

OVERVIEW AND SCRUTINY COMMITTEE

Thursday 26 June 2014 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 10th April 2014

(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 Police and Crime Consultation Update

7 Safer Ryedale Partnership Plan

(Pages 7 - 32)

8 The Council's Priorities 2014-18

(Pages 33 - 46)

9 **Customer Complaints Q4** (Pages 47 - 56)

10 **Attendance at Policy Committees** (Pages 57 - 66)

11 **Decisions from other Committees**

Policy and Resources Committee held on 19 June 2014 – to follow.

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

On the conclusion of the formal meeting, Members will now meet as a task group.

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 10 April 2014

Present

Councillors P J Andrews, Cussons, Mrs Frank, Raper, Mrs Shields (Vice-Chairman) and Wainwright (Chairman)

By invitation of the Chairman – Councillor Clark

In Attendance

Sarah Anderson, John Barnett, Nicki Lishman and Clare Slater

Minutes

17 **Apologies for absence**

Apologies for absence were received from Councillor Richardson.

18 **Minutes of the meeting held on 20 February 2014**

Decision

That the minutes of the meeting of the Overview and Scrutiny Committee held on the 20 February 2014 be approved and signed by the Chairman as a correct record.

19 **Urgent Business**

There were no items of urgent business.

20 **Declarations of Interest**

There were no declarations of interest.

21 **External Audit Quarterly Progress Report**

Considered – Report of the External Audit Quarterly Progress Report from Deloitte.

Decision

That the report be received.

22 **Ryedale External Audit Plan 2014**

Considered – Report of the Ryedale External Audit Plan 2014 from Deloitte.

Decision

That the report be received.

23 **Internal Audit Plan 2014/15**

Considered – Report of the Corporate Director (S151).

Decision

That Members endorse the 2014/15 Internal Audit Plan.

24 **Scrutiny Progress Report**

Considered – Report of the Head of Corporate Services.

Decision

That Members note the final version of the Scrutiny Review Report.

That Members agree the terms of reference for the current scrutiny review.

25 **Decisions from other Committees**

The minutes of the Commissioning Board meeting held on the 20 March 2014 and the Policy and Resources Committee held on the 3 April 2014 were presented.

Decision

That the minutes be received.

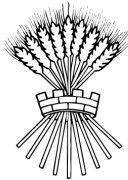
Members requested that the Senior Management Team consider the following issues raised during the review of the minutes of the Policy and Resources Committee held on the 3 April 2014;

1. Consideration be given to including the voting result for each item on any agenda in the minutes
2. Consideration be given to recording exempt items but editing the recording to remove that part of the recording, prior to publication on the public website
3. Consideration be given to ensuring that the agenda front page clearly shows Part A and Part B items, including those under exempt information

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

There being no items of urgent business the meeting closed at 7:55 pm.

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REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	26 JUNE 2014
REPORT OF THE:	HEAD OF ECONOMY AND INFRASTRUCTURE JULIAN RUDD
TITLE OF REPORT:	THE COMMUNITY SAFETY PLAN 2014/15
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To present the 2014/15 Safer Ryedale Partnership Plan.

2.0 RECOMMENDATION

2.1 It is recommended that Members consider the report and the appendices.

3.0 REASON FOR RECOMMENDATION

3.1 The Overview and Scrutiny Committee was designated as the Ryedale District Council's Crime and Disorder Overview and Scrutiny Committee in July 2009. To undertake this function, it was resolved to receive reports from the Safer Ryedale Partnership. (Minute 42(b) refers.)

4.0 SIGNIFICANT RISKS

4.1 Risks are outlined in the Risk Matrix in annex A.

5.0 POLICY CONTEXT AND CONSULTATION

5.1 Council Priorities 2013 – 2017 Aim 4: To have active communities where everyone feels welcome and safe.

5.2 A variety of approaches are used to engage with communities, both face to face and through consultation exercises. These include:

- Website www.ryesafe.org
- Media opportunities
- CAP (Community & Police) meetings.
- Parish Liaison Forum.
- Voluntary Sector Forums.
- Bi-annual street surveys in each of Ryedale's four market towns.

- Valued network of 876 Watch Groups.
- Surveys undertaken with young people at youth clubs and at the North Yorkshire County Council youth premises.
- Working with local parish plans

6.0 REPORT DETAILS

- 6.1 Ryedale continues to be an area with low levels of crime and anti-social behaviour, with the lowest crime rate of all the districts in North Yorkshire and of similar Community Safety Partnership areas nationally.
- 6.2 Safer Ryedale's Priorities for 2014/15 are based on the data published in the Ryedale JSIA 2013/14 and include locally identified priorities and those which the partnership is required to adopt. The priorities for 2014/15 are as follows:
- Reducing re-offending
 - Domestic Abuse
 - Safer Roads
 - Alcohol harm reduction
 - Community priorities
- 6.3 The 2014/15 Partnership Plan is attached in annex B. It was considered by the Safer Ryedale Board on 19 June 2014.
- 6.4 The plan will be published on the Ryesafe Website at www.ryesafe.org.uk
- 6.5 The Partnership Plan is monitored by the Delivery Team on a quarterly basis and the quarterly performance information published on the Ryesafe Website.

7.0 IMPLICATIONS

- 7.1 There are no significant implications in receiving this report.

Julian Rudd Head of Economy and Infrastructure

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Background Papers:

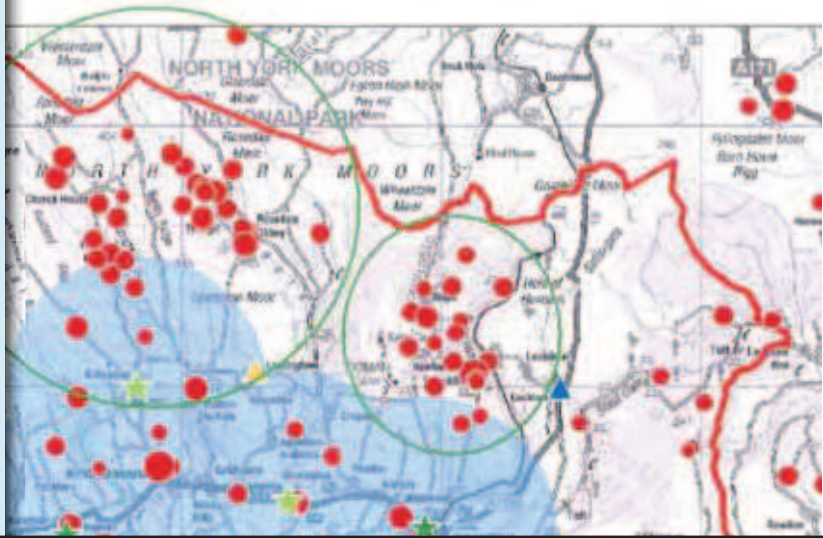
The Joint Strategic Intelligence Assessment for 2014/15 is available on request from the Community Partnerships Officer – gail.cook@ryedale.gov.uk

Safer Ryedale Priorities Action Plan - RISK MATRIX – ANNEX A

Issue/Risk	Consequences if allowed to happen	Likelihood	Impact	Mitigation	Mitigated Likelihood	Mitigated Impact
That the Safer Ryedale Priorities Action Plan does not address the key issues for partners and for the community of Ryedale/does not deliver progress on the priorities	Work might be carried out by all partners with scarce resources being expended for little or no result	2	C	All members of Priority Action groups to focus on setting SMART Actions and Targets	1	B
The Safer Ryedale Partnership Plan is not delivered	The needs and priorities identified are not addressed.	3	C	The Delivery Team reviews progress on a quarterly basis. Each priority has a known budget.	2	B

Score	Likelihood	Score	Impact
1	Very Low	A	Low
2	Not Likely	B	Minor
3	Likely	C	Medium
4	Very Likely	D	Major
5	Almost Certain	E	Disaster

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Safer Ryedale Local Delivery Group Plan 2014 - 2017

www.ryesafe.org

'working towards a Safer Ryedale'



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Foreword

Inspector Andy Everitt, Chair of Safer Ryedale Local Delivery Group

2013/14 was the final year of the 2011-2014 Safer Ryedale Partnership Plan and I am delighted to report some excellent reductions against our targets which used 2010/11 crime and anti social behaviour figures as a baseline. Over the last three years the partnership has reduced incidents of arson & damage by 27.5%, violence by 16.6%, theft from motor vehicles by 26.2%, burglary dwelling by 3.4% and incidents of anti-social behaviour by 27.5%. Shop theft has risen slightly by 1.7% And burglary non dwelling by 5.9%. Naturally, our plan focused on specific areas of crime that are of concern to our community. In terms of all crime reported in Ryedale since 2010/11, we have managed to achieve a three year total reduction in crime of 14.6%, which ensures we remain one of the safest districts in the country for people to live, work and visit.

However the partnership, now called the Safer Ryedale Local Delivery Group, are far from complacent and there is much work still to be done. Challenges exist in our isolated rural areas where communities are targeted by travelling criminals residing outside Ryedale, who come looking to steal farm machinery, quads, tools, metal of all descriptions, diesel and heating oil to name a few. Our neighbourhood watch schemes are vital in the continuing battle to deter, disrupt and detect these persons and further reduce incidents of burglary non-dwelling and theft. Operation Hawk will continue throughout 2014/15 targeting these organised crime groups. Violence in the night time economy in our towns has reduced significantly, following positive interventions by key agencies who continue to work together to make our town centres feel safer and accessible to all. We will also focus our efforts

on supporting vulnerable people in our community, be they victims or offenders, in an effort to ensure that they get the right support they need to move their lives forward without living in fear of crime and anti-social behaviour, or be at risk of further offending.

The Safer Ryedale Local Delivery Group is a partnership made up of representatives from key agencies who provide community services within Ryedale. Its purpose is to deliver joint actions in response to those quality of life issues that currently impact on our communities, such as crime and anti-social behaviour. The partnership was originally formed in 1998 and since then has successfully undertaken many projects to make Ryedale a safer place. Safer Ryedale staff, Ryedale Police, partner organisations and volunteers continue to work effectively together to tackle areas of public concern.

Co-ordinated actions are delivered through four separate groups which are Crime in the Community, Alcohol and Substance Harm Reduction, Domestic Violence and Safer Roads. Actions can be wide ranging, as we seek to address not just the immediate problem but also to understand underlying causes behind the problem and to put support structures in place to assist victims and offenders in moving forward.

2014 has seen the emergence of the North Yorkshire Community Safety Partnership, a new structure under the Police & Crime Commissioner (PCC) and the Safer Ryedale Local Delivery Group forms part of this. The Safer Ryedale Local Delivery Group now applies to the PCC's office for the commissioning of services or additional



Inspector Andy Everitt



Foreword - continued

funding to deliver local initiatives in support of the plan.

The PCC's office will provide performance data for the Safer Ryedale Local Delivery Group. The strength of the Safer Ryedale Local Delivery Group remains its ability to deliver an 'on the ground' service and is a good example of what can be achieved on limited funding.

In developing the 2014-17 Safer Ryedale Local Delivery Group Plan, account has been taken of the following key documents :

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- North Yorkshire Police 2014 Joint Strategic Intelligence Assessment (JSIA)
- Police and Crime Plan 2013-2017
- Ryedale Community Consultation Survey 2013
- North Yorkshire Alcohol Needs Assessment 2013
- National Alcohol Strategy 2013
- Safer Ryedale Partnership Plan 2011-2014

Our three year plan will be reviewed each year. Our structure allows us to respond to emerging needs and trends using an intelligence led approach to prioritise the allocation and deployment of joint resources.

Finally, in determining our priorities and actions, we listen to our communities through direct engagement, face to face surveys, Community and Police Group forums, Neighbourhood Watch liaison and of course our County, District, Town and Parish councils.

If you would like to find out more about our work and how we are contributing towards a safer Ryedale, please see our website at www.ryesafe.org.



Inspector Andy Everitt

Main image courtesy of VisitRyedale.



Ryedale District

Situated between York and the Heritage Coastline of North Yorkshire, Ryedale is a rural area containing several small market towns, numerous villages and isolated dwellings. Ryedale covers 150,659 hectares (575 square miles) and is the largest district in North Yorkshire. The main route through the district is the A64 York to Scarborough road. In addition the A170 runs from Scarborough to Thirsk via Pickering and Helmsley and the A169 connects Malton and Whitby.

The district has a population of 52,100 living in 24,743 households and with 0.34 persons per hectare is ranked as having the 2nd lowest population density of all 326 local authorities in England. Generally Ryedale has an older population with a greater proportion of people aged over 60 years (31.7% including 2.9% over 85) than the English average (24.2% and 2.1% respectively). It has a smaller proportion of people aged 16- 29 years (13.2%) and 30-44 years (16.4%) than average in England (18.7% and 20.6% respectively).

People in Ryedale are also healthier and live in larger accommodation than the English average. Ryedale has one of the lowest crime rates in the country and much work is undertaken to maintain this level and to gain improvements.



What is the Safer Ryedale Local Delivery Group?

Safer Ryedale Local Delivery Group, as part of the North Yorkshire Community Safety Partnership, has a statutory responsibility to produce a delivery plan which identifies how we will tackle the short, medium and long term priorities associated with crime and disorder in the District.

In order to ensure that we identify the correct priorities we take into account feedback from our local communities, obtained from various surveys and public engagement activities.

We also refer to the 2014 North Yorkshire Police JSIA, the Police and Crime Plan 2013-17 and other key national and local documents. The JSIA and Police and Crime Plan pulls together data and information from various partners showing levels and patterns of crime, disorder and substance misuse, changes in those levels and analysis of why these changes have occurred, including a review of the previous years performance.

The previous Safer Ryedale Partnership Plan was completed in March 2014 and the table on page 8 summarises the partnerships performance during 2011-14. This new plan covers the period from April 2014 - March 2017 and will be reviewed and updated each year based on reviews of locally identified priorities. It is a dynamic document that also reflects national and regional developments alongside our local priorities.

We will inform our communities each year of changes to our priorities and clearly detail what the Safer Ryedale Local Delivery Group will be doing, in order to keep Ryedale district as one of the safest areas in the country.

What is the Police & Crime Plan?

This plan is your PCC Julia Mulligan's strategy for making North Yorkshire safer.

The PCC is required to publish a plan that sets out how the Police, CSP and other partners in the community justice system will work together to reduce crime across North Yorkshire.

The plan reflects the Commissioners mission, priorities, manifesto commitments and the needs of local people across our local communities. The content of this police and Crime Plan is informed by effective crime reduction, the strategy deliverables and the outcomes stem from a set of six goals which can be found at: www.northyorkshire-pcc.gov.uk.



How does the Safer Ryedale Local Delivery Plan Work?

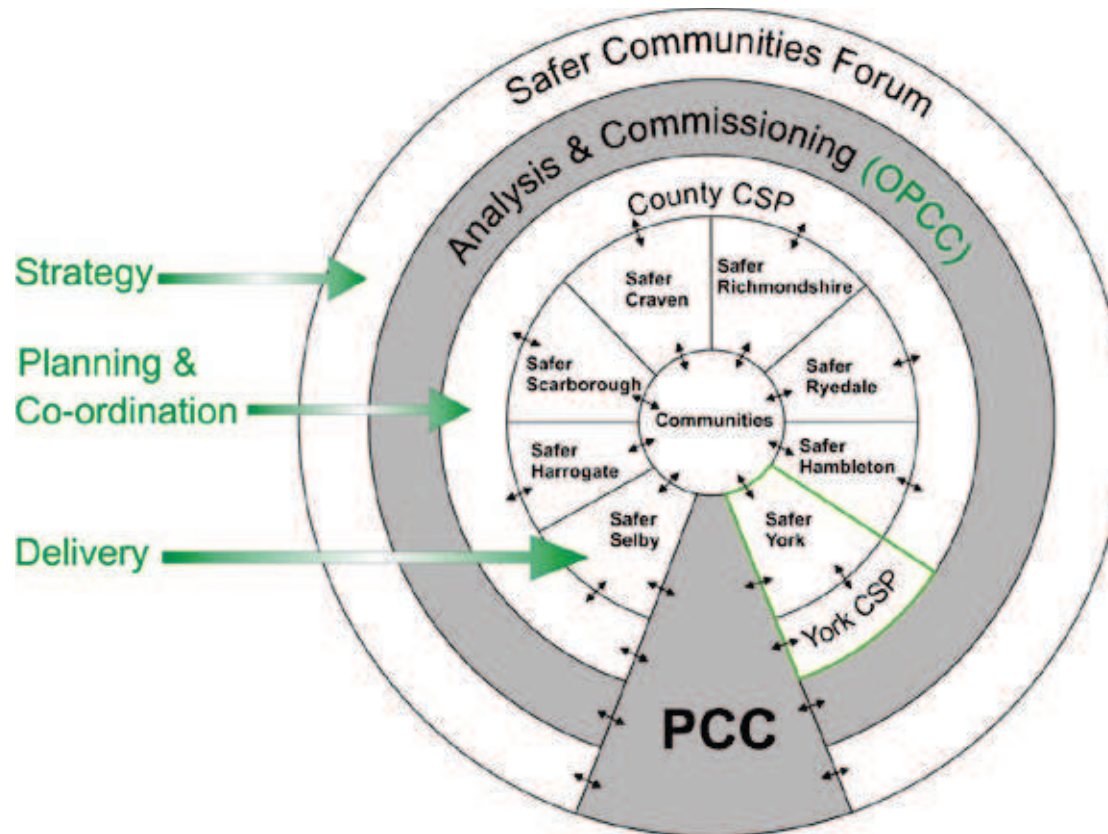
Safer Ryedale Community Safety Partnership

The Safer Ryedale Local Delivery Group brings together representatives from responsible authorities who, under section 17 of the Crime and Disorder Act 1998 have a duty to exercise their functions with due regard to the need to prevent crime and disorder in their area. The Local Delivery Group forms part of the North Yorkshire Community Safety Partnership.

The Local Delivery Group works to deliver the priorities agreed by its community through the Safer Ryedale Partnership. A representative from the Safer Ryedale Local Delivery Group sits on the North Yorkshire Community Safety Partnership.

The Safer Ryedale Delivery Group has four delivery arms, each made up of partners from key agencies. Their role is to deliver actions against objectives contained within four groups, which are:- crime in the community, alcohol & substance harm reduction, safer roads and domestic abuse

The Ryedale Strategic Partnership Board oversaw the delivery of the previous Safer Ryedale Partnership Plan, however, with the emergence of the new North Yorkshire Community Safety Partnership and Safer Ryedale local delivery group, it is now proposed that the Ryedale Overview & Scrutiny Committee take primacy in reviewing the delivery of the 2014-2017 plan.



Top photograph -
Julia Mulligan - Police & Crime Commissioner

Bottom photograph -
Dave Jones - Chief Constable



Review of Partnership Plan 2011 - 14

The table below shows the Partnership's crime and anti social behaviour performance in the three years of the Partnership Plan:

Indicator	2010/11 Baseline	Target % Reduction to 31st March 2014	2011/12 Total	2012/13 Total	2013/14 Total	% Difference Achieved by 31st March 2014 (3 Years)
Shop Theft	76	3% per year over 3 years	73	73	86	+ 1.7%
Theft from unattended vehicles	126	3% per year over 3 years	96	98	85	- 26.2%
Violence	337	3% per year over 3 years	277	271	295	- 16.6%
Hate Crime	3	3% per year over 3 years	7	5	7	* statistically small numbers
Burglary of a Non Dwelling	152	3% per year over 3 years	145	175	163	+ 5.9%
Burglary Dwelling	60	3% per year over 3 years	55	47	72	- 3.4%
Criminal Damage	352	3% per year over 3 years	317	220	221	- 28.2%
ASB	1934	3% per year over 3 years	1692	1290	1230	- 27.5%

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SAFER RYEDALE
making a difference
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Review of Partnership Plan 2013 - 14

Domestic Abuse

The volume of reported incidents of domestic abuse gives rise for concern. What continues to be of more concern, however, is that despite some improvement, most incidents still go unreported. This issue is of strategic importance to the partnership and is also a Government and County priority.

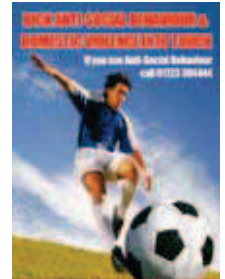
Not only does domestic abuse have a devastating impact on victims and their children, but also on society in relation to the behaviour of these children in school and in the community, lost working days and the impact on medical services, police and child protection services.

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- Continue to deliver multi-agency risk assessment conferences in line with national guidelines.
- Continue to engage with multi-agency public protection arrangements.
- Continue to deliver the Making Safe scheme, including sustainability planning.
- Sustain a co-ordinated response within the Criminal Justice System and Specialist Domestic Violence Courts.
- Awareness raising activity aimed at increasing the number of victims reporting domestic abuse.
- Deliver group work programmes for women to help them break the cycle of domestic abuse.
- Educational packages for delivery in schools and colleges to promote non-violent interpersonal relationships.

Safer Roads

- Targeted road safety education in primary and secondary schools.
- 'Drive Alive' multi-agency pre driver event delivered in priority secondary schools co-ordinated by North Yorkshire County Council Road Safety Team.
- 'Drive Wise' multi-agency event aimed at newly-qualified drivers. Delivered to young offenders, apprentices and young farmers.
- Targeted seatbelt and mobile phone enforcement in areas identified from surveys. Engaging with local communities, businesses and schools to achieve greater compliance rates.
- Seasonal campaigns working closely with the 95 Alive York and North Yorkshire Road Safety Partnership, to reduce drink and drug driving, speeding and increased seatbelt use.
- Working with the 95 Alive partnership and the motorcycle community to raise awareness and reduce deaths and serious injuries on the roads in Ryedale
- Public engagement events – working with various road user groups such as motorcyclists, older drivers and general public events and shows.
- Supporting various 95 Alive media campaigns on Facebook, Twitter and Youtube.



Review of Partnership Plan 2013 - 14

Alcohol Harm Reduction

- Re-juvenated Pubwatch schemes in Malton/Norton and Pickering supported by the Safer Ryedale Partnership. Banning orders now common place.
- Continual review of night time economy violence incidents in and around licensed premises, feedback meetings by NYP licensing officers with business owners to seek improvements. Preparedness to take businesses to licensing review if required.
- Emergence of street angel patrols in Malton/Norton and working in partnership with local officers and proactive use of CCTV to prevent incidents of night time economy violence. Targetted work with vulnerable young people at Bridge House (now Derwent Lodge) and YMCA.
- Hot spot locations where young people gather to drink are regularly patrolled and referrals made, alcohol seized and follow ups with parents. Reported incidents of anti social behaviour continues to fall.
- Crucial Crew inputs delivered to hundreds of local school children in Ryedale, highlighting the dangers of alcohol.
- Continued use of alternative disposals to resolve minor incidents of alcohol related crime and anti social behaviour involving young people, giving them opportunities to recognise the impact of their behaviour and to understand causational factors.
- Ongoing work with key partner agencies, such as Alcoholic Anonymous to reach out to alcohol addicted persons in need of support.

Crime in the Community

- Neighbourhood Watch Schemes are increasing in number and the level of ringmaster messages being sent out by Ryedale Police to members has grown significantly.
- Targeted patrols regularly take place across Ryedale to disrupt and deter travelling criminals from outside of the area, who are seeking opportunities to commit burglary and theft in some of our more rural and isolated locations. Numerous arrests have been made against offenders from Durham, Cleveland, Northumbria and West Yorkshire.
- People who deal drugs in our towns have been subject to significant Police investigation with many persons being arrested and convicted. Last year saw a significant link for a short period between the supply of drugs and an increase in acquisitive crime, this work will continue in 2014/15.
- North Yorkshire Police have continued to support the skatepark in Norton as a alternative diversion for young people within our community.
- Numerous crime prevention events have taken place in Ryedale throughout 2013/14 and a programme of crime prevention campaigns has been developed ranging from shed burglaries, cycle security and the stamping of saddles and horse tack to name but a few.
- Reported incidents of Anti social behaviour continue to reduce as a result of focussed activity through the Safer Ryedale Partnership, beat managers and PCSO's.



Crime in the Community - continued

- Vulnerable persons living in our community will receive enhanced support as either offenders or victims with mechanisms being put into place to prevent further offending or being at risk. Key to this will be the vulnerable persons multi agency problem solving meetings, stronger families process and our own school MAPs in Ryedale. Those in crisis through their current state of mental health will receive support from the new street triage system. Cross Lane Hospital in Scarborough will now directly receive those persons detained under the Mental Health Act in Ryedale.

Burglary other and theft saw slight increases in 2013/14 and will be priorities in 2014/15.

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Safer Ryedale Funding and Resources

The Police & Crime Commissioner is responsible for commissioning services and financing of staff for each of the local delivery groups that form part of the North Yorkshire Community Safety Partnership. Attracting funding has always been a challenge for Ryedale because it is a low crime area, however, challenges do exist in maintaining safer communities within the district and thus Ryedale will continue to receive funding in delivering anti social behaviour and problem solving services.

The Safer Ryedale Local Delivery Group will continue to explore opportunities for attracting external funding to compliment local delivery and will work to ensure that Ryedale benefits from national, regional and local projects. We will continue to work with key partners in sourcing both financial and human resources to deliver actions.



www.ryesafe.org

Community Engagement

Engaging with our community is a core function of the Partnership. Without understanding the needs of the local community, priorities would be lost and actions would lack focus. The Partnership will develop and enhance approaches that will allow communities to identify their priorities and have a voice to ensure issues affecting their lives are dealt with and where appropriate, agencies, officers and elected members are held to account.

Safer Ryedale has an excellent relationship with our community. Results revealed that 98% of residents felt that Ryedale is a safe place to live, 94% felt that crime levels in Ryedale were low compared to national crime levels and 81% have confidence in Safer Ryedale and their local Police.

A variety of approaches are used to engage with communities, including those that are harder to reach. These include:-

- Website www.ryesafe.org
- Media opportunities through press releases
- Community & Police (CAP) meetings held in 4 areas of the district, three times a year
- Parish Liaison Forum
- Voluntary Sector Forums (Ryedale Together and the VCS Forum)
- Annual street survey in Ryedale's market towns
- Ryedale voluntary sector involvement
- An effective and valued network of Watch schemes.

Ryedale currently has 1111 active watch schemes.

Total Watch Schemes	1111	Business Watch	24
NHW	342	Horse Watch	61
Rural Watch	437	School Watch	27
Shop Watch	98	Pub Watch	95

Ringmaster Messages Sent	
September 2013	11
October 2013	14
November 2013	33
December 2013	33
January 2014	42
February 2014	35
March 2014	31
April 2014	32
May 2014	25



Local Delivery Group Plan 2014-17

Performance measures, baselines and targets

Priority Performance Measures	Baseline 2013/14	Target to 31st March 2017
Domestic Abuse		
NI 32 Repeat incidents of Domestic Violence	2013/14	Target reduction by 1% per year to 31st March 2017
Safer Roads		
Safer Roads NI47 Killed or Seriously Injured in Road Traffic Collisions	2013 - 14 Figures taken from NYCC RTA document written by Paul Dea	Target reduction 1% per year to 31st March 2017
Crime in the Community		
Shop Theft	2013/14 - 86	Target reduction 1% per year to 31st March 2017
Theft from unattended vehicles	2013/14- 85	Target reduction 1% per year to 31st March 2017
Violence	2013/14 - 295	Target reduction 1% per year to 31st March 2017
Hate Crime	2013/14 – 7	Target reduction 1% per year to 31st March 2017
Burglary of a Non Dwelling	2013 /14 – 163	Target reduction 1% per year to 31st March 2017
Burglary Dwelling	2013/14 – 72	Target reduction 1% per year to 31st March 2017
Alcohol Harm Reduction		
Violence	2010/11 – 295	Target reduction 1% per year to 31st March 2017
Criminal Damage	2010/11 – 221	Target reduction 1% per year to 31st March 2017
ASB	2010/11 – 1230	Target reduction 1% per year to 31st March 2017

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Local Delivery Group Plan 2014/17

Domestic Abuse	
Aim:	To protect and support people experiencing domestic abuse in Scarborough, Whitby and Ryedale.
Objective 1:	To complete Action Plan from the CAADA Self Assessment
Actions	Ensure all appropriate referrals are heard at MARAC. Promote more awareness sessions on a regular basis. MARAC protocol, toolkits forms etc. circulated to all SPOC's within agencies. All agencies to ensure that all new staff are aware of the MARAC process. If required contact local DA coordinator to arrange any awareness raising sessions to be delivered.
	Increase the number of referrals into MARAC by at least 20%. Promote more awareness sessions and identify which agencies do not refer. Increase awareness raising within the Mental Health team located in Teesside & North Yorkshire.
	All agencies identify repeat incidents and refer case back into MARAC. All agencies ensure cases are tagged and flagged on own systems, so repeats can be identified and archived after a 12 month period. MARAC coordinator to put tag & flag as a standard action on all MARAC actions. New protocol included the definition of a repeat MARAC and provide advice on how to make referrals etc. New addition of the Protocol to be circulated.
	Core MARAC agencies consistently attend all meetings. Compass have now been included in the core membership. All agencies asked to send deputy if not available. To be monitored by DA coordinator and MARAC coordinator and addressed at DAF if required.
	New agency reps receive an induction into the MARAC process so they are able to make meaningful contribution. Agencies to be responsible for staff training and suggest new staff attend MARAC to further understand the process.
Objective 2:	Deliver awareness raising and education initiatives
Actions	Delivery of 2 more courses at Hull University, to include honour based violence.
Objective 3:	Maintain Multi-Agency Partnership Working
Actions:	How do we engage and raise awareness with our hard to reach communities, i.e. Polish community and Travellers? - links with Hannah Brown, re Seamer Horse Fair.
	Sandi Clarke, RDC visits the travellers in Ryedale area, on their way to Seamer Horse Fair, she provides information packs to all families, will include leaflets etc. re services available in relation to domestic abuse.
	There are 2 weekly drop in sessions at Horton Housing. Posters & leaflets are displayed.

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Local Delivery Group Plan 2014/17

Objective 4:	Develop and maintain services for children and Young People
Actions:	The sustainability and funding for the post of the Specialist Children's Therapeutic Worker at Domestic Abuse Services to children and young persons.
	The development of 'healthy relationships programme for teenagers (ages 14 – 16) that will run alongside the support from CSC. To look at possible funding streams, Angela to enquire with Gemma Ingles at NYCC and Izzy to check with Supporting People & other funding streams.
	Continue to deliver Domestic Abuse education packages into schools, promotion of the Expect Respect Toolkit.
	Youth Justice service to commit to membership of Forum and link in. Angela to contact Liz Race to see if she will represent.
Objective 5:	Improve availability of appropriate accommodation for victims of abuse
Actions:	Provision of refuge accommodation.
Objective 6:	Sustainability of the Making Safe Scheme
Actions:	Assist the University of Wales with preparation of the 3 year study.
Objective 7:	Sexual Abuse/Violence Forum: Services for Children & Young People
Actions:	Sustainability of the Safety Net Scheme for young people.
Objective 8:	Sexual Abuse/Violence Forum: Increase awareness & training on issues surrounding sexual abuse/violence with agencies, organisations and the general public
Actions:	Promotion of the IDAS on line Rape Awareness Training. NYCC Learning Zone.

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Local Delivery Group Plan 2014/17

Safer Roads

Aim:	To minimise the levels of Killed and Seriously Injured on the roads of Ryedale
Actions:	Motorcycle Campaign:-
	<ul style="list-style-type: none"> - Awareness raising events at Emergency Service Days, bike events and local shows - Internet Campaigns - Enforcement on key routes
Actions:	Older Drivers Campaigns
	<ul style="list-style-type: none"> - Targeted Older driver events - Use of volunteer Advanced Driving Instructors - Reaction tests, eye tests, ADI assessments and presentations
Actions:	Young Road User Campaigns
	<ul style="list-style-type: none"> - Drive Alive within secondary schools identified as a priority - Learn & Live delivered to young children - YouTube and Facebook Campaigns
Actions:	Deployment of Data Loggers and Matrix Signs
Actions:	Laser Speed Enforcement and FPN
Actions:	Seat Belt Monitoring
Actions:	Occupation Road Risk/Users
Actions:	Community Engagement

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Local Delivery Group Plan 2014/17

Crime in the Community

Aim:	To further reduce incidents of crime and anti-social behaviour within our communities in Ryedale to ensure people are safe and feel safe. Particular focus will be on travelling criminality (organised crime groups) and offences of theft and burglary in Northern Ryedale.
Objective 1:	To reduce all crime by 3% in 2014-15
Actions:	Adopt a tactical approach to target travelling criminals operating in Northern Ryedale to reduce incidents of theft and burglary.
	Respond to community concerns around criminality relating to the seasonal influx of travellers into the district.
	Deliver an ANPR system delivery and investment plan for Ryedale that will help disrupt and detect active crime groups targeting the district, northern Ryedale in particular.
	Deliver Seasonal Crime Plans relevant to Ryedale and associated initiatives eg No Cold Calling Zones.
	Deliver a programme of joint patrols between rural community and watch scheme members ie game keepers, watch scheme members, land owners and NYMNP Rangers (as per the problem solving plan).
	Increase the number of watch schemes particularly in Northern Ryedale (NHW – Nicki Pounder, Rural Watch – Sean Simpson, Pubwatch – Jane Jones & Shop Watch – Tracy Brown).
	Work closely with Ryedale NFU in educating our farming community to increase security on farm premises to prevent theft and burglary.
	Increase the use of smartwater and other crime prevention initiatives at farms and rural premises throughout Ryedale.
	To increase the use of the Restorative Justice Scheme as an alternative method of disposal in dealing with offenders.
	Support Ryedale Street Angels and Ryedale Taxi businesses which provide additional eyes and ears within the community and assist in keeping people safe.
	Develop a more proactive Ryedale CCTV service in Malton, Norton and Pickering by contracting Scarborough BC to provide 24hr monitoring services.



Local Delivery Group Plan 2014/17

Objective 2:	To address quality of life issues in Ryedale which include neighbour disputes, traveller liaison, anti-social behaviour, drug dealing, dog mess, littering, parking in our town centres and to improve perceptions of anti-social behaviour and reduce fear of crime in Ryedale by responding to public priorities from the latest community consultation survey and other key documents.
Actions:	Reduce the harm to Ryedale communities caused by drugs, with a focus on a reduction in the supply and demand for drugs leading to a reduction in associated crimes and an increase in those receiving treatment.
	Deliver effective liaison and mediation services for our roadside traveller communities in order to reduce the number of complaints and incidents reported to partner agencies.
	Deliver an effective neighbour dispute and mediation service within Ryedale in partnership with other key agencies.
	Maximise the opportunities for community engagement for the new mobile police office to engage with our communities to deliver positive crime reduction and reassurance initiatives and messages for example the Helmsley Project.
	Dog Warden and local Police Officers to promote responsible dog ownership and to educate owners.
	Tackle the anti social use of vehicles in Ryedale's town centres through education, enforcement and engineering. To work in partnership with RDC StreetScene to design out this activity.
	To review and respond to community concerns around anti social behaviour and to problem solve any hot-spot areas through targeted activity.
	Positive engagement and initiatives within our primary and secondary schools by Beat Managers, PCSO's and partner agencies
	Making full use of all media including social media to reduce crime and fear of crime for example twitter, NYP, RDC and Safer Ryedale website.
Objective 3:	To target young offenders and those at risk of offending through support, education and diversionary activities to reduce incidents of offending. Work with key partners to deliver services to vulnerable people within Ryedale communities.
Actions:	Support the VRA and Stronger Families processes in Ryedale. Work with other key agencies to identify vulnerable persons and families and obtain support and deliver solutions with them.
	Utilise street triage services for vulnerable people in need of immediate support relating to their own mental health.
	Work with residents of Derwent Lodge and YMCA in partnership with staff to build trust and give support to some of Ryedale's most vulnerable young persons.



Local Delivery Group Plan 2014/17

	Maintain baseline data of young offenders and others on ASBO, ABC AND MAPS groups.
	Work with the Police to assess complaints of anti-social behaviour, address through problem solving and deliver interventions.
	Ensure continuance of the School MAPS Groups by close liaison with four secondary schools, attendance at all meetings and roll out to larger Primary Schools.
	Gather community concerns/ feedback via website & street survey.

Alcohol & Substance Harm Reduction

Aim:	To deliver the key priorities contained within the Governments National Alcohol Strategy 2013, the North Yorkshire Alcohol Needs Assessment 2013 and The PCC Police & Crime Plan 2013-17. Key priorities in Ryedale will be to influence where and when alcohol is sold, enforce laws on underage sales, ensure licensed premises operate responsibly and collaborate to reduce alcohol related crime, promote and advise people on drinking sensibly and be proactive in commissioning alcohol prevention and specialist treatment services with individuals.
Objective 1:	Influence where and when alcohol is sold within Ryedale.
Actions:	Using local health, crime and related trauma data, map the extent of alcohol related problems locally before developing or reviewing a licensing policy.
	Establish positive working relationships with Compass Reach in Ryedale and gain a sound understanding of referral pathways and how to utilise them and monitor referrals made.
	Ensure sanctions are fully applied to businesses that break the law for example proactive operations with Trading Standards.
	Deliver the 2013/17 Police & Crime Plan and Health & Wellbeing priorities around alcohol/drug abuse and their links to housing issues and homelessness in Ryedale for individuals and families.
	Ensure public health information is included in the Licensing Policy Statement to ensure licensing decisions take account of the national strategy.
	Consider how licensed premises can support the Public Health Pledge.
Objective 2:	Ensure licensed premises in Ryedale operate responsibly and collaborate together with key partner agencies to reduce alcohol-related crime. Reduce the impact of alcohol related crime and anti-social behaviour on Ryedale communities

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Local Delivery Group Plan 2014/17

Actions:	Target those licensed premises where a disproportionate number of public order and violence incidents are being reported. Actions to be taken through Licensing Officers. Consider Licensing Reviews and closure orders.
	Proactive operations to prevent sales to intoxicated persons, non-compliance with other alcohol licence conditions, irresponsible drinks promotions and illegal imports of alcohol.
	To increase the amount of Alternative Disposals in Ryedale with regard to alcohol and illegal substance related offences committed by individuals. Consider education, prevention and support.
	To engage with other key organisations such as AA to assist in supporting repeat offenders.
	To continue the referral of offenders and victims through the existing VRA process eg school MAPs, Stronger Families and Vulnerable Persons.
Objective 3:	Promote and encourage a sensible drinking culture within Ryedale. Key indicators include the number of people killed or seriously injured on Ryedale's road, alcohol related admissions to hospital, falls and injuries among the over 65's, deaths from cardiovascular disease, violent crimes (including sexual and domestic violence), pupil absences, chlamydia diagnoses among people aged 15-24 years, under 18 conceptions, hospital admissions caused by unintentional and deliberate injuries in under 18's.
Actions:	Commission alcohol prevention and specialist treatment for individuals at risk in Ryedale. Partner agencies to take responsibility for health checks which includes an assessment of how much alcohol someone drinks.
	Regular licensed premises visits by Ryedale officers at key demand times to promote sensible drinking.
	Regularly visit those places where young people gather to drink. Youth Support Service and NYP to share information and deliver actions.
	Continue the media programme for Ryedale, promoting links to national campaigns/initiatives and obtain merchandise from Drink Aware.
	Ryedale Street Angels to target young people gathering to drink in public places and offer support. Support those who may be getting into difficulties due to their intoxicated state when out in the night time economy and are vulnerable.

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Local Delivery Group Plan 2014/17

Targeted outreach work in Pickering/Malton/Norton with referrals to the Youth Support Service (TYS).
Police and Trading Standards to monitor all licensed premises and take action where it is suspected that alcohol is being sold to minors or breach in license conditions.
Promote alcohol awareness in Ryedale secondary schools through presentations. Sixth forms to be targeted (PHSE).
Offer an incentive of a shorter ban to people barred from licensed premises through Pubwatch ie self referral to alcohol help services. All pubwatch letters to include a pack.
Continuing support for the Pubwatch Schemes in Malton/Norton and Pickering. Licensees, door staff and partner agencies to take collective responsibility in promoting a safer night time economy by working more closely together.
Deliver initiatives to residents in Derwent Lodge and YMCA in partnership with staff around drug and alcohol abuse and crime prevention.
Increase the effectiveness of Ryedale CCTV in preventing and detecting incidents of crime, violence and disorder in the night time economy and identify vulnerable persons and groups.
Continue to develop Taxi Watch in Ryedale.
Ryedale School MAPS to identify young persons who are at risk from alcohol and develop referrals/support plans for individuals and families.

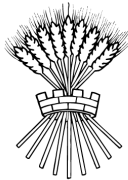


PC 1492 Jane Jones	Malton & Amotherby Beat Manager	
PC 1076 Paul Fenwick	Ryedale South (East & West) Beat Manager	
PC1922 Nick Coning	Norton Beat Manager	
PC 403 Steve Leach	Dales, Helmsley & Kirkbymoorside Beat Manager	
PC 1882 Chris Whitehead	Cropton, Pickering & Thornton Dale Beat Manager	
PCSO 4873 Nicki Pounder	Ryedale South (West)	
PCSO 3535 Andy Birkinshaw	Ryedale South (East)	
PCSO 4789 Audie Sellars	Malton & Amotherby	

PCSO 4845 Andrew Huggill	Cropton, Pickering & Thornton Dale	
PCSO 5537 Annie Simpson	Cropton, Pickering & Thornton Dale	
PCSO 5545 Sean Simpson	Dales, Helmsley & Kirkbymoorside	
PCSO 5388 Tracy Brown	Norton	
Sandi Clark	Ryedale District Council Crime & Disorder Officer	
Gail Cook	Ryedale District Council Community Partnerships Officer	

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REPORT TO:	POLICY AND RESOURCES
DATE:	19 JUNE 2014
REPORT OF THE:	CHIEF EXECUTIVE JANET WAGGOTT
TITLE OF REPORT:	THE COUNCIL'S PRIORITIES 2014-18
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 The purpose of this report is to present the delivery against the Council's priorities in 2013/14 to Council, summarise the challenges facing the Council for the next 12 months and to reaffirm the Aims and Strategic objectives of the Council Business Plan for 2014/15 within this context.

2.0 RECOMMENDATIONS

- 2.1 That members note the progress made by the Council in delivering its priorities in 2013/14 and agree the challenges to be faced in 2014/15 that become the aims and objectives
- 2.2 That members agree the Aims and Strategic Objectives of the Council Business Plan for 2014/18.

3.0 REASON FOR RECOMMENDATIONS

- 3.1 Members of the Council review the progress being made in delivering the Council's priorities at every committee cycle. This report is the annual review and is an element of the Council's performance management arrangements.
- 3.2 The Council Business Plan sets the strategic priorities for the Council for 2014 to 2018. The aims and strategic objectives are reviewed by members annually.

REPORT

4.0 BACKGROUND AND INTRODUCTION

- 4.1 The Council adopted a set of priorities in March 2009 in the Council Plan 2009-13, and reaffirms the Aims and Strategic Objectives annually. The Council Business Plan has been revised following a full review of the plan and the Council's delivery of its priorities undertaken in 2013/14. A review has also been undertaken of the

information reported to members at every committee cycle .

5.0 POLICY CONTEXT

- 5.1 The Council Business Plan is the key policy statement of the Council and is complimented by other plans such as the Financial Strategy and Service Delivery Plans and strategies. Links to these can be found at the end of this report.

6.0 CONSULTATION

- 6.1 The Council engages with the communities it represents throughout the year and in relation to all policy development. The intelligence gathered from all engagement activities informs the delivery of the Council Business Plan and the annual budget process.
- 6.2 This report will be considered by each of the Council's committees ahead of its consideration by Council in July 2014.

7.0 REPORT DETAILS

- 7.1 The Council adopted a set of priorities for 2009-13 which have been reaffirmed by Council annually. A review of the delivery of these, the context in which the Council operates and the challenges faced by the Council has been undertaken and the following priorities are proposed for the Council Business Plan for 2014-18 :

Aim 1: To meet housing need

Strategic Objectives:

1. To change and add to housing stock to meet the local housing needs
2. To support people to access a suitable home or remain in an existing home

Aim 2: To create the conditions for economic success

Strategic Objectives:

3. Place of opportunity – economic structure and supporting infrastructure
4. 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:

5. Reducing waste - sustain existing high levels of dry recycling, promotion of home composting and monitoring the impact of charging for green waste
6. To protect and improve the quality of our local environment

Aim 4: To have safe and active communities

Strategic Objectives:

7. Working with partners, statutory and VCS, to improve health and wellbeing of communities

Aim 5: To transform the Council

Strategic Objectives:

8. To understand our communities and meet their needs
9. To develop the leadership, capacity and capability to deliver future improvements, considering options for alternative modes of delivery.

- 7.2 The work undertaken in reviewing the Council Business Plan includes:
- Review of the Council's performance in delivering its priorities and the key

- performance indicators used to monitor and report performance to members
- Review of the context in which the Council operates taking into account comparative data from a wide variety of sources.
- Analysis of the feedback received from consultation undertaken
- Consideration of the challenges which may face the place of Ryedale and its communities and the Council itself in the next 5 years

7.3 Progress in delivering the Council's priorities is reported quarterly to the Policy and Resources Committee and the Overview and Scrutiny Committee. These reports are complimented by the Revenue Budget Monitoring reports also submitted to the Policy and Resources Committee. These reports are available on the Councils website and contribute to the delivery of the transparency agenda for local government.

7.4 Attached at Annex A is a summary of the achievements made in delivering the Council's priorities in 2013/14 with the performance information for the Council Plan to March 2014. Some performance highlights for the year are:

Aim 1: To meet housing need

- Completed 211 new homes and maintained a five year supply of housing land
- Completion of two major capital projects in November 2013, Derwent Lodge and extension and refurbishment of Tara Park, utilising £1.5 million of external funding including additional funding from HCA to deliver some of our housing priorities and support the requirements and delivery of the local plan
- Successful procurement of a Handy Persons Scheme for Ryedale, being delivered in partnership with Scarborough Borough Council, for the benefit of vulnerable residents

Aim 2: Creating the conditions for economic success

- The adoption of the Local Development Framework –The Ryedale Plan – in September 2013. The plan provides the legal framework for all planning decisions in the Ryedale District until 2027.
- Through the Ryedale Development Fund, investment of £350k has been made in supporting apprenticeships and funding agreed for major schemes including, building the business case for junction improvements at the FERA site and A64 improvement schemes.
- Progression of the Ryedale Economic Action Plan through Local Growth Fund submissions for FERA, Malton AgriBusiness Parks and Rural Businesses and, for 2017 onwards, improvement of the A64.

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

- Start of works of the Pickering Flood defence scheme
- Successful implementation of the sustainable policy decision to charge for green waste

Aim 4: To have safe and active communities

- Commencement of major procurement of leisure service provision in Ryedale
- Successful operation of a community grants fund allocating £50k in 2013/14, with £45k funding available 2014/15
- Low levels of crime have been maintained

Aim 5: To Transform the Council

- Agreed a balanced budget with no increase in Council Tax
- Maintained levels of income including Council Tax and Business Rates, New Homes Bonus
- Successful implementation of the business hub
- Preliminary view of the optimum number of Members of Council indicated that 30

members is appropriate for Ryedale.

7.5 Challenges for 2014/15

Aim 1: To meet housing need

a) Affordable Housing Delivery

- To maintain delivery of new affordable homes in the current economic climate and deliver more than 300 affordable homes by 2015. Developments on site or with permission are expected to deliver around a further 200 additional affordable units during 2014/15 and 2015/16.
- The LEP have identified a stretch target of 250 new homes for Ryedale a year for the next 5 years, whilst also maintaining a 5 year land supply, in line with government policy. Recent experience has demonstrated that the most effective form of delivery of affordable homes is through the delivery of market led housing schemes – in order to maintain new housing supply, permissions need to be granted to developers for major housing schemes.
- Maximising income from New Homes Bonus through permissions for new housing and reducing numbers of empty homes.
- Preparation of LDF Sites Documents for publication in February 2015
- Helmsley Plan to be published, examined and adopted by December 2014
- Maximise opportunities to support housing delivery through funding initiatives such as Local Growth Fund, Get Britain Building
- Thoroughly investigate innovative ways of building and local delivery of affordable homes in Ryedale.
- CIL examination and links to Housing and infrastructure by December 2014

b) Making best use of existing housing stock

- Promoting grants and loans schemes and service available to improve private sector housing stock
- Reducing the number of empty properties in the District and maximising income from New Homes Bonus

c) Preventing Homelessness

- Managing the impact of changes to the welfare benefits system on vulnerable residents
- Maintaining progress with initiatives focussed on meeting the housing needs of younger people

d) Enabling Independent Living

- Expand the customer base and services offered by Ryecare whilst maintaining the service for existing customers.
- Disabled facilities grants
- Handy person scheme
- Housing Solutions partnership
- Managing the impact of changes to the welfare benefits system, educating landlords and supporting the use of Discretionary Housing Payments

Aim 2: Creating the conditions for economic success

- a) To have the Community Infrastructure Levy scheme examination in the autumn 2014
- b) To build a business case and secure implementation of major projects in the Ryedale Economic Action Plan, including securing Local Growth Fund and LEP support, to include FERA, A64 improvements and Malton AgriBusiness Park, and other projects to meet the needs of market towns and villages
- c) To have the sites document and the Helmsley Development Plan Document prepared to compliment the LDF

- d) To secure a sustainable future for the Milton Rooms
- e) Brambling Fields – assess and introduce traffic management measures to make effective use of the improved junction
- f) Progress initiatives to improve the skills match between the local workforce and the needs of local employers, including apprenticeship schemes.

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

- a) To maintain the level of Garden Waste subscriptions at or above 35%
- b) Maintain the percentage of dry recycling collected with the consequential reduction in waste sent to landfill.
- c) Reviewing garden waste collections and tonnages following implementation of our sustainable policy to charge for green waste
- d) Increase the take up of home composting
- e) Respond to changes in the public health system to ensure that there is the capacity to meet local needs influencing better care fund and integration, managing the impact for Ryedale
- f) Continue to work to alleviate pockets of flooding in Ryedale, working in partnership with other agencies to address problems in market towns and villages and contributions towards pumping stations
- g) Progressing the development of the York and North Yorkshire Waste Partnership.

Aim 4: To have safe and active communities

- a) Continue to maintain low levels of crime through local delivery whilst the structural changes to community safety partnerships are implemented across North Yorkshire
- b) Complete the procurement process for the leisure contract with the appointment of a provider to deliver the Council's leisure services and manage a successful transition to the new arrangements which encourages take up and improved service.
- c) Continue to support improvements in reducing the levels of obesity in the District.
- d) Provide community grants to support the solutions proposed by the market towns, villages and parishes.
- e) Allocate funds, as appropriate, to CAB to commission and deliver the services required in Ryedale to support vulnerable people
- f) To offer support for the continued provision of urgent care at Malton Hospital.

Aim 5: To Transform the Council

- a) To maximise the opportunities to achieve efficiencies and meet the needs of customers through the further of the development of the Business Hub
- b) To deliver a balanced budget in 2014/15 and plan for meeting future financial challenges, including generating projected income.
- c) Make effective use of the New Homes Bonus funding
- d) To meet the ongoing challenges presented to the Council by the finance reforms including localisation of Council Tax, business rates and the implementation of Universal Credit
- e) Improve processing times for benefits claims and maintain these in line with national targets – 30 days for new claims and 10 days for change of circumstance
- f) Prepare for Individual electoral registration, the elections of May 2015 and induction programme for new members.
- g) Rolling programme of investment to Council owned property – Ryedale House and the Depot to maximise income by attracting other tenants
- h) Continue to work with NYCC, other Districts and partners to deliver services

8.0 IMPLICATIONS

- 8.1 The following implications have been identified:
 - a) Financial

There are no new financial implications in considering this report which are not accounted for in the Financial Strategy.

- b) Legal
There are no significant legal implications arising from this report
- c) Other
There are no significant other implications arising from this report.

Janet Waggott
Chief Executive

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Background Papers:

Council Plan 2009 -13
Delivering the Council Plan Reports – Reported quarterly to Policy and Resources Committee

Background Papers are available for inspection at:
www.ryedale.gov.uk

[The Ryedale Plan](#)
[The Ryedale Housing Strategy Action Plan](#)
[The Ryedale Economic Action Plan](#)
[The Ryedale Sports Strategy](#)
[Safer Ryedale Partnership Plan](#)
[RDC Financial Strategy 2013 -17](#)
[RDC Financial Strategy 2014-18](#)
Service Delivery Plans are available on Covalent

Performance reports presented to Policy and Resources and Overview and Scrutiny Committees and are available on the Council's website

Delivery of the Council's Priorities 2013/14

1. Housing Need							
Status	Code	Current Value	Last Update	Indicator Name	Improvement	Current Target	
✓	BS RB 181	12.6 days	March 2014	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events - Accumulative	Aim to Minimise	20.0 days	
✓	FP 7	211	2013/14	Net additional homes provided	Aim to Maximise	200	
✓	FP 8	89.2%	2013/14	Supply of deliverable housing sites	Aim to Maximise	100.0%	
✓	HS 1	97.0%	Q4 2013/14	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)	Aim to Maximise	100.0%	
✓	HS 2	2.68 weeks	2013/14	Length of stay in temporary accommodation (B&B, weeks) Average	Aim to Minimise	4.00 weeks	
✓	HS 5	6	Q4 2013/14	Number of Homeless Applications	Aim to Minimise	18	
✓	HS 8	346	2013/14	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)	Aim to Maximise	154	
✓	HS 10a	26%	2013/14	% Households in Ryedale in Fuel Poverty (10%)	Aim to Minimise	26%	
✓	HS 14	7.36	2013/14	Affordability Ratio	Aim to Minimise	8.59	
✗	HS 11	253	2013/14	Empty Domestic Properties (New Homes Bonus Annual Return)	Aim to Minimise	329	
✗	HS 17	49	2013/14	Number of affordable homes delivered (gross)	Aim to Maximise	75	

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a) Affordable Housing Delivery

The Council has an annual target of 75 new affordable homes – around a third of the new homes planned each year for Ryedale. 49 new affordable homes have been completed in 2013/14. This compares to 94 units delivered in 2012/13 and 95 units delivered in 2011/12 and 52 in 2010/11. 238 new affordable homes have been developed over the past 3 years, towards the aspiration of delivering 300 new affordable homes in the 4 years to 2015. A total of 211 new homes were completed in Ryedale in 2013/14, making the Council one of very few in North Yorkshire to achieve the build rates identified in its Local Plan and at rate of over 200 units a year for the second year running.

b) **Making best use of existing housing stock**

Ryedale was the only authority in North Yorkshire to make capital resources available from its own reserves for continuing the grants and loans schemes in 2013/14. These fund a range of private sector housing grants and loans to help meet the housing needs of vulnerable and low income people in private sector housing – be this to get empty properties back into residential use or to adapt homes so that a person can continue to live there as their health and mobility change.

The Joint Home Improvement Agency between Ryedale and Scarborough has delivered the Councils Disabled Facilities Grants Scheme has made 99 awards in 2013/14 .

Comparative figures for the number of empty homes in Ryedale which have been unoccupied for more than 6 months will be calculated in October 2014 as part of the claim for New Homes Bonus. It is anticipated that performance will be maintained

c) **Preventing Homelessness**

The number of homelessness acceptances has decreased from 18 households in 2012/13 to 15 households in 2013/14. 346 households have been prevented from becoming homeless, representing a 16% increase over the last 12 months. 97.1% of homeless cases were assessed within the statutory requirement of 33 days.

The number of households in temporary accommodation has reduced from 6 in March 2013 to 5 in March 2014, this reduction reflects the continued success of the Young People's Homelessness Partnership.

The average length of stay in temporary accommodation has remained at 19 weeks in 2013/14.









Enabling Independent Living

Telecare continues to develop and officers are working closely with health and adult Services to ensure services become more efficient. Ryecare aims to install equipment within 48 hours to ensure clients are able to leave hospital and return to their homes as soon as possible.

e) **Supporting those on low income**

During the last year the council has helped 3,666 residents to pay their rent. Council Tax benefit has been replaced by the Local Council Tax Support Scheme which was successfully implemented in April 2013. Collection rates for Council Tax have been maintained at a rate of 98.48% for 2013/14.

The Council has supported the delivery of significant changes in the benefits system as part of the wider welfare reform programme being implemented by the government. The Council is also managing the impact of welfare reforms on our customers.

2. Economic Success						
Status	Code	Current Value	Last Update	Indicator Name	Improvement	Current Target
	EC 10	1.3%	April 2014	Total Job Seeker Allowance Claimants Aged 16 - 64	Aim to Minimise	3.8%
	EC 12a	91.7%	2013/14	% Ryedale population qualified - NVQ1 or equivalent	Aim to Maximise	81.9%
	EC 12b	79.9%	2013/14	% Ryedale population qualified - NVQ2 or equivalent	Aim to Maximise	68.72%
	EC 12c	53.1%	2013/14	% Ryedale population qualified - NVQ3 or equivalent	Aim to Maximise	50.88%
	EC 12d	40%	2013/14	% Ryedale population qualified - NVQ4 or equivalent	Aim to Maximise	30.96%
	EC 40	81	2013/14	Employment Rate	Aim to Maximise	74.7
	EC 13a	£425.00	2013/14	Gross weekly earnings by workplace	Aim to Maximise	£450.00
	EC 13b	£417.60	2013/14	Gross weekly earnings by residency	Aim to Maximise	£468.00

a) Improving Infrastructure

The expansion of the York Road Business Park at Malton is underway with employers already on site. Several other key employment sites gained planning permission and are now implemented, including the Yorkshire Baker at Norton and the Ryedale Exhibition and Leisure Village at Pickering. Work has also begun on Jack berry House at Malton to provide vital facilities to support the horse racing industry and strengthen the importance of Malton and Norton to the industry. Through close work with the Y, NY & ER LEP major economic schemes are being progressed at the FERA site at Sand Hutton and at the Malton Agribusiness Park, both of which will result in hundreds of new jobs. Discussions are underway to enhance the existing engineering park at Kirkbymoorside and to secure future investment in the A64 to upgrade the route east of York. Planning permission has been supported in principle for a new supermarket at Malton, to supplement the new store with permission on the Livestock market site.

b) Local Development Framework

The LDF Local Plan Strategy was adopted following examination in September 2013. The Local Plan Sites Development Plan Document (DPD) and the Helmsley Plan DPD are being prepared for publication in 2014/15.

c) Supporting Local Businesses

Ryedale has been represented on the LEP and the Ryedale business forum continues to develop. The Head of Economy and Infrastructure has been seconded part-time to the LEP to support the development of bids to the Growth Fund and to provide strategic advice on Housing for the sub-region.

Improvement in levels of unemployment for young people with reduced numbers of JSA claimants in the 18-24 category

Continued support for local businesses takes place through provision of advice, including the application of regulations eg compliance with air quality requirements, food hygiene regulations and health and safety at work. Working with the LEP, a Pop up Business Advice Café has been held in Pickering, the location for the Council's hugely successful Opportunity knocks event. A skills summit involved many partners, including all senior schools and many employers and education providers. An enhanced tourism website provides improved marketing and booking facilities for Ryedale providers and the Council continues to consider applications for business rates relief to support local employers in appropriate circumstances. Tourist advice facilities have been modernised and streamlined. .

d) Ryedale Economic Strategy












The Council agreed to support economic development by allocating £350k of New Homes Bonus Money to the following major schemes:

- Milton Rooms - £25k in principle approval to support the management to develop the business
- New Livestock Market - £25k loan to support the development of a business plan for the scheme
- Fera - £25k to support the development of a viable scheme to improve access to the site from the A64 and thereby enable further development of the site
- A64 Improvements - £20k for a study to identify options to improve the A64 between Norton and Scarborough and Crambeck and Musley Bank

e) Visitor Information Review

The review of visitor information was completed in 2013/14.

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High Quality Environment						
Status	Code	Current Value	Last Update	Indicator Name	Improvement	Current Target
	DM 2	31.6%	2013/14	Planning appeals allowed	Aim to Minimise	33.0%
	HE 13	76%	2013/14	% of Food establishments in the area broadly compliant with food hygiene law	Aim to Maximise	72%
	SS 16	33.64%	2013/14	% of Household Waste Composted	Aim to Maximise	30.00%
	SS 35	-6.0%	2011/12	% CO2 reduction from LA operations.	Aim to Minimise	Baseline
	SS 192	52.7%	2013/14	% of household waste sent for reuse, recycling and composting	Aim to Maximise	49.70%
	SS 36	1,837	2012/13	Tonnes of CO2 from LA operations	Aim to Minimise	Baseline
	SS 15	19.02	2013/14	% of Household Waste Recycled	Aim to Maximise	20.00%
	SS 17	+6.29%	2012/13	Household Waste Collection - % change in kilograms per head	Aim to Minimise	0.25%
	DM 157a	52.00%	2013/14	Processing of planning applications: Major applications (13 weeks)	Aim to Maximise	70.00%
	DM 157b	56.70%	2013/14	Processing of planning applications: Minor applications (8 weeks)	Aim to Maximise	80.00%
	DM 157c	74.85%	2013/14	Processing of planning applications: Other applications (8 weeks)	Aim to Maximise	93.00%

a) **Waste and Recycling**

The level of performance in relation to waste reduction and recycling targets has been maintained in 2013/14 with data to be verified in July 2014.

b) **Streetscene savings**

Streetscene services have continued to be a key contributor to the delivery of efficiencies for the Council. Following a decision by Council, the team have successfully launched charging for collection of green waste and have already met the participation target set of 35%, attracting £230K of additional revenue for the Council with positive indications that this target could be exceeded.

c) **Reducing the Risk of Flooding**

In order to help reduce the risks of flooding following the 2012/13 floods a multi-agency flood group was set up in 2013. These include representatives from key agencies-North Yorkshire County Council, Ryedale District Council, Environment Agency, Yorkshire Water and Network Rail. Actions taken include:

- Fostering of a Coordinated and partnership approach to reducing the flood risk
- Inclusion of Malton and Norton in North Yorkshire County Strategic Flood Risk Management Plan, including action plan
- Reviewed Malton and Norton Multi-Agency Emergency Flood Response Plan
- Inspected Malton and Norton key flood defence assets and remedial works undertaken
- Identified Malton and Norton flooding 'hot spots' and developed priority action plan
- Preliminary design of Church Street, Norton flood response measure
- Consultant's Brief for flood risk study to several sites in Malton and Norton to include;
 - Old Malton Road area
 - Castlegate area
 - Norton Road/Mill Beck area
 - Welham Road area

Work on Pickering Slowing the Flow flood defence scheme started on 28th October 2013, with initial site set-up and clearance works being completed during the period to the end of the year. On the 6th January 2014 construction work started in earnest to build the flood storage reservoir. The project is on track to complete in September/October, despite the recent very wet weather. Unfortunately there has been unavoidable cost increases reported regarding the scheme, linked to free clay being unavailable, combined with the need for some design changes to the spillway (essential for Reservoirs Act approval), legal fees with the NYMR and unforeseen extra access works. The total additional cost over and above the original contingency is some £400,000. The Environment Agency are confident that they remain manageable and are exploring a variety of options available for the provision of the extra funding required. Meetings are to be arranged with RDC and NYCC to discuss the potential of additional contributions.

d) **Air Quality**

Air Quality Progress Report submitted to DEFRA with an evaluation of the progress made against the Malton Air Quality Action Plan.

e) **Private Water Supplies**

In depth risk assessments were introduced this year leading to the improvement of private water supplies with reports to the Drinking Water

Inspectorate on progress made.

f) **Managing Development**

Investment has been made in the Managing Development Team to improve enforcement services and reduce planning application processing time

g) **Responsible dog owners**

The council have introduced an award scheme -Caught doing it right – in conjunction with Safer Ryedale to positively reward and highlight responsible dog ownership in relation to dog fouling. The scheme has been successful to date and several awards have been made, In addition the Council is working with the Dogs Trust to provide free micro-chipping at a number of venues around Ryedale prior to compulsory introduction in 2016

h) **Percentage Co2 reduction from LA operations**

Previous target set was for three years, based on national guidance. Target and base data to be reviewed 2014/15 following changes and additions to council assets as previously indicated.

4. Active Safe Communities

Status	Code	Current Value	Last Update	Indicator Name	Improvement	Current Target
	HE 10	23.6%	2013/14	Adult participation in sport and active recreation. Sport England Active People Survey-Annual	Aim to Maximise	22.3%
	EC 77	2,220	March 2014	Total Crime in Ryedale	Aim to Minimise	

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 Aim 4: To have safe and active communities

a) **Investing in Sport and Recreation**

A Sports Strategy/Action Plan for Ryedale has been adopted by Members at Council in May 2013. Work is ongoing to complete the procurement process for the leisure contract with the appointment of a service provider to deliver the Council’s leisure services and manage a successful transition to the new arrangements which encourages take up and improved service.

- On 23 December 2013 a notice was published in the Official Journal of the European Union inviting expressions of interest from potential partners to operate, manage and maintain the Sport and Leisure Facilities within Ryedale (“the Project”).
- The Council is following the competitive dialogue procedure and pre-qualified a long list of Bidders who responded to the notice. Those Bidders were reduced to a shortlist of three Bidders following the Invitation to Submit Outline Proposals (ISOP) stage. Following Further Dialogue with each Bidder, those Bidders will be invited to submit their Final Tenders (ITSFT).
- ITSFT documents will be issued to Bidders on Friday 6th June 2014 and represent the completion of the Further Dialogue stage, the purpose of which is to evaluate the Bidders’ detailed proposals and identify the Bidder which can best meet the Council’s needs and objectives for the Project. Date of return for bids is 25th June 2014.

b) **Maintaining Low Crime Levels**

The district continues to have the lowest crime rate of all districts within North Yorkshire and is currently in 1st position within the Most Similar CSP group

nationally. The Community Safety Partnership 'Priorities for Action' for 2013/14 are:

- Domestic Abuse
- Safer Roads
- Community Priorities
- Alcohol Harm Reduction
- Community Development

Two of these priorities – Safer Roads and Domestic Abuse - will be delivered through joint Scarborough and Ryedale task groups








c) Supporting the Community and Voluntary Sector

The commissioning Board allocated £50k of funding to the voluntary and community sectors through grants in 2013/14. Schemes supported included:

- Village Halls – Thornton le Dale, Lastingham, Wreton
- Ryedale Community Garden – Nawton and Beadlam
- Terrington Play Area
- Duggleby community garden
- Live Music Now – Songs and scones

Support for Parish Planning continues and a number of the projects supported through grants were identified as community priorities through this process. Communities recently engaged in Community Led Planning include Farndale, Rosedale, Thornton le Dale and Marishes, Oswaldkirk, Huttons Ambo, Kirby Misperton, Appleton le Moors, Lastingham and Spaunton. Communities planning to refresh their plans in 2014/15 include Slingsby, and Terrington,

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Transforming the Council						
Status	Code	Current Value	Last Update	Indicator Name	Improvement	Current Target
	BS RB 11	98.48%	March 2014	% of Council Tax collected	Aim to Maximise	98.21%
	BS RB 12	99.13%	March 2014	% of Non-domestic Rates Collected	Aim to Maximise	98.50%
	DS 2d	46.54%	2011/12	Percentage turnout for elections - District	Aim to Maximise	43.06%
	BS AS 3	89%	2013/14	Payments made using electronic channels	Aim to Maximise	85%
	BS AS 1 RDC	37%	2013/14	Service enquiries resolved at first point of contact (telephone)	Aim to Maximise	40%
	BS MD 1	72.9%	March 2014	Standard searches done in 5 working days	Aim to Maximise	90.0%
	HR A 01 R	9.89 days	2013/14	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE	Aim to Minimise	7.50 days

a) Balancing the Budget

Budget savings of almost £3m have been achieved through service redesign and efficiency savings over the last four years including the one -11, Going

for Gold and Round 3 programmes. This included redesign of services, partnership working and maximising opportunities as they present themselves. The budget for 2014/15 was again balanced without an increase in levels of Council Tax. The approach for the 2015/16 budget and beyond is currently under review.

b) **Optimising Technology**

Efficiencies were achieved by maximising the benefit of investment in IT and improved systems. This will continue in 2014/15 through the development of services delivered within the Business Hub.

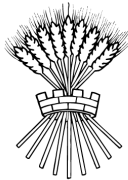
The Council achieved PSN compliance and launched a new website.

c) **Responding to Legislation**

The Council continues to work with partners in preparing for the implications of new legislation such as the Localism Act, Police Reform and Social Responsibility Act, Welfare Reform Act and the Health and Social Care Act. The new burdens placed upon the Council as a result of new legislation have been considerable and will continue to present challenges.

d) **Supporting Democracy**

The annual canvass was completed successfully and preparation for Individual electoral registration continue. The European Elections in May 2014 were organised successfully and included a new location for the count ahead of and in anticipation of the triple election in May 2015 – General, District and Parish elections.



REPORT TO: SCRUTINY COMMITTEE

DATE: 26 JUNE 2014

REPORT OF THE: BUSINESS SUPPORT MANAGER
ANGELA JONES

TITLE OF REPORT: CUSTOMER COMPLAINTS RECEIVED QUARTER 4
(2013/14)

WARDS AFFECTED: ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To inform Members of the number and type of complaints received under the Council's complaint procedure for the period January – March 2014.

2.0 RECOMMENDATION(S)

2.1 It is recommended that members accept the report as attached.

3.0 REASON FOR RECOMMENDATION(S)

3.1 This report includes complaints monitored under individual service complaints systems (Annex 1).

3.2 The report also includes a summary of customer feedback to Community Leisure Ltd (CLL) for the period January – March 2014 with the action taken where appropriate (Annex 2)

4.0 REPORT DETAILS

4.1 The annexe of the report show the number of complaints received and the actions which have been taken.

Angela Jones
Business Support Manager

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Background Papers:
RDC Complaints Procedure

Background Papers are available for inspection at:
[http://www.ryedale.gov.uk/council and democracy/corporate complaints.aspx](http://www.ryedale.gov.uk/council_and_democracy/corporate_complaints.aspx)

Complaints Q4 2013-14

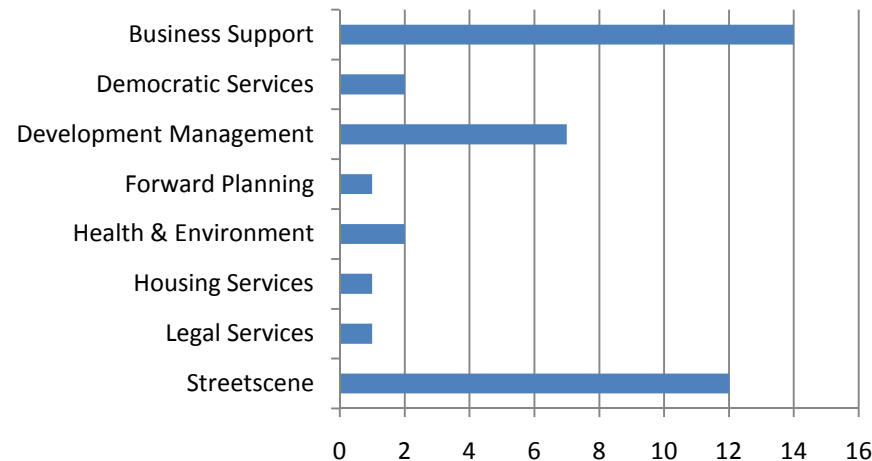
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Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 3
- Delays in responding or complaints about the administrative process = 16
- Dissatisfaction with the way Council policies are carried out = 19
- Failure to achieve standards of service = 1
- Failure to provide a service = 1



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Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology and explanation sent to complainant.	Rillington	03-Jan-2014	06-Jan-2014	14
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology and explanation sent to customer	Norton West	08-Jan-2014	30-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Written apology and explanation	Hovingham	12-Jan-2014	28-Jan-2014	
Business Support (BS)	Attitude of member of staff	Complaints regarding conduct, attitude and actions of employees	Written apology	Norton West	10-Jan-2014	16-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Written apology and explanation	Thornton Dale	14-Jan-2014	15-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Norton West	09-Jan-2014	14-Jan-2014	
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Sheriff Hutton	22-Jan-2014	27-Jan-2014	
Business Support (BS)	Application of empty property discount	Dissatisfaction with the way Council policies are carried out	Letter of apology, discount status modified	Ryedale South West	17-Jan-2014	22-Jan-2014	

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Business Support (BS)	Council Tax Direct Debit	Delays in responding or complaints about the administrative process	Letter of apology	Pickering West	29-Jan-2014	30-Jan-2014	
Business Support (BS)	Council Tax Payments/ Arrears Letter	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Kirkbymoorside	27-Feb-2014	28-Feb-2014	
Business Support (BS)	Disputing recalculation of Council Tax	Delays in responding or complaints about the administrative process	Written explanation	Thornton Dale	10-Feb-2014	14-Feb-2014	
Business Support (BS)	Time taken to process Housing Benefit claim	Delays in responding or complaints about the administrative process	Feedback received through facebook: response posted. Claim assessed.	Not known	10-Feb-2014	11-Feb-2014	
Business Support (BS)	Benefit overpayment correspondence	Delays in responding or complaints about the administrative process	Written apology and explanation	Derwent	09-Mar-2014	14-Mar-2014	
Business Support (BS)	Communications regarding Council Tax Support	Delays in responding or complaints about the administrative process	Letter of explanation and apology	Pickering East	19-Mar-2014	24-Mar-2014	
Development Management (DM)	Dissatisfaction with Planning process	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Sheriff Hutton	31-Jan-2014	12-Feb-2014	7
Development Management (DM)	Dissatisfaction with Planning committee proceedings & decision	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Kirkbymoorside	01-Feb-2014	04-Feb-2014	
Development Management (DM)	Lack of action regarding untidy neighbours	Delays in responding or complaints about the administrative process	Welfare check conducted by North Yorkshire Police	Derwent	05-Feb-2014	12-Feb-2014	
Development Management (DM)	Dissatisfaction with Enforcement Actions	Dissatisfaction with the way Council policies are carried out	Written explanation	Rillington	12-Feb-2014	18-Mar-2014	
Development Management (DM)	Dissatisfaction with Planning Procedure/ Decisions	Dissatisfaction with the way Council policies are carried out	Written explanation sent	Sheriff Hutton	27-Feb-2014	25-Mar-2014	
Development Management (DM)	Dissatisfaction with planning process	Delays in responding or complaints about the administrative process	Letter of explanation	Norton West	17-Jan-2014	27-Feb-2014	
Development Management (DM)	Dissatisfaction with planning procedure/ decisions	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Kirkbymoorside	13-Mar-2014	19-Mar-2014	
Democratic Services (DS)	Insufficient postage on outgoing correspondence	Delays in responding or complaints about the administrative process	Written apology and refund of postage fees incurred.	Norton West	08-Feb-2014	11-Feb-2014	2
Democratic Services (DS)	Issues arising from posting Absent Vote request	Delays in responding or complaints about the administrative process	Written explanation and apology.	Norton West	10-Feb-2014	10-Feb-2014	
Health & Environment (HE)	Dissatisfaction with Environmental Health decision	Failure to provide a service	Written explanation	Pickering East	20-Feb-2014	27-Feb-2014	2
Health & Environment (HE)	Consultation response to a planning application	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Norton West	02-Mar-2014	07-Mar-2014	
Forward Planning (FP)	Failure to validate a planning application	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Sheriff Hutton	26-Feb-2014	05-Mar-2014	1

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Opened Date	Closed Date	Total
Housing (HS)	Installation of disabled facilities adaptations	Delays in responding or complaints about the administrative process	Letter of apology and explanation, re-evaluation of selected equipment	Helmsley	08-Jan-2014	23-Jan-2014	1
Legal Services (LS)	Conduct of Councillor regarding planning application	Complaints regarding conduct, attitude and actions of employees	On going investigation	Thornton Dale	05-Mar-2014		1
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Pickering East	08-Jan-2014	14-Jan-2014	12
Streetscene (SS)	Communication of changes to waste collections	Dissatisfaction with the way Council policies are carried out	Letter of explanation	Ampleforth	07-Jan-2014	14-Jan-2014	
Streetscene (SS)	Communication of changes to garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Pickering East	10-Feb-2014	11-Feb-2014	
Streetscene (SS)	Location of Bins for Collection	Dissatisfaction with the way Council policies are carried out	Letter of apology	Malton	12-Feb-2014	13-Feb-2014	
Streetscene (SS)	Incident In Toilets, Malton Market Place	Failure to achieve standards of service	Letter of apology and explanation	Malton	25-Feb-2014	03-Mar-2014	
Streetscene (SS)	Mistaken Removal of Refuse Bin	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Amotherby	26-Feb-2014	02-Mar-2014	
Streetscene (SS)	Removal of additional Wheeled Bin	Dissatisfaction with the way Council policies are carried out	Letter of apology and explanation	Derwent	19-Feb-2014	19-Feb-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Helmsley	08-Mar-2014	10-Mar-2014	
Streetscene (SS)	Conduct of staff	Complaints regarding conduct, attitude and actions of employees	Staff member spoken to and apology to customer via telephone.	Unknown	14-Mar-2014	24-Mar-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Unknown	14-Mar-2014	24-Mar-2014	
Streetscene (SS)	Charging for garden waste	Dissatisfaction with the way Council policies are carried out	Written explanation	Sherburn	15-Mar-2014	24-Mar-2014	
Streetscene (SS)	Communication of changes to waste collections	Dissatisfaction with the way Council policies are carried out	Written Explanation	Hovingham	20-Jan-2014	22-Jan-2014	

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Agenda Item 9

DERWENT POOL – CUSTOMER FEEDBACK

JANUARY TO MARCH 2014	very good	good	fair	poor	very poor
Efficiency of the staff	0	0	0	0	0
Helpfulness of the staff	0	0	0	0	0
Courtesy of the staff	0	0	0	0	0
General cleanliness	0	0	0	0	0
Condition of the facilities	0	0	1	0	0
Condition of the equipment	0	1	0	0	0
Safety and security	0	0	0	0	0
Air temperature	0	0	1	0	0
Value for money	0	1	0	0	0
Overall experience	0	1	0	0	0
	0	3	2	0	0

January	No comments received	
February	No comments received	
March	Small room in the gym needs a hoovering now and again!! And its about time to put a mirror up	Will ensure staff check the gym thoroughly and clean as necessary

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2014	very good	good	fair	poor	very poor
Efficiency of the staff	0	0	1	1	0
Helpfulness of the staff	0	0	2	0	0
Courtesy of the staff	0	0	1	1	0
General cleanliness	0	0	2	0	0
Condition of the facilities	0	0	1	1	0
Condition of the equipment	0	0	2	0	0
Safety and security	0	0	0	1	0
Air temperature	0	0	0	1	0
Value for money	0	0	2	0	0
Overall experience	0	0	1	1	0
	0	0	12	6	0

January	<p>I note that you hold twice weekly Toddler and Parent Sessions. I would estimate that on around 50% of the Friday T and P sessions are cancelled. I see on your website you have been able to inform customers of the cancelled Public Swims on a Friday, yet have not done this for the Parent and Toddler Sessions. I feel frustrated that a notice informing parents that these sessions are cancelled has not taken place, it is not sufficient that Sadly this has become a regular occurrence. I in turn I regularly ring to check that sessions are taking place, but feel that this shouldn't be necessary. I also feel that the Drum and Bass and House music played at parent and toddler sessions is inappropriate. I would be grateful if you could respond.</p>	<p>Many thanks for taking the time to contact us and I am sorry that you have had a wasted journey to Ryedale Pool this afternoon. Water space is limited at the facility and it is difficult to accommodate the various requests for hire we receive, alongside running our normal operating programme. At the moment we have a group of GCSE students that need to work towards their exams and unfortunately the only suitable timeslot is on a Friday afternoon. Cancelling sessions is not something that we take lightly, but we have to try and balance the needs of all our customers and it is inevitable that some may be disadvantaged. The notices have been up in the facility since before Christmas and as you have pointed out, there is also a note on the website, for which I must apologise. This was meant to inform our customers that there would be no swimming at all between 2 and 3pm on a Friday afternoon, but on reflection I can see how it has easily been interpreted as only the Public Swim being unavailable. I have now amended this to make it clear that the pool is closed to the public between these times, up until February half term. I will speak to the staff regarding your comments about the music that is played. Sometimes they forget that the music is there for</p>
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		the customers enjoyment and not just their own.
February	No comments received	
March	<p>My child is in swimming lessons in sharky 2 at Pickering. I would just like to make you aware that she was moved from sharky 1 up to this group last time, she has attended every lesson with determination. The first teacher she had just didn't seem to bond with her and this became an issue to her progress, she has now changed nights and to a different teacher who seems to have got her confidence back up and you can see the difference in her swimming. I feel that if a child has bonded and trusts someone where possible they should continue to be taught by the same person to continue the same learning style, the kids just get to know someone then the lessons are all swapped and this is a disaster to some children. parents should be able to find out who the teacher is before they pay for the lessons to ensure their child is getting the best from the lessons which are by no means cheap, I feel that Pickering pool manager needs to look into this more for all involved.</p>	<p>Thank you for taking the time to contact us. Feedback from our customers is important, whether it be good or bad! I am pleased that your daughter is settled now and progressing well with her lessons. I understand the comments that you make regarding continuity of teachers and this is something that we strive to provide for the duration of each course, though this is not always possible due to leave / sickness. The difficulties arise when children move up classes. Our staff work through a 2 week rota system, so they are only on shift certain nights, so it may not be possible for them to teach the next class that a child may be moving into. For the last few terms we have moved the teaching rota around in order that staff gain experience across all ability levels. All staff work to the same STA criteria and follow a weekly teaching plan, though I appreciate they all have different teaching styles. We have already made the decision to leave the teaching rota as it is for next term, so if your daughter is staying in the same class, she will keep the same teacher. If she is moving up, please speak to the member of staff when you re-book as they will be able to let you know what the availability is and who will be teaching.</p>

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REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	26 JUNE 2014
REPORT OF THE:	COUNCIL SOLICITOR ANTHONY WINSHIP
TITLE OF REPORT:	ATTENDANCE AT POLICY COMMITTEES
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide Members with a draft rota for attendance to observe at policy committee meetings and to agree guidance to assist this process.

2.0 RECOMMENDATION

- 2.1 It is recommended that Members agree the rota for attendance at Policy Committees.

3.0 INTRODUCTION

- 3.1 One of the key legislative roles of the Committee is holding the Executive to account. In Ryedale's case this means examining the policy committees minutes and forward plans in detail and using call-in or other mechanisms to comment or intervene in the decision making process. In order to be effective in this it has been previously agreed that Members of the Committee would take turns to attend both the Policy and Resources Committee and, when policy decisions are being made, the Planning Committee for the purposes of observation. Subsequently, Full Council agreed that this be an approved duty for Members of this Committee.

- 3.2 Draft guidance and a checklist is attached at Annex A to assist Members in undertaking this responsibility.

- 3.3 Attached at Annex B is a draft rota for Members consideration.

4.0 CONCLUSION

- 4.1 Members have previously agreed a rota for attendance at policy committees. Guidance and an accompanying checklist have been produced to help Members with this important process.

**Anthony Winship
Council Solicitor**

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Background Papers:
The Constitution of the Council

ANNEX A

Guidance for Members observing at a policy committee

This note sets out details of the issues that should be considered when observing. A simple checklist is appended at Appendix A.

The Role of the Committee

The Committee has a number of complimentary roles, being both the Scrutiny Committee, the Audit Committee, the Standards Committee and the Crime and Disorder overview and Scrutiny Committee for Ryedale District Council.

The Committee undertakes its work by:

- Scrutinising the decisions made by other committees and using the ability to 'call-in' a decision of a committee of the Council and refer it back if necessary for re-consideration;
- Scrutinising the performance and effect of council services and policies by receiving internal and external audit reports, reports on the Council's counter fraud work, monitoring and reviewing the statement on internal control, examining our approach to the minimization and control of risk, and examining progress on our improvement plans;
- Undertaking and instigating reviews of existing policy and the development of new policy;
- Monitoring service performance, through the performance management framework and customer complaints, and considering the outcomes of Best Value and other reviews.

Together this enables the Committee to focus on the improvement of services: considering in-depth major issues, examining other areas of the work of the Council or of other local and national agencies, highlighting when things are going wrong and seeking action to address this in the most effective way.

Decision-making and call-in

The main purpose of observing at policy committee meetings is to consider whether or not decision-making has complied with the Council's Constitution. All decisions of the Council will be made in accordance with the following principles:

- (a) the rule of law;
- (b) clarity of aims and desired outcomes.
- (c) proportionality (i.e. the action must be proportionate to the desired outcome);
- (d) due consultation and the taking of professional advice from officers and/or appropriately qualified consultants;
- (e) respect for human rights (see below for further details); and
- (f) a presumption in favour of openness.

If Members consider that one of more of these rules have been breached then the decision may be 'called-in'. To call in a decision a proforma, attached at Appendix B, must be completed with the reasons for the call-in clearly stated. It must be signed by either the Chairman or three Members of the Committee and must be handed to the proper officer within 10 working days of the publication of the decisions of the meeting. The Overview and Scrutiny Committee then meets within a further 10 working days of the decision to call-in. Members may request the attendance of relevant officers or Members to answer any questions that they may have. The Committee can then refer the matter back to the decision-making committee, setting out in writing the nature of its concerns or refer the matter to Full Council. If referred

back to the decision-making committee, a meeting will be convened to reconsider the decision within a further 10 working days.

Further details can be found in the Council Constitution on page 144.

At the heart of the Overview and Scrutiny Committees work should be the consideration of what impact the Policy Committees decisions, plans and policies have on the communities of Ryedale. If the Committee considers the decisions made will have an adverse affect they have a duty to say so and suggest improvements.

Members of Overview and Scrutiny Committees should also make efforts to identify issues of concern to the residents of Ryedale and where the Committee agrees, instigate a Scrutiny review.

General Framework for Scrutiny:

Function	Scope	How delivered:
Democracy and Governance	Local democracy and the achievement of effective, transparent and accountable decision making by the Council.	The Call in function and involvement in Policy Review Review of the Statement of Internal Control
Lifelong learning and culture	The provision, planning and management of education, training and Culture in the District in so far as the Council is responsible for this.	
Public Accounts	The Councils budget, the management of its budget, capital, revenue borrowing and assets and its audit arrangements.	Review of the relevant documents.
Regeneration and Housing	The physical, social and economic environment and regeneration of the Ryedale District; enabling the provision, planning and management of its housing and the rural and built environment.	Review of the Housing Strategy and Capital Strategy.
Services	The provision, planning, management and performance of Council services, including support services, the community plan and any other Council functions not otherwise addressed by any other Committee.	Review of the Performance Management framework on a quarterly basis and the review of policy documents. Their involvement in VFM processes.
Social Inclusion	Policies and Strategies of the Council and other bodies which affect the economic, social and political resources available to individuals to enable them to participate fully in Society.	Review of the Community Plan and budget/capital strategy. The money should follow the priorities.

Appendix A - Checklist

1. Review decision-making and consider call-in
2. Consider the effect of policy decisions on the community - have the intended policy outcomes been achieved?

Also consider against the implementation of the Council's Equalities Scheme, which is:

- To work towards the elimination of discrimination (either direct or indirect) and harassment
- To ensure that members and officers work towards mainstreaming equality of opportunity across all policies and functions
- To ensure equality, equity and consistency in working practices and conditions
- To ensure that the workforce represents the wider community of the District

3. Identify areas for future policy investigation
4. Identify any issues arising from the strategies and plans of the Council:
 - Community Plan
 - Corporate Plan
 - Medium Term Financial Plan
 - Capital Strategy
 - Asset Management Plan
 - Crime and Disorder Strategy
 - Housing Strategy
5. Budget issues: capital programme, revenue budgets, borrowing, assets
6. Performance issues
7. Value for Money issues
8. Management issues
9. Audit and Governance issues
10. Environmental issues

Appendix B – Call-in Proforma

Date

Committee:

Decision to be called in:

Council’s Constitution – Article 12 Decision Making

Principles of decision-making:

All decision of the Council will be made in accordance with the following principles:

- (a) the rule of law
- (b) clarity of aims and desired outcomes
- (c) proportionality
- (d) due consultation and the taking of professional advice from officers and/or appropriately qualified consultants
- (e) respect for human rights
- (f) a presumption in favour of openness

Reason for calling in the decision:

This form is to be signed by **either** the Chairman of Overview & Scrutiny Committee **or** 3 Members of the Committee

Signature of Chairman of Overview & Scrutiny Committee **or** Councillor

.....Date:.....

Signature of Councillor

.....Date:.....

Signature of Councillor

.....Date:.....

Date of meeting to consider the Call in
(Must be within 10 working days of call in)

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Agenda Item 10

ANNEX B

Attendance at Policy Committees 2014/15 – Draft Rota

Policy and Resources Committee		Jun 19	Sept 25	Dec 4	Feb 5	April 2						
Cllr G Acomb		X			X							
Cllr P Andrews		X			X							
Cllr S Collinson		X				X						
Cllr D Cussons			X			X						
Cllr G Hawkins			X			X						
Cllr Mrs A Hopkinson			X									
Cllr J Raper				X								
Cllr Mrs E Shields				X								
Cllr R Wainwright				X								
Cllr S Ward					X							
Planning Committee	Jul 1	Jul 30	Aug 27	Sept 23	Oct 21	Nov 18	Dec 16	Jan 13	Feb 10	Mar 10	Mar 31	Apr 28
Cllr G Acomb	X					X					X	
Cllr P Andrews	X					X					X	
Cllr S Collinson		X					X					X
Cllr D Cussons		X					X					X
Cllr G Hawkins			X					X				
Cllr Mrs A Hopkinson			X					X				
Cllr J Raper				X					X			
Cllr Mrs E Shields				X					X			
Cllr R Wainwright					X					X		
Cllr S Ward					X					X		

The rota is based on three Members observing at each meeting of the Policy and Resources Committee and two at the Planning Committee.

Observers are required at Planning Committee only when the agenda includes a Part A planning policy item requiring a decision by the committee.

If you are unable to attend could you please try and obtain a substitute in the first instance.

If you are unable to do so then please contact the Chairman, Councillor Wainwright.

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