taken to the Fire Authority for approval in December and then it is likely that outcomes for consultation would be approved by the Fire Authority following the February 2015 meeting. Any proposals would then be consulted on with implementation during 2016. In response to a query concerning the amount of savings that needed to be delivered, Mr Dryburgh explained that at present a further saving of £900,000 needed to be delivered out of the £30m budget by 2016/17.

The Committee were informed that the forthcoming review would look at the whole brigade including how services were delivered, staffing models for delivering those services and options such as alternatively sized fire appliances may be explored.

Mr Dryburgh informed the Committee that the Fire Service received a number of false calls to business premises and were currently looking into introducing a charge if the respective businesses still wanted automatic attendance from the service. It was estimated that this would create savings of approximately £80,000.

Discussion took place on attendance for fires in the district from fire authorities in neighbouring authorities. Mr Dryburgh explained that there was an agreement between the different fire services regarding attendance of the closest fire engine available and North Yorkshire Fire and Rescue Service also attended fires in neighbouring areas across the year. The Committee were also informed of the River Rescue service which was now fully operational in North Yorkshire.

It was agreed that there would be a further update at the next meeting in January 2015 concerning the Fire Cover review.

RESOLVED:

To note the update and agree to a further update concerning the Fire Cover Review in January 2015.

71. ACCESS SELBY 1ST INTERIM KEY PERFORMANCE INDICATOR PROGRESS REPORT: APRIL 2014 TO JUNE 2014

Councillor Mark Crane, Leader of the Council presented the Access Selby first Interim Key Performance Indicator Progress Report.

Concern was raised at the robustness of the performance indicator concerning customer satisfaction. It was felt more evidence was needed with regard to how the data was collected as the figures did not match comments made by some residents and tenants. The Leader of the Council explained that the Executive had asked Access Selby to review their processes to capture the views of residents.

Concern was also raised regarding the robustness of the street cleanliness figures. The Leader of the Council stated that this was also an area in which the Executive had asked for review.

A query was raised concerning whether the specific Councillor line for the Contact Centre was still in existence. It was agreed this would be looked into. A further query was raised concerning the car parking machine at the South Parade car park not accepting specific coins. It was agreed this would be looked into.

RESOLVED:

To note the report.

72. ACCESS SELBY SERVICE PROVISION – DEBT CONTROL

Helen McNeil, Lead Officer, Debt Control and Enforcement was present to provide information on the services offered by the Debt Control team.

The Lead Officer, Debt Control and Enforcement explained that the biggest areas of work for the team were rent collection, council tax and National Non Domestic Rates (NNDR). It was explained that since the introduction of changes to welfare reform, there had been further challenges to maintain the level of collection and further help and support had been provided to residents affected by the changes.

The Committee were informed that the service worked closely with other service areas such the Homelessness Team and the Community Support Teams to support people who were struggling to make payments or in danger of losing their home.

It was advised that future plans included preventative work with Benefits on housing benefit overpayments and exploring a co-ordinated approach with the enforcement team on tenancies with arrears and anti-social behaviour issues and joint working on premises licence debts where the premises licence of a venue could be suspended if they had not paid the cost of their licence.

A query was raised concerning why the figures for collection were lower in 2012/13 than other years. It was explained that this was due to the actual amount collectable being lower and it increasing year on year due to the annual rent increase.

A further query was raised concerning the use of bailiffs as a method of debt collection. The Lead Officer, Debt Control and Enforcement explained that once a liability order had been obtained the Council could instruct bailiffs to try and recover Council Tax and Non Domestic Rate arrears and how this differed from the use of a Debt Collection agency for other debts.

RESOLVED:

To note the report.

73. COMMUNITY INFRASTRUCTURE LEVY - UPDATE

Ruth Lucas, Lead Officer, Policy was present to provide an update concerning the progress of the Community Infrastructure Levy (CIL).

The Lead Officer, Policy explained that the consultation on the amended charging levy had recently closed and 23 responses had been received. The consultation responses had been sent to the appointed consultants who would analyse all the responses. The Committee were informed that subject to no major changes, the CIL would be submitted to the examination in public stage in December and subject to approval from the examiner, could be introduced in April next year. It was explained that if there were any changes as a result of the consultation, then a further consultation would have to be carried out.

A request was made for the regulation 123 list and it was agreed this would be circulated to the Committee.

RESOLVED:

To note the report.

74. BARLOW COMMON NATURE RESERVE

The Committee considered the Barlow Common Local Nature Reserve Annual Report. It was agreed to defer this item until the next meeting to allow an officer from the Yorkshire Wildlife Trust to attend.

RESOLVED:

To note the report.

75. WASTE AND RECYCLING TASK AND FINISH GROUP – VERBAL UPDATE

The Committee were informed of the current progress concerning the trial of recycling bags instead of boxes as per the Scrutiny Task and Finish Group recommendations. It was explained that a procurement exercise had been conducted with regard to the supplier of the bags and a final decision on the manufacturer would be taken by the end of September. There would then be a 10 to 12 week manufacturing and delivery period. The trial would then commence towards the end of February 2015 which would avoid the post-Christmas recycling potentially distorting the figures.

It was explained that the trial would last for six weeks with there being three collection cycles. There would also be a pre-trial assessment period of six weeks which would assess the tonnage collected with the current recycling boxes to allow a comparison.

76. WORK PROGRAMME 2014/15

The Committee considered the current Work Programme 2014/15. It was agreed that there would be a further update from North Yorkshire Fire and Rescue Services in January, along with the deferred item on Barlow Common and an additional item regarding the customer service performance indicator.

RESOLVED:

To update the work programme with the above amendments.

77. FORWARD PLAN

The Committee considered the latest version of the Forward Plan.

RESOLVED:

To note the Forward Plan.

The meeting closed at 6.30pm

Scrutiny Committee

Venue:	Committee Room
Date:	Tuesday 25 November 2014
Present:	Councillors J Crawford (Chair), Mrs W Nichols (Vice Chair), I Chilvers, M Dyson, M Hobson, D Mackay, Mrs M McCartney and D Peart.
Also Present:	Councillors C Lunn – Executive Lead Member, Finance and Resources and S Shaw-Wright.
Apologies for Absence:	None
Officers Present:	Karen Iveson – Executive Director (s151), Dave Maycock – Lead Officer, Assets and Palbinder Mann, Democratic Services Officer.
Press:	None
Public:	None

78. DISCLOSURES OF INTEREST

There were no declarations of interest.

79. CALL IN – DECISION E/14/40 – FINANCIAL RESULTS AND BUDGET EXCEPTIONS REPORT TO 30 SEPTEMBER 2014 – KEY DECISION

The Chair outlined the reasons behind the call in and invited the Executive Lead Member for Finance and Resources to respond.

The Executive Lead Member for Finance and Resources explained that the block paving on the bus station was in need of repair. It was explained that as the District Council were the owners of the bus station, they were responsible for the maintenance. The Committee were informed that the latest estimate for the cost of the work was £55,000 with the District Council contributing £25,000 and the rest being contributed by North Yorkshire County Council as users of the bus station.

The Executive Lead Member for Finance and Resources explained that the issue had been put forward as a budget bid for 2015/16 but given the condition of the paving it would be desirable to be ready to carry out the work earlier if possible. The Committee were also informed that other options such as tarmac had been explored however these options had not been feasible due to the additional costs and possible challenges which may be incurred.

Concern was raised regarding drainage of the site and it was felt this may have been a contributing factor in the deterioration of the current blocks. It was explained however that the weight of the buses was a significant factor.

Discussion took place regarding parking charges and it was noted that David Gluck from the Tadcaster Community Interest Company (was currently gathering data on car parking in Tadcaster.

It was proposed and seconded that the Committee take no further action and agree with the decision made by the Executive. Upon being to the vote, this motion was carried.

RESOLVED:

To agree with the decision made by the Executive and take no further action.

The meeting closed at 5.40pm



Report Reference Number: SC/14/12

Agenda Item No: 6

To: Scrutiny Committee
Date: 27 January 2015
Author: Chris Smith and Caroline Sampson Paver
Lead Officer: Keith Dawson, Director of Community Services

Title:

Access Selby 2nd Interim Key Performance Indicator Progress Report:
April 2014 – September 2014

Summary:

This report provides details of Access Selby key performance indicators following the 2nd quarter of reporting for the financial year 2014/15, and recommends appropriate action where required.

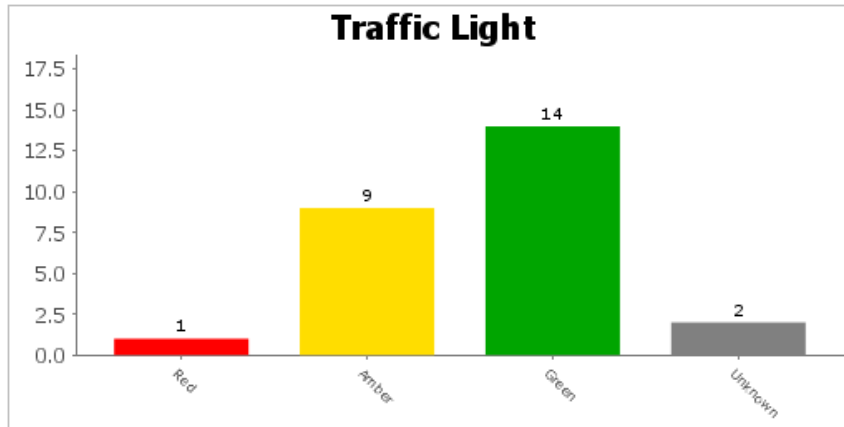
Recommendations:

It is recommended that the Scrutiny Committee notes the report and provides any comments.

Reasons for recommendation

The on-going management of performance and improvement data enables the Council to monitor the level of service delivered by Access Selby, and can assist the Council in achieving its strategic priorities.

- 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 Performance updates are reported to the Executive and Scrutiny Committee every quarter; this update is the second part of the 2014-2015 dataset, and gives the Quarter 2 year to date results.
- 2. The Report**



- 2.1** Based on the reported data, results have exceeded target on 14 indicators, with 9 indicators at Amber status, 1 indicator at Red status. Significant exceptions are noted below.
- 2.2** Re-lets are currently under target at 27.3 against a target of 24 days, this is due to longer term voids being brought back into occupation and the challenges of letting properties that have previously been under-occupied.
- 2.3** Increase in demand on benefits claims and changes has resulted in performance being below target in Quarter 2, this has since been addressed through the deployment of additional resources, and improvements are evident.
- 2.4** Debt recovery on Council Tax and Rents are below target and performance will be carefully monitored in these areas NNDR recovery has been temporarily impacted upon due to the Council agreeing to payment holidays of instalments for two large companies, which is consistent with the Council's support of businesses in the district.
- 2.5** Although internal costs have been reduced year on year on non-operational sites it is anticipated that further reductions are unlikely throughout the remainder of the year as some costs incurred cannot be avoided.
- 2.6** Capital programme is currently below target due to a small number of projects that has experienced delay, this is being closely monitored.
- 2.7** The Managing Director of Access Selby reported verbally to the Executive Briefing of the success of two important projects as below. The capital investment scheme of £4 million over three years in council Airey housing stock is nearing completion. The project is within budget and has been well received by tenants, who benefit from aesthetic

improvements to their homes as well as well as a range of other benefits including improved energy efficiency.

- 2.8 Capital investment of £130,000 has been made in the installation of 1200 replacement lifeline units, which is close to completion. The scheme makes savings of around £50,000/year from 2016/17 and ensures that vulnerable residents continue to be supported to live independently whilst accessing the appropriate assistance through the lifeline system, and for the Council to provide a quality service that meets increasing demand.
- 2.9 Improvements are evident in the comparison of performance against the same period in 2013-2014 in relation to Urgent and non-urgent repairs have increased alongside customer satisfaction at the Customer Contact Centre.

2. 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 so far exceeded target on 14 of the 24 performance indicators where data has been presented. Further work on demand and data intelligence is required to ensure we continue to meet the targets set for the remainder of the year.
- 4.2 Mechanisms have been put in place to resolve ongoing performance issues throughout the year. Further work continues on benefit claims and changes processed to ensure a consistent performance leading into the Annual Billing processes alongside performance indicators connected to debt recovery 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 –

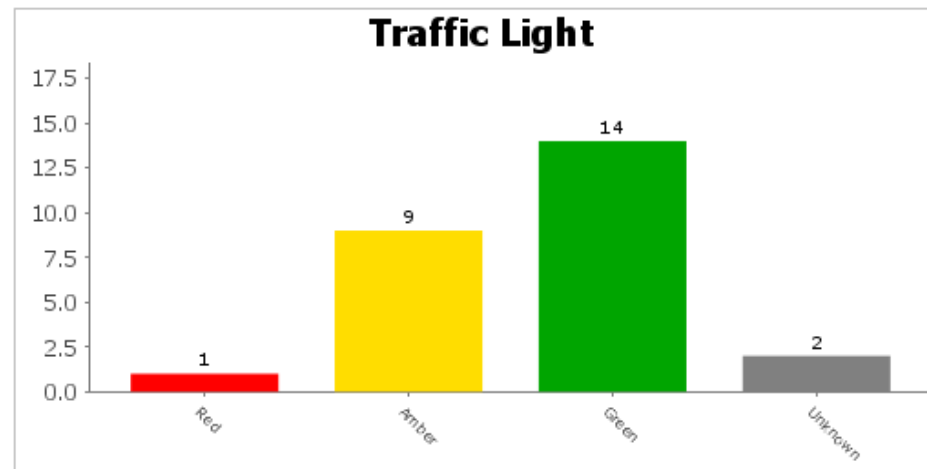
Access Selby 2nd Interim Key Performance
Indicator Report: April 2014 – September 2014

Access Selby 2nd Interim Key Performance Indicator Report: April 2014 – September 2014



Report Type: PIs Report
Report Author: Chris Smith
Generated on: 02 October 2014







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 2 2013-2014 Performance	Latest Note
SLA_001	% of satisfied customers	Aim to Maximise	70.00%	98.81%	↑	↑	✔	98.72%	<p>How are we doing/Moving Forward?</p> <p>A total of 1,317 satisfaction surveys have been completed for the period 1 July 2014 to 30 September 2014 with 1,296 customers satisfied with the service received.</p>
SLA_002	% of contact 'right first time'	Aim to Maximise	90.00%	91.75%	↑	↓	✔	91.78%	<p>How are we doing/Moving Forward?</p> <p>Total of 38,847 contacts were made to the CCC for the period 1 July 2014 to 30 September 2014. A total of 35,643 were dealt with at 1st point of contact.</p>
SLA_003	% satisfied with street cleanliness	Aim to Maximise	80.00%	90.00%	↓	↑	✔	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. September data is not yet available but between July and August performance was as follows: -</p> <p>We have achieved target on 9 out of the 10 service areas YTD which gives us a 'satisfaction' level of 90%.</p>













Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_004	% satisfied with leisure facilities provided on behalf of the Council	Aim to Maximise	70.00%	?	?	?	?		<p>How are we doing/Moving Forward?</p> <p>This is an annual target and is measured through an external suit of satisfaction surveys WLCT commission for all their sites and is carried out in March.</p> <p>In the meantime, we report interim results based on monitoring of complaints, which provides some measure of satisfaction until the formal survey results are reported.</p> <p>Complaints</p> <p>January to March just 3 complaints were received by the leisure service. All related to Profiles gym, one regarding classes, one regarding membership fees and one regarding water temperatures in the male showers. All complaints were responded to with the target of 7 days.</p> <p>In total during 2012/13 11 complaints were received in total which is less than the number received during the first quarter of the previous year which is a significant improvement.</p>
SLA_009.1	% or repairs to council-owned properties completed within agreed timescales (EMERGENCY/URGENT REPAIRS combined)	Aim to Maximise	97.00%	99.44%	↑	↑	🟢	98.67%	<p>How are we doing/Moving Forward?</p> <p>Target continues to be met and sustained with a performance consistently above 98.00%.</p>
SLA_009.2	% or repairs to council-owned properties completed within agreed timescales (NON-URGENT REPAIRS)	Aim to Maximise	90.00%	99.02%	↑	↑	🟢	97.38%	<p>How are we doing/Moving Forward?</p> <p>Target continues to be met and sustained with minimum variance month on month</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	24 days	27.3 days	↓	↓	▲	22.5 days	<p>How are we doing/Moving Forward?</p> <p>The number of properties relet in September increased from 26 in August to 34 in September. The average number of days these properties were VOID was 25.3 days. This compares to just 20 properties re-let in September 2013 and an average of 23.8 days. Any increase in turnover impacts on all teams involved in the process as it results in an increase in pre-termination visits; standard void repairs; adverts, allocations, viewings and sign ups.</p> <p>Out of the 34 properties re-let, 13 were sheltered and 21 were general needs. We continue to see a trend in relation to the letting of our general needs properties and the properties that we previously would have allowed to be under-occupied at point of offer are remaining empty for longer following the changes to the CBL policy</p> <p>We continue to work closely with the VOIDS team and are highlighting the properties that we are able to let quickly to them in the weekly meeting. This enables the asset supervisor to prioritise work allowing us to increase the quick wins.</p>
SLA_013	% increase in employees confidence and perception of the organisation	Aim to Maximise	60.00%	?	?	?	?		<p>How are we doing/Moving Forward?</p> <p>Reports Annually in Quarter 3</p>


Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	Aim to Maximise	100.00%	100.00%				100.00%	How are we doing/Moving Forward? 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 in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. To date 18 completed out of the 18 inspections due, which have fallen within the scope of the indicator. Workload is similar to that reported at this period last year.
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	Aim to Maximise	100.00%	91.67%				100.00%	How are we doing/Moving Forward? Inspections of medium risk premises: Food hygiene, health and safety and PPC (environmental permits) . Resources are focussed upon higher & medium risk premises in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. To date 88 completed out of the 96 inspections, which have fallen within the scope of the indicator. Minor shortfall is manageable given the small numbers and it is expected that this will have a green status within the next quarter with the short term monthly trend showing a recent improvement in the percentage of inspections undertaken.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
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% - 19 out of 19 food and safety complaints responded within target to date. Comparing figures for complaints received for the same period last year (31 complaints) shows a 40% drop in the number received. This is a reactive service and so it is difficult to predict future levels of demand on the service. Sub regional target is 95% through North Yorkshire Quality Management System. Environmental Health business area has maintained high performance by continuing the working practices in respect of proactive & reactive work streams and support from community officers in respect of general environmental health enquiries & service requests.</p>
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>High risk enforcement issues are defined as those requiring action due to statutory functions and/or duties placed upon Selby District Council. The enforcement team has achieved a 100% resolution rate for high risk enforcement cases for the period 01 Jul 2014 – 30 Sep 2014.</p> <p>In addition to active caseloads the Enforcement team have resolved (cases closed 1 Apr – 30 Sep 2014)</p> <ul style="list-style-type: none"> - 176 High Risk Enforcement Cases - 276 Medium/low Risk Enforcement

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
									<p>Initiatives undertaken by the Enforcement team over the period of 1 Jul - 30 Sep include;</p> <ul style="list-style-type: none"> - 9 Notices issued – 2 tenancy breaches, - 1 abandonment, - 3 planning notices & 1 temporary stop notice served - 5 abandoned vehicles removed & destroyed - 3 fly tipping prosecutions - 4 benefit prosecutions, - 3 cautions issued - 7 retrospective planning applications submitted
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	89.17%	↓	↓	⚠	93.04%	<p>How are we doing/Moving Forward?</p> <p>As previously reported we had an increase in demand at the end of Quarter 1 therefore in June & July were below target, Access Selby deployed additional resources to ensure performance improved and Quarter 2 has seen us recover the monthly target in a consistent manner from August onwards, with August achieving 92.31% and September 91.44% of claims and changes being processed within 5 working days of all of the information and evidence that we need to process.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	58.00% (profiled)	57.63%	↑	↑	⚠	49.80%	<p>How are we doing/Moving Forward?</p> <p>Council Tax billing and collection performance is slightly below target at present. For the same period in 2012 we were on 58.41% and in 2011 we were on 58.50%. However we believe at this stage that performance will be at target in October.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_020	% of Council Rent debt recovered	Aim to Maximise	94.57% (profiled)	94.50%				94.74%	How are we doing/Moving Forward? Collection at the end of September is lower than this time last year by 0.24%. There is no obvious reason for this however collection rates will be closely monitored to ensure that the recovery process is efficient and rigorous, progressing to meet the target in future months.
SLA_021	% of applications considered within time under scheme of delegation	Aim to Maximise	80.00%	86.22%				89.97%	How are we doing/Moving Forward? Numbers of applications received remains relatively high with 66 applications received in September 2014 (the average over the last 14 months is 53 apps/month). This is the 9th consecutive month when the numbers of applications received have been above the average.
SLA_023	% of invoices paid on time	Aim to Maximise	95.00%	94.56%				95.24%	How are we doing/Moving Forward? Performance has improved again slightly through September which has had a positive effect upon the cumulative total. Planned improvements in future authorisation turnaround time will improve overall cumulative performance for the year.
SLA_025	% internal rate of return on commercial assets	Aim to Maximise	7.00%	8.32%				7.00%	How are we doing/Moving Forward? Car parks continue to perform well, there is an increased internal rate of return on industrial units due to a reduced payment to partners as part of the original contract agreement.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_026	Reducing internal costs on non-operational sites	Aim to Minimise	3.00%	-13.99%	↑	↓	🛑	19.96%	How are we doing/Moving Forward? Only non-operational asset is Barlby depot. Costs have been reduced as much as possible but costs such as NNDR and insurance cannot be avoided and also increase on an annual basis meaning it will be difficult to reduce costs going forward unless the building is demolished or taken out of the NNDR ratings list.
SLA_027	% increase in income generation	Aim to Maximise	1.50% (profiled)	3.78%	↑	↑	✅	-1.56%	How are we doing/Moving Forward? Fees & Charges £33k above budget for General Fund and HRA income £47k above profiled budget for Q2. Licencing & Sundry income slightly below Q2 profiled budget at £2.9k & £0.7k respectively.
SLA_029	% Efficiency and productivity improvements	Aim to Maximise	1.25% (profiled)	1.85%	↑	↓	✅	2.80%	How are we doing/Moving Forward? 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.
SLA_030	% efficiency gain in outsourced services	Aim to Maximise	1.25% (profiled)	1.97%	▬	↓	✅	5.87%	How are we doing/Moving Forward? 1.97% achieved to date and annual target of 2.50% expected to be achieved.
SLA_031	Capital Programme Delivery	Aim to Maximise	42.50% (profiled)	41.51%	↑	↑	⚠️	35.36%	How are we doing/Moving Forward? Capital programme is progressing well with 51% of the HRA programme delivered to date. with the exception of the Portholme Road culvert which is experiencing delays due to procurement

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
									and liaison with Environment Agency there is expected to be minimal slippage for the year. There are currently some delays with the General Fund capital programme due to strategic reasons in relation to CRM, Website and Mast relocation and it is now expected that mobile working will be put back to 2016/17.
SLA_032	Council Tax base	Aim to Maximise	28,089	27,622					<p>How are we doing/Moving Forward?</p> <p>In September, the total number of dwellings in the district has continued to increase (up 40) and the number of Exempt dwellings has dropped. The combined effect is that the number of chargeable dwellings has increased by 51 compared to August.</p> <p>Additionally the number of dwellings attracting Single Person discounts has decreased.</p> <p>However we have seen a steep increase in the number of homes that are empty for less than one month (up by 173 from August), which in large part will be due to people moving home.</p> <p>Overall, although there are more dwellings paying the full Council Tax charge than there were in August the equivalent dwellings after discounts, exemptions & disabled reliefs has reduced by 111.8 from August.</p> <p>Additionally we have paid an additional £16.7k in council Tax support since August which is equivalent to 11.1 Band D dwellings.</p> <p>As such the CT Base is reduced by 108 from August.</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	Quarter 2 2013-2014 Performance	Latest Note
SLA_033	Amount of Business Rates Retention Income Achieved	Aim to Maximise	£2,189,755	£2,235,918	↓		✓		<p>How are we doing/Moving Forward? The Net Business Rates Yield is £43.248m. We have allowed £475k for bad debt and have increased our provision for appeals to £1.13m. We have had a great deal of discussion with Cipfa and other LAs regarding appeals provision we are taking a cautious approach in this area and are consciously making an over provision. This leaves £41,642,727.87 as the amount to distribute between central government, SDC, NYCC & NYFA. Our share is £16,657,091.15. From this we pay a tariff to central government of £14,421,172.70 leaving the amount of £2,235,918.45 reported. Despite significantly increasing our provision for appeals we remain above target.</p>
SLA_034	Percentage of Non-domestic Rate debt recovered	Aim to Maximise	57.00%	55.32%	↓	↓	⚠	58.29%	<p>How are we doing/Moving Forward? NNDR Collection & Billing performance is below target at 55.32%. At the same point in 2013 we were at 58.29% though in 2012 we were on 59.81%. 2 companies have had payment holidays authorised with the instalment amounts they were due to pay being deferred to later in the year. Would this have not occurred the collection rate would have been marginally behind target at 56.27%</p>



Report Reference Number: SC/14/13

Agenda Item No: 7

To: Scrutiny Committee

Date: 27 January 2015

Author: Palbinder Mann, Democratic Services Officer

Lead Officer: Karen Iveson, Executive Director (S151)

Title: North Yorkshire Fire and Rescue Service (Covering Report)

Summary:

This report presents the Scrutiny Committee with an update on the position of the Fire Cover Review currently being undertaken North Yorkshire Fire and Rescue Service.

Recommendations:

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

Reasons for recommendation

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

1. Introduction and background

The Committee received an update from North Yorkshire Fire and Rescue Service at its meeting on 23 September 2014. It was agreed a further update would be brought to this meeting on the Fire Cover Review which is currently being undertaken by the service.

2. The Report

The report from the Group Manager at North Yorkshire Fire and Rescue Service is attached.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

N/A

3.2 Financial Issues

N/A

4. Conclusion

The Committee is asked to provide its comments on the report.

5. Background Documents

N/A

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Appendices:

Appendix A – Report from the Group Manager at North Yorkshire Fire and Rescue Service.

NORTH YORKSHIRE FIRE AND RESCUE SERVICE

Author; Group Manager Dave Dryburgh

SELBY SCRUTINY COMMITTEE

FIRE SERVICE; FIRE COVER REVIEW UPDATE

1.0 Purpose of Report

- 1.1 To update the Selby District Council Scrutiny Committee on the progress of the Fire Cover Review currently being undertaken by North Yorkshire Fire and Rescue Service.

2.0 Background

- 2.1 Members were informed by the Fire Service representative at the September 2014 meeting of the Scrutiny Committee that the Service was currently undertaking a Fire Cover Review but that more detailed information would not be available until the January 2015 meeting. Members therefore requested an update at that meeting.
- 2.2 North Yorkshire Fire and Rescue Service serves the communities of North Yorkshire and the City of York. We have 38 fire stations with 46 standard fire engines and 24 special and supporting vehicles.
- 2.3 The Service currently has four different systems for crewing fire engines. The urban areas of Harrogate, Scarborough and York are mainly served by firefighters who work shifts at the fire station; our larger market towns have firefighters who work a combination of day shifts and on-call from home; and our rural villages and smaller towns are served by on-call staff.
- 2.4 Both Selby and Tadcaster each has two fire appliances which are staffed in the same manner. One appliance is staffed by firefighters who work a combination of day shifts and on-call from home and one appliance which is staffed by on-call staff.
- 2.5 Selby also provides a powered Water Rescue Boat and Tadcaster a Water Bowser.
- 2.6 The remainder of the Service is made up of;
- a. Five wholetime shift stations crewed by wholetime firefighters who work shifts to ensure that the fire engine(s) based there are crewed 24 hours a day.
 - b. Five wholetime day crewed stations crewed by wholetime firefighters between 0800 and 1800 each day. Outside of these hours those firefighters are on-call.
 - c. 24 retained stations crewed by part time (retained) firefighters who provide on-call cover from home or their place of work. They respond to emergencies when their

NORTH YORKSHIRE FIRE AND RESCUE SERVICE

pager alerts them, so must work or live within approximately four minutes travel time from the station.

- d. Two volunteer stations crewed by volunteers who supplement the arrangements detailed above.
- 2.7 Several of the shift and day crewed also have fire engines crewed by retained staff.
- 2.8 The term 'Fire cover' is the term used by the Service to refer to;
- a. The number of fire engines, other specialist fire vehicles and equipment, available within the Service to respond to fires and other emergencies.
 - b. Where fire stations are located.
 - c. How quickly fire engines can respond to an emergency call (i.e. how they are staffed).
- 2.9 The last full review of fire cover was undertaken in the 1990s. Since then the number of incidents that we respond to has fallen, and the types of incidents we attend have changed. For example we now go to more incidents caused by extreme weather, such as widespread flooding, which can last days or even weeks.
- 2.10 There have also been changes to the population and risks within North Yorkshire and the City of York, in this time.
- 2.11 Over this time, specific fire station reviews have been done, which have led to changes. The impact of these on the whole Service was considered and took public views into account.
- 2.12 We are therefore now carrying out a review of fire cover to:
- a. Ensure the Service balances cost and resources to risk and to ensure, as far as possible, that the provision of resources relative to risk is similar across the whole county and the City of York.
 - b. Ensure the Service can provide a response to incidents that is appropriate for increasingly frequent large weather related events (e.g. flooding).
 - c. Ensure the Service has a model of fire cover that is capable of delivering savings, according to the financial constraints (over the life of the review).
 - d. Take into account the impact of a reduction in incidents over the last 10 years.
- 2.13 As these proposals mainly relate to internal arrangements, we will be consulting with our staff on them, between January and April 2015.
- 2.14 Following the consultation with staff, work will be undertaken to look at where changes could be made, these will be considered by the Fire Authority in June, and a further consultation will then take place with both Service staff and the public over summer 2015. This will include proposals for specific areas/ fire stations.

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- 2.15 The final decisions will be taken by the Fire Authority in December 2015.
- 2.16 Although we are not carrying out formal consultation with the public at this stage, we would be interested in hearing any feedback you may have about these proposals.
- 2.17 If you have any comments please email them to direct to fcr@northyorksfire.gov.uk or to this report author at david.dryburgh@northyorksfire.gov.uk

3.0 Information

- 3.1 Last year we carried out engagement with our staff and our communities around this review of fire cover. That engagement phase closed in April 2014.
- 3.2 Since the engagement phase ended, work has been undertaken to analyse the incidents that have occurred over the last five years. As part of the analysis we looked at the types of incidents that we attended over the previous five years, along with when and where they occurred. We also analysed larger incidents individually to understand how they developed over time and the number of resources required to deal with them.
- 3.3 From the analysis we have developed seven proposals. They have been developed to take into account the following factors:
- a. The overall low level of risk and incidents throughout North Yorkshire and the City of York.
 - b. The need for the Service to have resources best matched to risk in an area.
 - c. The need to resource large incidents occasionally.
 - d. The provision of specialist equipment and other essential work.
 - e. The overall resilience and availability of resources.
- 3.4 These proposals do not, at this stage, include changes at particular fire stations, but are around general themes for consideration.

4.0 Fire Cover Review Proposals

4.1 Introduce a revised response model.

- 4.1.1 Currently we have 46 standard fire engines, which we aim to have available to respond to incidents within 5 minutes every day: this is our response model. In practice there a number of fire engines which are unavailable most days due to retained firefighters not being available to crew them.
- 4.1.2 The historical incident data shows that not all fire engines are needed immediately; even at large incidents and during exceptionally busy times usually linked to the

NORTH YORKSHIRE FIRE AND RESCUE SERVICE

weather, e.g. flooding, the data shows that it has taken several hours for peak demand to be reached.

- 4.1.3 This means there is an opportunity to change the number of standard fire engines required to be available within 5 minutes, whilst ensuring we are able to respond effectively to larger and longer duration incidents.
- 4.1.4 Changing the need for all fire engines to be available within 5 minutes will also make fire engines that are currently unavailable become available as retained firefighters whose full time employment may have taken them further away from their fire station could respond to incidents if they had a longer period of time to do so.
- 4.1.5 Our proposed revised response model is as follow:

Response Model	Current number of standard pumps	Proposed number of fire appliances (These levels are indicative based on the current disposition of resources.)
Level One Turn out time* of up to 5 minutes (current response)	46	Minimum of 27
Level Two Turn out time of up to 15 minutes (when the pump would be otherwise unavailable)	n/a	Minimum of 13
Level Three Turn out time of up to one hour or more (when the pump would be otherwise unavailable)	n/a	Up to 6
TOTAL	46	46

4.2 Introduce 12 hour shifts.

- 4.2.1 We have five fire stations which are crewed by firefighters who work on a 'shift' duty system. These stations are crewed 24 hours per day and the shift crewed fire engine(s) on these stations are available to respond to incidents within one to two minutes of the firefighters being alerted that they need to respond to an incident.
- 4.2.2 Analysis of the historical incident data shows that our busiest time for incidents is between 10am and 10pm.
- 4.2.3 We are, therefore, proposing that, where appropriate to the risk, some fire engines could be crewed by firefighters between 10am and 10pm to cover the busiest times for incidents.
- 4.2.4 Between 10am and 10pm these fire engines would be available within one to two minutes of the crew being notified of an incident, outside of these hours these fire engines could also be used with a delayed turn out time

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4.3 Introduce mixed crewing.

- 4.3.1 Fire engines are normally only crewed by firefighters who are all working the same duty system/ working pattern, for example a fire engine on a shift fire station will be crewed by firefighters who work on the shift duty system. There are occasional times, when firefighters working on one duty system may work at a station with a different duty system in order to keep the crewing at the minimum number, for example to cover sickness.
- 4.3.2 We are proposing that some fire engines could be crewed as standard, by a mixture of wholetime and retained duty system staff. These fire engines would be available to respond to incidents within five minutes at all times. The wholetime staff who would be working from the fire station would wait for the retained firefighters to travel to the fire station, before responding to incidents.
- 4.3.3 Wholetime firefighters have more time to train than retained firefighters, this means they have specialist skills which they would be able to provide when attending incidents. The wholetime firefighters would also be available to carry out community fire safety and business fire safety work within the local area.

4.4 Introduce Tactical Response Vehicles (TRVs).

- 4.4.1 A standard fire engine is crewed by four or five staff. However, an analysis of the tasks carried out by firefighters responding to a variety of incidents shows that there is not always a need for this number of people (or multiples of) at all incidents.
- 4.4.2 We are therefore proposing the use of different vehicles crewed by only two or three staff and carrying modern firefighting equipment/technology. This vehicle would be called a 'Tactical Response Vehicle.'
- 4.4.3 At this stage we are not proposing a specific vehicle but will be consulting with our staff over a range of vehicles that may be suitable.
- 4.4.4 It would respond to small incidents, such as bin fires, on its own and then attend larger incidents with other fire engines as part of our overall response to that emergency.
- 4.4.5 It would be able to provide a first attendance at some incidents, and the crew would be able to assess the situation and take initial actions to stop a fire spreading or to provide first aid.

4.6 Extend the use of Volunteers.

- 4.6.1 Volunteer firefighters are paid to attend training and incidents but they do not receive a 'retaining' allowance .
- 4.6.2 We have two fire stations (Goathland and Lofthouse) which are wholly crewed by volunteer firefighters. Volunteers have a specific range of skills and equipment, and supplement our response to incidents.

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4.6.3 We are proposing to recruit additional volunteer firefighters, who would not be based at particular fire stations, but would be available to support incidents, such as moor fires, widespread flooding and special or pre-planned events where they would undertake specific roles.

4.6.4 Some of the volunteers could be trained to the same level as retained firefighters and they could then be used to provide cover at fire stations, or if the proposal for the revised response model was implemented they could be used to assist in providing that Level Three response (see table above).

4.6.5 It is likely that they would only be used a small number of times a year.

4.7 Introduce extended turn in times for retained staff (in specific circumstances).

4.7.1 Retained firefighters respond to fire stations from their home or place of work, they must therefore be within four minutes of the fire station when they are on-call. If there are not four retained firefighters available to attend the fire station within that time, the fire engine is not available to attend incidents.

4.7.2 We are proposing that, if the revised response model is introduced, some of the Level Two fire engines (see Table One) could have a turn out time of up to 15 minutes, in certain circumstances.

4.7.3 These fire engines, crewed by retained staff, would be based at fire stations in areas of lower risk or where fire engines, which are available to respond to incidents within 5 minutes (Level One in table above) were available nearby.

4.7.4 This would mean that fire engines that would otherwise be unavailable to respond to incidents would become available but with a longer turn out time. This would increase our overall resilience.

4.8 Introduce district Watch Managers (on-call).

4.8.1 Watch Managers are generally based on fire stations and are responsible for managing watches, along with responding to incidents on fire engines.

4.8.2 We are proposing to introduce a number of district based Watch Manager posts working at retained fire stations during the day, which would be able to support crewing levels, retained firefighter recruitment and training, undertake community fire safety and technical fire safety work.

4.8.3 There could also be an opportunity to use these district based Watch Managers along with existing Watch Managers to attend incidents on an 'on call' basis. The Watch Managers would be able to provide incident command at smaller incidents, and take on supporting roles at larger incidents. This would provide an opportunity to reduce the numbers of more senior operational staff.

5.0 Recommendations

- 5.1 The contents of the report are noted by the Scrutiny Committee and further updates are provided at subsequent meetings as this Fire Cover Review progresses.

AUTHOR

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14 January 2015

Report Reference Number: SC/14/14

Agenda Item No: 8

To: Scrutiny Committee

Date: 27 January 2015

Author: Palbinder Mann, Democratic Services Officer

Lead Officer: Karen Iveson, Executive Director (S151)

Title: Barlow Common Local Nature Reserve (Covering Report)

Summary:

This report presents the Scrutiny Committee with an update on the position of Barlow Common Local Nature Reserve.

Recommendations:

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

Reasons for recommendation

The Committee ensures that Barlow Common Local Nature Reserve is run effectively.

1. Introduction and background

The Chair has requested an update concerning Barlow Common Local Nature Reserve. An item was on the agenda for the Scrutiny Committee at their meeting on 23 September 2014 however the item was deferred to this meeting to allow an officer from Yorkshire Wildlife Trust to attend the meeting,

2. The Report

The previously submitted annual report is attached however an updated report will be circulated to the Committee before the meeting.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

N/A

3.2 Financial Issues

N/A

4. Conclusion

The Committee is asked to provide its comments on the report.

5. Background Documents

N/A

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Appendices:

Appendix A – Barlow Common Local Nature Reserve Annual Report

Barlow Common LNR annual report

31st March 2014

1. Biodiversity & Landscape

a. Woodland & Scrub

Tree safety surveys began in 2013 and continued in 2014 to assess the trees for damage/health and if they are deemed dangerous (likely to fall/shed limbs.) This survey takes priority as the risk to visitor health and safety must come first. The main bulk of work was carried out in winter 2013/14 with the removal of Crack Willow (*Salix fragilis*) on the northern woodland pathway and limbs removed from trees at the entrance of the disabled access driveway. The willow removal from the northern edge has now opened up this area to allow more light into the understory encouraging plants to grow on what is currently bare earth. Brash was burned where necessary, logs have been left where they fell or in most cases stacked by the path to create habitat for insects and to keep the pathway clear.

Bramble is thriving throughout the reserve. Measures have been taken to reduce some of these areas, especially where it is encroaching onto the pathways. This has been spot treated with herbicide to prevent re-growth.

b. Grassland

Two of the enclosed meadow/grassland areas were cut in the summer of 2013 with the plan to cut all three areas in 2014. Plant species within these areas are diverse and with a late summer cut and arisings raked this will help to improve diversity and knock back some of the weeds which have started to appear within the enclosures. One of the main highlights are the amount of orchids growing within the enclosures, we want to ensure that this continues.

The areas grazed heavily by rabbits were left uncut during 2013 to monitor what species (if any) could tolerate the constant browsing. Surprisingly, tall ruderal plants covered large areas of the reserve providing colour and nectar for butterflies and other insects so we may cut small areas late summer to monitor the affect and growth/spread of these plants in future. Areas of teasel (*Dipsacus*) have been cut as they are abundant on site, this year we plan to spot treat some of the new growth with herbicide to avoid the huge numbers.

Stands of Japanese knotweed (*Fallopia japonica*) have been identified and treated with pesticide to try and reduce the spread of this invasive plant, this may need to be re-applied this year. Last year was also used to monitor the amount of Himalayan Balsam (*Impatiens glandulifera*) and Ragwort (*Jacobaea vulgaris*) on site. Work days to control these species are to be planned for summer 2014.

Regular work days have been carried out to clear large areas of self seeded saplings which were encroaching onto the grassland. To keep the grassy areas open regenerated Alder (*Alnus incana*) & Willow (*Salix sp.*) have been coppiced and spot treated with herbicide to prevent re-growth. The amount of re-generation was extensive so we had to burn the brash by bonfire.

c. Wetland

No works have been required on the wetlands north west of the reserve as yet although reed management will be required in certain areas within the next 5 years.

Floating islands have been created by the fishing licensee with native wetland plant species provided by YWT.

2. Cultural Environment

YWT practically manage most of our nature reserves with the help of volunteers. In March 2013 advertisements for volunteers to help with tasks at Barlow went out to all the local volunteer centres (York, Selby, Leeds & Doncaster) and in the Selby Times/Post. Over the year we now have a list of 45 interested volunteers with a regular group of local volunteers who help with most of the practical work days.

3. Information & Access

a. Maintain access routes and infrastructure

The disabled car park has been re-surfaced by the fishing licensee and pathways leading from here onto the reserve are to be repaired in May 2014 by YWT. The disabled access gates are opened & closed at dawn and dusk as part of the fishing licence.

The main car park is litter picked regularly and last year a group from Community Payback cleared debris as rotting leaves were making the surface slippery. We have also placed a new sign in the car park asking people not to park here overnight.

Pathways have been cut back and overhanging branches removed to ensure the paths are accessible for visitors.

New door handles and locks have been replaced where necessary.

b. Manage visitor facilities

Public toilets are open between dawn and dusk & are maintained by the fishing licensee as part of the contract.

Over summer 2013 we employed a Visitor Support Officer to work from the visitor centre at weekends this role allowed us to offer ad hoc guided walks, sell snacks and soft drinks, tell people more about the site and YWT and promote membership. However it did not function quite as we had hoped. Visitor numbers appeared to be below what we had expected and take up of the offer of guided walks, refreshments and membership was low.

This year we aim to try a different approach with the reserve manager running regular events and work days, advertised locally as well as within YWT publications and media. We hope this will make visitors more aware of our presence here and encourage more people to come out and engage with the site. See section d. below for further information on this.

c. Interpretation and branding

YWT welcome and information signs have been placed at the reserve entrances, also information signs regarding what can be seen & dogs on leads signage.

We applied for funding to improve interpretation and develop the visitors centre but unfortunately the bid failed, this time!

YWT has a page dedicated to Barlow on the website <http://www.ywt.org.uk/reserves/barlow-common-nature-reserve> and there are regular updates of progress and events in the YWT magazine & e-news which goes out to all our members (36,074 people) plus volunteers. In the next summer magazine there will be a double page featuring Barlow and why it's worth a visit.

d. Events & practical work day

After the handover we initially had a welcome evening open to all to discuss plans for the reserve, the majority were in favour of the plans and it was a good ice breaker to introduce ourselves. Following that we ran a few taster events over the year including pond dipping, bug hunting, bird watching walks and bird feeder making, to get an idea of numbers, where best to advertise & where to focus our efforts. This year we already have 12 events booked in which will be advertised on site, in the local paper, posters at the school, in the parish magazine and in the YWT magazine & website (a list of events can be sent separately if required.)

As mentioned earlier we have a brilliant group of volunteers who attend our practical work days, volunteers are an asset to the Trust and we couldn't manage our reserves without them. Last year we had 8 work days, finishing our winter program this year with another 5 days. Dates are currently being planned for our summer program.

No events have been put forward by the fishery manager as yet although they are apparently in discussion. The fishery manager is working to the contract and has been extremely helpful over and above the contract with practical tasks, repairs and wardening.

e. Scout group

YWT have drafted a lease renewal for the Scout Association and this is currently with them for comment. We ran an event for them last year and we hope to work with them further in the coming year.

f. School groups

We are currently in discussion with Barlow primary school to look at the possibilities of tying Barlow Common into the school curriculum.

4. Best Practice

To monitor progress on the reserve and check we are meeting our objectives YWT deploy a number of fairly standard business systems to assess project progress including: project management techniques – the use of GANTT charts, and PERT charts – and most importantly YWT’s ‘PPPM’ system. Here, all Trust projects are broken down into a series of objectives and associated ‘SMART’ tasks (action, lead person, concrete output (rather than outcome) and time of completion) and laid out in a task list that sits alongside a detailed monthly budget. The task list and budget is discussed at PPPMs (project progress and planning meetings) each month, with line managers recording all progress onto task lists.

For reserve management YWT use the CMSi software which helps plan and generate work on sites, and also allows us to feed back and report of work completed. Barlow Common Management Plan was written following the format of CMS and is currently being transferred into this programme.

Yorkshire Wildlife Trust has nearly 70 years experience in managing land for wildlife. We manage 95 nature reserves across the county, which support a huge range of habitats from woodland to grassland, wetlands and coast to uplands. Many of these sites are designated nationally or internationally (SSSI, SPA, SAC). We apply nationally recognised and tested principles to managing our nature reserves, whilst keeping up to date with recent study and recommendations. YWT strives to promote all our sites in a friendly and welcoming manner. We deal with any complaints professionally and answer any questions to the best of our knowledge.

5. Partnerships

Obviously SDC remain YWT’s main partner on this project and we continue to report back and consult the council on various work taking place on site. The partnership was recognised in a piece on Selby’s citizen link newsletter in autumn 2013.

We have recently attended the re-launch of the Selby consortium group to explore the opportunities & possibilities of working with other groups in the area.

We have held practical work days for the Alzheimers society, have links to the Community payback team who are keen to do further work days and also links to the Selby health walks who regularly include the site on their walks.

5. Health and Safety

YWT site risk assessments are in place and relevant task risk assessments are produced accordingly. A fire risk assessment has been carried out on the visitor’s centre, fire extinguishers serviced and smoke alarms fitted & tested. This is in line with YWT’s H&S

policies and procedures which is overseen by our Support Services Manager, and governed and reviewed by a Health & Safety working group.

Claire Burton

Vale of York Wetland Officer & Barlow Reserve Officer.

Up-date from 1st Apr 14 – 20th Aug 2014

From the 1st April we have had 7 volunteer work days with a regular group of 7-8 volunteers per session. Spring is our quieter season due to restrictions from bird nesting season. Works carried out include path repairs & drain clearing, Flora surveys, Himalayan balsam and Ragwort pulling, cutting back pathways, fence repairs and cutting & raking meadows. We have 8 work days booked in from now until Christmas to continue with seasonal works.

Events carried out with varying popularity, from April include:

- 'Wake up to Spring' joint event with Selby Wildlife
- A 'wild food day' with Chris & Rose Bax from Taste the Wild
- Pond Dipping
- Guided wild flower walk & bug hunt
- Wildlife photography event with Paul Hobson
- Moth trapping
- Bat Night with NY bat group
- Mammal trapping
- Birds of prey spectacular with York birds of prey centre (unfortunately cancelled due to lack of numbers to cover costs)

There is a 'Finding fungus' event planned in October.

Site management, risk assessments, planning & meetings etc carry on throughout.

To: Scrutiny Committee
Date: 27 January 2015
Author: Mike James, Marketing and Communications
Lead Officer: Mark Steward, Managing Director, Access Selby

Title: Reviewing customer satisfaction

Summary:

This report seeks to clarify the current position with satisfaction ratings, tests this against new independently verified information about satisfaction with services, and suggests potential new approaches to delivering meaningful satisfaction data in the future.

Recommendations:

- i. That Scrutiny Committee consider options for a new approach to measuring satisfaction, and;**
- ii. Subject to the option(s) chosen, any proposed change goes forward to Executive for consideration.**

Reasons for recommendation

To put in place arrangements to create a robust measure of satisfaction that can be used more effectively to support improvements in the way in which we deliver services.

1. Introduction and background

1.1 In 2011 Access Selby put in place its Customer Pledge in response to the need from the Council for Access Selby to deliver a measure of satisfaction with services. The Pledge is designed to be used across all front-facing areas and, as such, focuses on the one common element of all our different services: a measure of customer service at the point of transaction.

1.2 It supersedes the previous range of individual service standards to create a consistent measure across all service areas.

- 1.3 As a measure of customer service at a particular point in the customer journey, the Pledge is not able to measure satisfaction with the overall level of service delivered, nor can it capture feedback from people who do not proactively contact the Council about a particular service.
- 1.4 Over recent years, the level of satisfaction reported has been consistently high. This has called into question the usefulness of the data as a way to drive improvements based on customer feedback. Where people are unhappy with the standard of service received they often contact their councillor, and this creates a discrepancy between this anecdotal feedback and the overall satisfaction ratings.
- 1.5 These two things can co-exist. People may contact a councillor unhappy about, for example, the time taken to answer a phone call or the outcome of a service, whereas the Pledge measures satisfaction with the point at which the service is delivered: the point of transaction.
- 1.6 It is also now recognised that the data currently collected has limited value to effectively inform commissioning decisions for the Council.

2. The Report

2.1 How do we collect data?

- 2.1.1 Details of the structure for collecting data is included at **appendix A**, with a copy of the Customer Pledge Card included at **appendix C**. The aim at the conception of the Pledge was to introduce a set of questions that could be applied across all service areas, regardless of the type of service, to give consistency across all parts of the organisation.
- 2.1.2 This, then, has replaced individual service standards across different services. This was a fundamental principle behind the introduction of the Pledge, in an effort to streamline and standardise satisfaction data.
- 2.1.3 Some other measures included within the Service Level Agreement (between the Council and Access Selby) may give an indication of satisfaction, but focus more on the time taken to deliver a process rather than satisfaction with the outcome of that process. **Appendix B** sets out the full range of measures included within the SLA.

2.2 Is the current system working?

- 2.2.1 A key issue to consider is whether the Pledge is accurately recording satisfaction responses across all front-facing services. During the current financial year the breakdown of responses received for each service area are as follows.

Business Area	Satisfied	Total Surveys	% Satisfied
Housing Options	3	3	100.00%
Contact Centre	333	343	97.09%
Benefits & Taxation	7	7	100.00%
Environmental Health	64	66	96.97%
Assets	2273	2295	99.04%
Community Officers	8	8	100.00%
Planning	2	2	100.00%
TOTAL	2690	2724	98.75%

2.2.2 There will inevitably be a greater focus on the services with the biggest 'through-put' of customers, but the data does suggest that some services are not using the Pledge as effectively as the framework enables. **Appendix A** gives details of the framework for collecting this data from each service area.

2.3 What does the Customer Pledge tell us?

2.3.1 The customer pledge measures the point of transaction, rather than satisfaction with the overall level of service: it measures how we deliver customer service at the point we interact with someone. It cannot measure what has led up to that interaction, nor does it measure what follows.

2.3.2 It is important to recognise these limitations. The Pledge does not take a measure of satisfaction with the overall level of service delivered at the end point of that service. For example, we take a measure of satisfaction with the service received in a Planning Surgery transaction, but we do not measure satisfaction with the outcome of the planning application, or the process the customer has been through. It measures the way in which we have dealt with the customer during a face-to-face discussion, but not the way in which we have processed their application and any subsequent contacts.

2.3.4 We also measure separately satisfaction with streetscene and leisure services. The way in which all three measurements are taken is included in **appendix C**.

2.4 What does the Customer Pledge not tell us?

2.4.1 It does not give us an indication of satisfaction with commissioning decisions: it does not measure **what** we deliver overall. It does not measure satisfaction with the time taken to respond to a phone call or visit; it does not give a measure of the quality of the response; for

example the quality of a repair. Why? As it is a generic measure across all front-facing services it cannot measure elements of an individual service in this way. To do so would require us to put in place different measures for each different service, whereas the principle behind introducing the Pledge was to create a single measure applicable to all.

- 2.4.2 Given current concerns with the Pledge, we may wish to consider additional measures of satisfaction to be considered for the new Service Level Agreement between the Council and Access Selby, such as the time taken to answer a phone call or waiting time for visits to the customer contact centre. Importantly, however, such measures would only measure satisfaction from those who actively contact the Council and not the 'silent majority': e.g. those who access a range of services but who do not have cause to contact us. This issue also relates to the existing Customer Pledge.
- 2.4.3 In doing so we would be making an assumption of a link between an activity (such as, say, taking less than two minutes to answer a phone call, or the time taken to make a housing repair) and people's satisfaction. It could be the case that people are more satisfied with a housing repair being undertaken within ten days if they can choose the time it takes place, compared to it taking place within 5 days with less flexibility. We would need to undertake some baseline assessments to be able to determine the optimum service for satisfaction in order for this to be an effective measure of satisfaction.
- 2.4.4 With these issues in mind, in autumn 2014 the Council commissioned independent market research to help inform the development of the Corporate Plan. We took this opportunity to collect data about satisfaction with services, which would enable us to get a sense of satisfaction with the issues we cannot measure through the Customer Pledge. It also enabled us to measure satisfaction from the 'silent majority' (see 2.4.2).
- 2.4.5 Within this research, a measure of satisfaction was taken from those who had accessed a service within a certain time period. The results of this part of the survey are included at **appendix D**.
- 2.4.6 We must be very careful with this raw data, however. For example, what does a raw test of satisfaction with the Planning service actually tell us? If your planning application is accepted you are likely to be satisfied, but anyone objecting (and the likelihood is that the total number of objectors will outweigh the number of people who have entered the application) will be dissatisfied. The raw data is not a measure of the Council's compliance with planning policy, and it is difficult to determine whether it is a measure of the process the customer has been through, or a measure of the outcome of the planning application.

- 2.4.7 If we delve deeper into the reasons why people are dissatisfied with Planning, the most common reasons given in that research centre around the following sentiments: decisions are inconsistent, planning strategy is poor compared to other areas, planning doesn't prioritise helping communities.
- 2.4.8 We can clearly see from this example that it would be unfair to use an independent measure of satisfaction such as this to determine whether or not Access Selby was doing a good job at delivering a service. These are commissioning issues, not service delivery issues.
- 2.4.9 In the same independent research we also asked people to rate their satisfaction with the last member of Council staff they dealt with (the vast majority of whom would have been Access Selby staff): were they treated well by the individual? This is a good test to verify the Customer Pledge results, as it seeks to measure the point of transaction for the service, rather than the overall level of service delivered (e.g. measuring the customer service element, which mirrors the measure taken by the Customer Pledge).
- 2.4.10 82.2% of people said they were satisfied with how they were treated at the point of transaction; this clearly demonstrates the discrepancy between satisfaction at the point of transaction, and satisfaction with the outcome of the service, which seems to be an issue undermining confidence in the Customer Pledge results.
- 2.4.11 **Appendix D** sets out the full information about satisfaction with services received via the market research work.

2.5 What next?

- 2.5.1 The Customer Pledge can only give a value to satisfaction at the point of transaction. Because it has been deliberately designed to be generic across all front-facing parts of the business it cannot measure satisfaction with, for example, the time taken to answer a telephone call or the quality of a repair made. This is, perhaps, why there is a perceived mismatch between anecdotal feedback received and the data reported via the Customer Pledge.
- 2.5.2 If we continue with current Customer Pledge arrangements we must be mindful of its limitations and may wish to consider other measures as indications of overall satisfaction (see above).

2.6 Can we change the Pledge to measure more than it currently does?

- 2.6.1 Whilst there is scope to improve the way in which data is collected, it would remain the case that this data measures just the 'point of transaction'. If there is a desire for a more fundamental understanding

of the overall level of satisfaction with a whole service then we should consider some alternative approaches.

2.7 What are the alternative approaches?

- 2.7.1 We could consider a number of different activities, depending on the appetite to change measures within the SLA or to use this as an opportunity to measures satisfaction with the Council overall as opposed to just Access Selby.
- 2.7.2 See overleaf for a full breakdown of options. These are not necessarily exclusive and the Committee may wish to consider two or more options together.

Continued...

2.7.3 Approaches to consider

Approach	Impact/how we would use results	Issues to consider	Costs (implementation and/or delivery)**
Remain with the status quo	As pre current arrangements.	We may wish to consider asking for more feedback from areas with fewer contacts.	No additional cost.
Independent market research	This would give a measure of overall satisfaction with council services, and enable us to get this measure from people who access services but do not contact us.	As a measure of overall satisfaction this should not be included in the Access Selby SLA.	c. £6,000 per survey. To consider whether this would be done annually or bi-annually.
Mystery shopping	This would give a truly independent review of the customer experience. A rolling programme of testing each front facing service over, say, a two year period could be developed.	There would be limitations with some services. For example, when testing the Benefits service we would have to test only certain elements as we would be unable to create a fictitious identify for this.	<i>Per service cost (based on 3 visits and 3 phone calls): £600.</i> Based on annual survey of four services: £2,400.
Making better use of North Yorkshire County Council's Citizens' Panel	Under the terms of the Better Together joint working project we can use this group for feedback.	This would require NYCC resource and whilst supportive in principle we would have to agree a programme with NYCC colleagues.	Staff resource – unable to cost at this stage.

Creating new individual service satisfaction measures		Research required to determine a robust link between a particular service standard and an optimum level of satisfaction.	Staff resource – unable to cost at this stage.
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***All costs are indicative at this stage based on initial market testing or previously commissioned work.*

Continued...

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

None.

3.2 Financial Issues

As set out above.

4. Conclusion

- 4.1 We know the current system of measuring satisfaction has gaps, but it has been designed deliberately to extract just a measure of customer service from any wider issues around satisfaction with the overall level of service delivered: to measure the **how** rather than the **what**. There are other limitations on the data too: it does not cover the customer journey before we speak to them, it does not report the views of those who do not proactively contact us, and it does not cover the whole customer journey from the start to the end of a particular service. A single measure cannot do all of these different jobs across every service area: the Customer Pledge focuses on the issue that is common to all, namely the point at which the transaction takes place. This can create discrepancies between individual feedback and the overall satisfaction figure recorded.
- 4.2 The Pledge superseded individual service standards for each department; the aim being to give a consistent measure across all service areas.
- 4.3 There are a number of options for how we could collect more comprehensive data (as set out at 2.7). To do so, however, has additional staff resource or cash costs. For example, our recent independent market research work has given us a wider overview of satisfaction with services, encompassing the **what** as well as the **how**. This research has been a one-off to support the development of the Corporate Plan, so will not be available in future years unless re-commissioned.
- 4.4 We should also consider whether a measure of satisfaction that is influenced by the overall standard of service commissioned should be a measure of success for Access Selby's service delivery.
- 4.5 These options have been presented to Scrutiny to inform discussion about the proposed way forward.

5. Background Documents

Access Selby quarterly performance data, as presented to the Executive.

Contact Officer:

Mike James, Lead Officer – Marketing and Communications
mjames@selby.gov.uk
01757 292088

Appendices:

- Appendix A: Framework for delivering the Customer Pledge
- Appendix B: SLA measures
- Appendix C: Current measures of satisfaction, including copy of Customer Pledge card
- Appendix D: Unqualified satisfaction data from independent market research

Reviewing customer satisfaction

Appendix A

Framework for delivering the Customer Pledge

Customer contact centre: face-to-face

Information to be collected

- Use standard customer pledge card

How the information is collected

- Aim to collect from 20% of contacts across each month

Customer Contact Centre: phone

Information to be collected

- Customer Pledge questions to be used, alongside one question about whether the issues was dealt with adequately at the point of contact

How the information is collected

- CCC staff to arrange call backs

Community Officers

Information to be collected

- Use standard customer pledge card

How the information is collected

- Aim to collect from 20% of contacts across each month
- For those who do not wish to complete the feedback in the presence of an officer, option available for them to return completed cards to Customer Contact Centre in Selby

Assets

Information to be collected

Customer Pledge questions to be incorporated into PDA system for collecting satisfaction data

How the information is collected

- Assets team responsible for collecting data from customers as part of existing arrangements

Benefits and taxation

Information to be collected

- One Customer Pledge question incorporated into the existing customer feedback survey: 'How would you rate our service?' to replace 'Overall were you satisfied with the service we provided'

How the information is collected

- As per existing arrangements within benefits

Environmental health and housing

Information to be collected

- a) Customer Pledge questions incorporated into survey forms for environmental health inspections
- b) Housing advisors operating at customer contact centre to use the customer contact centre system (see above)

How the information is collected

Environmental health: Customer Pledge information to be extracted from feedback on inspections

Housing: uses existing systems at customer contact centre

Planning

Information to be collected

- Customer Pledge cards used for Planning Surgery interactions only, as per arrangements for Customer Contact Centre

How the information is collected

- As per arrangements for Customer Contact Centre

Reviewing Customer Satisfaction

Appendix B

Access Selby SLA measures, as reported to Executive in quarterly updates.

SLA_001	% of satisfied customers (as measured through Customer Pledge)
SLA_002	% of contact 'right first time'
SLA_003	% satisfied with street cleanliness
SLA_004	% satisfied with leisure facilities provided on behalf of the Council
SLA_009.1	% of urgent repairs to Council-owned properties completed within agreed timescale
SLA_009.2	% of non-urgent repairs to Council-owned properties completed within agreed timescales
SLA_010	Average time taken to re-let local authority housing
SLA_013	% increase in employees' confidence and perception of the organisation
SLA_014.1	Environmental health inspection of high risk premises in accordance with statutory code of practice
SLA_014.2	Environmental health inspection of medium risk premises in accordance with statutory code of practice
SLA_015	% response to environmental health enquiries and complaints
SLA_016	Number of high risk enforcement issues resolved
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application
SLA_019	% of Council Tax debt recovered
SLA_020	% of Council rent debt recovered
SLA_021	% of applications considered within time under scheme of delegation
SLA_023	% of invoices paid on time
SLA_025	% internal rate of return on commercial assets
SLA_026	Reducing internal costs on non-operational sites
SLA_027	% increase in income generation
SLA_029	% Efficiency and productivity improvements
SLA_030	% efficiency gain in outsourced services
SLA_031	Capital Programme Delivery (aim to maximise)

Reviewing customer satisfaction


Appendix C

Current measures of satisfaction

General satisfaction data

This is measured through the Customer Pledge: see example below. This focuses on the point of transaction, rather than taking a measure of the overall level of service delivered. This is also designed to be usable across all service areas, regardless of the type of transaction, because it measures the way in which we have dealt with the customer. The measure of satisfaction is derived from the number of positive (smiley) responses received.

SDC Pledge Card A6 multichoice_SDC Pledge Card A6 30/10/2012 14:17 Page 1



The image shows a customer pledge card with a green header and footer. The header contains the text 'Access Selby' and 'SELBY'. The main title is 'How did we do?'. Below the title are five questions, each followed by three smiley face icons (happy, neutral, sad). The questions are: 'Were we polite?', 'Were we prompt?', 'Did we listen?', 'Did we explain our actions?', and 'How would you rate our service?'. Below the questions is a text box with the prompt 'Tell us what we did well, or what we could do better:' and five horizontal lines for writing.

Access Selby
A new approach to public services

SELBY
RITTSBY HERRIKILL
SMILE! SMILE! SMILE!

How did we do?

Were we polite? ☺ ☹ ☹

Were we prompt? ☺ ☹ ☹

Did we listen? ☺ ☹ ☹

Did we explain our actions? ☺ ☹ ☹

How would you rate our service? ☺ ☹ ☹

Tell us what we did well, or what we could do better:

Satisfaction with leisure services

Service provider, WLCT, subscribes to the sport and leisure facility management APSE performance network to enable effective and independent review of customer satisfaction information. Customer satisfaction surveys are based on several categories including staff and customer information, presentation of the facilities and perceived value for money.

Satisfaction with leisure services is currently at 73.1%. Whilst this shows a decrease from the previous year and is below target, it remains higher than the 2010/11 baseline of 70%. Satisfaction

levels at Profiles had increased by two percentage points from 2012/13; however a continued decline had been observed at Tadcaster.

Satisfaction with street scene services

Street cleanliness is a passive service, in that it happens to people rather than them accessing it proactively. With proactive services we are able to measure satisfaction at the point at which the service is delivered, whereas for services such as street cleaning this is logistically very challenging.

We therefore measure satisfaction through an assessment of complaints received: both in terms of the number received and in terms of our response to them.

We focus on a number of key areas:

- The number of complaints regarding litter and dog bins
- The number of complaints about the quality of work
- The total number of justified complaints about the street cleansing service (a complaint is considered to be justified where the issue falls short of the standard of work set out in the agreement with the contractor)
- The number of complaints about litter or dog bins responded to within 48 hours
- The number of complaints about graffiti responded to within 24 hours

We recognise that some of these issues are more important to our community than others, and so each issue has a 'weighted' score to reflect the different levels of importance. Under this system the total number of justified complaints about service standards is deemed to be the most important element, followed by an efficient response to dealing with offensive graffiti.

Under this scoring system we also allow for a reasonable number of complaints or concerns to be raised in some areas. For example, we can reasonably expect to receive eight comments about dog or litter bins a month. We would not, however, expect to receive any complaints about the quality of service.

Reviewing customer satisfaction

Appendix D

Unqualified satisfaction data from independent market research

The combined results show overall satisfaction with services to be at 64.1%.

Satisfaction is highest with refuse and recycling collections (81.8%).

The service areas which score the lowest satisfaction are Planning (40.7%) and Leisure services (47.6%): within both these areas dissatisfaction is centred on issues of service commissioning and access, rather than service delivery.

This records, for the first time, a measure of satisfaction from people who have not proactively contacted us about a particular service (where the service can be accessed passively).

The following table shows the services ranked in order of satisfaction.

Ranking	Service	Combined satisfaction %
1	Refuse and recycling	81.8%
2	Administration of benefits support and council tax collection	76.9%
3	Selby Park	76%
4	Administration of local, national and European elections	69.4%
5	Environmental health and protection	68.6%
6	Licensing for pubs, clubs and taxis	66.2%
7	Property maintenance	61%
8	Keeping public spaces and streets clean and tidy	60.3%
9	Housing services (incl. homelessness prevention)	57.6%
10	Council-run car parks	51.6%
11	Leisure services	47.6%
12	Planning, incl. planning enforcement	40.7%

Observations

Leisure services are a particular issue for residents in the Western CEF area, with only 32.2% satisfied.

Satisfaction with Council-run car parks is low in all areas apart from Tadcaster and Villages CEF area (76.9% satisfaction). But residents in the Southern CEF area are particularly dissatisfied with this aspect (28.2%).

Residents in the Southern CEF area are also particularly dissatisfied with Planning services (20% satisfaction).

Results across age groups are very even. One notable difference was in regard to leisure services where 42.2% of 45-64 year olds are satisfied with this in contrast with 55.5% of 18-44 year olds and 49.5% of people who are 65 and over.

When considering the key reasons for dissatisfaction we can get a sense of dissatisfaction with the level of service compared with dissatisfaction with the way in which the service is delivered.

These are answers received, and may not reflect the reality of services actually delivered.

Main area of dissatisfaction	Commissioning or delivery issue
Car parks: not enough parking, not enough town centre parking, parks are in poor condition, CCTV needed in car parks, no parking in Sherburn	Commissioning
Leisure: no leisure services at all, not enough service, not accessible, need tennis courts/swimming pool, no leisure facilities in Sherburn	Commissioning
Cleansing: problems with litter, more effort needed by the Council, dog waste, weeds, mud on road, people don't care so throw litter, bins aren't big enough	Delivery
Housing: more houses needed, larger houses needed, houses needed for homeless	Commissioning
Planning: Inconsistent, planning strategy is poor compared with neighbouring areas, planning doesn't prioritise helping communities, pubs are open too late, licensing too loose	Commissioning (in terms of national and local planning policy or its execution via Planning Committee)

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.
	Bus Timetables	To discuss the changes to bus timetables following the cuts to bus subsidies made.
	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
	Access Selby Service Provision – Debt Control	To scrutinise performance of the Debt Control service.
	Community Infrastructure Levy	Update following Call In item at the December 2013 meeting.
	Waste and Recycling Task Group	Update following consideration of the final report at Executive.
	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.
	Call In	Provisional Item on the agenda
	North Yorkshire Fire and Rescue	Update resulting from the last meeting concerning the review.

	Performance Indicators - Customer Satisfaction and Street Cleanliness	Discussion on the robustness of the performance indicators relating to customer satisfaction and street cleanliness.
	Task and Finish Group Update	Update on the implementations of the last review and the on the progress of the current review.
26 March 2015	To ask questions of the Selby and Ainsty MP regarding issues of concern for Councillors and local residents.	Nigel Adams MP
	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.
	Crime and Disorder Update	To review the levels of crime and disorder across Selby District – NYP and CSP representatives in attendance.
	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
	Scrutiny Committee Work Programme 2015/16	To agree the Scrutiny Work Programme for 2015/16
	Task and Finish Group Final Report	To consider the final report of the Task and Finish Group for the Community Support Team review.
	3 rd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.

- 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.

Selby District Council



Forward Plan


Incorporating the Private Executive Meeting Notice and the
Notice of Intent to make a Key Decision

February 2015 – May 2015

Published 7th January 2015

Definition of Key Decisions

In accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, this document serves as Selby District Council's notification of key decisions and private items. There is a legal requirement for local authorities to publish a notice setting out the key decisions and decisions which may be taken in private 28 clear days before such decisions are taken.

It contains details of decisions for the next four months and is supplemented by the publication of the agenda 5 clear working days before the meeting. It will be updated and published at the end of each month. The items on the attached Plan which are denoted by a  are regarded as being key decisions and private items are labelled as such.

A Key Decision is any decision which is financially significant for the service or function concerned because it relates to expenditure or savings of more than £150,000 or which will have a significant impact on people who live and work in an area covering two or more district wards.

If you would like further information on any of the items shown in this forward plan please contact the officer shown.

To make your views known on any of the items you may contact the councillor shown; alternatively you may contact the officer shown and he/she will ensure that a written note of your views is presented to the decision-maker before a decision is taken.

All meetings* at which key decisions will be considered are open to the public, unless the subject matter is such that Schedule 12A of the Local Government Act 1972 as amended by the Local Government (Access to Information) (Variation) Order 2006 allows the matter to be considered in private. For information about attending meetings or for a copy of the Forward Plan, please contact Glenn Shelley, Democratic Services Manager on 01757 292007, gshelley@selby.gov.uk . A copy is also available at the Council's website www.selby.gov.uk

In relation to **private meetings**, the reason an item is expected to be covered in private will be identified in accordance with the exempt information categories which are set out in Part 1 of Schedule 12A of the Local Government Act 1972 as amended):

Paragraph	Category/explanation
1	Information relating to any individual.
2	Information which is likely to reveal the identity of an individual.
3	Information relating to the financial or business affairs of any particular person. (Including the authority holding that information)
4	Information relating to any consultations or negotiations or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority.
5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings.
6	Information which reveals that the authority proposes – a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or b) to make an order or direction under any enactment.
7	Information relating to any action taken or to be taken in connection with the prevention, investigation of prosecution of crime.

The document sets out the items which are to be covered in private at the below meetings. Any representations as to why the item should not be covered in private should be sent Glenn Shelley, Democratic Services Manager on 01757 292007, gshelley@selby.gov.uk

The Council will publish a further notice 5 clear days before the relevant meeting which will give the Council's response to any such representations.

Important Note

This document sets out the Council's intentions as to future decisions as at the date of publication. However, if circumstances change, the Council reserves the right to publish an updated version of this document and/or rely on the provisions in the regulations as to urgent decisions.

Leader and Executive

Executive Members	Name	Contact Details
Leader of the Council	Councillor Mark Crane	mcrane@selby.gov.uk
Deputy Leader of the Council and Lead Member for External relations/Partnerships	Councillor Gillian Ivey	givey@selby.gov.uk
Lead Member for Finance and Resources	Councillor Clifford Lunn	clunn@selby.gov.uk
Lead Member for Place Shaping	Councillor John Mackman	jmackman@selby.gov.uk
Lead Member for Communities	Councillor Christopher Metcalfe	cmetcalfe@selby.gov.uk

SENIOR MANAGEMENT STRUCTURE

Job Title	Name	Contact Details
Chief Executive	Mary Weastell	Tel: 01757 292001 parblaster@selby.gov.uk
Deputy Chief Executive	Jonathan Lund	Tel: 01757 292056 jlund@selby.gov.uk
Executive Director	Karen Iveson	Tel: 01757 292311 kiveson@selby.gov.uk
Executive Director	Rose Norris	Tel: 01757 292052 rnorris@selby.gov.uk
Managing Director, Access Selby	Mark Steward	Tel: 01757 292053 msteward@selby.gov.uk
Director of Community Services	Keith Dawson	Tel: 01757 292076 kdawson@selby.gov.uk
Director of Business Services	Janette Barlow	Tel: 01757 292220 jbarlow@selby.gov.uk

February 2015

Councillor M Crane – Leader of the Council mcrane@selby.gov.uk		Mary Weastell – Chief Executive Tel 01757 202001 mweastell@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 05/02/15	3rd Interim Corporate Plan Progress Report	To monitor progress against the Corporate Plan To report progress in developing KPI's as identified in the Service Level Agreement	Public
Exec 05/02/15	Draft Scrap Metal Dealers Policy	To seek agreement for the draft policy to go out to public consultation.	Public
KEY DECISION Exec 05/02/15 Council 24/02/15	Corporate Plan	To approve the new Corporate plan up to 2020	Public
Exec 05/02/15	Tour De Yorkshire	To agree the final proposals.	Public

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

Councillor M Crane – Leader of the Council mcrane@selby.gov.uk		Mary Weastell – Chief Executive Tel 01757 202001 mweastell@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 05/02/15	Hackney Carriage and Private Hire Vehicle Licensing Policy	To provide feedback on the consultation.	Public

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

Councillor G Ivey – Executive Lead for Partnerships and External Relations givey@selby.gov.uk		Jonathan Lund – Deputy Chief Executive Tel 01757 292056 jlund@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
KEY DECISION Exec 05/02/15 Council 24/02/15	Selby Leisure Village	To consider and make a recommendation to full Council on the final tender for the design, construction and operation of the proposed leisure village in Selby as part of the Council’s ‘Programme for Growth’, following conclusion of the competitive dialogue process.	Public

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

Councillor C Lunn – Executive Lead for Finance and Resources clunn@selby.gov.uk		Karen Iveson – Executive Director Tel: 01757 292056 kiveson@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
KEY DECISION Exec 05/02/15	3rd Interim Budget Exceptions report	To monitor major revenue and capital budget exceptions and agree remedial action where necessary	Public
KEY DECISION Exec 05/02/15	3rd Interim Treasury Management report	To monitor progress against the Treasury Management Strategy	Public
KEY DECISION Exec 05/02/15 Council 24/02/15	Medium Term Financial Plan	To set out final proposals for revenue budgets and the capital programme for the period 2015/16 to 2017/18 following scrutiny and consultation with key stakeholders To consider and make recommendations to full Council on Council Tax levels for the coming financial year	Public

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

Councillor C Lunn – Executive Lead for Finance and Resources clunn@selby.gov.uk		Karen Iveson – Executive Director Tel: 01757 292056 kiveson@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
KEY DECISION Exec 05/02/15 Council 24/02/15	Treasury Management Strategy	To consider the statutory annual Treasury Management, Investment management and Minimum Revenue Provision (MRP) policy and Prudential Indicators	Public

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

March 2015

Councillor M Crane – Leader of the Council mcrane@selby.gov.uk		Mary Weastell – Chief Executive Tel 01757 202001 mweastell@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 05/03/15	Better Together Collaboration Project Update	To update the Executive on progress between SDC and NYCC in respect of the Better Together Programme	Public

Councillor J Mackman –Executive Lead for Place Shaping jmackman@selby.gov.uk		Keith Dawson - Director of Community Services Tel: 01757 292053 kdawson@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 5/03/15	Flood Risk SPD	To note the updated Flood Risk SPD document and approve for second round of consultation	Public

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April 2015

No decisions currently scheduled

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk

May 2015

There are no meetings scheduled this month.

In all cases the documents submitted to the decision maker to inform their decision shall be a report (published within 5 clear days before the meeting) and all documents submitted to the decision maker will be available at www.selby.gov.uk