



## **OVERVIEW AND SCRUTINY COMMITTEE**

Thursday 29 September 2016 at 7.00 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 of the Scrutiny Committee held on 22 June and 8 September** (Pages 3 - 6)

**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 Delivering the Council Plan** (Pages 7 - 14)

**7 Local Government Ombudsman Annual Review Letter 2016** (Pages 15 - 18)

- 8     **Complaints Quarter 1 2016-17** (Pages 19 - 20)
- 9     **Scrutiny Review on Flooding**
- 10    **Decisions from other Committees**  
Policy and Resources Committee held on 22 September 2016 (to follow)
- 11    **Any other business that the Chairman decides is urgent.**

## Overview and Scrutiny Committee

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Held at Meeting Room 2, Ryedale House, Malton  
on Wednesday 22 June 2016

### Present

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Councillors Cussons, Duncan, Gardiner, Jainu-Deen, Keal (Chairman), Potter and Wainwright

### In Attendance

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Jos Holmes, Clare Slater, Beckie Bennett, Will Baines, Fiona Brown and Sergeant Donna Musgrove

### Minutes

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#### 1 Apologies for absence

Apologies for absence were received from Councillors Acomb, Jowitt and Sanderson.

#### 2 Minutes of the meeting held on the 7 April 2016

##### Decision

That the minutes of the meeting of the Overview and Scrutiny Committee held on 7 April 2016 be approved and signed by the Chairman as a correct record.

Voting record  
Unanimous For

#### 3 Urgent Business

Committee be asked to make the following decision;

##### Decision

That should a report be recommended to Council on 7 July 2016 on the Scrutiny Review of Flooding, that the Chair and Vice-Chair together with the Head of Streetscene, Environment and Facilities be authorised to finalise the report in consultation with the Scrutiny Review Task Group.

Voting record  
Unanimous For

#### 4 Declarations of Interest

There were no declarations of interest.

5      **Safer Ryedale Local Delivery Group Plan**

Considered – Report of the Head of Economy and Infrastructure.

<b>Decision</b>
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That members note the report and plan actions.
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6      **Delivering the Council's Priorities**

Considered – Report of the Head of Corporate Services.

<b>Decision</b>
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That the report be noted.
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7      **Customer Complaints Q4 2015-16**

Considered – Report of the Business Support Manager.

<b>Decision</b>
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That the report be noted.
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8      **Attendance at Policy Committees**

Considered – Report of the Council Solicitor.

<b>Decision</b>
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That the report be noted.
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9      **Decisions from other Committees**

The minutes from the Policy and Resources Committee on Thursday 16 June were presented.

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

There being no other business, the meeting closed at 8:05pm.

## Overview and Scrutiny Committee

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Held at Meeting Room 1, Ryedale House, Malton  
on Thursday 8 September 2016

### Present

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Councillors Acomb (Vice-Chairman), Cussons, Gardiner, Jainu-Deen, Jowitt, Keal (Chairman), Potter and Wainwright

### In Attendance

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Beckie Bennett, Clare Slater and Will Baines

### Minutes

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#### 27      **Apologies for absence**

Apologies for absence were received from Cllr Duncan and Cllr Sanderson.

#### 28      **Declarations of Interest**

There were no declarations of interest.

#### 29      **Scrutiny Review - Council Property Assets**










































Considered – Report of the Head of Corporate Services and the Head of Environment, Streetscene and Facilities

<b>Recommendation to Council</b>
That Members agree the final Scrutiny Review report on the first phase of the Councils property assets.
<u>Voting record</u> Unanimous for

#### 30      **Any other business that the Chairman decides is urgent.**

There being no other business, the meeting closed at 5:40pm




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1. Employment Opportunity & Economic Success												
	EC 10	EC 12a	EC 12b	EC 12c	EC 12d	EC 13a	EC 13b	EC 40				
2. Housing Need												
	BS RB 3	FP 7	FP 8	HS 1	HS 5	HS 8	HS 11b	HS 14	BS RB 2	HS 2	HS 17	HS 10b
3. High Quality Environment												
	DM 157a	DM 157c	HE 13	SS 15	SS 17	DM 2	DM 157b	SS 192	SS 16	SS 35	SS 36	
4. Active Safe Communities												
	EC 77	HE 10										
5. Transforming the Council												
	BS AS 3	BS BI 02	BS AS 1 RDC	HR A 01 R	BS RB 11	BS RB 12	BS MD 1					




Status Icon Key




 On track	 Warning	 Alert	 Data only indicator	 Long term trend arrow
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## 1. Employment Opportunity & Economic Success




		EC 10	Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64			
Current Value	0.7%	July 2016	Current Target	0.8%	June 2016	
Yorkshire and The Humber 2.2%, Great Britain 1.8%						

		EC 12a	% Ryedale population aged 16-64 qualified - NVQ1 or equivalent			
Current Value	83.5%	2015/16	Current Target	83.1%	2014/15	
Ryedale had 25,100 residents between January-December 2015 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	70.5%	2015/16	Current Target	67.5%	2014/15	
Ryedale had 21,200 residents between January-December 2015 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	45.1%	2015/16	Current Target	54.4%	2014/15	
The percentage of Ryedale residents aged 16-64 reaching NVQ3 and above dropped from 15,900 attaining the qualification to 13,600 from January-December 2015.						

		EC 12d	% Ryedale population aged 16-64 qualified - NVQ4 or equivalent			
Current Value	29.0%	2015/16	Current Target	41%	2014/15	
The number of the Ryedale residents qualified to NVQ4 or equivalent has dropped from 12,000 to 8,700						




		EC 13a	Gross weekly earnings by workplace			
Current Value	£410.20	2015/16	Current Target	£420.20	2014/15	
Ryedale has the lowest median gross weekly wage in the LEP area. Although unemployment is low, low wages cause many people to have more than one job and also cause housing affordability issues. Priorities to increase wage levels for local people are in the Ryedale Economic Action Plan.						

		EC 13b	Gross weekly earnings by residency			
Current Value	£411.80	2015/16	Current Target	£426.00	2014/15	









Earnings by Workplace 2015 annual data (pounds) Ryedale £411.80, Craven £450.20, Scarborough £467.90, Hambleton £479.50, York £496.00, Harrogate £518.00, Richmond £518.50, Selby £526.50. Yorkshire and Humber region average £480.50, Great Britain £529.60




Ryedale has the lowest median gross weekly wage in the LEP area. Although unemployment is low, low wages cause many people to have more than one job and also cause housing affordability issues. Priorities to increase wage levels for local people are in the Ryedale Economic Action Plan.




		EC 40	Employment Rate - aged 16-64			
Current Value	81.5%	2015/16	Current Target	84.5%	2014/15	
2015/16: Yorkshire and Humber 72.2% Great Britain 73.7% Although generally buoyant, the high technology manufacturing sector specialising in sub sea technologies has been declining due to global oil price depressing oil exploration activity. RDC is continuing to support the high technology manufacturing sector through training and infrastructure support. Seasonality is also an issue addressed in the Visitor Economy activity delivered by RDC.						






















## 2. Housing Need

		BS RB 3	Speed of processing - changes of circumstances for HB/LCTS claims			
Current Value	8.0 days	August 2016	Current Target	12.0 days		
The performance for changes of circumstance for both housing benefit and local council tax support has been strong over recent months. However the implementation of the full service for Universal Credit in June 2016 for Ryedale working age claimants may cause a significant increase in the volume of changes to be processed for LCTS claimants, which may in turn affect performance.						




		FP 7	Net additional homes provided			
Current Value	245	2015/16	Current Target	200	LDF Plan	
The target of 200 is the LDF plan requirement. 261 net additional homes were provided in 2014/15						

		FP 8	Supply of deliverable housing sites			
Current Value		116.0%	2015/16	Current Target	100.0%	See Annual Monitoring Statement and Strategic Housing Land Availability Assessments. Target five year housing supply= 100%
The new five year deliverable supply figure at 31/3/16 is 1158 plots which equates to 5.8 years of deliverable supply (based on the Plan requirement of 200) or 116%						




		HS 1	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)				
Current Value		100.0%	Q1 2016/17	Current Target	100.0%	Target is to decide on all applications within 33 days	
4 decisions made within Q1 of this year and all applications were notified within 33 days of application							




Page 60			HS 5	Number of Homeless Applications			
	Current Value		5	Q1 2016/17	Current Target	13	Total number of applications for 2015/16= 37
	5 homeless applications were received in Q1						
			HS 8	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)			
	Current Value		45	Q1 2016/17	Current Target	39	Target is to achieve 10% improvement in numbers of preventions year on year
	45 interventions were needed to prevent homelessness through advice and intervention during Q1 of 2016/17						
			HS 11 b	Properties empty for six months or more			
	Current Value		233	2015/16	Current Target	249	Aim is to improve on performance for the previous year
	This figure is included on the government return CTB1 which informs the New Homes Bonus Allocation. The figure is calculated in October and is the total of empty properties which have been empty for six months or more						
			HS 14	Affordability Ratio			
	Current Value		8.5	2015/16	Current Target	8.39	2014/15
	Affordability ratios in 2015 were calculated using earnings data from April 2015 and house price data for the period September 2014-September 2015. There is a 12 month time lag on the release of this information.						
			BS RB 2	Speed of processing - new HB/LCTS claims			
	Current Value		29.1 days	July 2016	Current Target	25.0 days	
	The New Claims performance time has increased in April 2016 due to the first Universal Credit claimant that we had received who resided in Specified Accommodation. Following this assessment we know that the system is treating such claims correctly. Processing of claims for Housing Benefit for those resident in specified accommodation will remain the responsibility of the Local Authority following the roll out of the full UC service in Ryedale from 29 June 2016, as will all claims for HB for pensioners. The majority of claims for those of working age will transfer to UC by 2021.						
			HS 2	Length of stay in temporary accommodation (B&B, weeks) Snapshot			
	Current Value		5.10 weeks	Q1 2016/17	Current Target	4.00 weeks	Target: National maximum allowable is 6 weeks. Local target of 4 weeks
	During quarter 1 of 2016-17, the average stay in temporary accommodation was 36.4 nights						
			HS 17	Number of affordable homes delivered (gross)			
	Current Value		30	2015/16	Current Target	75	35% of market housing target would result in 70 affordable homes arising from 200 net




				additional homes.
67 affordable new homes under construction during 2015/16 with 29 completed				




		HS 10b	% Households in Ryedale in Fuel Poverty (Low Income High Cost)			
Current Value	15.9%	2014/15	Current Target	10.6%	2013/14	
3636 out of 22827 households in Ryedale were in fuel poverty in 2014/15, an increase of 1196 households from the 2013/14 data. There is a 12 month time lag on the release of this information						



















### 3. High Quality Environment

		DM 157a	Processing of planning applications: Major applications (13 weeks)			
Current Value		76.90%	August 2016	Current Target	70.00%	Targets originally set under Planning Delivery Grant regime
By definition these applications are complex, often requiring a Section 106 (legal) agreement. These applications represent around 4% of the total number received. Performance for 2015/16 was excellent overall at 87% against a target of 70%. However there levels will always vary significantly month by month due to the nature and small numbers of this type of applications received.						




Page 9			DM 157c	Processing of planning applications: Other applications (8 weeks)			
	Current Value	91.50%	August 2016	Current Target	90.00%	Targets originally set under Planning Delivery Grant regime	
	Performance continues to be above target through 2016/17 so far. Customer satisfaction has increased on previous years.						

		HE 13	% of Food establishments in the area broadly compliant with food hygiene law			
Current Value	86%	2015/16	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.	
The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local authority area that are broadly compliant with food law. The assessment is based on a scoring system that is defined in the national Code of Practice. When officers inspect a food business they rate the business with respect to several aspects. Three of those aspects namely the standard of hygiene, the structural standard and the confidence in management are awarded numerical values and if any one of them falls below a prescribed level then the establishment is judged to be non broadly compliant.						




		SS 15	% of Household Waste Recycled			
Current Value		21.73%	2015/16	Current Target	20.00%	Target set following analysis of previous performance levels
Performance continues to improve. The priority is to maintain this level of performance.						




		SS 17	Household Waste Collection - % change in kilograms per head			
Current Value		-3.45%	2015/16	Current Target	0.25%	Target is to improve on previous years change
Year on year the amount of household waste collected has significantly reduced, giving a net change of -3.39% in 15/16.						
2015-16 408.78 kg/per head, 2014-15 423.41 kg per head.						
		DM 2	Planning appeals allowed			
Current Value		33.3%	Q1 2016/17	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		76.00%	August 2016	Current Target	80.00%	Targets originally set under Planning Delivery Grant regime
Minor applications requiring developer contributions are affecting performance in this category arising from the need for S106 agreements to accompany the planning permission. This resulted in numerous applications being determined beyond their 8 week determination period. Last years performance in this category reflects this, however as a result of the recent Court of appeal decision relating to contributions from small site this figure is expected to rise in 2016/17 as applications will not be delayed by the need for a legal agreement						
		SS 192	% of household waste sent for reuse, recycling and composting			
Current Value		45.80%	2015/16	Current Target	49.70%	National target to achieve 50% by 2020
15/16 is the first full year of data that reflects the full impact of charging for garden waste. Results are positive, achieving 46% subscription rate against a target of 35%. The overall recycling rate has reduced by 8% against a forecast reduction of 15%. 15/16 45.8% (first full year charging for garden waste) 14/15 48% (Part year charging for garden waste collection) 13/14 53% (no charge for garden waste collection) A new target will be issued upon a review of current performance.						
		SS 16	% of Household Waste Composted			
Current Value		24.07%	2015/16	Current Target	30.00%	Target set following analysis of previous performance levels
The target has been reduced going forward from 30% to 23%. This is to reflect the reduction in tonnages post garden waste subscription, which is circa 35-40% per annum. Although overall tonnage PA has reduced, it is clear to see from sales and tonnage data that participation per household has increased by 36%. Taking the average kg's per household from 297 kg's up to 462 kg's. So whilst tonnage has reduced and impacts on overall recycling performance, residents using the service are 'super users' justifying the kerbside collection. In addition to this rates of contamination have reduced to almost zero.						
		SS 35	% CO2 reduction from LA operations.			

Current Value	18.5%	2015/16	Current Target	-12.5%	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date
A recent audit has identified issues in the calculation of performance data and targets. This matter is being investigated and a revised target will be set. The issue identified is in the analysis of data and NOT performance. However both need assessing to determine a fair and reasonable level of performance.					




		SS 36	Tonnes of CO2 from LA operations			
Current Value	1,680	2015/16	Current Target	1,418	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date	
A recent audit has identified issues in the calculation of performance data and targets. This matter is being investigated and a revised target will be set. The issue identified is in the analysis of data and NOT performance. However both need assessing to determine a fair and reasonable level of performance.						




## 4. Active Safe Communities
















		EC 77	Total Crime in Ryedale			
Current Value	680	2016/17 so far	Current Target			
The level of crime recorded in 2014/15 was unsustainably low and the performance for subsequent years will be higher than this. In 2013/14 2273 crimes were recorded.						

Page 33			HE 10	Adult participation in sport and active recreation. Sport England Active People Survey-Annual			
Current Value		35.5%	2015/16	Current Target	32.7%	2014/15	
The percentage of Ryedale residents exercising with moderate intensity for 30 minutes at least once a week has increased for 2015/16 to 35.5%. This is above the Yorkshire (35.0%) but below the percentage for England (36.1%)							

## 5. Transforming the Council

		BS AS 1 RDC	Service enquiries resolved at first point of contact (telephone)			
Current Value	52%	August 2016	Current Target	50%	Target is for year on year improvement	
Following changes of staffing within the team at front of house, performance has improved, and call volumes managed at peak times, such as council tax billing and garden waste licence renewals, with support of other hub teams.						

		BS AS 3	Payments made using electronic channels			
Current Value		96%	August 2016	Current Target	85%	Target is set to maintain performance
Electronic channels include web, telephone and Direct Debit.						

Page 14			BS BI 02	% FOI Requests responded to within 20 working days			
	Current Value		100%	July 2016	Current Target	95%	
	54 out of 54 FOI requests were responded to within 20 days.						
			HR A 01 R	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE			
	Current Value		0.22 days	Q2 2016/17	Current Target	1.88 days	Target was North Yorkshire average for 2009. This has been revised to more accurately reflect the absence levels in the public and private sectors as presented by the CIPD in their annual survey of absence management. Average absence last year for the public sector was 8.7 days and in the private sector 6.9. the target has therefore been revised to 7.2 days for RDC to reflect our ambition to be more commercial in how we deliver our business.
	Performance has improved significantly since November 2015. The total number of days lost to sickness absence by FTE in 2015/16 was 2450 days. The number of days lost in August 2015 was 163 compared with 72 days in August 2016, for both long term and short term absence. The % of working days lost to sickness absence in 2015/16 was 4%, an improvement of 2% on 2014/15.						
			BS RB 11	% of Council Tax collected			
	Current Value		48.68%	August 2016	Current Target	48.83%	Target is set to maintain performance with 2015/16 level
	Performance is slightly below the level at this stage in 2015/16, but is on target overall for the financial year.						
			BS RB 12	% of Non-domestic Rates Collected			
	Current Value		50.28%	August 2016	Current Target	51.47%	Target is set to maintain performance with 2015/16
	Performance is below the level at this stage in 2015/16, but remains on course to match the 99.18% achieved last year.						
			BS MD 1	Standard searches completed in 5 working days			
	Current Value		38.0%	August 2016	Current Target	90.0%	Target is set to maintain performance
	A system upgrade has meant limited access to the system for 2 weeks affecting the performance of this service.						

22 July 2016

*By email*

Janet Waggott  
Chief Executive  
Ryedale District Council

Dear Janet Waggott,

### **Annual Review Letter 2016**

I write to you with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2016.

The enclosed tables present the number of complaints and enquiries received and the decisions we made about your authority during the period. I hope that this information will prove helpful in assessing your authority's performance in handling complaints.

Last year we provided information on the number of complaints upheld and not upheld for the first time. In response to council feedback, this year we are providing additional information to focus the statistics more on the outcome from complaints rather than just the amounts received.

We provide a breakdown of the upheld investigations to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us. In addition, we provide a compliance rate for implementing our recommendations to remedy a fault.

I want to emphasise that these statistics comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

### **Effective accountability for devolved authorities**

Local government is going through perhaps some of the biggest changes since the LGO was set up more than 40 years ago. The creation of combined authorities and an increase in the number of elected mayors will hugely affect the way local services are held to account. We have already started working with the early combined authorities to help develop principles for effective and accessible complaints systems.

We have also reviewed how we structure our casework teams to provide insight across the emerging combined authority structures. Responding to council feedback, this included reconfirming the Assistant Ombudsman responsible for relationship management with each authority, which we recently communicated to Link Officers through distribution of our manual for working with the LGO.

## **Supporting local scrutiny**

Our corporate strategy is based upon the twin pillars of remedying injustice and improving local public services. The numbers in our annual report demonstrate that we continue to improve the quality of our service in achieving swift redress.

To measure our progress against the objective to improve local services, in March we issued a survey to all councils. I was encouraged to find that 98% of respondents believed that our investigations have had an impact on improving local public services. I am confident that the continued publication of our decisions (alongside an improved facility to browse for them on our website), focus reports on key themes and the data in these annual review letters is helping the sector to learn from its mistakes and support better services for citizens.

The survey also demonstrated a significant proportion of councils are sharing the information we provide with elected members and scrutiny committees. I welcome this approach, and want to take this opportunity to encourage others to do so.

## **Complaint handling training**

We recently refreshed our Effective Complaint Handling courses for local authorities and introduced a new course for independent care providers. We trained over 700 people last year and feedback shows a 96% increase in the number of participants who felt confident in dealing with complaints following the course. To find out more, visit [www.lgo.org.uk/training](http://www.lgo.org.uk/training).

## **Ombudsman reform**

You will no doubt be aware that the government has announced the intention to produce draft legislation for the creation of a single ombudsman for public services in England. This is something we support, as it will provide the public with a clearer route to redress in an increasingly complex environment of public service delivery.

We will continue to support government in the realisation of the public service ombudsman, and are advising on the importance of maintaining our 40 years plus experience of working with local government and our understanding its unique accountability structures.

This will also be the last time I write with your annual review. My seven-year term of office as Local Government Ombudsman comes to an end in January 2017. The LGO has gone through extensive change since I took up post in 2010, becoming a much leaner and more focused organisation, and I am confident that it is well prepared for the challenges ahead.

Yours sincerely



Dr Jane Martin  
Local Government Ombudsman  
Chair, Commission for Local Administration in England



For further information on how to interpret our statistics, please visit our website:  
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

## Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
0	1	0	0	2	0	0	3	0	6

## Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
0	0	2	2	2	0	0%	6

### Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.

The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

The compliance rate is the proportion of remedied complaints where our recommendations are believed to have been implemented.

### Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement	Compliance Rate
0	0	100%

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# Complaints Q1 2016-17

Generated on: 28 July 2016

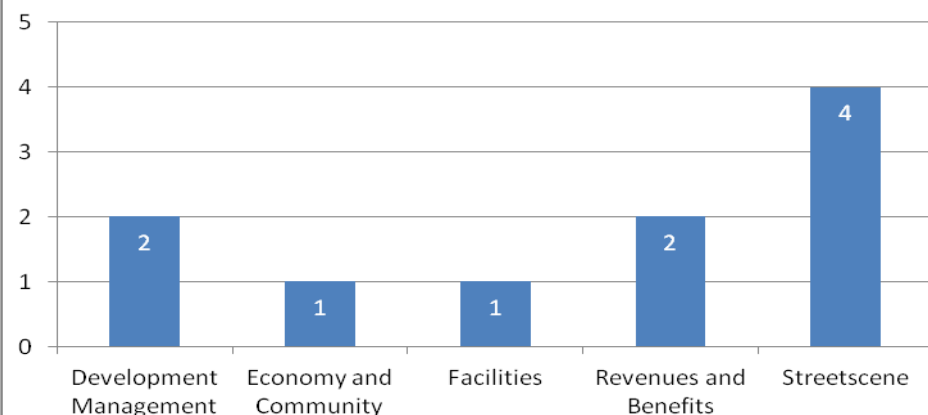


## Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 1
- Delays in responding or complaints about the administrative process = 3
- Dissatisfaction with the way Council policies are carried out = 4
- Failure to provide a service = 2

## Complaints by Service Unit



### Development Management (DM)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with response to complaint	Delays in responding or complaints about the administrative process	Explanation Given		Pickering West	Formal complaint	02-Jun-2016	07-Jun-2016	2
Dissatisfaction with enforcement action timescale	Delays in responding or complaints about the administrative process	Explanation Given		Sheriff Hutton	Formal complaint	14-Jun-2016	17-Jun-2016	

### Economy & Community (EC)

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Handling of complaint re cutting of hedgerow	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton East	Initial complaint	17-Jun-2016	22-Jun-2016	1

Facilities (FE)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Complaint re disabled parking at RDC	Failure to provide a service	Explanation Given		Not given	Initial complaint	07-Jun-2016	07-Jun-2016	<b>1</b>

Revenues & Benefits (RB)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax Repayment	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ampleforth	Initial complaint	08-Apr-2016	13-Apr-2016	<b>2</b>
Council Tax Collection	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	15-Apr-2016	19-Apr-2016	

Streetscene (SS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Inconsistent Waste Collection	Failure to provide a service	Explanation Given		Pickering East	Formal complaint	29-Apr-2016	04-May-2016	<b>4</b>
Dissatisfaction with household waste facilities (refuse bin)	Dissatisfaction with the way Council policies are carried out	Explanation Given		Not given	Formal complaint	04-May-2016	09-May-2016	
Complaint in relation to the driving of a refuse vehicle	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Not given	Initial complaint	24-May-2016	24-May-2016	
Dissatisfaction with waste disposal facilities and costs	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton East	Initial complaint	31-May-2016	14-Jun-2016	
<b>TOTAL</b>								<b>10</b>