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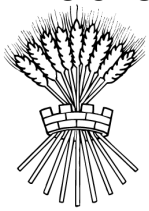
RYEDALE DISTRICT COUNCIL



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OVERVIEW AND SCRUTINY COMMITTEE

Thursday 18 February 2016 at 6.30 pm

Council Chamber, Ryedale House, Malton

Agenda

1 **Emergency Evacuation Procedure.**

The Chairman to inform Members of the Public of the emergency evacuation procedure.

2 **Apologies for absence**

3 **Minutes of the meeting held on the 3 December 2015** (Pages 3 - 4)

4 **Urgent Business**

To receive notice of any urgent business which the Chairman considers should be dealt with at the meeting as a matter of urgency by virtue of Section 100B(4)(b) of the Local Government Act 1972.

5 **Declarations of Interest**

Members to indicate whether they will be declaring any interests under the Code of Conduct.

Members making a declaration of interest at a meeting of a Committee or Council are required to disclose the existence and nature of that interest. This requirement is not discharged by merely declaring a personal interest without further explanation.

6 **Review of Council Support for Flooding** (Pages 5 - 14)

7 **Terms of Reference - Scrutiny Review of Property Related Assets** (Pages 15 - 20)

8 **Customer Complaints Q3 2015/16** (Pages 21 - 22)

9 **Delivering the Council Plan Report** (Pages 23 - 30)

10 **Decisions from other Committees** (Pages 31 - 34)

Policy and Resources Committee held on the 4 February 2016.

11 **Any other business that the Chairman decides is urgent.**

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 3 December 2015

Present

Councillors Acomb, Cussons, Duncan, Gardiner, Jowitt, Sanderson, Shields (Vice-Chairman) and Wainwright (Chairman)

In Attendance

Will Baines, Fiona Brown, Lynsey Marsden, Martin Miles, Kevan Murray and Clare Slater

Minutes

54 **Apologies for absence**

There were no apologies for absence.

55 **Minutes from the meeting held on the 1 October 2015**

Decision

That the minutes of the meeting of the Overview and Scrutiny Committee held on 1 October 2015 be approved and signed by the Chairman as a correct record.

Voting record
7 For
0 Against
1 Abstention

56 **Urgent Business**

There were no items of urgent business.

57 **Declarations of Interest**

There were no declarations of interest.

58 **Report of Everyone Active on the first year of the Leisure contract for Ryedale District Council**

Considered - Report of Martin Miles and Kevan Murray (Everyone Active).

Decision

That the report be noted.

59 **Customer Complaints Q2 2015/16**

Considered – Report of the Business Support Manager.

Decision
That the report be noted.

60 **Delivering the Council Plan Report**

Considered – Report of the Head of Corporate Services.

Decision
That the report be noted.

61 **Timetable of meetings 2016-17**

Considered – Report of the Council Solicitor.

Decision
That the report be noted.

62 **Scrutiny Review Topic**

Considered – Report of the Head of Corporate Services.

Decision
That Topic 2: Council Assets be chosen as the next topic for a Scrutiny Review, with a presentation and terms of reference to be presented to the next meeting. Voting record Topic 1 - 2 Topic 2 - 6 Topic 3 - 0

63 **Decisions from other Committees**

The minutes of the Policy and Resources Committee held on the 26 November were presented.

64 **Any other business that the Chairman decides is urgent.**

There being no other business, the meeting closed at 8:00pm.

RYEDALE DISTRICT COUNCIL

REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE**
DATE:	**18 FEBRUARY 2016**
REPORT OF THE:	**CORPORATE DIRECTOR**
TITLE OF REPORT:	**REVIEW OF COUNCIL SUPPORT FOR FLOODING**
WARDS AFFECTED:	**ALL**

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To present members of the committee with some suggestion for the scope of the scrutiny review following a notice on motion proposed by Councillor Burr and seconded by Councillor P Andrews.
"In the light of recent floods, we call upon the Council to commit reserves to install permanent pumps at Brawby, Old Malton, and Castlegate, Malton/Church Street, Norton."

2.0 RECOMMENDATION

2.1 That members of the committee:

a) Agree the terms of reference for the review of the motion on flooding.

3.0 REASON FOR RECOMMENDATION

3.1 The key to a successful scrutiny review is agreeing a clear terms of reference before embarking on the review.

3.2 The task group will undertake the work on the reviews and require a minimum of two members of the committee but are open to all.

3.3 The first phase of the review will inform the scope and timeframe for the subsequent phase of the reviews.

2.0 RECOMMENDATIONS

2.1 That members agree the terms of reference for the scrutiny review, with a presentation to the next meeting.

3.0 SIGNIFICANT RISKS

3.1 There are significant funding implications associated with the motion. Costs for

permanent pumping solutions in Malton and Norton alone have been estimated by North Yorkshire County Council to equate to around £4.8 million with the potential of some central Government FCERM grant in contribution towards this which they estimate could be around £2.2m.

4.0 BACKGROUND AND INTRODUCTION

4.1 The review follows a request from two councillors that the council commit reserves to fund permanent pumps in Malton, Norton and Brawby. The motion submitted followed an extensive period of flooding in Malton and Norton which facilitated the deployment of the multi agency pump plan to protect properties from flooding in Malton and Norton.

5.0 CONSULTATION

5.1 The review will include engagement with key stakeholders such as other statutory partners with responsibility for flood alleviation and North Yorkshire County Council who have the role and responsibility as Lead local Flood Authority.

6.0 POLICY CONTEXT

Aim 1: To create the conditions for economic success
Strategic Objectives:

- Place of opportunity – economic structure and supporting infrastructure
- Opportunity for people – increasing wage and skills levels through the provision of more and better jobs.

Aim 3: To have a high quality clean and sustainable environment
Strategic Objectives:

- Planning to adapt to climate change and reducing CO2 emissions
- To protect and improve the quality of our local environment

7.0 REPORT DETAILS

7.1 The motion calls on the Council to commit reserves to fund permanent pumps in Malton, Norton and Brawby. In considering this request the committee needs to be aware of both the District Councils responsibility and the responsibilities of other agencies regarding flooding - Annex A

7.2 The tables attached at Annex B presents a draft terms of reference for the review covering the following areas:

- Aim of the review
- Why has this review been selected?
- Who will undertake the review?
- How will the review be undertaken?
- What are the expected outputs?
- Timescale

7.3 Potential questions that the committee could consider in scoping the review include:

- The role and responsibility regarding flooding for Ryedale DC.
- The role and responsibility of other agencies regarding flooding

- The context, extent and location of flooded properties in the whole of the Ryedale area and should these be included in the scope of the review.
- Review the North Yorkshire Malton, Norton and Old Malton recently commissioned Flood study.
- Appraisal of flood alleviation options regarding the North Yorkshire commissioned flood study and potential indicative costs of this (from NYCC) and a solution for Brawby regarding the sewage treatment works (from YWA)
- How they intend to fund the technical support required regarding examination of cost and scheme detail in Malton, Norton, Brawby and other areas in Ryedale where flooding is considered to be of concern
- Understanding of Ryedale's current and future financial position regarding financial constraints on potential funding for flood alleviation measures

It is estimated that this review would take six months, starting in April 2016 and making recommendations to Policy and Resources in June 2016

Recommendations could include:

- Development of a clear policy regarding funding requests for flood alleviation measures encompassing requests for contributory funding from the responsible agencies.

8.0 NEXT STEPS

8.1 Dates of future meetings of the task group will be agreed

9.0 IMPLICATIONS

9.1 The following implications have been identified:

a) Financial
- Potentially significant both in terms of specialist technical advice and affordability. Costs for a permanent pumping solution for Malton and Norton alone have been estimated by North Yorkshire County Council to equate to around £4.8 million.

b) Legal
- None currently

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
- None at this stage, equality impact assessment will be undertaken as part of the review process.

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Background Papers:

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Annex A

There is no single body responsible for managing flood risk in the UK because of the role of the devolved administrations in Scotland, Northern Ireland and Wales.

Government

The Department for Environment, Food and Rural Affairs (Defra) and the Welsh Government develop FCERM policy and are the leads for flood and coastal erosion risk management in England and Wales. New or revised policies are prepared with other parts of government such as the Treasury, the Cabinet Office (for emergency response planning) and the Department for Communities and Local Government (for land-use and planning policy). These national policies then form the basis of the Environment Agency's and lead local flood authorities' work.

Environment Agency

With its national role, the Environment Agency has a strategic overview of all sources of flooding and coastal erosion (as defined in the Flood and Water Management Act). It is also responsible for flood and coastal erosion risk management activities on main rivers and the coast, regulating reservoir safety, and working in partnership with the Met Office to provide flood forecasts and warnings. It must also look for opportunities to maintain and improve the environment for people and wildlife while carrying out all of its duties.

The Environment Agency's work includes:

- Developing long-term approaches to FCERM. This includes working with others to prepare and carry out sustainable Catchment Flood Management Plans (CFMPs) and Shoreline Management Plans (SMPs). CFMPs address flood risk in each river catchment. SMPs assess the risks of coastal flooding and erosion and propose ways to manage them. The Environment Agency also collates and reviews assessments, maps and plans for local flood risk management (normally undertaken by lead local flood authorities (LLFAs)).
- Providing evidence and advice to support others. This includes national flood and coastal erosion risk information, data and tools to help other risk management authorities and inform Government policy, and advice on planning and development issues.
- Working with others to share knowledge and the best ways of working. This includes work to develop FCERM skills and resources
- Monitoring and reporting on flood and coastal erosion risk management. This includes reporting on how the national FCERM strategy is having an impact across the country.

Lead local flood authorities (LLFAs) - North Yorkshire County Council

LLFAs are county councils and unitary authorities. Under the FWMA, LLFAs are required to:

- prepare and maintain a strategy for local flood risk management in their areas, coordinating views and activity with other local bodies and communities through public consultation and scrutiny, and delivery planning.

- maintain a register of assets – these are physical features that have a significant effect on flooding in their area
- investigate significant local flooding incidents and publish the results of such investigations
- establish approval bodies for design, building and operation of Sustainable Drainage Systems (SuDS)
- issue consents for altering, removing or replacing certain structures or features on ordinary watercourses
- play a lead role in emergency planning and recovery after a flood event.

LLFAs and the Environment Agency will need to work closely together and ensure that the plans they are making both locally and nationally link up. An essential part of managing local flood risk will be taking account of new development in any plans or strategies.

By working in partnership with communities, LLFAs can raise awareness of flood and coastal erosion risks. Local flood action groups (and other organisations that represent those living and working in areas at risk of flooding) will be useful and trusted channels for sharing up-to-date information, guidance and support direct with the community.

LLFAs should encourage local communities to participate in local flood risk management. Depending on local circumstances, this could include developing and sharing good practice in risk management, training community volunteers so that they can raise awareness of flood risk in their community, and helping the community to prepare flood action plans. LLFAs must also consult local communities about its local flood risk management strategy.

District Councils

District Councils have no statutory obligation to provide flood defences to protect homes.

Ryedale's approach to providing emergency assistance during times of flooding is as follows:

- the Council has provided emergency assistance and co-ordination with lead agencies during emergency flooding dependent upon its local knowledge and experience of the situation.
- the Council will provide sandbags and deploy the pumps it has as it feels appropriate and if available, to assist with the defence from flooding to persons or property within the area.
- the Council keeps a stock of filled sandbags during times of potential flooding to aid the speed of response and provides catches of sandbags to be retained in 'flashy' flood areas.. The Council will deliver the sandbags or other equipment where the owner/occupier is unable to collect them from Council's depot. It will be the responsibility of the property owner/occupier to dispose of the sandbags once they are satisfied the risk of flooding has subsided.
- The council will support communities by helping displaced people to find emergency accommodation.

Water and sewerage companies - Yorkshire Water

Water companies play a major role in managing flood and coastal erosion risks, too. They manage the risk of flooding to water supply and sewerage facilities and the risk to others from the failure of their infrastructure.

The main roles of water and sewerage companies in managing flood and coastal erosion risks are to:

- make sure their systems have the appropriate level of resilience to flooding, and maintain essential services during emergencies
- maintain and manage their water supply and sewerage systems to manage the impact and reduce the risk of flooding and pollution to the environment
- provide advice to LLFAs on how water and sewerage company assets impact on local flood risk
- work with developers, landowners and LLFAs to understand and manage risks – for example, by working to manage the amount of rainfall that enters sewerage systems
- work with the Environment Agency LLFAs and district councils to coordinate the management of water supply and sewerage systems with other flood risk management work. They also need to have regard to FCERM plans in their own plans and work.

Where there is frequent and severe sewer flooding, (sites included on the DG5 Register) sewerage undertakers are required to address this through their capital investment plans, which are regulated by Ofwat.

Regulating the industry – on the Ofwat website

Water UK represents all UK water and wastewater service suppliers at national and European level. It provides a framework for the water industry to engage with government, regulators, stakeholder organisations and the public.

Water UK website

Internal Drainage Boards (IDBs)

IDBs have an important role to play in flood risk management, and in creating and managing natural habitats. Each IDB operates within a defined area, known as a drainage district. They are made up of elected members who represent land occupiers, and others nominated by local authorities who represent the public and other interest groups.

IDBs are independent public bodies responsible for managing water levels in low-lying areas. They are the land drainage authority within their districts and their functions include supervising land drainage and flood defence works on ordinary watercourses. This is primarily funded by drainage rates and levies from land occupiers and local authorities. By doing this, they closely manage water levels, both in watercourses and underground (groundwater), by improving and maintaining ordinary watercourses, drainage channels and pumping stations to reduce the risk of flooding.

They are able to involve local people, encourage volunteering and raise funds from those who benefit from their work

More about IDBs – on the website of the Association of Drainage Authorities

Highways authorities - North Yorkshire County Council and Highways Agency

Highways authorities (the Highways Agency and unitary/county councils) have the lead responsibility for providing and managing highway drainage and roadside ditches under the

Highways Act 1980. The owners of land adjoining a highway also have a common-law duty to maintain ditches to prevent them causing a nuisance to road users.

To manage these risks as set out in the national strategy, highways authorities will need to work effectively with the Environment Agency, LLFAs and district councils to ensure their flood management activities are well coordinated.

Property owners and residents

As a householder or business, it is your responsibility to look after your property, including protecting it from flooding. Whilst in some circumstances other organisations or property owners may be liable, there will be many occasions when flooding occurs despite all parties meeting their responsibilities. Consequently, it is important that householders and businesses, whose properties are at risk of flooding, take steps to ensure that their home is protected.

Owners of land or property by watercourses

If you own land or a property that has a watercourse running through it or you live adjacent to a watercourse you are a 'riparian owner'. As a riparian owner you have certain legal rights and responsibilities to maintain the watercourse. Where a watercourse marks the boundary between adjoining properties or land, it is normally presumed that the riparian owner owns the land up to the centre line of the watercourse.

‘Living on the Edge’ - Guidance for riparian owners (Environment Agency Website)

Annex B

Terms of Reference - Scrutiny Review on Flooding within Ryedale

Aim of the Review	The review will make recommendations to the policy committees of the Council and appraise the options available regarding funding for flood alleviation solutions **Notice on Motion** Proposed by Councillor Burr and seconded by Councillor P Andrews. "In the light of recent floods, we call upon the Council to commit reserves to install permanent pumps at Brawby, Old Malton, and Castlegate, Malton/Church Street, Norton." Aim of the review should be to examine the request, determine both the councils responsibility and ability to fund the motion
Why has this review been selected?	The review follows recent flooding events in Malton and Norton over December and January 2015. A notice on motion was referred from Council The scope of the review is set around considerable uncertainty regarding the effect of the 2015 budget and LG settlement regarding reforms in Local Government funding. These include reductions in RSG and new homes bonus, greater retention of business rates with the potential of costs of appeals etc. Potential estimates calculate that the total cost that remains to be saved from the revenue budget through the 2020 programme ranges from £1.3M to £1.7 from a £6.8 net revenue budget. The additional saving being required from 2017/18 onwards
Who will carry out the review?	The review will be carried out by a task group including: • A minimum of 2 members of the O and S committee (but open to all members of O and S) • Corporate Director • Head of Environment, Streetscene and Facilities • Support will be provided by members of Streetscene Members should note that as RDC has no statutory responsibility for flooding it employs no technical staff to determine, appraise or cost the appropriateness of flooding solutions
How the review will be carried out?	The task group will consider the implications of the councils budgetary position and also the councils role regarding flood alleviation. Potential questions that the committee could consider in scoping the review include: • The role and responsibility regarding flooding for Ryedale DC. • The role and responsibility of other agencies regarding flooding • The context, extent and location of flooded properties in the whole of the Ryedale area, and should these be included in the scope of the review • Review of the North Yorkshire Malton, Norton and Old Malton recently commissioned Flood study. • Appraisal of flood alleviation options regarding the North Yorkshire commissioned flood study and potential indicative costs of this (from NYCC) and any solutions put forward for Brawby regarding the sewage treatment works (from YWA) • Should/how RDC propose to fund/commission technical support

	regarding examination of flood alleviation schemes for Malton, Norton and Brawby and/or other areas in Ryedale where flooding is of concern be considered. • Understanding of Ryedale's current and future financial position regarding financial constraints on potential funding for flood alleviation measures
What are the expected outputs?	It is expected that the task group will produce a report, summarising the evidence they have gathered and containing specific recommendations for the Council and other partner organisations regarding the motion proposed
Timescale	It is anticipated that the group will conclude the outcomes of the review by June 2016. Progress reports will be submitted to the committee throughout the review.

RYEDALE DISTRICT COUNCIL

REPORT TO:	**OVERVIEW & SCRUTINY COMMITTEE**
DATE:	**18 FEBRUARY 2016**
REPORT OF THE:	**HEAD OF ENVIRONMENT, FACILITIES AND STREETSCENE BECKIE BENNETT**
TITLE OF REPORT:	**TERMS OF REFERENCE - SCRUTINY REVIEW OF PROPERTY RELATED ASSETS**
WARDS AFFECTED:	**ALL**

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To present members of the committee a set of terms of reference for the scrutiny review of property related assets as requested.

2.0 RECOMMENDATION

2.1 That members of the Committee:

a) Agree the terms of reference for the review of property related assets.

3.0 REASON FOR RECOMMENDATION

3.1 The key to a successful scrutiny review is agreeing a clear terms of reference before embarking on the review.

3.2 The task group will undertake the work on the reviews and require a minimum of two members of the committee but are open to all Members of the scrutiny committee.

3.3 The first phase of the review will inform the scope and timeframe for the subsequent phase of the reviews.

4.0 SIGNIFICANT RISKS

4.1 There are no significant risks associated with this report. It is anticipated that the work on property related assets will inform the work being undertaken to deliver the Towards 2020 programme.

REPORT

5.0 BACKGROUND AND INTRODUCTION

5.1 At the previous meeting of the Scrutiny Committee on 3 December 2015, Members agreed the next topic would be a review of Council owned Assets.

This review will consider:

- What sort of property does the Council own or lease?
- What do we use it for or how do others use it?
- How much does the current property portfolio cost?
- What is the condition of the property and the planned preventative maintenance
- How much income does the current portfolio of property assets generate and is there scope to generate additional income?
- An appraisal of the options available to ensure the best use of these property assets now and into the future, linked to the future provision of council services
- Current property portfolio and policy on property rationalisation

It is estimated that this review will take six months starting in February 2016 and will make recommendations to Policy and Resources in September 2016

Recommendations may include a new asset management policy and supporting strategy including a vision, principles and strategic objectives, linked to the delivery of the Councils priorities and the development of the Towards 2020 programme.

6.0 POLICY CONTEXT

6.1 The Council has an aim to Transform the Council by understanding our communities and meeting their needs and developing the leadership, capacity and capability to deliver future improvements, considering options for alternative models of delivery.

6.2 The aim of the Towards 2020 programme is to transform our workforce and the way they work, systematically redesigning the Councils services and optimising our assets, IT and systems, to ensure that the Council is relevant to residents and meeting local needs.

7.0 CONSULTATION

7.1 There is an ongoing programme of engagement linked to the delivery of the Towards 2020 programme and the outcomes of activity will be used to inform this review

7.2 A plan will be developed for engaging stakeholders in the asset management review.

8.0 REPORT DETAILS

8.1 The tables attached at annex A present a draft terms of reference for the review covering the following areas:

- Aim of the review
- Why has this review been selected?
- Who will undertake the review?
- How will the review be undertaken?
- What are the expected outputs?
- Timescale

9.0 IMPLICATIONS

9.1 The following implications have been identified:

a) Financial
None currently beyond existing budget provision

b) Legal
None currently though advice may needed relating to possible disposal of assets

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder) None at this stage, equality impact assessment will be undertaken as part of the review process.

Beckie Bennett
Head of Environment, Facilities and Streetscene

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Background Papers:
None

Background Papers are available for inspection at:
N/A

Terms of Reference for a Scrutiny Review of Council Assets

Aim of the Review	For the Council to have a clear understanding of its property portfolio, how properties are currently used and how that could alter to ensure their value is fully maximised. The review will make recommendations to the Policy and Resources Committee and will appraise the options available regarding; use or disposal of property within the Councils portfolio. Recommendations from the review could inform the development of : • A new asset management strategy including vision, principles and strategic objectives, linked to the delivery of the Councils priorities and the Towards 2020 transformation programme.
Why has this review been selected?	The property portfolio has not been reviewed recently. We need to refocus and redesign the Council including the property holding. The scope of the review is set within some uncertainty about the Councils financial position. Potential estimates calculate that the total cost that remains to be saved from the revenue budget through the Towards 2020 programme ranges from £1.2 million to £1.7 million from a £6.8 million net revenue budget. The additional saving being required from 2017/18 onwards. Changes have been introduced following the Chancellor's 2015 budget statement including how Council's can use proceeds from the sale of their capital assets, this now includes the ability to fund transformational projects. As such the review could usefully inform the development of a new asset management strategy
Who will carry out the review?	The review will be carried out by the Scrutiny Committee operating as a task group: • A minimum of 2 members of the Scrutiny Committee must be present for the task group meeting, which will follow the scheduled meeting of the Scrutiny committee. • Head of Environment, Streetscene and Facilities • Head of Corporate Services • Building Surveyor • Support will be provided by members of the Asset Management Group and the Business Improvement Team • External support as required
How the review will be carried out?	The task group will consider the implications of the 2015 Local Government settlement and delivery of Council Priorities In considering the above the review would need to analyse: • The portfolio of property currently owned by the Council • The use made of Council property by the Council or others • The net profit or loss of the current portfolio of property held by the Council This could include: • Reviews of the asset management register. • Financial records regarding investment portfolio • Reviews undertaken by other local authorities • Government policy and the impact of reviews of funding arrangements • Best practice regarding use of and disposal of assets

What are the expected outputs?	It is expected that the task group will produce a report, summarising the evidence they have gathered and containing specific recommendations for the Council including • recommendations to Council for a new asset management policy to support the transformation of the Council and delivery of a future council which is efficient and fit for purpose. • A new asset management strategy for the Council - 8 October 2016 • A set of key recommendations for disposal of assets supported by a business case, to deliver the Towards 2020 programme.
Timescale	It is anticipated that the group will conclude the outcomes of the review by 29 September 2016. Progress reports will be submitted to the committee throughout the review. Date of Scrutiny Committees: • 18 February 2016 • 7 April 2016 • 23 June 2016 • 29 Sept 2016

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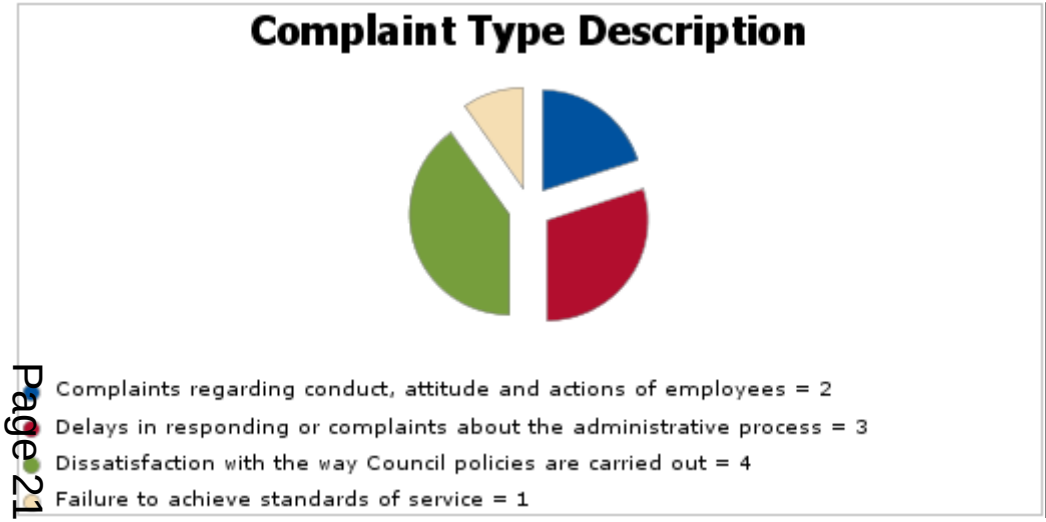
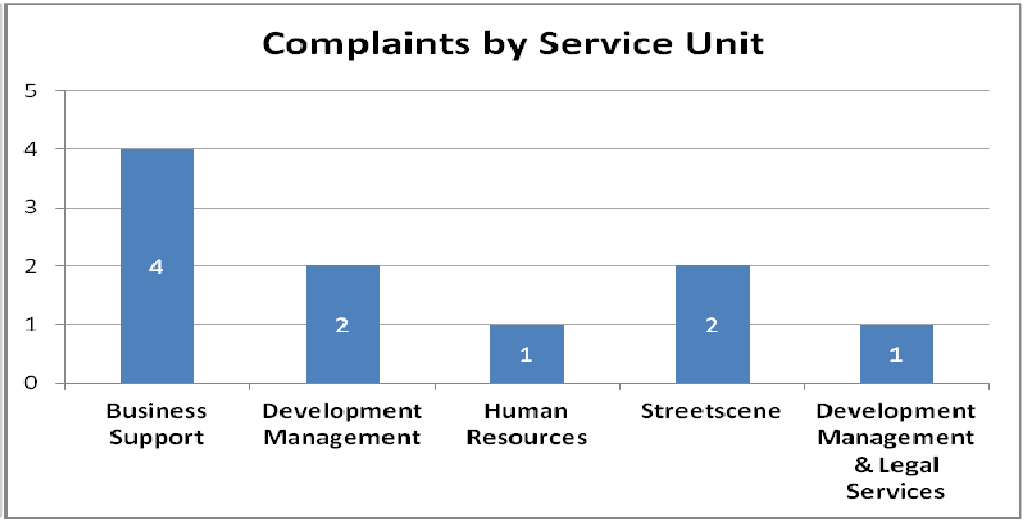
Complaints Q3 2015-16

Generated on: 21 December 2015

RYEDALE DISTRICT COUNCIL





Business Support (BS)								
Summary of Complaint	**Complaint Type**	**Complaint Remedy**	**Additional Action**	**Ward**	**Stage of Complaint**	**Opened Date**	**Closed Date**	**Total**
Dissatisfaction with Council Tax	Delays in responding or complaints about the administrative process	Written Apology		Norton West	Initial complaint	26-Oct-2015	28-Oct-2015	**4**
Dissatisfaction with Benefits Procedure	Delays in responding or complaints about the administrative process	Written Apology		Pickering East	Initial complaint	02-Nov-2015	04-Nov-2015	
Dissatisfaction with Lack of Response	Delays in responding or complaints about the administrative process	Explanation Given		None Given	Initial complaint	16-Nov-2015	26-Nov-2015	
Dissatisfaction with Customer Service	Complaints regarding conduct, attitude and actions of employees	Written Apology		Pickering West	Initial complaint	16-Nov-2015	19-Nov-2015	

Development Management (DM)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with planning procedure and staff	Dissatisfaction with the way Council policies are carried out	Explanation Given		Wolds	Initial complaint	26-Oct-2015	28-Oct-2015	**2**
Dissatisfaction with Processing of Planning Application	Dissatisfaction with the way Council policies are carried out	Explanation Given		Helmsley	Initial complaint	27-Oct-2015	29-Oct-2015	

Development Management (DM); Legal Services (LS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Planning Procedure and Staff	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ampleforth	Initial complaint	07-Dec-2015	15-Dec-2015	**1**

Human Resources (HR)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Confidential Complaint	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Initial complaint	02-Nov-2015	06-Nov-2015	**1**

Streetscene (SS)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Toilets in Thornton Dale	Failure to achieve standards of service	Written Apology		Thornton Dale	Initial complaint	15-Oct-2015	16-Oct-2015	**2**
Damage to Grass	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Ampleforth	Initial complaint	25-Nov-2015	30-Nov-2015	

Council Plan 2015-20

Generated on: 12 January 2015

1. Employment Opportunity & Economic Success	EC 10	EC 12a	EC 12b	EC 12c	EC 12d	EC 13a	EC 13b	EC 40					
2. Housing Need	HS 10a	HS 10b	HS 11	HS 14	BS RB 3	FP 7	FP 8	HS 5	HS 8	BS RB 2	HS 1	HS 2	HS 17
3. High Quality Environment	DM 157a	HE 13	SS 15	SS 17	SS 35	SS 36	DM 157c	SS 192	DM 2	DM 157b	SS 16		
4. Active Safe Communities	EC 77	HE 10											
5. Transforming the Council	BS AS 3	BS BI 2	BS RB 11	BS RB 12	BS AS 1 RDC	HR A 01 R	BS MD 1						

Key

Data Only Indicator for monitoring trend | Performance is improving | Performance has stayed the same | Performance has got worse

1. Employment Opportunity & Economic Success

EC 10	Total Job Seeker Allowance Claimants Aged 16 - 64				
Current Value	0.6%	December 2015	Previous value	0.7% November 2015	Data is published monthly
Yorkshire & Humber - 2.0% GB - 1.5%					

EC 12a	% Ryedale population aged 16-64 qualified - NVQ1 or equivalent				
Current Value	83.1%	Jan-Dec 2014	Previous value	91.9% Jan-Dec 2013	Data is published annually
Ryedale had 24,300 residents between January-December 2014 aged 16-64 studying at NVQ1 level and above. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.					

EC 12b	% Ryedale population aged 16-64 qualified - NVQ2 or equivalent				
Current Value	67.5%	Jan-Dec 2014	Previous value	80% Jan-Dec 2013	Data is published annually
Ryedale had 19,700 residents between January-December 2014 aged 16-64 studying at NVQ2 level and above. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.					

EC 12c	% Ryedale population aged 16-64 qualified - NVQ3 or equivalent				
Current Value	54.4%	Jan-Dec 2014	Previous value	53.2% Jan-Dec 2013	Data is published annually
The percentage of Ryedale residents aged 16-64 reaching NVQ3 and above continues to grow, with 15,900 attaining the qualification from January-December 2014. This puts Ryedale above the North Yorkshire and Yorkshire and The Humber average for this level of qualification.					

EC 12d	% Ryedale population aged 16-64 qualified - NVQ4 or equivalent				
Current Value	41%	Jan-Dec 2014	Previous value	40.1% Jan-Dec 2013	Data is published annually
Ryedale performance is well above the North Yorkshire and Yorkshire and The Humber average for this level of qualification.					

EC 13a	Gross weekly earnings by workplace				
Current Value	£414.00	2014/15	Previous value	412.60 2013/14	Data is published annually
Ryedale has the lowest level of earnings by workplace in Yorkshire and the Humber.					

EC 13b	Gross weekly earnings by residency				
Current Value	£424.80	2014/15	Previous value	412.60 2013/14	Data is published annually
Although an increase in weekly pay compared to last year - Ryedale still has the lowest Gross weekly earnings in Yorkshire and Humber.					

		EC 40	Employment Rate - aged 16-64			
Current Value	84.5%	2014/15	Previous value	81% 2013/14	Data is published annually	
2014-15: GB 72.7% Y&H 71.0%						

2. Housing Need

		BS RB 2	Speed of processing - new HB/CTB claims			
Current Value	24.1 days	December 2015	Current Target	25.0 days		
Changes and improvements introduced have resulted in improved timescales						

		BS RB 3	Speed of processing - changes of circumstances for HB/CTB claims			
Current Value	4.9 days	December 2015	Current Target	12.0 days		
The addition of two extra staff has improved the speed of processing any changes of circumstances to well within the target range.						

		FP 7	Net additional homes provided			
Current Value	261	2014/15	Current Target	200		
During 2014-15, 261 additional homes were provided, which exceeded the target figure of providing 200 additional homes. see the Strategic Housing Land Availability assessment for predictions for future delivery http://www.ryedaleplan.org.uk/attachments/article/132/SHLAA_Part1_2015_v2.pdf						

		FP 8	Supply of deliverable housing sites			
Current Value	118.0%	2014/15	Current Target	100.0%	See Annual Monitoring Statement and Strategic Housing Land Availability Assessments. Target five year housing supply= 100%	
Supply = 5.92 years taking into account undeveloped allocations.						

		HS 5	Number of Homeless Applications			
Current Value	11	Q3 2015/16	Current Target	13	Total number of applications for 2014/15 = 30	
Eleven homeless applications were received between 01/10/2015 and 31/12/2015						

		HS 8	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)			
Current Value	42	Q3 2015/16	Current Target	39	Target is to achieve 10% improvement in numbers of preventions year on year	
Between 01/10/2015 and 31/12/2015 there were 42 homelessness preventions through the Local Authority						

		HS 10a	% Households in Ryedale in Fuel Poverty (10% income measure)			
Current Value		26%	2013/14	Current Target	27.9%	Target is to improve on previous years performance
Results published June 2014. Est. no. of households 23,090 of which 6,446 in fuel poverty.						

		HS 10b	% Households in Ryedale in Fuel Poverty (Low Income High Cost)			
Current Value		10.6%	2013/14	Current Target	11.9%	Target is to improve on previous years performance
Updated May 2015: 2013-14 - Est No. of households 23,046 and 2,440 households in fuel poverty						

		HS 11	Empty Domestic Properties			
Current Value		243	2014/15	Current Target	249	Target is to improve on previous years performance
This is the figure used to claim New Homes Bonus calculated in October 2015.						

		HS 14	Affordability Ratio			
Current Value		7.36	2013/14	Current Target	8.65	Target is to improve on previous years performance
North Yorkshire 7.20, England 6.45						

		HS 1	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)			
Current Value		88.9%	Q3 2015/16	Current Target	100.0%	Target is to decide on all applications within 33 days
During Q3 2015/16 9 decisions were made, 8 of which issued notifications within 33 days.						

		HS 2	Length of stay in temporary accommodation (B&B, weeks) Snapshot			
Current Value		7.00 weeks	Q3 2015/16	Current Target	4.00 weeks	Target: National maximum allowable is 6 weeks. Local target of 4 weeks
During quarter 3 of 2015-16, 1 household was accommodated in B&B, the average stay was 49 nights						

		HS 17	Number of affordable homes delivered (gross)			
Current Value		17	Q3 2015/16	Current Target	57	35% of market housing target would result in 70 affordable homes arising from 200 net additional homes.
Only 23 affordable homes completed to date, however with predicted housing delivery for 2015/16 of 263, the target should be achieved by the end of the year.						

3. High Quality Environment

DM 157a	Processing of planning applications: Major applications (13 weeks)				
Current Value	82.60%	December 2015	Current Target	70.00%	Targets originally set under Planning Delivery Grant regime

HE 13	% of Food establishments in the area broadly compliant with food hygiene law				
Current Value	74%	2014/15	Current Target	72%	Target is to improve on previous year. Assessments of premises undertaken using risk based scoring and national guidance. 17% of premises are low risk and not accessed and by default not compliant under the national definition for this indicator.
A total of 624 Food Establishments were broadly compliant in 2014-15					

SS 15	% of Household Waste Recycled				
Current Value	21.31%	2014/15	Current Target	20.00%	Target set following analysis of previous performance levels
Performance continues to improve slightly but priority is now to maintain this level of performance					

SS 17	Household Waste Collection - % change in kilograms per head				
Current Value	-1.38%	2014/15	Current Target	0.25%	Target is to improve on previous years change
2014-15 463.03 kg/per household and 423.31 kg/per head for Household Waste.					

SS 35	% CO2 reduction from LA operations.				
Current Value	-12.5%	2014/15	Current Target	-7.5%	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date
Reduction is mainly due to the local swimming pools contract being taken over by Everyone Active. The data is collated using the bills of the properties being paid for by RDC.					

SS 36	Tonnes of CO2 from LA operations				
Current Value	1,418	2014/15	Current Target	1,622	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date
Reduction is mainly due to the local swimming pools contract being taken over by Everyone Active. The data is collated using the bills of the properties being paid for by RDC.					

DM 157c	Processing of planning applications: Other applications (8 weeks)				
Current Value	87.60%	December 2015	Current Target	90.00%	Targets originally set under Planning Delivery Grant regime
Performance has been improving for some months and this trend is continuing. Customer satisfaction has increased on previous years					

		SS 192	% of household waste sent for reuse, recycling and composting			
Current Value	48.07%	2014/15	Current Target	49.70%	National target to achieve 50% by 2020	
Reduction largely due to the introduction of charges for garden waste collection- need to revise target in 15/16.						

		DM 2	Planning appeals allowed			
Current Value	42.9%	Q3 2015/16	Current Target	33.0%	Target based on national averages and benchmarking	
The national performance level is consistently in line with the target figure of 33%, performance for Ryedale has varied because of the relatively low number of appeals received.						

		DM 157b	Processing of planning applications: Minor applications (8 weeks)			
Current Value	71.70%	December 2015	Current Target	78.00%	Targets originally set under Planning Delivery Grant regime	
Performance has been improving for some months and this Trend is continuing. Customer satisfaction has increased on previous years . Minor applications requiring developer contributions are affecting performance in this category arising from the need for s106 agreements to accompany the planning permission						

		SS 16	% of Household Waste Composted			
Current Value	26.76%	2014/15	Current Target	30.00%	Target set following analysis of previous performance levels	
Reduction largely due to the introduction of charges for garden waste collection . Need to revise target for 15/16 and also consider participation target						

4. Active Safe Communities

		EC 77	Total Crime in Ryedale			
Current Value	144	December 2015	Current Target			

		HE 10	Adult participation in sport and active recreation. Sport England Active People Survey-Annual			
Current Value	32.7%	2014/15	Current Target	36.8%	Target is to improve on previous years performance	
Final result for Oct 2014-Oct 2015 updated as part of APS9 to 32.7% Y&H 34.1% England 35.8%						

5. Transforming the Council

BS AS 3	Payments made using electronic channels				
Current Value	94%	December 2015	Current Target	85%	Target is set to maintain performance
Electronic channels include web, telephone and Direct Debit.					

BS BI 02	% FOI Requests responded to within 20 working days				
Current Value	100%	December 2015	Current Target	90%	Target is set to maintain performance
28 of 28 FOIs responded within 20 working days					

BS RB 11	% of Council Tax collected				
Current Value	86.26%	December 2015	Current Target	86.24%	Target is set to maintain performance
Q3 2015-16 Collection rates are in line with the previous years performance					

BS RB 12	% of Non-domestic Rates Collected				
Current Value	85.94%	December 2015	Current Target	60.28%	Target is set to maintain performance
Q3 2015-16 Collection rates are in line with the previous years performance					

BS AS 1 RDC	Service enquiries resolved at first point of contact (telephone)				
Current Value	71%	December 2015	Current Target	50%	Target is for year on year improvement
Total figure is not representative, as current lengthy call logging procedure means staff are unable to log the high volume of calls received during periods of peak call times.					

BS MD 1	Standard searches done in 5 working days				
Current Value	0%	December 2015	Current Target	90.0%	Target is set to maintain performance
Very late replies from NYCC resulting in no searches dispatched in 5 days					

HR A 01 R	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE				
Current Value	0.69 days	December 2015	Current Target	0.63 days	Target is North Yorkshire average for 2009

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Policy and Resources Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 4 February 2016

Present

Councillors Joy Andrews, Paul Andrews, Steve Arnold (Vice-Chairman), Bailey, Clark, Cowling (Chairman), Hope (Substitute), Ives, Oxley and Raper

Overview and Scrutiny Committee Observers: Councillor Acomb

In Attendance

Mandy Burchell, Peter Johnson, Nicki Lishman, Phil Long, Clare Slater and Janet Waggott

Minutes

52 **Apologies for absence**

Apologies for absence were received from Councillor V Arnold, Councillor Hope substituted.

53 **Minutes of the meeting held on 26 November 2016**

Decision

That the minutes of the meeting of the Policy and Resources Committee held on 26 November 2015 be approved and signed by the Chairman as a correct record.

Voting record
6 for
2 abstentions

54 **Recommendations from the Resources Working Party held on 21 January 2016**

Decision

That the recommendations from the Resources Working Party held on 21 January 2016 be approved.

Voting record
8 for
1 abstentions

55 **Urgent Business**

There were no items of urgent business.

56 **Declarations of Interest**

Councillor Clark declared a personal non pecuniary but not prejudicial interest in Item 10 as a member of North Yorkshire County Council.

PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE

57 **To review the membership of the Resources Working Party**

Decision

That a change of membership to the Resources Working Party be agreed so that Councillors Jainu-Deen and Keal were replaced for the Conservatives by Councillor Frank, substitute Councillor Cleary and for the Liberal Democrats by Councillor Mrs Shields, substitute Councillor Keal.

58 **Delivering the Council Plan**

Considered - Report of the Head of Corporate Services

Decision

That the report be noted.

PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL

59 **Financial Strategy 2016/2017**

Considered - Report of the Finance Manager (s151)

Recommendation to Council

That Council is recommended:

(i) To approve the Council's Financial Strategy (Annex A) which includes:
a. Savings/additional income totalling £584k (Financial Strategy Appendix A)
b. Growth Pressures totalling £410k (Financial Strategy Appendix A)
c. The Prudential Indicators (Financial Strategy Appendix B)
d. The revised capital programme (Financial Strategy Appendix D)
e. The Pay Policy 2016/2017 (Financial Strategy Appendix E)

(ii) a revenue budget for 2016/2017 of £6,381,609 which represents a 1.99% in the Ryedale District Council Tax, increasing the Band D charge from £176.72 to £180.23 (note that total Council Tax, including the County Council, Fire and Police is covered within the separate Council Tax setting report to Full Council) and to reduce the amount of New Homes Bonus required to balance the revenue budget for 2016/17 by £73,526 and to reflect these changes in the medium term revenue forecast.

(iii) to approve the special expenses amounting to £35,100;

(iv) to note the financial projection for 2016/17 – 2020/21 (Annex B).

Voting record
7 for
3 abstentions

60 **Response to the New Homes Bonus: Sharpening the Incentive - Technical Consultation**

Considered - Report of the Chief Executive

Recommendation to Council

That Council is recommended:

(i) To agree the response to the consultation attached at Annex A and B and delegate authority to the Finance Manager (s151) in consultation with the Chairman of Policy and Resources to make any alterations, if necessary, prior to submission by the 10 March 2017.

Voting record
8 for
2 abstentions

61 **Any other business that the Chairman decides is urgent.**

There being no items of urgent business, the meeting closed at 8.05 pm.

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