



Meeting: **SCRUTINY COMMITTEE**
Date: **TUESDAY 21 JULY 2015**
Time: **3.00PM AND 5.00 PM**
Venue: **BARLOW COMMON VISITOR CENTRE (3.00PM)**
COMMITTEE ROOM (5.00PM)
To: **Councillors J Crawford (Chair), Mrs W Nichols (Vice Chair),
D Bain-Mackay, D Buckle, Mrs E Casling, I Chilvers and D
White.**

Agenda

1. Apologies for absence

2. Minutes

To confirm as a correct record the minutes of the meeting of the Scrutiny Committee held on 24 June 2015 (pages 1 - 4 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. Barlow Common Local Nature Reserve Annual Report

Note - this part of the meeting will take place at Barlow Common Nature Reserve, Barlow Road, Barlow, North Yorkshire, YO8 8EZ

To consider the Barlow Common Local Nature Reserve Annual Report (pages 5 - 10 attached).

Note – the following part of the meeting will be held at Selby District Council, Civic Centre, Committee Room at 5.00 p.m.

6. Organisational Review

To consider and provide comment on Selby District Council's Organisational Review.

7. Scrutiny Committee Task and Finish Group Review of the Community Officer Team

To note the findings of the Scrutiny Committee Task and Finish Group Review looking into the Community Officer Team. (pages 11-20 attached).

8. Work Programme 2015/16

To consider the Work Programme for 2015/16 (pages 21-22 attached) and to select a Task and Finish Group review.

9. Forward Plan

To consider the latest Forward Plan (pages 23-36 attached).

**Mary Weastell
Chief Executive**

Dates of next meetings
22 September 2015
20 October 2015 (provisional)
24 November 2015 (provisional)
22 December 2015 (provisional)

Enquiries relating to this agenda, please contact Janine Jenkinson on:
Tel: 01757 292268, Email: jjenkinson@selby.gov.uk.



Minutes

Scrutiny Committee

Venue:	Committee Room
Date:	Wednesday 24 June 2015
Present:	Councillors J Crawford (Chair), D Buckle, Mrs E Casling, I Chilvers, D Mackay and D White.
Apologies for Absence:	None
Officers Present:	Jonathan Lund – Deputy Chief Executive, Karen Iveson – Executive Director (s151), Ralph Gill – Lead Officer Benefits and Taxation, Richard Owen – Assistant Director, Integrated Passenger Transport (North Yorkshire County Council), and Janine Jenkinson - Democratic Services Officer.
Press:	None
Public	None

2. MINUTES

RESOLVED: The minutes of the Scrutiny Committee meeting held on 26 March 2015 be approved for signature by the Chair.

3. DISCLOSURES OF INTEREST

There were no declarations of interest.

4. CHAIR'S ADDRESS TO THE SCRUTINY COMMITTEE

The Chair welcomed new members of the Committee and Janine Jenkinson, the newly appointed Democratic Services Officer. He reported that Councillors had recently received an excellent Scrutiny training session from the Centre for Public Scrutiny (CfPS).

5. START TIME OF MEETING

RESOLVED: The Committee agreed to commence meetings at 5.00 p.m. for the 2015/16 municipal year.

6. CALL IN

There were no items called in.

7. WORK PROGRAMME 2015/16

The Committee considered the Work Programme 2015/16.

RESOLVED:

- i. To activate the provisional meeting scheduled for 21 July 2015 and to consider Barlow Common (on site at 3p.m.) and Selby District Council Organisation Review (Civic Centre at 5p.m.)**
- ii. The following items be scheduled for the meeting on 22 September 2015:**
 - Health**
 - North Yorkshire Fire Service**
 - Selby and District Housing Trust**
 - 1st Quarter Corporate Plan Report**
 - Call in**
- iii. Councillors to scope the following suggestions for a Task and Finish Group prior to the 21 July 2015 meeting:**
 - Selby Town Enterprise Partnership (Councillor E Casling)**
 - Community Centres (Councillor D Buckle)**
 - Selby Leisure Centre (Councillors J Crawford and I Chilvers)**
- iv. To arrange a Councillor briefing session regarding Community Engagement Forums (CEFs).**

8. FORWARD PLAN

RESOLVED: To note the Forward Plan.

9. NATIONAL NON-DOMESTIC RATES

Karen Iveson, Executive Director (and S151 officer) and Ralph Gill, Lead Officer Benefits and Taxation, provided an update report on National Non-Domestic Rates (NNDR) under Business Rates Retention (BRR).

The Committee was advised that the amount of NNDR retained locally (Business Rates Baseline) was subject to the Business Rates Retention Scheme, which from April 2013 replaced the previous NNDR pooling arrangements. The amount retained by the Council was based on the Government's assessment of the authority's need, as part of the overall Local Government Finance Settlement.

Under BRR the amount of NNDR collected was shared between Central Government (50%), Selby District Council (40%), North Yorkshire County Council (9%) and North Yorkshire Fire and Rescue Authority (1%). These shares were then subject to a system of top-ups and tariffs which aimed to redistribute income in accordance with the assessed need.

Karen Iveson explained that in Selby, the power stations contributed significantly to the Council's NNDR collection fund. The presence of the power stations in the district meant the amount collected was significantly above what a district of Selby's size would typically expect to collect. Consequently, the Council paid a fixed tariff of approximately £14 million to Central Government to normalise its funding from NNDR. Income collected above the baseline was subject to a 50% levy payment to the Government and income below the baseline was subject to a safety net.

The Business Rates Retention Scheme had now run for two years and the Council's experience of the funds retained had been mixed, with a loss incurred in 2013/14 and growth in 2014/15.

Councillors were advised that future developments relating to renewable energy provided the potential for significantly increased revenues; however the potential of business closures and the inherent risk of appeal within the system meant future forecasting was extremely difficult.

To mitigate the risk of loss within the system the Council had created a Business Rates Equalisation Reserve with the intention of transferring Business Rates growth into the reserve to offset any future losses until experience of the system was gained.

RESOLVED: To note the report.

10. TRANSPORT UPDATE, INCLUDING PROPOSED REDUCTIONS TO BUS SUBSIDY

Richard Owens, Assistant Director (Integrated Passenger Transport, North Yorkshire County Council) provided an update on the proposed reduction in bus subsidy.

In April 2014 North Yorkshire County Council implemented proposals to reduce the amount spent subsidising bus services by £2 million per annum. Following further announcements by the Government over future funding, it had been estimated that a further £75.9 million saving needed to be found by the County Council overall between 2015 and 2019. To contribute to this

target, consultation was being carried out on the proposals to reduce the amount spent subsidising local bus services. The proposal had been designed to reduce the amount spent subsidising bus services to £1.5 million per annum.

North Yorkshire County Council's overall strategy was:-

- To use the budget allocation for support for bus services to ensure that as many communities as possible had transport services which contributed to alleviating isolation and loneliness and allowed people to live independently.
- To support the local economy, and where possible maintain access to the National Rail network and provide public transport links between key service centres.
- To ensure that the services subsidised by the Council gave value for money.

A formal consultation process had been launched and the consultation document was available to complete on North Yorkshire County Council's internet site.

Richard Owens outlined the following proposals for services in Selby:

150	Selby-Wakefield	Timetable revised
402/403	Selby - Leeds	The contracted journeys supplement a commercial service; subsidy for the contract journeys will be withdrawn.
492/493	Tadcaster– Sherburn in Elmet	Proposed Fleet Operation. New Timetable

Councillors were invited to comment on the proposals to reduce the amount of money used to subsidise bus services as part of the consultation process.

Richard Owens advised that as part of the consultation process, a number of public 'drop-in' sessions were being held to inform people of the proposals and seek their comments and views.

The consultation process had been scheduled for a 12 week period and would be ending on 14 August 2015.

RESOLVED: To note the report.

The meeting closed at 6.25 p.m.



Report Reference Number: SC/15/2

Agenda Item No: 5

To: Scrutiny Committee

Date: 21 July 2015

Author: Janine Jenkinson, 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 Committee had requested an update concerning Barlow Common Local Nature Reserve.

2. The Report

The Living Landscapes Manager (Yorkshire Wildlife Trust) had provided a copy of the Annual Report for the Committee to consider.

3. Legal/Financial Controls and other Policy matters

3.1 Legal Issues

N/A

3.2 Financial Issues

N/A

4. Conclusion

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

5. Background Documents

N/A

Contact Officer:

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Appendices:

Appendix A – Barlow Common Local Nature Reserve Annual Report

Barlow Common LNR report 1st April 2014 – 31st March 2015

Staff changes:

Claire Burton went on maternity cover in the lead up to the birth of her baby girl. We then recruited Catherine Walker in December (to work as a Community Engagement Officer to provide maternity cover for Claire) and Brian Lavelle our Living Landscape Manager, who manages Catherine and Barlow as part of his job. In the interim and while Catherine has taken over, John Wollaston has led task days with volunteers and carried out safety tasks such as the tree safety survey.

1. Biodiversity & Landscape

a. Woodland & Scrub

Tree safety survey took place in January 2015 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. There has been work to manage trees and overhanging limbs on some of the paths. In addition 2 trees have been identified as at risk over the scout area but due to risk of damage to the scout facilities we have contracted a tree surgeon to carry out the work.

Major areas (**7600m²**) of woodland regeneration adjoining the best meadow enclosures have been cleared using staff led volunteer work days throughout the winter with most stumps being chemically treated to stop regrowth.

More scrub and bramble has been cleared where it is encroaching onto the pathways. This has also been spot treated with herbicide to prevent re-growth. Interestingly this summer we found bee and other orchids growing in the newly cleared areas during a guided botanical walk.

b. Grassland

All three of the enclosed grassland areas were cut in summer of 2014 by our staff and volunteers then helped to rake up the cut grass into piles around some of the trees. Plant species within these areas are diverse and continuing with a late summer cut 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, and this year there were great displays for people who came on the flower walk in June.

There were also excellent displays of butterflies through the summer and we want to look at training up volunteers to start monitoring and recording the butterflies on the site.

Regarding the fenced compartments and rabbit grazing, we are considering removing some of the fencing that has rotted through on one of the compartments and monitor the impact, especially on the wildflowers. There is an issue regarding the fencing both in terms of maintenance, public usage of the site and the potential to unearth asbestos in replacing the fencing.

We continued to manage some of the areas of teasel (*Dipsacus*) to avoid it dominating the site, while retaining key areas for goldfinches and other birds for which it is an important winter food source.

There were also work days again this year to control Himalayan Balsam and ragwort on site which will need ongoing monitoring and management.

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. The new manager will be reviewing the access and management of the wetlands as part of his job. Strangely some of the best botanical wetland interest is in the ruts of the old access track running along the ditch from the electrical generator station.

d. Other

We are planning to develop monitoring on the site including butterfly monitoring on the grassland. A volunteer is also carrying out monitoring on the bird nest boxes and we held a training day for Breeding Bird surveying for northern Yorkshire at Barlow last spring. A number of new bird boxes have been put up around the site and we are looking at getting funding for bat boxes too. We also have a barn owl box but need to consider if we have a suitable large but also stable tree to site it in.

2. Cultural Environment

YWT practically manage most of our nature reserves with the help of volunteers. This year to date volunteers have provided **493 hours** of work in managing the reserve. We are looking to recruit more volunteers to help both with practical tasks and to start with monitoring on the reserve.

Information & Access

a. Maintain access routes and infrastructure

The pathways leading from the disabled car park onto the reserve was repaired in May 2014 by a staff led volunteer day. The disabled access gates are opened & closed at dawn and dusk as part of the fishing licence.

300m of pathways have been cut back and overhanging branches removed to ensure the paths are accessible for visitors. We are looking into applying for funding to put in improved interpretation around the access including potentially a wildlife sculpture trail.

These will be ongoing problems as the tracks erode badly from the vehicle use by user groups and the angle of the slope down to the small car park.

We are planning on removing some fences, and putting in some way-marking to encourage people to access and enjoy more of the site and create points where they can view the wetlands at the northern end of the reserve where there is far more wildlife to see.

b. Manage visitor facilities

Public toilets are open between dawn and dusk & are maintained by the fishing licensee as part of the contract and have discussed ways of reducing costs which are high. We are sharing access to the tool store with Pete Taun for carrying out works and maintenance in his lease area.

c. Interpretation and branding

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 (38,013 people) plus volunteers.

We are limited in how we can alter the look as that is set by The Wildlife Trusts nationally but are planning to use it with more up to date news on events etc and info and downloads such as the newsletters.

The manager is looking into applying for funding to put in improved interpretation around the access including potentially a wildlife sculpture trail, possibly by a Hull based sculptor <http://stichler.co.uk>, or if they fail look at lower cost improvements such as notice board, waymarked route, bird feeders at the picnic area etc.

d. Events & practical work day

This year we have had **21 practical work days** on the site this year totalling **493** volunteer hours. Also there is unrecorded volunteer time by Pete Taun the angling license holder who does extra work and the volunteer surveyor, separate to the staff led days.

Events carried out in 2014/15 included:

- '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)
- Finding Fungus event
- Bird box building
-

e. Scout group

We are still dealing with some legal issues regarding certain clauses as part of the lease but are happy for them to use the site in the meantime, and in fact that is why we needed to employ a tree surgeon as most of the problem trees overhung their structures.

3. Health and Safety

The YWT site and task risk assessments have had their annual reviews and the annual dangerous tree assessment was carried out on 12th of January.

We have funded nearly £2000 of tree safety works on the site by an external tree surgeon contractor, many of which were in the scout and picnic area. Our field officer has been dealing with other less dangerous trees during the winter with his trainee.

The fire risk assessment has been reviewed and we have paid a contractor test and service the fire extinguishers and smoke alarms in September. This is in line with YWT's H&S policies and procedures which is overseen by our Support Services Manager.

The Living Landscape Manager has met with the fishing rights tenant Pete Taun about the need to close the path temporarily due to people trying to get on the ice on the Mere and then the discovered the steps have been vandalised and rendered unsafe. We have bought extra safety signs for the lake and others to use when temporary path closures are needed for safety reasons. The signs have since been stolen and after discussions with Pete Taun and Selby Council Officers and a meeting with the Barlow Parish Council we have decided to keep the steps closed. New signs have been ordered.

4. Partnerships

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 site officer attended a Building Supportive Communities in Selby meeting organised by the NHS Foundation Trust in December and attended the Selby consortium group in February and using Selby District AVS to explore the opportunities & possibilities of working with other groups in the area. The manager attended the Barlow Parish Council meeting and will attend quarterly.

The Pete Taun is working to the contract and has been offered first refusal on renewal of the angling agreement as he has been extremely helpful both in presence and dealing with the safety issues of the Mere. There been reports re confrontations but no formal complaints with evidence, and the issue has been discussed at the Parish Council and privately.

We have also been approached and agreed to a forest school making use of part of the site this year for education and the scouts also about adding a new geocache of their own on the site which will bring in some added interest.

Brian Lavelle

Living Landscape Manager (East)



Report Reference Number: SC/15/3

Agenda Item No: 7

To: Scrutiny Committee
Date: 21 July 2015
Author: Palbinder Mann, Democratic Services Manager
Lead Officer: Karen Iveson, Executive Director (S151)

Title: Scrutiny Committee Task and Finish Group Review of the Community Officer Team

Summary: The report provides the results of the Scrutiny Committee Task and Finish Group Review of the Community Officer Team

Recommendation:

To note the findings of the Scrutiny Committee Task and Finish Group Review looking into the Community Officer Team.

Reasons for recommendation

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

1. Introduction and background

1.1 Background to the Review

Three years into the Council's new operating model which introduced the role of Community Officers, the Scrutiny Committee wished to review the effectiveness of the arrangements to identify opportunities for improvement.

1.2 A scoping document was developed to identify potential areas of discussion during the review and this is attached at Appendix A.

1.4 The following Committee Members agreed to be part of the Task and Finish Group:

- Councillor Jack Crawford (Chair)
- Councillor Ian Chilvers
- Councillor Michael Dyson
- Councillor Donald Mackay

2. The Report

2.1 The Committee at its first meeting considered the areas to be covered in the review, and agreed the following::

- The role of Community Officers (including the original concept, if/how this has evolved over the 3 years and consideration of the future role).
- The skills and knowledge required to fulfil the generic role.
- Performance management including:
 - Service demand
 - Service standards
 - Customer satisfaction
 - Resourcing
- Partnership working.

2.2 The Role of Community Officers

2.2.1 The Task and Finish group were provided with a presentation on the role of the Community Officers and how they had evolved since their inception.

2.2.2 There had been 10 Community Officer posts and a Community Warden post created when the new organisational structure was implemented in 2011. The 10 officers were divided between the five Community Engagement Forum (CEF) areas with each area originally being allocated two officers.

2.2.3 The above allocation was then amended soon after the inception to reflect the challenges and workloads in each CEF area. The revised breakdown was as follows:

- Central – 3
- Tadcaster – 2
- Southern - 2
- Eastern – 1
- Western – 2

2.2.4 The original vision for the Community Officers was to create generic area based and appropriately skilled officers (supported by key specialists) equipped to provide a quick response service to residents of the district on a number of key front facing work areas. This supported the aim of innovative, flexible and cost effective working provided through a single point of contact.

2.2.5 The Community Officers were responsible for undertaking duties which previously had been allocated to designated posts which following the creating of the Community Officer team were abolished. Their duties include:

- Housing issues such as tenancy advice or arrears advice;
- Dealing with anti-social behaviour and neighbour disputes;
- Investigating reports of fly tipping;
- Lost or stray dogs;
- Investigating dog fouling incidents;
- Identifying domestic and commercial properties for taxation purposes;
- Organising and assisting with community events such as litter picks;
- Offering advice on benefits and assistance completing forms;
- Practical help and support during extreme events such as flooding or fire;
- Providing advice on recycling;
- Offering routine planning advice, initially around enforcement issues.

2.2.6 The introduction of the Community Officer role replaced elements of the following roles under the old organisational structure:

- Housing Officer
- Environmental Health Technician
- Private Sector Housing Officer
- Customer Liaison Officer
- Property Inspector
- Planning Enforcement Officer
- Planning Enforcement Support Clerk
- Environmental Monitoring Officer

2.2.7 The Task and Finish Group were informed that the current role of Community Officers remained true to the original concept however the team had evolved slightly, with the addition of the customer support role to assist the Community Officers in undertaking administrative work.

2.2.8 It was also explained that there has been investment committed to the use of technology to facilitate mobile working to minimise the need for office based working.

2.2.10 Following the presentation, the Task and Finish Group discussed the role of Community Officers and whether a specialist area of work such as planning should fall under the remit of Community Officers or whether duties should be undertaken by the Planning service.

2.2.11 The Task and Finish Group were informed that a trial had taken place where the Community Officer team had taken on additional responsibilities associated with processing some planning applications. However following the trial, it was felt planning was a specialist role and should sit within the planning team.

2.2.12 The Task and Finish Group were also given an opportunity to question a Community Officer on their role. Barbara Scargill (Community Officer: Western) attended a group meeting and the following points were raised in the discussion:

- Barbara advised that the Community Officers enjoyed the diversity of their role and were satisfied with the training they had received and continued to receive.
- There was a focus on spending as much time out and about as possible in order that Officers could work as efficiently as possible. However, there were occasions when officers were required to return to the office to carry out some admin functions.
- Work is on-going to provide satellite bases for Community Officers to work from while out in the Community. These work well, and officers are regularly able to do their office based work from Tadcaster, Sherburn and Eggborough. There is a commitment to extend the number of 'touch-down' bases over time.
- Officers already work closely with County Council and Police in local areas. There are plans to formalise this partnership working over the next 2 years.
- The Community Officer role has successfully allowed good working relationships between officers and councillors to develop.

2.2.13 Members were also offered the opportunity of a 'walkabout' with their respective Community Officer. Some group members felt that they already had strong relationships with their local Community Officers but others felt that this would be useful as they had less day to day contact. These sessions have now been completed and no further issues were raised.

2.3 Skills and Knowledge

2.3.1 Officers were initially recruited around the key work areas of housing, environmental health and taxation and benefits. In addition the selection process aimed to identify individuals with community focused aspirations. It was felt that time management, planning and prioritising were key skills for the role.

The recruitment criteria within the Job Specification is as follows;

Essential requirements:

Track record of working autonomously.

Direct experience of working with the public

Direct experience in at least one key service area associated with the post.

Desirable requirements:

Multi-disciplinary experience.

All officers have access to a shared computer drive that provides specific up to date guidance and support information on all work tasks covered by the team. In effect this drive becomes the Community Officer bible and acts in a similar (but much more detailed) way to the 'campaign' information that the Community Services Advisors use at the Customer Contact Centre.

In addition, we make regular use of the specific training opportunities provided by the North Yorkshire Environmental Health and North Yorkshire Housing Training groups to develop skills and knowledge in key Community Officer work areas.

At times of recruitment we focus on specific team needs at the time, and will always aim to boost current skills and knowledge through a dynamic selection process.

2.2.15 In conclusion the Task and Finish Group were in support of the service and were mindful of the Community Officers taking on additional responsibilities which could impact on their effectiveness. It was further felt the Community Officers provided an efficient service.

2.4 Service Demand, Performance and Satisfaction

2.4.1 The Task and Finish Group were presented with performance data relating to the work for Community Officers. The service demand information focused on the two key areas of the Community Officer remit; Anti-social behaviour/Public health nuisance work and Housing Tenancy and Estate Management. It offered comparison data on key elements of each work area over the last few years.

Anti-Social Behaviour/Public Health Nuisance

ASB Complaints	2012/13	2013/14	2014/15
Personal	59	41	43
Environmental	222	297	331
Nuisance	395	621	555

Housing Tenancy and Estate Management

	2011/12	2012/13	2013/14
Terminations/Relets	265	203	230
Mutual Exchange	23	15	20
Applications	864	695	621

2.3.2 There was also the following data presented in relation to performance in some of the responsibilities for the Community Officers:

	2013/14	2014/15
% of high priority anti-social behaviour incidents responded to within one working day (target 100%)	84%	87%
% of anti-social behaviour incidents responded to within five working days (target 80% for 13/14 and 90% for 14/15)	83%	90%
Average time taken to re-let local authority housing (target 24 days)	23.6	26.3

2.3.3 Workloads remain broadly in line with those projected during the development stage of the team. Workloads are monitored by individual officers and by operational management to ensure we continue deliver against key targets. It is expected that proactive development of procedures, for example through the development of the Safer Selby Hub for ASB, will help to reduce the reactive focus of the team allowing Community Officers to focus more time on proactive community engagement initiatives.

2.3.4 Type/level of work are monitored and analysed to ensure the team continue to provide the right mix of skills and remain able to deliver against key service functions (Housing, Public Health, Nuisance behaviour). This analysis has helped us strengthen the team profile by incorporating low-level resource in key areas, which helps to deliver against value for money commitments.

2.3.5 With regard to customer satisfaction, the Task and Finish Group were informed that this was measured through the corporate pledge card and the by the number of the corporate complaints received about the service.

2.3.6 It was explained that through the pledge card responses there was an average of 100% customer satisfaction. With regard to complaints, 4 complaints had been received regarding the service in 2013/14 and 5 in 2014/15.

2.3.7 Information was also presented with regard to commercial waste visits and work completed on council tax:

Commercial Waste Visits

	2013/14	2014/15
Commercial Waste Visits	166	76

Council Tax

	2013/14	2014/15
Change of Circumstance	42	40

2.3.8 The Task and Finish Group were satisfied with the data presented and felt it reflected an effective service from the Community Officers

2.5 Partnership Working/Future Development

2.5.1 The Task and Finish Group were informed of some of the possible future development opportunities for the service. There are internal plans to develop the team to allow for greater proactive community interaction with customers. This would be achieved by the stream-lining of current processes and the expansion of the number of community touch-down bases to allow officers to work remotely and to spend more time in their defined CEF areas.

2.5.2 In addition there are a number of partnership projects that are on-going and will link to team development. These included:

- Community Hub Project

This is part of the North Yorkshire County Council (NYCC) and Selby District Council (SDC) Better Together Collaboration project. The project aims to focus on the sharing of assets and the streamlining of service provision to better target those with specific needs and reduce service demand overall. This includes increased mobile working and self-serve capabilities, to allow Community Officers to focus on delivering services to the most vulnerable households.

- SDC and North Yorkshire Police Collaboration

This collaboration focuses on the sharing of assets and closer working between Police Officers and SDC Community and Enforcement teams.

2.5.3 The Task and Finish Group were supportive in seeking future development opportunities to work with external partners and felt that this should be explored further.

3. Conclusion

The Task and Finish group were satisfied with the work remit of the Community Officers. They felt that the breadth of work undertaken at the current time was acceptable however raised concern at any increase in the workload which they felt might reduce the effectiveness of the team. They concluded that the Community Officers provide an effective service and welcomed the improvements and developments that were planned.

The Task and Finish Group therefore made no recommendations regarding any changes or improvements however felt the role and resource requirements be kept under review to ensure that this valued service continued to meet the needs of our customers. The Task and Finish Group were supportive in exploring further opportunities to work closely with external partners to increase efficiency.

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Scrutiny Committee Task and Finish Group Review – Community Officer Team – Scoping Document

Reasons for Review

- Initial seen as a good idea with the concept being Area Officers and responsibilities including getting involved with communities, tenants, police etc. Interested in looking at the workloads of the officers. There has also been anecdotal evidence received from customers that the service is perhaps not as effective as previously.
- There needs to be clarity on the roles of Community Officers and discussion on current workload and responsibilities. An area to look at is Community Officers getting involved in specialist services such as Planning which could be dealt with by the respective service officers.
- Links to North Yorkshire County Council – there needs to be consideration given to whether the officers may have to take on further responsibilities with the collaborative working being done with the County Council.
- To look at the response times by the officers to queries raised by members of the public and to look at the communication flow and feedback to customers.

Areas to Cover

- The role of Community Officers (including the original concept, if/how this has evolved over the 3 years and consideration of the future role).
- The skills and knowledge required to fulfil the generic role.
- Performance management including:
 - Service demand
 - Service standards
 - Customer satisfaction
 - Resourcing
- Partnership working.

How to gather evidence

- Go out with Community Officers on their walkabout of an area.

- Invite Community Officers to discuss their roles with the Task and Finish Group.

What Difference Do We Want This Review to Make.

- Improved efficiency.
- Improved customer satisfaction.
- Identify quick wins and longer term improvements.



Scrutiny Committee Work Programme 2015/16

Date of Meeting	Topic	Action Required
24 June 2015	Time of Meetings	To consider and agree a start time for future meetings
	Transport	To discuss transport provision in Selby
	Business Rates	To get an Cover Review update on the latest situation concerning Business Rates
	Call In	Provisional Item on the agenda
21 July 2015	Barlow Common	To get an update report concerning Barlow Common
	Organisational Review	To consider the Council's Organisational Review.
	Scrutiny Committee Task and Finish Group Review of the Community Officer Team	To note the findings of the Scrutiny Committee Task and Finish Group Review looking into the Community Officer Team.
	Work Programme 2015/16	To review the Committee's Work Programme 2015/16
	Call In	Provisional Item on the agenda.
22 September 2015	1 st Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Selby and District Housing Trust	To get further information about the work of the Selby and District Housing Trust
	North Yorkshire Fire Service	To get an update concerning the Fire Cover Review
	Health	To discuss health provision in the district
	Call In	Provisional Item on the agenda.

26 January 2016	2 nd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Trans Pennine Electrification	To get further information about the Trans Pennine Electrification line.
	Police and Crime Panel Update	To receive an update from the Police and Crime Panel on their work scrutinising the work of the Police and Crime Commissioner.
	Call In	Provisional Item on the agenda
	North Yorkshire Fire and Rescue	To get an update concerning the Fire Cover Review
	Crime and Disorder Update	To review the levels of crime and disorder across Selby District – NYP and CSP representatives in attendance.
24 February 2016	Selby and Ainsty MP	To ask questions of the Selby and Ainsty MP regarding issues of concern for Councillors and local residents.
22 March 2016	3 rd Quarter Corporate Plan Report	To review performance against the Corporate Plan – Leader of the Council in attendance.
	Crime and Disorder Update	To review the levels of crime and disorder across Selby District – NYP and CSP representatives in attendance.
	Scrutiny Annual Report 2015/16	To discuss the Scrutiny Annual Report for 2015/16
	Call In	Provisional Item on the agenda
	Scrutiny Committee Work Programme 2016/17	To agree the Scrutiny Work Programme for 2016/17

- 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

August 2015 – November 2015

Published on 10 July 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 Palbinder Mann, Democratic Services Manager on 01757 292207 or pmann@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 to Palbinder Mann, Democratic Services Manager on 01757 292207 or pmann@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 and Lead Member for Strategic Matters, External Relations and Partnerships	Councillor Mark Crane	mcrane@selby.gov.uk
Deputy Leader of the Council and Lead Member for Place Shaping	Councillor John Mackman	jmackman@selby.gov.uk
Lead Member for Finance and Resources	Councillor Cliff Lunn	clunn@selby.gov.uk
Lead Member for Housing, Leisure, Health and Culture	Councillor David Peart	dpeart@selby.gov.uk
Lead Member for Communities and Economic Development	Councillor Chris 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

August 2015

There are no meetings scheduled this month.

September 2015

Councillor M Crane – Leader of the Council and Lead Member for Strategic Matters, External Relations and Partnerships 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
(Officer Decision)	Bathroom Replacements	To approve award of contract for bathroom replacements	Public
Exec 05/11/15 8	1 st 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

Councillor J Mackman – Deputy Leader of the Council and Executive Lead for Place Shaping jmackman@selby.gov.uk		Keith Dawson – Director of Community Services Tel 01757 292220 kdawson@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 03/09/15 ☞	Neighbourhood Plan	To approve the area to be designated for the Selby neighbourhood plan	Public
Exec 03/09/15 ☞	North Yorkshire Spatial Plan	To endorse the contents of the North Yorkshire Spatial Plan	Public

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
Exec 03/09/15 ☞	Financial Strategy	To consider the long term (10 years) resource and spending framework within which the budget strategy and 3 year medium term financial plan will be developed	Public
Exec 03/09/15 ☞	1st Interim Budget Exceptions Report	To monitor progress against budget	Public
Exec 03/09/15 ☞	1st Interim Treasury Management Progress	To monitor progress against the Treasury Management Strategy	Public
Exec 03/09/15 ☞	S106 Affordable Housing Commuted Sums Allocation	To approve the allocation of funding from s106 commuted sums to be received in respect of housing development schemes.	Public
Exec 03/09/15 ☞	Hurricane Close, Sherburn	Transfer of industrial units to private sector Grant funding implications	Public
Exec 03/09/15 ☞	Renewable Energy Feasibility	To consider the outcome of the feasibility study to explore the potential for investment in renewable energy projects to support the Council's savings and efficiency strategy. I	Public

Councillor C Metcalfe –Executive Lead for Communities and Economic Development cmetcalfe@selby.gov.uk		Rose Norris - Executive Director Tel: 01757 292254 rnorris@selby.gov.uk	
Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 03/09/15 8	Customer Strategy	To agree the Council’s draft Customer Strategy.	Public

October 2015

Councillor M Crane – Leader of the Council and Lead Member for Strategic Matters, External Relations and Partnerships 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 01/10/2015 ☞	Asset Management Strategy and Action Plan	To approve the Asset Management Strategy	Public
Exec 01/10/2015 ☞	Housing Development Strategy Phase 2 sites HRA outline business cases	Report will recommend the next phase of sites to be developed as part of the HRA programme of work. The aim is to deliver 20 affordable homes as part of this phase on up to 6 sites across the District. The business case for each site will be presented in the appendices to this report.	Public
Exec 01/10/2015 ☞	Housing Development Strategy Phase 2 sites outline business cases for site disposals (general needs)	Report will recommend the next phase of sites to be disposed of as part of the general needs programme of work. The aim is to deliver 20 affordable homes as part of this phase on up to 6 sites across the District. The business case for each site will be presented in the appendices to this report.	Public
Exec 01/10/2015 ☞	Leisure Service Landlord Maintenance Programme	To approve the 2016 / 2017 Landlord Maintenance Programme	Public

Councillor D Peart – Executive Lead for Housing, Leisure, Health and Culture dpeart@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
Exec 01/10/15 ☞	SDC Homelessness Strategy & Action Plan	Local strategy and action plan which sit below the YNYER Housing Strategy	Public

November 2015

Councillor M Crane – Leader of the Council and Lead Member for Strategic Matters, External Relations and Partnerships 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 05/11/15 8	2 nd 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

Councillor D Peart – Executive Lead for Housing, Leisure, Health and Culture dpeart@selby.gov.uk	Jonathan Lund – Deputy Chief Executive Tel 01757 292056 jlund@selby.gov.uk
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Decision Process & Date of Decision	Decision Item / Report Heading	Item / Report Summary	Public or Private Session
Exec 05/11/15	Lifeline Fees and Charges – New Products		Public