

## OVERVIEW AND SCRUTINY COMMITTEE

Thursday 11 December 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 2 October 2014**

(Pages 3 - 4)

**4 Urgent Business**

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

**5 Declarations of Interest**

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

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

**6 Delivering the Council Plan Report November 2014**

(Pages 5 - 12)

**7 Customer Complaints Q2 2014-15**

(Pages 13 - 16)

**8 Scrutiny Reviews Progress Report**

(Pages 17 - 24)

9 **Decisions from other Committees**

Policy and Resources Committee held on 4 December 2014 – to follow

10 **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

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Held at Council Chamber, Ryedale House, Malton  
on Thursday 2 October 2014

### Present

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Councillors Acomb, Cussons, Mrs Shields (Vice-Chairman), Wainwright (Chairman) and Ward

### In Attendance

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Jane Robinson, Clare Slater and Faye Snowden

### Minutes

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30 **Apologies for absence**

Apologies for absence were received from Councillors Collinson and Raper.

31 **Minutes of the meeting held on the 26 June 2014**

**Decision**

That the minutes of the meeting of the Overview and Scrutiny Committee held on the 26 June 2014 be approved and signed by the Chairman as a correct record.

32 **Urgent Business**

There were no items of urgent business.

33 **Declarations of Interest**

There were no declarations of interest.

34 **Member Development Skills Framework**

Considered – Report of the Council Solicitor.

**Decision**

That the report be received and the comments be reported to the task group.

35 **Delivering the Council Business Plan Report**

Considered – Report of the Chief Executive.

**Decision**

That the report be received.

36 **LGO Annual Review 2014**

Considered – Report of the Chief Executive.

**Decision**

That the report be received.

37 **Customer Complaints Q1 2014-15**

Considered – Report of the Business Support Manager.

**Decision**

That Members accept the report.

38 **Decisions from other Committees**

The minutes of the Policy and Resources Committee held on the 25 September 2014 were presented.

**Decision**












































That the minutes be received.





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

There being no items of urgent business the meeting closed at 7:50pm.

# Council Plan 2013-17

Generated on: 14 November 2014

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

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

# 1. Employment Opportunity & Economic Success

		EC 10	Total Job Seeker Allowance Claimants Aged 16 - 64			
Current Value	0.9%	October 2014	Previous value	0.9% Sept 14	Data is published monthly	
October 2014 - GB 2.1% and Yorkshire & Humber 2.8%						

		EC 12a	% Ryedale population aged 16-64 qualified - NVQ1 or equivalent			
Current Value	91.7%	2013/14	Previous value	78.1%	Data is published annually	
Ryedale has the lowest population qualified to NVQ level 1 or above in North Yorkshire and is the third lowest in Yorkshire and the Humber. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.						

		EC 12b	% Ryedale population aged 16-64 qualified - NVQ2 or equivalent			
Current Value	79.9%	2013/14	Previous value	68.2%	Data is published annually	
Ryedale has the lowest of population qualified to NVQ level 1 or above in North Yorkshire. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.						



		EC 12c	% Ryedale population aged 16-64 qualified - NVQ3 or equivalent			
Current Value	53.1%	2013/14	Previous value	51.7%	Data is published annually	
Ryedale performance is above the North Yorkshire average for this level of qualification.						

		EC 12d	% Ryedale population aged 16-64 qualified - NVQ4 or equivalent			
Current Value	40%	2013/14	Previous value	35.6%	Data is published annually	
Ryedale performance is well above the North Yorkshire average for this level of qualification.						




		EC 13a	Gross weekly earnings by workplace			
Current Value	£425.00	2013/14	Previous value	£395.70	Data is published annually	
Ryedale has the lowest level of earnings by workplace in Yorkshire and the Humber						




		EC 13b	Gross weekly earnings by residency			
Current Value	£417.60	2013/14	Previous value	£399.70	Data is published annually	
Although an increase in weekly pay compared to last year - Ryedale still has the lowest Gross weekly earnings in Yorkshire and Humber.						




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	EC 40	Employment Rate - aged 16-64			
Current Value	76.1%	2013/14	Previous value	Data is published annually	
2013-14: GB - 71.7% Y&H - 70.1%					




## 2. Housing Need

		BS RB 2	Speed of processing - new HB/CTB claims			
Current Value	27.0 days	October 2014	Current Target	28.0 days		
Changes and improvements recently introduced have resulted in improved timescales – 30 days compared to 73.6 days in August 2013.						

		HS 8	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)			
Current Value	46	Q2 2014/15	Current Target	39	Target is to achieve 10% improvement in numbers of preventions year on year	
Between 01/07/2014 and 30/09/2014 there were 46 homelessness preventions through the Local Authority						

		FP 7	Net additional homes provided			
Current Value	224	2013/14	Current Target	200	Target set according to <a href="http://extranet.ryedale.gov.uk/PDF/Background%20Paper%20-%20Population%20and%20Housing.pdf">http://extranet.ryedale.gov.uk/PDF/Background%20Paper%20-%20Population%20and%20Housing.pdf</a> page 6, para 2.2.3	
Annual return to be calculated at the end of March 2014. Officers are considering the reporting of FP7 and FP8 on a quarterly basis in order to maintain up to date figures for additional homes provided throughout the year together with a rolling figure for the Council's five year housing supply.						

		HS 1	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)			
Current Value	100.0%	Q2 2014/15	Current Target	100.0%	Target is to decide on all applications within 33 days	
Between 01/07/2014 and 30/09/2014 100% of applications were decided and notification to the applicant within 33 working days						

		HS 2	Length of stay in temporary accommodation (B&B, weeks) Snapshot			
Current Value	0.00 weeks	Q2 2014/15	Current Target	4.00 weeks	Target: National maximum allowable is 6 weeks. Local target of 4 weeks	
2 households were accommodated between 1st January 2014 to 31st March 2014. One family was accommodated in B&B at an address for a period exceeding the statutory 6 week limit because: . Following a Homeless application made on 27/02/2014, a decision of "Homeless Intentionally" was reached. The family was then forced to leave Mum's home and RDC provided temporary accommodation, for a limited period of 28 days. . A referral made to Children's' Social Care transferring the duty to secure accomm. for the family was ignored, leaving RDC to resume this responsibility. . Having no free RDC temp. acc. RDC agreed for a further period at The Vincent. The period exceeded the 6 week limit due to the lack of alternative accommodation and co-operation from CSC.						

		HS 5	Number of Homeless Applications		
Current Value	8	Q2 2014/15	Current Target	10	Total number of applications for 2011/12 = 52
Between 1st April 2013 and 31st March 2014 35 homeless applications were made.					

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

		HS 10b	% Households in Ryedale in Fuel Poverty (Low Income High Cost)		
Current Value	11.1%	2013/14	Current Target	11.9%	Target is to improve on previous years performance
2012-13 Results published June 2014 - Est. no of households 23,090 and 2,738 households in fuel poverty					

		HS 14	Affordability Ratio		
Current Value	7.36	2013/14	Current Target	8.65	Target is to improve on previous years performance

Pages 8			BS RB 3	Speed of processing - changes of circumstances for HB/CTB claims		
	Current Value	16.7 days	October 2014	Current Target	7.6 days	
Closedown for 2 weeks over Christmas and implementation of new Northgate system has resulted in longer processing time						



















		FP 8	Supply of deliverable housing sites		
Current Value	89.2%	2013/14	Current Target	100.0%	See Annual Monitoring Statement and Strategic Housing Land Availability Assessments. Target five year housing supply= 100%
Annual return to be calculated at the end of March 2014					




		HS 11	Empty Domestic Properties		
Current Value	253	2013/14	Current Target	379	Target is to improve on previous years performance
Annual figures of 885 empty at the end of 31st March 2014, with a total of 299 being empty for more than 6 months.					




		HS 17	Number of affordable homes delivered (gross)		
Current Value	19	Q2 2014/15	Current Target	38 (75 for year)	35% of market housing target would result in 70 affordable homes arising from 200 net additional homes.
Between 01/07/2014 and 30/09/2014 there were 10 affordable homes delivered. This includes 4x 3 bed houses delivered by Wimpey which are affordable rental properties, then there are 2x 3bed properties and 4x 2 bed properties delivered by Ambleside Homes which are for sale					









### 3. High Quality Environment




		HE 13	% of Food establishments in the area broadly compliant with food hygiene law			
Current Value	76%	2013/14	Current Target	72%	Target is to improve on previous year. Assessments of premises undertaken using risk based scoring and national guidance. 17% of premises are low risk and not accessed and by default not compliant under the national definition for this indicator.	
17% of premises are low risk and not assessed and by default not compliant under the national definition for this indicator. The figures in brackets above take into account this number						
		SS 16	% of Household Waste Composted			
Current Value	33.64%	2013/14	Current Target	30.00%	Target set following analysis of previous performance levels	
Performance continues to be above target. Target will need to be assessed for 2014/15 in light of changes regarding garden waste subscription						
		SS 35	% CO2 reduction from LA operations.			
Current Value	-7.5%	2013/14	Current Target	3.0%	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date	
Investment in energy efficiency continues to be made. New target to be set						
		SS 36	Tonnes of CO2 from LA operations			
Current Value	1,622	2013/14	Current Target	1,754	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date	
See above						
		SS 192	% of household waste sent for reuse, recycling and composting			
Current Value	52.70%	2013/14	Current Target	49.70%	National target to achieve 50% by 2020	
Target will need to be assessed for 2014/15 in light of changes regarding garden waste subscription						
		DM 157a	Processing of planning applications: Major applications (13 weeks)			
Current Value	63.60%	October 2014	Current Target	70.00%	Targets originally set under Planning Delivery Grant regime	
By definition these applications are complex, often requiring for example legal agreements such as Section 106. These applications represent 4% of the total number received. Whilst well below target, performance is improving.						

		DM 157c	Processing of planning applications: Other applications (8 weeks)			
Current Value	87.80%	October 2014	Current Target	90.00%	Targets originally set under Planning Delivery Grant regime	
Performance has been improving for some months and this Trend is continuing. Customer satisfaction has increased on previous years Delegated decisions are currently made on 88% of decisions against a target of 90%.						

		SS 15	% of Household Waste Recycled			
Current Value	19.02%	2013/14	Current Target	20.00%	Target set following analysis of previous performance levels	
Priority is now to maintain this level of performance						




		DM 2	Planning appeals allowed			
Current Value	66.6%	Q2 2014/15	Current Target	33.0%	Target based on national averages and benchmarking	
The national performance level is consistently in line with the target figure of 33%, performance for Ryedale has varied because of the relatively low number of appeals received. However the current level of appeals allowed at 20% well below the target.						

		DM 157b	Processing of planning applications: Minor applications (8 weeks)			
Current Value	65.70%	October 2014	Current Target	78.00%	Targets originally set under Planning Delivery Grant regime	
Performance has been improving for some months and this Trend is continuing. Customer satisfaction has increased on previous years						
























		SS 17	Household Waste Collection - % change in kilograms per head			
Current Value	6.29%	2013/14	Current Target	0.25%	Target is to improve on previous years change	
Residual waste tonnage reflects economic changes.						

## 4. Active Safe Communities

		EC 77	Total Crime in Ryedale			
Current Value	788	September 2014	Previous Value			

		HE 10	Adult participation in sport and active recreation. Sport England Active People Survey-Annual			
Current Value	23.6%	2013/14	Current Target	22.3%	Target is to improve on previous years performance	
APS 7 - Ryedale ranked 208 out of 326.						

## 5. Transforming the Council

		DS 2d	Percentage turnout for elections - District			
Current Value	46.54%	2011/12	Previous Value			
02.05.13 Ryedale South West By-election: 38.39% Pickering East By-election: 36.34% <a href="http://www.ryedale.gov.uk/news_and_press_releases/local_elections.aspx">http://www.ryedale.gov.uk/news_and_press_releases/local_elections.aspx</a>						
		BS AS 3	Payments made using electronic channels			
Current Value	92%	October 2014	Current Target	85%	Target is set to maintain performance	
Electronic channels include web, telephone and Direct Debit.						
		BS BI 02	% FOI Requests responded to within 20 working days			
Current Value	91%	September 2014	Current Target	90%		
43 out of 47 FOIs responded within timescale. 3 outside of timescale by 1 day. 1 outside timescale by 13 days.						
		BS RB 11	% of Council Tax collected			
Current Value	68.07%	October 2014	Current Target	68.33%	Target is set to maintain performance	
Collection rates are in line with the previous years performance						
		HR A 01 R	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE			
Current Value	0.64 days	September 2014	Current Target	0.63 days	Target is North Yorkshire average for 2009	
Sickness Absence Policy created with Unison with a view to reducing absences. Line Manager training ongoing						
		BS AS 1 RDC	Service enquiries resolved at first point of contact (telephone)			
Current Value	37%	2013/14	Current Target	50%	Target is for year on year improvement	
Collection rates are in line with the previous years performance						
		BS RB 12	% of Non-domestic Rates Collected			
Current Value	69.02%	October 2014	Current Target	72.03%	Target is set to maintain performance	
RDC internal accounts paid late.						
		BS MD 1	Standard searches done in 5 working days			
Current Value	43.0%	October 2014	Current Target	90.0%	Target is set to maintain performance	
late responses from NYCC						

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# Complaints Q2 2014-15

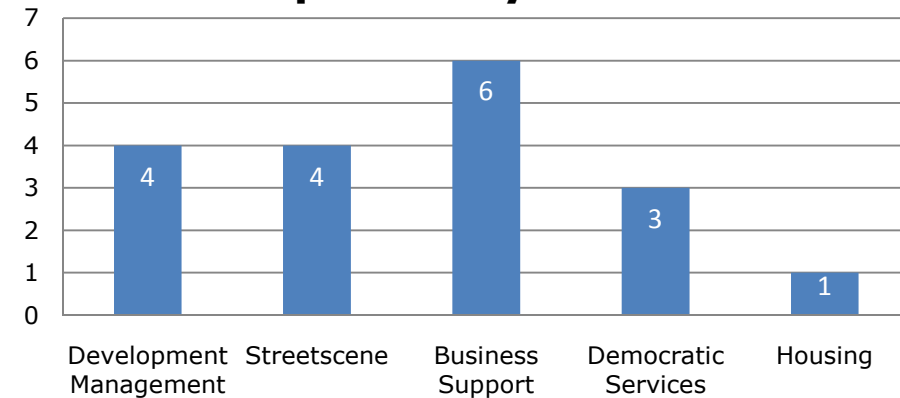
Generated on: 21 November 2014

## Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 2
- Delays in responding or complaints about the administrative process = 1
- Dissatisfaction with the way Council policies are carried out = 12
- Failure to achieve standards of service = 3

## Complaints by Service Unit



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Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Business Support (BS)	Dissatisfaction with council tax billing	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Derwent	Initial complaint	01-Jul-2014	08-Jul-2014	6
Business Support (BS)	Dissatisfaction with council tax billing procedures	Dissatisfaction with the way Council policies are carried out	Review of dates and actions	Ampleforth	Initial complaint	28-Aug-2014	04-Sep-2014	
Business Support (BS)	Dissatisfaction with council tax billing procedure	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Ampleforth	Initial complaint	28-Aug-2014	03-Sep-2014	
Business Support (BS)	Concern over personal data security	Dissatisfaction with the way Council policies are carried out	Responded to by Angela Jones	Hovingham	Initial complaint	02-Sep-2014	05-Sep-2014	
Business Support (BS)	Dissatisfaction with Customer Service	Delays in responding or complaints about the administrative process	Written explanation provided	Malton	Initial complaint	11-Sep-2014	10-Sep-2014	
Business Support (BS)	Delivery of service complaint	Failure to achieve standards of service	Explanation of changes happening with the TIC	Pickering East	Initial complaint	23-Sep-2014	25-Sep-2014	
Development Management (DM)	Dissatisfaction with planning committee proceedings	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Derwent	Initial complaint	08-Aug-2014	12-Aug-2014	

# Complaints Q2 2014-15

Generated on: 21 November 2014



Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Development Management (DM)	Poor Communication	Failure to achieve standards of service	Written explanation provided	Sheriff Hutton	Initial complaint	08-Aug-2014	26-Aug-2014	4
Development Management (DM)	Dissatisfaction with planning proceedings	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Norton West	Initial complaint	27-Aug-2014	01-Sep-2014	
Development Management (DM)	Dissatisfaction with planning processes	Dissatisfaction with the way Council policies are carried out	Review of complaint statement advised to contact ombudsman if not satisfied	Pickering East	Initial complaint	11-Sep-2014	20-Oct-2014	
Democratic Services (DS)	Dissatisfaction with transition to Individual Electoral Registration	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Malton	Initial complaint	12-Aug-2014	15-Aug-2014	3
Democratic Services (DS)	Dissatisfaction with customer service	Dissatisfaction with the way Council policies are carried out	Written explanation issued	Ryedale South West	Initial complaint	22-Aug-2014	22-Aug-2014	
Democratic Services (DS)	Dissatisfaction with online registration	Dissatisfaction with the way Council policies are carried out	Explained about new system for Electoral registration and the fact all details must be matched with the DWP details	Amotherby	Initial complaint	10-Sep-2014	15-Sep-2014	
Housing (HS)	Dissatisfaction with customer service	Complaints regarding conduct, attitude and actions of employees	Written apology and explanation issued	Ampleforth	Initial complaint	27-Aug-2014	02-Sept-2014	1
Streetscene (SS)	Dissatisfaction with garden waste charge	Dissatisfaction with the way Council policies are carried out	Written explanation provided regarding charge	Cropton	Initial complaint	16-Jul-2014	21-Jul-2014	
Streetscene (SS)	Recycling Collection	Failure to achieve standards of service	Phone call to explain the collections procedure and what	Norton East	Initial complaint	07-Aug-2014	08-Aug-2014	

# Complaints Q2 2014-15

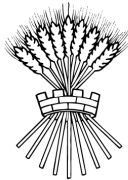
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Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
			to do in the future, Details of conversation uploaded					4
Streetscene (SS)	Dissatisfaction with household waste collection	Complaints regarding conduct, attitude and actions of employees	Written apology and assurance that lifting mechanism to be used in future	Thornton Dale	Initial complaint	18-Aug-2014	21-Aug-2014	
Streetscene (SS)	Dissatisfaction with garden waste equipment	Dissatisfaction with the way Council policies are carried out	Written explanation of new equipment, offer to supply old bags to place in new green waste bags to prevent leaks		Initial complaint	31-Aug-2014	01-Sep-2014	
<b>Total</b>								<b>18</b>

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**REPORT TO:** OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)  
**DATE:** 11 DECEMBER 2014  
**REPORT OF THE:** HEAD OF CORPORATE SERVICES  
**TITLE OF REPORT:** SCRUTINY REVIEWS PROGRESS REPORT  
**WARDS AFFECTED:** ALL

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

1.1 To provide an update on progress with implementing the recommendations agreed resulting from previous scrutiny reviews.

### **2.0 RECOMMENDATIONS**

2.1 It is recommended that members:

(i) note the progress report for previous scrutiny review recommendations; and

### **3.0 REASON FOR RECOMMENDATIONS**

3.1 To keep the members of the committee apprised of the progress with implementing recommendations made following previous reviews. See table attached at Annex A

### **4.0 SIGNIFICANT RISKS**

4.1 No significant risks have been identified

### **5.0 POLICY CONTEXT AND CONSULTATION**

5.1 Scrutiny reviews link into corporate aim 5 (to transform the Council) and strategic objectives 9 (to know our communities and meet their needs) and 10 (to develop the leadership, capacity and capability to deliver future improvements).

## **REPORT**

### **6.0 REPORT DETAILS**

6.1 The table attached details the recommendations agreed following previous scrutiny reviews.

## **7.0 IMPLICATIONS**

7.1 The following implications have been identified:

- a) Financial  
None
  
- b) Legal  
None
  
- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)  
None

## **8.0 NEXT STEPS**

8.1 The Fuel Poverty Scrutiny Review Task Group will continue to meet following the scrutiny committee meetings scheduled as follows:

- 12 February 2014
- 9 April 2014

8.2 The meeting of the 11 December 2014 will be attended by representatives of Rural Action Yorkshire, who will be briefing members on their work in rural communities to alleviate fuel poverty and help households to achieve 'affordable warmth'.

**Clare Slater**  
**Head of Corporate Services**

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**Background Papers are available for inspection at:**  
Ryedale House, Malton or [www.ryedale.gov.uk](http://www.ryedale.gov.uk).

Links to final reports have been included in the table attached at annex A

<b>Scrutiny Review of Members Involvement in Outside Bodies and as Member Champions - <a href="#">Link to final report</a></b>	
<b>Recommendations – Meeting of Council 6<sup>th</sup> March 2014</b>	<b>Progress as at 24<sup>th</sup> November 2014</b>
1. That the following outside bodies be removed from the list: Supporting People NY Joint Committee (agreed at Annual Council on 16 May 2013), Endowment Governors Charity called Malton School, LG Yorkshire & Humber Elected Members Cohesion Group (agreed at Annual Council on 16 May 2013), Rural Action Yorkshire (formerly YRCC);	The list of outside bodies was updated in preparation for Annual Council in May 2014. The outside bodies to be removed have been notified. The website was updated at the end of the 2013/14 municipal year.
2. That substitute representatives be appointed for outside bodies, where their governance arrangements permit,	Implementation completed at Council on 4 September 2014
3. That a précis from Member representatives on outside bodies be published on the website following each meeting	Implementation completed 4 September 2014
4. That appointments to outside bodies be for four year terms, from 2015 onwards to coincide with the District elections, subject to an annual review by the Overview and Scrutiny Committee to address any issues with attendance or publication of précis;	This action will be implemented in May 2015, following the next District Council elections.
5. That nominations of representatives to outside bodies should be made by Council based on their skills and expertise, in addition to attendance records, and that Members be asked to provide an oral statement of this upon nomination.	The implementation of this recommendation was completed at Council on 4 September 2014. Skills and expertise should now form the basis for nominations going forward.
6. That the Independent Remuneration Panel be requested to review allowances payable to representatives on outside bodies, where a payment is currently made;	This matter has been considered by the Independent Remuneration Panel and recommendations included in their report.
7 That all Members note that any representative on an outside body cannot be involved in any financial or regulatory decision taken by the Council that relates	This resolution reinforces the requirements set out in the Members' Code of Conduct, in the Council's Constitution. No further action is required.

to that body.	
<b>Scrutiny Review of the Role the Council Should play in Supporting the Voluntary and Community Sector</b> <a href="#">Link to final report</a>	
<b>Recommendations – O&amp;S 4<sup>th</sup> October 2012</b>	<b>Progress as at 24<sup>th</sup> November 2014</b>
<b>Key Recommendation</b> <b>The contribution of the Voluntary and Community Sector is highly valued in Ryedale. The Council should help to sustain the Voluntary and Community Sector by providing financial and officer support.</b>	All recommendations have been considered by the committee to whom they were addressed. Budget provision for community grants removed as part of the budget making process for 2013/14 by Council. It was resolved at the meeting of the Commissioning Board on 6.6.13 to establish a new Community Grants Budget.  The Community Grants Working Party now makes recommendations to the Policy and Resources Committee. Provision has been made in the budget proposals being developed for 2015/16 for a Community Grants Budget.
<b>Recommendations to Commissioning Board</b>	
1. The Council should undertake a review of how it core funds organisations with a view to commissioning/contracts ensuring continuity for organisations and giving notice of any changes in line with the North Yorkshire Compact. This allows organisations to employ people and plan for the future.	Commissioning Board accepted this giving the following reason: The Council core funds a very limited number of organisations and this review would reflect the approach agreed at Commissioning Board held on 24 January 2013 to core funding of the Ryedale CAB. Reviews now completed for CAB, RVA and Ryecat to establish the commissioning relationship.
2. Core funding should be for a longer time with more notice of change (ie 4 months minimum), linked to commissioning/procurement processes	Commissioning Board accepted as this is in line with the principles within the North Yorkshire compact.
3. Investigate how the Council could help support Ryedale Voluntary Action to encourage volunteering in the Ryedale area.	Commissioning Board accepted as this is consistent with the decision of the CIF Panel to support RVA volunteering services.
<b>Recommendations to Policy &amp; Resources Committee</b>	
4. Grant schemes should be streamlined making it easier for organisations to access and, all decisions should be made by one panel i.e. the	Policy and Resources accepted this recommendation subject to the deletion of “the CIF Panel” and the addition of “the Commissioning Board and to be confirmed by Full Council”

CIF panel.	
<b>Recommendations to Commissioning Board and Policy &amp; Resources Committee</b>	
5. Development officers are essential in helping to develop projects within the voluntary and community sector and this role is highly valued by the sector. The Council should continue to provide development officers and continue to support their provision within the voluntary sector.	<p>Commissioning Board accepted this recommendation, recognising that development workers are intrinsic to the delivery of Commissioning Board activities, subject to any wider consideration regarding the Council's budget</p> <p>Policy and Resources accepted this recommendation with the following reason: Taking account of the additional information presented regarding expenditure on development workers, the Policy and Resources Committee recognises the benefits and financial leverage achieved through these roles.</p>
6. The Council should make it clear what it's funding priorities are and what outcomes it is trying to achieve.	<p>Commissioning Board accepted this recommendation as this approach is consistent with good practice in budgeting and grant making.</p> <p>Policy and Resources accepted this recommendation</p>
7. The Council should ensure that it is clear with all contracts and grants what it expects and monitor/evaluate/performance manage the outcomes accordingly ensuring Value for Money in the investment made.	<p>Commissioning Board accepted this recommendation as this approach is consistent with good practice in budgeting and grant making. Members welcomed the introduction of additional monitoring of outcomes, subject to available resources.</p> <p>Policy and Resources accepted this recommendation</p>
8. Maintain a small grants element in all grant programmes.	<p>Commissioning Board accepted this recommendation, recognising that small scale grants are intrinsic to the delivery of Commissioning Board activities, subject to any wider consideration regarding the Council's budget</p> <p>Policy and Resources accepted this recommendation</p>

<p>9. The Council should take every opportunity to co-ordinate funding and evaluation processes with other funding bodies, for example, lists of projects supported and case studies illustrating the impact of the funding awarded should be published on the Council website.</p>	<p>Commissioning Board accepted this recommendation as this approach is consistent with good practice in budgeting and grant making. It was noted that the extent of such activities would be subject to resources available.</p> <p>Policy and Resources accepted this recommendation</p>
<p>10. The Council should use every opportunity to promote and champion Ryedale and all that it has to offer. It should also support, celebrate and recognise the value and contribution of the voluntary and community sector.</p>	<p>Commissioning Board accepted this recommendation as this reflects current practice at the authority and is a key role of an elected member.</p> <p>Policy and Resources accepted this recommendation</p>
<p>11. When considering future budget decisions, the Council must recognise that the funding available to the VCS to meet the needs of communities in Ryedale is reducing. The Council has a role in championing the needs of Ryedale with other funders.</p>	<p>Commissioning Board accepted this recommendation and it was noted that Members considered that the Council already does this at every opportunity.</p> <p>Policy and Resources accepted this recommendation</p>
<p><b>Recommendations to Management Team</b></p>	
<p>12. The Council should ensure that any changes to the services it provides are clearly communicated to all those affected. This includes maintaining lists of key contacts for all services on the Council's website.</p>	<p>Management team accepted this recommendation with work ongoing to improve the information available on the Councils website.</p>
<p>13. Investigate better use of the Council's website for communicating and advertising events on behalf of the voluntary and community sector.</p>	<p>Management team accepted this recommendation and the Head of Economy and Infrastructure is investigating future options for improvement with their team.</p>

14. Undertake joint member and officer training regarding funding schemes, priorities and processes for those members and officers directly involved with grant making.	Management team accepted this recommendation and training will be arranged for any funding schemes offered by the Council in future
15. Investigate the possibility of supporting VCS organisations with specialist skills available within the Council.	Management team accepted this recommendation. Support for organisations is currently being explored.
16. Review to be undertaken to define the members roles as champions and board members of voluntary and community organisations.	Management team accepted this recommendation and this is included in the terms of reference for the current scrutiny review.
<b>Scrutiny Review of Post Offices 2010-11</b> <b>Link to final report</b>	
<b>Recommendations - O&amp;S 15<sup>th</sup> December 2011</b>	<b>Progress as at 24<sup>th</sup> November 2014</b>
1. That the Committee responds to the Department of Business, Innovation & Skills' consultation document on the mutualisation of the Post Office.	Response to the consultation sent by the Committee in December 2011.
2. Officers continue to work on options for front office for local government with Post Office Ltd.	Council agreed to the bar coding of all council bills to enable more options for payment of bills including council tax for more residents. HCS to met with representative of PO ltd to discuss the latest position with regard to the network transformation programme and receive an update on the position in Ryedale 1.12.14.  Council Tax bills issued by the Council are now bar coded to enable payment at any post office. The Council presence in market towns is kept under review. The collection rate for Council Tax has been maintained following the bar coding of bills.
3. Accept any opportunity presented by Post Office Ltd to work in partnership.	Officers continue to work in partnership with PO Ltd. Ryedale has been included in a joint Post Office LGA strategic engagement and the report of this can be found here: <a href="http://www.postoffice.co.uk/sites/default/files/Political_Stakeholder_Pathfinder.PD">http://www.postoffice.co.uk/sites/default/files/Political_Stakeholder_Pathfinder.PD</a>

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4. Undertake further research on the mobile/hosted and home service.	Survey undertaken in May 2012 with Cllr Janet Sanderson. Results show that although the majority of people would have preferred to see the local branch still open – the mobile service, however, was an acceptable alternative.
5. Provide feedback to the Post Office regarding their website and how it could be improved for rural areas.	Meeting held with Post Office Ltd and copy of Review document discussed.