



Meeting: **SCRUTINY COMMITTEE**
Date: **TUESDAY 22 SEPTEMBER 2015**
Time: **5.00 PM**
Venue: **COMMITTEE ROOM**
To: **Councillors J Crawford (Chair), Mrs W Nichols (Vice Chair),
D Bain-Mackay, Mrs E Casling, I Chilvers, *J Chilvers and D
White.**

** Note – Councillor J Chilvers will substitute for Councillor D Buckle for this meeting only.*

Agenda

1. Apologies for absence

2. Minutes

To confirm as a correct record the minutes of the meeting of the Scrutiny Committee held on 21 July 2015 (pages 1 - 5 attached).

3. Disclosures of Interest

A copy of the Register of Interest for each Selby District Councillor is available for inspection at www.selby.gov.uk.

Councillors should declare to the meeting any disclosable pecuniary interest in any item of business on this agenda which is not already entered in their Register of Interests.

Councillors should leave the meeting and take no part in the consideration, discussion or vote on any matter in which they have a disclosable pecuniary interest.

Councillors should also declare any other interests. Having made the declaration, provided the other interest is not a disclosable pecuniary interest, the Councillor may stay in the meeting, speak and vote on that item of business.

If in doubt, Councillors are advised to seek advice from the Monitoring Officer.

4. Chair's Address to the Scrutiny Committee

5. Selby Leisure Centre

To consider an update regarding Selby Leisure Centre.

6. North Yorkshire Fire Service / North Yorkshire Fire Brigades Union

To consider update reports from North Yorkshire Fire and Rescue Service and North Yorkshire Fire Brigades Union. (pages 6 – 16 attached).

7. Housing Trust Project

To consider a presentation regarding the Housing Trust Project.

8. Access Selby Service Provision – Customer Contact Centre

To consider a report regarding the provision of services within the remit of Access Selby – Customer Contact Centre (pages 17 - 20 attached).

9. Council Funded Community Centres

To consider a report regarding Council Funded Community Centres. (pages 21 - 23 attached).

10. Work Programme 2015/16

To consider the Work Programme for 2015/16 (pages 24 - 26 attached).

11. Forward Plan

To consider the latest Forward Plan (pages 27 - 38 attached).

Jonathan Lund
Deputy Chief Executive

Dates of next meetings
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:	Barlow Common Visitor Centre and Committee Room
Date:	Tuesday 21 July 2015
Time:	3.00 p.m. and 5.00 p.m.
Present:	Councillors J Crawford (Chair), D Buckle, Mrs E Casling, I Chilvers, D Mackay and D White.
Apologies for Absence:	None
Officers Present:	Mary Weastell – Chief Executive, Karen Iveson – Executive Director (s151), Suzanne Sweeting – Core Project Officer, and Janine Jenkinson - Democratic Services Officer.
Press:	None
Public	9

2. MINUTES

RESOLVED: The minutes of the Scrutiny Committee meeting held on 24 June 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

There was no address from the Chair.

5. BARLOW COMMON LOCAL NATURE RESERVE ANNUAL REPORT

The Committee considered Barlow Common Annual Report 1 April 2014 – 31 March 2015 provided by Brian Lavelle, Living Landscape Manager (Yorkshire Wildlife Trust).

In response to a question regarding the lease to The Scout Association, the Living Landscape Manager reported that there had been a delay getting a new lease signed due to issues relating to the length of a break clause. The matter was currently being dealt with by Solicitors and he was unable to estimate when the issue would be resolved. Councillors' raised concern that the issue had been on-going and was costly for both parties. Karen Iveson, Executive Director (s151) agreed to ask the Council's Legal Department to look into the matter.

Some discussion took place in relation to the appearance of the site and some areas being 'too wild'. In addition, concerns were raised regarding access to the water area and the disabled access that was a steep incline from the car park. The Living Landscape Manager explained that options to move the disabled car parking area to the main visitors' car park and alterations to the access gate were being considered by Yorkshire Wildlife Trust (YWT).

The Living Landscape Manager, reported that prior to YWT taking over the management of the Reserve, two full time officers had been employed on site. He explained that members of the public that had been visiting Barlow Common for a number of years had an expectation that the site would look and be used in a certain way. He said the transfer of management to YWT and the reduction in staff resource meant this was an unrealistic expectation.

The Committee highlighted the importance of communication with the public and suggested that information be displayed on site, setting out the seasonal work programme of activities and priorities for Barlow Common.

Councillors asked if it was possible for the Committee to receive a financial report detailing the annual projected spend for Barlow Common.

In response to a query concerning the ownership of the access road to Barlow Common, the Living Landscape Manager advised that the access road was not included in the lease and therefore, the maintenance of the road was not the responsibility of YWT.

RESOLVED:

- I. To note the report.**
- II. The Council's Legal Department be asked to look at the lease negotiations between Yorkshire Wildlife Trust and The Scout Association.**

- III. **Yorkshire Wildlife Trust to provide financial information on the projected annual spend 2015-16 for Barlow Common.**
- IV. **Yorkshire Wildlife Trust to display on the Barlow Common site a work programme of scheduled seasonal activities and priorities for the site.**
- V. **Information regarding the ownership of the access road to Barlow Common be provided to the Scrutiny Committee.**

Note – The Committee adjourned at 4.00 p.m. and reconvened at Selby District Council, Civic Centre at 5.00 p.m. Councillor E Casling joined the meeting at this point.

6. ORGANISATIONAL REVIEW

Mary Weastell, Chief Executive provided the Committee with an update regarding the Council's Organisational Review.

In view of the Council's ambitious and challenging agenda over the next five years and beyond it was felt an appropriate time to review the current Core /Access Selby operating model to ensure it was fit for purpose and that the Council had in place the capacity to deliver its priorities.

In addition, the Better Together collaboration with North Yorkshire County Council had been underway for 18 months, the Review would take into account the Better Together programme and the potential impact this had on functions and structures going forward.

The Review would be inclusive and as part of the methodology there would be a fact finding/listening approach whereby all Councillors and staff would be invited to put their views forward. As part of the process the Council would be benchmarked against other similar local authorities. Consultation would also take place with all key stakeholders including trade unions and leaders of political groups.

An Independent Adviser, Hilary Brearley of HB HR Consulting Ltd had been appointed to support the Chief Executive. Officers and Councillors had received invites to take part in the Review and given an opportunity to informally meet with the Independent Adviser to share views of the model to date and any ideas for improvement.

It was anticipated that the final stage of the Review would be completed by September 2015; the Chief Executive would then present her recommendation and alternative options to Full Council for consideration.

The Chief Executive urged the Scrutiny Committee to reflect on previous work it had undertaken and how the information could be used to feed in to the Review process.

The Committee highlighted the importance of the role of the Councillor and the relationship between Officers and Councillors to any new model proposed.

Some discussion took place in relation to the Council's performance and public perception. Councillors' were keen to stress the importance of scheduling work appropriately and providing a good service to residents, particularly in relation to household repairs.

RESOLVED: To note the report.

7. SCRUTINY COMMITTEE TASK AND FINISH GROUP REVIEW OF THE COMMUNITY OFFICER TEAM

The Committee considered a report that provided the results of the Scrutiny Committee Task and Finish Group Review of the Community Officer Team.

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

8. WORK PROGRAMME 2015/16

At the meeting of the Committee held on 24 June it was agreed that the following suggestions for a Task and Finish Group Review be presented for consideration:

- Selby Leisure Centre
- Council funded Community Centres
- Access Selby – roles and function

With regards to Selby Leisure Centre, it was noted that the Centre had only been open since March 2015 and therefore, it was felt that more time was needed to allow processes to embed before undertaking a review. It was agreed to invite a representative from Selby Leisure Centre to a future meeting, to provide an update.

In light of the presentation received from the Chief Executive, in an earlier agenda item, concerning the Organisational Review, the Committee felt a Scrutiny Committee review of Access Selby would duplicate the work already being undertaken.

A discussion took place regarding Council funded Community Centres. Some concerns were raised in relation to poor use of the centres, running costs and lack of community engagement. Councillors felt a review of Council funded Community Centres would be valuable.

The Committee considered the Work Programme 2015/16.

The Chair informed the Committee that he had received notification of concerns raised by a resident in relation to the recent road closures and resurfacing in Selby, inadequate notice and unclear signage. Councillors felt

it would be appropriate to invite a representative from North Yorkshire County Council's Highways department to discuss these issues.

Resolved:-

- I. That a review of Council funded Community Centres be scheduled to commence in September 2015.**
- II. A representative from Selby Leisure Centre be invited to attend a future meeting of the Scrutiny Committee.**
- III. A representative from North Yorkshire County Council's Highways department be invited to attend a future meeting of the Scrutiny Committee.**

9. FORWARD PLAN

RESOLVED: To note the Forward Plan.

The meeting closed at 6.25 p.m.

Report Reference Number: SC/15/4

Agenda Item No: 6

To: Scrutiny Committee

Date: 22 September 2015

Author: Janine Jenkinson, Democratic Services Officer

Lead Officer: Jonathan Lund, Deputy Chief Executive

**Title: North Yorkshire Fire Service / North Yorkshire Fire Brigades Union
(Covering Report)**

Summary:

The reports present the Scrutiny Committee with updates on the positions of North Yorkshire Fire and Rescue Service and North Yorkshire Fire Brigades Union.

Recommendations:

That the Scrutiny Committee considers 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 has agreed on its Work Programme to receive an update from North Yorkshire Fire and Rescue Service and North Yorkshire Fire Brigades Union concerning services in the District.

2. The Report

Appendix A - A report from the Group Manager at North Yorkshire Fire and Rescue Service is attached.

Appendix B - A report from the Chair of North Yorkshire Fire Brigades Union 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 reports.

5. Background Documents

N/A

Contact Officer:

Janine Jenkinson
Democratic Services
X2268
jjenkinson@selby.gov.uk

Appendices:

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

Appendix B – Report from the Chair of North Yorkshire Fire Brigades Union.

**Selby Scrutiny Committee Briefing
Document
Fire Cover Review
2015**

Report of Group Manager Dave Dryburgh

Introduction

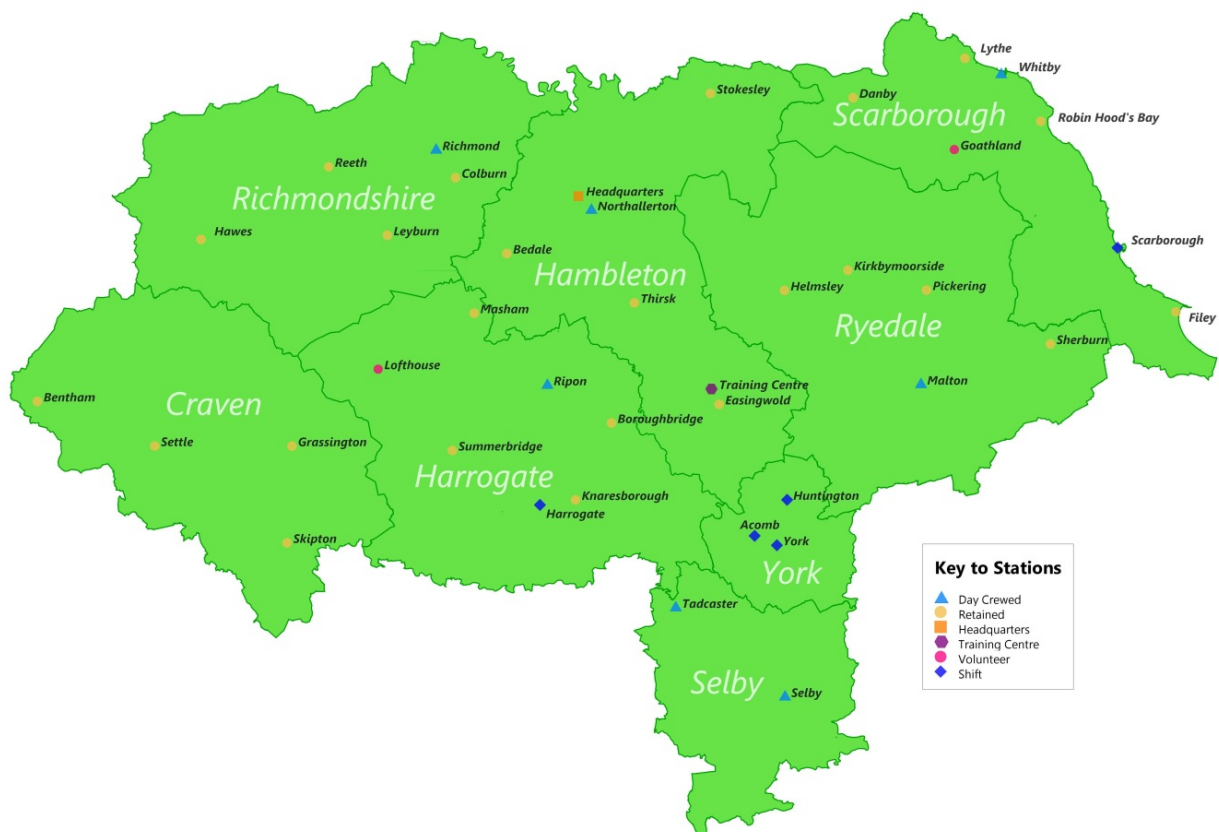
During 2014 and early 2015 we have carried out a review of fire cover across North Yorkshire and the City of York. At its meeting on 24th June 2015, North Yorkshire Fire and Rescue Authority approved a number of location specific proposals to be taken forward for consultation.

This document has been prepared for submission to the Selby Scrutiny Committee during the consultation period, that runs from 20th July to 16th October 2015.

About Us

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 21 specialist response units.

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 day shifts and are on-call from home during the evenings; and our rural villages and smaller towns are served by on-call retained staff. We also have two volunteer units at Lofthouse and Goathland.



Total Incidents across the Service	2010/11	2011/12	2012/13	2013/14	2014/15
Residential fires	794	696	686	634	636
Road traffic collisions (RTCs)	516	500	503	502	408
Other incidents	3064	2634	2628	2444	2053
False alarms	4128	3928	3872	3811	3777
Total	8502	7758	7689	7391	6874

Selby District

In order to manage the day-to-day arrangements of the Service, we split the entire service area into districts, aligned to the local authority district, borough and City of York council areas.

For the purpose of this particular briefing, we have set out the resources that are located in the Selby district. Please refer to the left hand and middle columns in **Table A** below.




Table A

Fire station	Current	Options for change
Tadcaster fire station	 	  OR  
Selby fire station	 	No change

As can be seen, the Selby district has a total of two fire stations, both are combined wholetime day crewed and retained (on-call). The retained fire engines are denoted in green, and the wholetime day crewed fire engine is denoted in blue.

In addition to standard fire engines within the Selby district, Selby station has a water rescue unit, and Tadcaster station also has a road rescue unit, specialist rope rescue unit and a water bowser or high volume pump. Please refer to **Table B** and the key below for details of this vehicle.

Table B

Fire station	Special response units, equipment and skills
Selby fire station	
Tadcaster fire station	  

Key

Conclusions of the Fire Cover Review

For the Selby District, the Fire Cover Review has concluded changes should be made to the resources at Tadcaster station. Please refer to the right hand column in **Table A** above.

No changes are proposed to the number or disposition of special response units.

The following sections of the pre-consultation briefing note set out salient features of the Tadcaster fire station area and the proposed options for change.

Tadcaster Fire Station Fact Sheet

Introduction

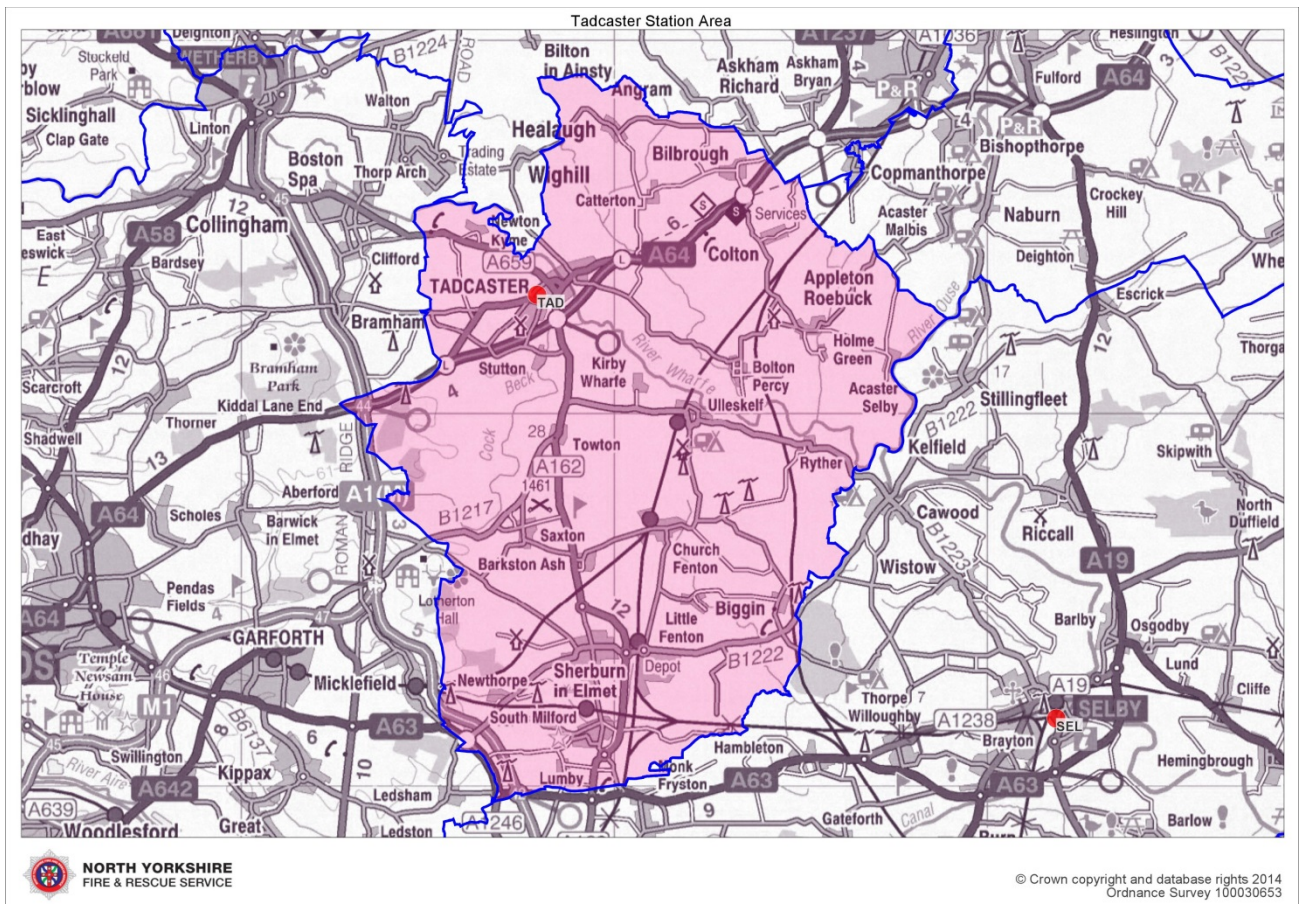
Tadcaster fire station is located on Station Road, Tadcaster, LS24 9JR.

At Tadcaster fire station, there are two fire engines, one of which is staffed by day crewed staff and the other by retained staff.

There are two proposals for change:

- Replace the day crewed fire engine with a day crewed tactical response vehicle
Or
- Replace the day crewed fire engine with a mixed crewed fire engine

Incidents in Tadcaster Station Area



A breakdown of incidents by type over the last five years in the Tadcaster station area is set out below.

Type of Incident	2010/11	2011/12	2012/13	2013/14	2014/15
Residential fires	18	10	17	12	17
Road traffic collisions (RTCs)	24	21	21	21	15
Other incidents	78	58	89	58	66
False alarms	100	111	86	80	94
Total	220	200	213	171	192

Analysis of proposed changes

TRVs

Whilst we may send a number of fire engines to a particular incident, in many cases not all of them are required to deal with the incident.

We have analysed the number of times that two breathing apparatus sets (BA) and one hose reel jet (HRJ) have been used at incidents (fires) within the station area. This provides us with an indication of the number of fires where a Tactical Response Vehicle (TRV) and a standard fire engine would be sufficient to deal with each of those incidents. We have also looked at the number of times that four BA and two HRJs have been used – to give an indication when one TRV and one standard fire engine would not be sufficient and would require assistance from another fire engine(s).

Analysis of the equipment that was used at each incident in the last five years, indicates that a number of fires could be dealt with by combinations of TRVs and fire engines. For the Tadcaster fire station area, these are set out below. For all other incidents, one fire engine or one TRV would be sufficient.

One fire engine and TRV		Two fire engines and TRV		More that two fire engines	
5 years	Per year	5 years	Per year	5 years	Per year
22	4.4	7	1.4	5	1

Note: this table only relates to fires where breathing apparatus has been used (typically property fires) and there will be other incidents that require more than two fire engines.

Other analysis has been undertaken on the tasks which can be carried out at RTCs. Although we would send a TRV and two fire engines to RTCs, for many of them, such as where there is only one person trapped, one TRV and one fire engine will be able to deal with the incident.

The TRV will be able to deal with many incidents on its own and would be sent instead of a fire engine. For some incidents where we would currently send two fire engines, the TRV will be sent instead of one of these. However, for some incident types (such as RTCs and house fires) one more fire engine will be sent than is the case at present. In total, it is estimated that there would be an **additional 25 appliance movements per year** as a result of introducing a TRV at Tadcaster fire station.

Mixed Crewing

The current day crewed arrangements mean that the staff crewing that fire engine are on station, or on the fire engine for 9 hours a day (usually 08:00 to 18:00 minus one hour for a meal break), and on-call from home or elsewhere in the community for the other 15 hours. During the time that these staff are on-call, there is a delay in responding to the incident as those staff have to travel to station before the fire engine can set off. Changing the duty system from day crewed to mixed crewing means that the fire engine would not respond to incidents immediately during the day, as it does with a wholly day crewed fire engine, but would wait for the necessary RDS staff to respond to station.

Increase in average 1 st appliance attendance time		Increase in average 2nd appliance attendance time	
Day	Night	Day	Night
03:46 minutes	No change	No change	No change

Retained Availability

The nearest supporting fire engine is also based at Tadcaster. This is a retained crewed fire engine. Its availability over the last two years (i.e. when it has been available to respond to incidents) is set out below.

	2013/14	2014/15
Tadcaster Retained	98%	95.2%

Retained Duty System Support

In order to support retained availability a number of measures are being put in place.

District Watch Managers

The Fire Authority has approved, in principle a proposal to provide District Watch Managers. This is to support the retained duty system (RDS) recruitment, retention and availability.

Operational Staffing Reserve

The Fire Authority also approved the introduction of an Operational Staffing Reserve, which is a pool of staff that includes wholtime, retained and variable hours contract staff who will provide cover at retained stations to ensure that they remain available. This is being trialled during the consultation period.

How to respond to the consultation

We are holding a number of public drop-in events in relation to this review. If you would be interested in learning more about our proposals, you can call in and talk to officers who will be at these events.

The dates, locations and times of the events in Selby District are set out in the table below.

Date	Time	Location	Venue
Thursday 30 th July	3pm – 7pm	Tadcaster	Riley-Smith Hal, 28 Westgate, LS24 9AB
Tuesday 22 nd September	3pm – 7pm	Tadcaster	Tadcaster Methodist Church, High Street, LS24 9AT

If you would like to comment on any of the proposals please complete the public survey which is available on our website:

www.northyorkshirefire.gov.uk

Alternatively you can request a paper copy of the documentation by phoning 01609 788515, emailing us at fcr@northyorkshirefire.gov.uk or writing to us at Fire Cover Review, North Yorkshire Fire and Rescue Service, Headquarters, Thurston Road, Northallerton, DL6 2ND.

We have produced a number of supporting documents which are also available on our website.

All the responses from individuals will be anonymised. Where a response is received on behalf of an organisation, it will be attributed to the organisation and not the individual respondent.

The consultation closes at **6pm on Friday 16th October 2015**.

North Yorkshire Fire Brigades Union

Phase 2 Fire Cover Review

North Yorkshire Fire and Rescue Service plan to replace 6 front line fire engines with smaller Tactical Response Vehicles carrying less Fire-fighters and equipment. These are at Harrogate, Scarborough, Ripon, Tadcaster, Northallerton and Malton. North Yorkshire Fire and Rescue Service are also looking at mixed crewing consisting of whole-time and part-time fire-fighters. Part-time Fire-fighters can take up to 5 minutes to respond to their station when alerted. This will delay response times to incidents and decrease the area in which important prevention work can be carried out.

There will be over 40 less whole-time Fire-fighters on top of the 50 whole-time posts already lost since 2010. That equates to 20% of the operational staff. This does not include the 200 part-time Fire-fighters who have resigned for various reasons including the pressures of work and being on-call.

We are going to talk to you about our concerns around the review and the following points;

- The Layout of North Yorkshire and the current NYFRS provisions
- The current problems being experienced by the service
- The proposals and the impact on fire-fighter
- The increased response times and level of response that will impact on public safety
- The current level of calls
- The recording of calls – the number of fire deaths
- The increase in council tax and the future increases already planned
- What it costs each household and the potential increase in business rates and insurance premiums
- Our campaign and how it works
- What you can do as Councillors
- A summary
- Any questions?

To: Scrutiny Committee
Date: 22 September 2015
Author: Simon Parkinson, Lead Officer – Community Support
Lead Officer: Simon Parkinson

Title: Access Selby Service Provision – Customer Contact Centre

Summary: It was agreed, at a Scrutiny Committee meeting, to include on the work programme - Access Selby Service Provision and that Customer Contact Centre should be considered at the 22 September 2015 meeting.

Recommendation:

Councillors scrutinise the provision of Services within the remit of Access Selby – Customer Contact Centre.

Reason 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 The Customer Contact Centre provides the front facing first contact for the majority of customers who wish to access district council services. The service is split between face to face contact on the ground floor and a call centre facility on the first floor.

1.2 The Customer Contact Centre opening hours are as follows;

Face to Face: Monday, Tuesday, Thursday, Friday 9.30am – 4.00pm
Wednesday 10.00am – 4.00pm.

Call Centre: Monday, Tuesday, Thursday, 8.30am – 5.00pm
Wednesday 10.00am – 5.00pm.
Friday 8.30am – 4.30pm.

1.3 The Contact Centre receives calls and visits relating to all council services and predominantly local taxation, housing management, benefits, revenues, environmental health, council house repairs and planning.

- 1.4 In 2014/15 we answered 103,066 phone calls and dealt with 25,069 face to face enquiries. We also responded to around 2500 on-line/email requests for service.
- 1.5 There are 19 FTE Customer Service Advisors at the Contact Centre. The CSA's are split between Face to Face and Call Centre duties on a rota basis. Flexible systems of working allows for quick movement between both services where demand dictates. The centre is managed by the Lead Officer - Community Support and a dedicated Supervisor.

2. The Report

2.1 The service aims to meet the following performance targets;

2.1.1 Average waiting time before customer seen by advisor (face to face) (PA_016).

The Contact Centre advisors receive around 2,300 face to face customers each month.. To date this year we have received 8,784 face to face contacts compared to 8,956 at the same time last year.

The target waiting time is 10 minutes. The year to date performance is 8 minutes. It is difficult to provide more specific breakdown of these figures at this stage as we are still awaiting the installation of the full NYCC reporting suite which will allow full analysis of demand management.

2.1.2 Average waiting time before a customer phone call is answered by an advisor (telephone) (PA_017).

The Contact Centre advisors receive around 10,000 phone calls each month. This number has reduced steadily over the last year. To date this year we have received 44,035 calls compared to 50,706 at the same time last year. The trend for on-line and email contacts continues to increase. To date this year we have received 1,470 eform and email requests for service compared to around 1000 during the same period in 2014.

The target waiting time is 2 minutes. The year to date performance is 2.07 minutes. To date this year we have answered 60% of calls inside 2 minutes.

2.1.3 % contact 'right first time': This relates to the number of calls passed from the contact centre to the back office specialist due to the necessary information not being available from the contact centre staff.

It is important to understand that the Selby concept of initial contact is based around a customer resolution centre model, in which we aim to deal with service requests immediately rather than adopting the more typical switchboard style service of taking messages or passing customers to back office teams, a model used by many of our local authority partners.

Such an approach can lead to long handling times which can impact on waiting times but which ultimately result in same day solutions in many cases.

The target 'right first time' response is 90%. Unfortunately the year to date figure is not yet available as we are still awaiting the full installation of the NYCC CRM Reporting Suite.

The challenge to answer all calls 'right first time' continues to grow as new services are added to the CCC portfolio. A programme of training by specialist staff forms an integral part of Contact Centre processes.

2.2 Service Improvements

We have made a number of improvements to the Contact Centre service over the last 8 months:

2.2.1 We have introduced **Interactive voice response (IVR)** into our telephone response service. IVR is a technology that allows a computer to interact with customers through the use of voice and DTMF tones input via keypad. The use of call options allows us to direct calls to specific staff at times of high, for example to specialist support staff during the annual billing process and also gives us the flexibility to prioritise certain types of calls ie: flood calls during an emergency situation. In addition it helps build our intelligence around call volumes and handling times for specific service areas.

2.2.2 A new **Customer Relationship Management (CRM)** system has been introduced to replace the previous system which was 8 years old. The CRM manages our interaction with current and future customers, using technology to organise, automate, and synchronise customer service requests and responses.

The new system provides greater flexibility as it links with the NYCC system allowing the potential for future shared resources across both organisations.

2.2.3 We have installed **TV screens** to display live call demand data to all phone staff. This allows the CSA team to dynamically manage their own service delivery, which helps better manage the speedy movement of staff between phone and face to face.

2.2.4 There continues to be a focus on increasing the number of on-line service enquiries. We have developed a new **website** which together with our enhanced **social media** functionality is already providing the foundations for the planned increase in digital empowered service delivery.

2.2.5 In addition we have increased the available staff resource by 2.5 FTE beyond the base of 19 FTE to build flexibility and contingency into what is often quite a fluid workforce. This approach aims to ensure that we are able to maintain our service delivery targets during periods of sustained absence (ie: Maternity Leave).

3. Conclusions

- 3.1 The Customer Contact Centre provides the front facing first contact for the majority of customers who wish to access district council services. It is vital therefore that performance matches the expectations of our customers.
- 3.2 Customer wait times currently average 2.07 minutes for phone calls and 8.00 minutes for face to face contacts.
- 3.3 We continue to invest in service improvement initiatives to ensure sustainable improvement in all areas.

Contact Officer

Simon Parkinson
Lead Officer – Community Support

To: Scrutiny Committee
Date: 22nd September 2015
Author: Simon Parkinson, Lead Officer – Community Support
Lead Officer: Simon Parkinson

Title: Council Funded Community Centres

Summary: This report seeks to provide some background information regarding the council funded Community Centres in order to assist the committee to scope the focus of their Task and Finish review of the same subject.

Recommendation:

Councillors establish a Task and Finish Group to consider council funded Community Centres.

Reason for recommendation

At the Scrutiny Committee on 21 July 2015 it was agreed that a Task and Finish Group be set up to look at Council Funded Community Centres.

1. Introduction and background

1.1 The Council manages 10 Community Centres across the Selby district. These are;

- Anne Sharpe Centre, St Edwards Close, Byram
- Westfield Court Centre, Westfield Court, Eggborough
- Coultish Centre, Charles Street, Selby
- Cunliffe Centre, Petre Avenue, Selby
- Harold Mills House, North Crescent, Sherburn-in-Elmet
- Lady Popplewell Centre, Beechwood Close, Sherburn-in-Elmet
- Grove House, Grove Crescent, South Milford
- Calcaria House, Windmill Rise, Tadcaster
- Kelcbar, Kelcbar Close, Tadcaster
- Rosemary House, Rosemary Court, Tadcaster

1.2 The centres are opened daily Monday to Friday at 8.30am. The centres are locked again daily at 4.30pm. The times are clearly displayed at each centre.

- 1.3 All centres have a group of residents who help to organise events, in some cases these are in the form of elected committees. All bookings are taken over the phone at the Customer Contact Centre. Payment is taken at the time of the booking in most cases. Bookings made by NYCC, or the police are invoiced. The current cost of booking is £10/hour.
- 1.4 The day to day management of the centres is the responsibility of the Housing Support team. All necessary repairs are carried out within the defined timescales for all council assets. A budget for on-going Community Centre improvements is allocated each year with additional funding available if necessary through the councils formal financial bidding process. The budget for 2015/16 is £35,000 for the repair and maintenance of the buildings and £12,000 for fixtures and fittings.
- 1.5 A number of activities take place across all centres. The current timetable of events is detailed below (those in red are organised by the committees/residents);

Centre	Monday	Tuesday	Wednesday	Thursday	Friday
Anne Sharpe Centre	Bingo 6-9pm		Coffee morning 10-12	Committee 10-12	Coffee morning 10-12 Bingo 6-8pm
Calcaria House	Selby District Vision 10-12 1 st Monday Games 2-4pm	Holy Communion 1 st Tues	Slimming Club 10.30-12 Bingo 2-4pm	Horton Housing 1-4pm Bingo 7-9.30	
Coultish Centre	Bingo 6-9.30pm	Churches together 10-12 1 st Tues Embroidery club 1-4pm 1 st Tues Hairdresser 9-11	Horton Housing 11-4pm Bingo 6-9.30pm	Bingo 6-9.30pm Hairdresser 9-11am	
Cunliffe Centre		Bingo 6-9pm	Bingo 1-4pm	Coffee morning 9-11am Chair based exercise 2-4pm	Bingo 6-9pm
Eggborough	Bingo 5-8pm	Selby District Vision	Bingo 1-4pm		

		2-4pm 1 st Tues			
Grove House, South Milford	Bingo 7-9pm	Games 2-4pm	Derby and Jones club 2-4pm Dominoes 6.30-9.30pm	Painting class 12-2pm Bingo 6.30-9pm	
Harold Mills Centre		Horton Housing 12-4pm		Bingo 6.30-9pm	
Kelcbar Centre	Chair based exercise 2-4pm		Hairdresser 10-12 Bingo 7-9.30pm	Churches together 7-10pm Social afternoon 2-4pm	Coffee morning 10-12.30 Chatterbox 2-4pm
Lady Popplewell Centre	Whist 7-9pm	Visiting scheme 12-4pm	Bingo 7-9pm	Art class 9.30-11.30 Whist 2-4pm	Friendship club 2-4pm Bingo 7-9.30pm
Rosemary House	Bingo 6-9.30pm				Bingo 6-9.30pm

Contact Officer

Simon Parkinson
Lead Officer – Community Support



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
	Access Selby Service Provision – Customer Services	To scrutinise performance of the Customer Services.
22 September 2015	Access Selby Service Provision – Customer Services	To scrutinise performance of the Customer Services.
	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
	Council Funded Community Centres	Task and Finish Group Review of Council Funded Community Centres. Lead Officer to provide information.
	Selby Leisure Centre	To get an update report regarding Selby Leisure Centre.
	Call In	Provisional Item on the agenda.

26 January 2016	1 st / 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
	Health	To discuss health provision in the district
	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
	Council Funded Community Centres Task and Finish Group	To agree final report.
	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

October 2015 – January 2016

Published on 2 September 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

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

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

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 01/10/2015 ☞	SDC Homelessness Strategy & Action Plan	To approve the final strategy and action plan following consultation	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 8 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 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 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 01/10/2015 ☞	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 01/10/2015 ☞	Hurricane Close, Sherburn	Consider request to purchase Hurricane Close	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 ☞	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	
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	Approve proposal of new products and service levels to increase customer base and meet the changing needs of the district.	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
Executive 05/11/15 ☞	Fees and Charges 2016/17	To approve proposals for discretionary fees and charges for the coming financial year (within the overall budget and policy framework)	Public
Exec 05/11/15 ☞	2nd Interim Budget Exceptions report	To monitor major revenue and capital budget exceptions and agree remedial action where necessary	Public
Exec 05/11/15 ☞	2nd Interim Treasury Management report	To monitor progress against the Treasury Management Strategy	Public
Exec 05/11/15	Revenues and Benefits Procurement Exercise	To update the Executive on the progress on the Competitive Dialogue process for Revenues and Benefits together with Craven District Council.	Public

December 2015

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 03/12/15 8	Draft Budget and Medium Term Financial Plan	To set out proposals for revenue budgets and the capital programme for the period 2016/17 to 2018/19 Budgets will be subject to scrutiny and consultation with key stakeholders during December/January and final proposals will be considered in February 2016 along with recommendations on Council Tax	Public

January 2016

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
Executive 07/01/16 8→	Housing Rents and Misc. Charges 2016/17	To approve the increase in Housing rents in line with the rent restructure policy and the approval of the increase in Miscellaneous fees and charges in line with the Council policy	Public