



## **OVERVIEW AND SCRUTINY COMMITTEE**

Thursday 1 October 2015 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 25 June 2015**

(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 Safer Ryedale Local Delivery Group Plan**

(Pages 7 - 22)

**7 Delivering the Council Plan Report**

(Pages 23 - 30)

**8 Corporate Risk Register**

(Pages 31 - 48)

- 9 **Annual Letter from the Local Government Ombudsman** (Pages 49 - 52)
- 10 **Customer Complaints Q1 2015-16** (Pages 53 - 54)
- 11 **Fuel Poverty and Affordable Warmth Scrutiny Review** (Pages 55 - 82)
- 12 **Decisions from other Committees**  
Policy and Resources Committee held on Thursday 24 September 2015. (to follow)
- 13 **Any other business that the Chairman decides is urgent.**

## Overview and Scrutiny Committee

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Held at Council Chamber, Ryedale House, Malton  
on Thursday 25 June 2015

### Present

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

### In Attendance

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Mel Bonney-Kane, Jos Holmes, Will Baines and Clare Slater

### Minutes

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1 **Apologies for absence**

Apologies for absence were received from Councillor Gardiner and Councillor Sanderson

2 **Minutes from the meeting held on the 9 April 2015**

**Decision**

That the minutes of the meeting of the Overview and Scrutiny committee held on 9 April 2015 be approved and signed by the Chairman as a correct record.

Voting record

Councillor Acomb, Shields and Wainwright voted to approve the minutes.

3 **Urgent Business**

There were no items of urgent business.

4 **Declarations of Interest**

Councillor Shields declared a personal, non-pecuniary but not prejudicial item 10 'Items referred by North Yorkshire Health and Wellbeing Board' as she is a member of North Yorkshire County Council.

5 **Presentation by Mel Bonney-Kane, CEO of Coast and Vale Community Action**

Mel Bonney-Kane, CEO of Coast and Vale Community Action gave a presentation on the work of the organisation and its future plans.

6 **Attendance at Policy Committees**

Considered – Report of the Council Solicitor.

**Decision**

That Members agree the rota for attendance at Policy Committees.

Voting record  
Unanimous

**7 Update on use of Regulation of Investigatory Powers Act 2000**

Considered – Report of the Council Solicitor.

**Recommendation to Council**

That the Council's RIPA policy is reaffirmed and the new format as set out in Appendix 1 be agreed.

If any change in policy is made using the authority delegated to the Council Solicitor; that any changes in policy will be reported back to Scrutiny committee at the next meeting.

Voting record  
Unanimous

**8 The Council's Priorities 2015-20**

Considered – Report of the Chief Executive.

**Decision**

i. That the progress made by the Council in delivering its priorities in 2014/15 and the challenges to be faced in 2015/16 be noted.

ii. That the Aims and Strategic Objectives of the Council Business Plan for 2015/20 be agreed.

Voting record  
Unanimous

**9 Items referred by the North Yorkshire Health and Wellbeing Board:**

Considered – Report of the North Yorkshire Health and Wellbeing Board.

**Decision**

That the items referred by the North Yorkshire Health and Wellbeing Board be noted and considered by Council at the next meeting.

10 **Customer Complaints Q4 2014-15**

Considered – Report of the Business Support Manager.

**Decision**

That the report be noted.

11 **Scrutiny Reviews Progress Report**

Considered – Report of the Head of Corporate Services.

**Decision**

That the progress report for previous scrutiny review recommendations be agreed.

Voting record  
Unanimous

12 **Decisions from other Committees**

The minutes of the Policy and Resources Committee held on the 18 June 2015 were presented.

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

There being no other business; the meeting closed at 8:30pm.

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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>1 OCTOBER 2015</b>
<b>REPORT OF THE:</b>	<b>HEAD OF ECONOMY AND HOUSING JULIAN RUDD</b>
<b>TITLE OF REPORT:</b>	<b>SAFER RYEDALE LOCAL DELIVERY GROUP PLAN</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

1.1 To inform Members of the 2015/16 Safer Ryedale Action Plan.

### **2.0 RECOMMENDATION**

2.1 It is recommended that Members note the report and plan actions.

### **3.0 REASON FOR RECOMMENDATION**

3.1 The Police and Justice Act 2006 placed a statutory duty on local authorities to put in place arrangements for crime and disorder scrutiny committees, the statutory function of the committee being to review, scrutinise and report on the decisions made and action taken by responsible authorities relating to crime and disorder issues under the Crime and Disorder Act 1998.

3.2 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 There are no significant risks.

## **REPORT**

### **5.0 BACKGROUND AND INTRODUCTION**

5.1 The North Yorkshire Community Safety Partnership has now been established. Within this context, the Safer Ryedale Delivery Team meet approximately 4 times per annum to review progress towards delivery of the Safer Ryedale Partnership Plan.

## **6.0 POLICY CONTEXT**

6.1 Council Priority 2015- 2019 Aim 4: To have active communities where everyone feels welcome and safe.

## **7.0 CONSULTATION**

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

- Website [www.ryesafe.org](http://www.ryesafe.org)
- Media opportunities – Safer Ryedale has a target of 12 press releases per annum
- A ‘media diary of events’ has been drawn up to highlight the community based events for the Partnership throughout the year
- CAP (Community & Police) meetings
- Parish Liaison Forum
- Voluntary Sector Forums
- Bi-annual street surveys in all four of Ryedale’s market towns
- Valued network of Watch Groups.

## **8.0 REPORT DETAILS**

### **2015/16 Partnership Plan**

8.1 The Partnership Plan is published, on line, on the Safer Ryedale website. <http://www.ryesafe.org/attachments/article/199/Partnership%20Plan%202015%202016.pdf> This is the ‘public facing’ document and has been distributed at various events and meetings throughout Ryedale.

8.2 Delivery of the Plan is reviewed by the Local Delivery Team via the Quarterly Performance Monitoring Report which identifies the specific actions. This is in annex B.

## **9.0 IMPLICATIONS**

9.1 Financial implications: The PCC has awarded £22,287 to Safer Ryedale for the period October 2014 to March 2016 to undertake the ASB areas of activity in the plan. Future activity and funding, post March 2016, will be commissioned by the PCC in the coming months.

## **10.0 NEXT STEPS**

10.1 Safer Ryedale will be working with the North Yorkshire Community Safety Partnership to secure a community safety commission and funding from the PCC over the coming months.

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## Safer Ryedale Local Delivery Group Plan 2015 - 2016 [www.ryesafe.org](http://www.ryesafe.org)

### Message from the Chair

The Safer Ryedale Local Delivery Group brings together all the key agencies working in the district, who have responsibility for keeping people safe in many different ways. The continuous sharing of information and delivery of joint actions has ensured that Ryedale continues to be one of the lowest crime districts in the country. However, our work goes way beyond traditional crimes such as burglary and vehicle crime, as we focus our efforts in supporting victims of child sexual exploitation and investigating offenders. Supporting vulnerable people in Ryedale is therefore a key priority for us and can include people who may be struggling with a mental health condition, suffering repeated incidents of anti-social behaviour or even experiencing significant personal difficulties relating to their use of social media. Finally, our Neighbourhood Watch schemes in Ryedale are amongst the most effective in North Yorkshire, with members fully supporting us in reducing crime and keeping vulnerable people safe.



Inspector Andy Everitt



### Crime and Anti-Social behaviour figures

	2012/13	2013/14	2014/15
All crime	1373	1477	1470
Anti social behaviour (NYP)	1322	1276	1151
Domestic burglary	47	71	51
Non domestic burglary	175	164	127
Theft from a vehicle	98	85	94
Theft of a vehicle	28	38	27
Theft of a cycle	22	23	17
Shoplifting	73	86	82
Hate Crime	5	9	12
Criminal damage	212	205	191

## Funding & Resources

Safer Ryedale has been allocated £22,287 from the Office of the Police and Crime Commissioner (OPCC) for the prevention of anti social behaviour and crime. This fund covers the period October 2014 – March 2016.

Ryedale District Council continues to host the Community Safety Delivery Group and provides a cash contribution in addition to financial and officer support.

Attracting funding has always been for Ryedale due to the low crime rate, however, challenges do exist in maintaining safer communities within the district.



## Emerging Issues

Safer Ryedale have a Seasonal Crime Prevention Seasonal Plan which is reviewed annually.

- January:** Heating & Oil Theft  
Rural Crime Prevention
- February:** Domestic Violence
- March:** Travelling Criminality  
Business Watch
- April:** Cycle Safety & Security
- May:** Beauty Spots/Nominated Neighbour
- June:** Saddle Stamping Sheduction
- July:** Summer Drink Drive
- August:** Hate Crime
- September:** Community Consultation
- October:** Light U Lock Up  
No Cold Callers/Trick or Treat
- November:** Designated Driver  
Christmas Crime Prevention
- December:** Winter Drive & Drink Drive

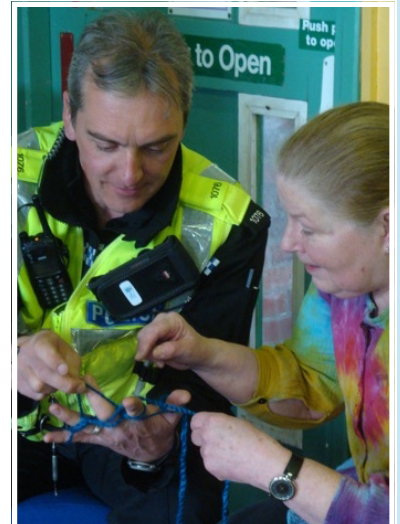
## Community Engagement

Engaging with our community is a core function of the Partnership. Understanding the community safety and crime concerns of our communities is crucial. We want communities to feel safe and reduce the risk of anyone being the victim of crime.

Safer Ryedale carry out an annual community survey, the information has assisted to identify our work areas and assess whether the work we do is making a difference.

The most recent survey was undertaken in October 2014 with 462 surveys completed. Results revealed that 97.7% felt Ryedale was a safe place to live, 93% felt that crime levels in Ryedale were low compared to national crime levels and 94% felt that the Police and Safer Ryedale are dealing with the anti-social behaviour and crime issues that matter in Ryedale.

NHW	366
Business Watch	30
Gold Watch	9
Horse Watch	84
Post Office Watch	11
Pub Watch	100
Rural Watch	434
School Watch	27
Shop Watch	132
STOP Scheme	6
Taxi Watch	4
<b>Total</b>	<b>1203</b>



## Making a Difference

Safer Ryedale manage the Ryedale Multi Agency Tasking Team which meets monthly. The team tackles anti social behaviour and aims to safeguard the more vulnerable people in our community. Effective information sharing is essential to ensuring issues are resolved and underlying causes of behaviour are addressed with individuals causing anti social behaviour. The tasking team work together to fully understand local issues, in order to provide early intervention and prevention activities for individuals or groups causing anti social behaviour.



## Road Safety

- Road safety education in primary and secondary schools.
- Supporting 'Drive Alive' multi-agency pre driver events delivered in priority secondary schools.
- 'Drive Wise' multi-agency event aimed at newly-qualified drivers.
- Targeted seatbelt and mobile phone enforcement in areas identified from surveys.
- Engaging with local communities, businesses and schools to achieve greater awareness of safety on the roads.
- Multi agency seasonal campaigns to reduce drink, drug driving and speeding. This also incorporates tackling the issue of mobile phone use whilst driving and compliance of wearing seat belts.
- Multi agency motorcycle campaigns to raise awareness and reduce deaths and serious injuries on roads in Ryedale.
- Public engagement events – working with various road user groups such as motorcyclists, older drivers and hosting general public events and shows.

## Domestic Abuse

Domestic Abuse has a devastating impact on victims and their children, Safer Ryedale will continue to work in partnership with other agencies to deliver the Scarborough, Ryedale & Whitby Local Implementation Plan.

- Early Intervention & Prevention – Introduction of an IDAS Intervention Support Worker in the area. Promotion of the Respect Programme within the area. Promotion of the Domestic Abuse Disclosure Scheme 'Claire's law'. Delivery of more awareness sessions in relation to DA, Making Safe and MARAC.
- Develop & Maintain Services for Children & Young People – IDAS will run the Healthy Relationship Programme for teenagers 14+ in the Scarborough & Ryedale area. Continue to deliver DA education packages into schools.
- Sustaining multi-agency partnership working - Engaging & raising awareness with our hard to reach communities i.e. Polish community and Travellers.
- To sustain the level of MARAC's held locally - Ensure all agencies are encouraged to make appropriate referrals into MARAC.
- Sustainability of the Making Safe Scheme - Agencies to actively promote the Scheme. Foundation to be more proactive with the promotion of the Scheme.
- Improve availability of appropriate accommodation for victims of abuse – Provision of refuge accommodation.
- Link with child sexual exploitation.

## Anti Social Behaviour



Ryedale is one of the safest parts of England to live, work and visit. There has been a significant reduction in crime and disorder in recent years. However, we recognise that there is always more that can be done to improve the quality of life in our local communities. In particular, our efforts to protect and safeguard the most vulnerable people in society cannot be relaxed.

Our approach is evidence-based, and follows from a Joint Strategic Intelligence Assessment of crime and disorder issues in North Yorkshire. This combines police and partner data with professional knowledge from other stakeholders. The result is the following three Priority themes.

- Domestic Abuse
- Safer roads
- Crime, alcohol and substance misuse

Each priority is led by a panel which is responsible for championing positive outcomes.

## Crime, Alcohol & Substance Misuse

- Multi agency approach to tackling child sexual exploitation within Ryedale.
- Increase working with our rural communities, businesses and agencies to tackle problems specific to their needs e.g. Theft and burglary by travelling criminals, off road biking, raptor persecution, hunt monitoring and poaching.
- Continue to raise the profile and increase the number of NHW and rural watch schemes in Ryedale.
- Continue to promote and support Pubwatch Schemes within Ryedale thereby to support reducing incidents of violent crime and ASB.
- To work with licensees, licensing officers and trading standards to prevent sales to underage persons, intoxicated persons, non-compliance with other alcohol licence conditions, irresponsible drinks promotions and illegal imports of alcohol.
- Promote awareness in Ryedale secondary schools through presentations on topics relevant to crime and disorder and ASB guided by emerging trends and school priorities.

## Ryedale Beat Managers & PCSO's

PC 1492 Jane Jones	Malton & Amotherby Beat Manager		PCSO 5537 Annie Simpson	Cropton, Pickering & Thornton Dale	
PC 19 Andy Marsden	Dales, Helmsley & Kirkbymoorside Beat Manager		PCSO 5545 Sean Simpson	Dales, Helmsley & Kirkbymoorside	
PC1922 Nick Coning	Norton Beat Manager		PCSO 5388 Tracy Brown	Norton	
PC 193 Tacey Rogers	Pickering Beat Manager		PCSO 3623 Claire Routh	Dales, Helmsley, Kirkbymoorside & Pickering	
PCSO 4873 Nicki Pounder	Ryedale South (West)		PCSO 5654 Katie Woodhouse	Cropton, Pickering & Thornton Dale	
PCSO 3535 Andy Birkinshaw	Ryedale South (East)		Dean Grason	Community Safety Officer North Yorkshire Fire & Rescue Service	
PCSO 3579 Geoff Wynn	Malton		Sandi Clark	Ryedale District Council Crime & Disorder Officer	
PCSO 4845 Andrew Hugill	Cropton, Pickering & Thornton Dale		Gail Cook	Ryedale District Council Community Partnerships Officer	



## **DELIVERY PLAN 2015 – 16**

# **Performance Monitoring Report Quarter 1**

**Domestic Abuse**

Aim: To protect and support people experiencing domestic abuse in Scarborough, Whitby and Ryedale

<b>Indicators:</b> Repeat incidents reviewed at MARAC	<b>Baselines &amp; Target Reduction</b> Reduce repeat incidents of domestic Violence reviewed at MARAC
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**Objective 1: Early Intervention & Prevention (JCG Objective No 1 & 4)**

Action	Who	When	Comments
The introduction of an IDAS Intervention Support Worker in the area. The pilot ran in York, look at possibility of introducing the Scheme in the Scarborough and Ryedale area	IDAS		Qtr 1 - A funding application form has been submitted to the PCC. Chief Inspector Lindsey Stamp agreed to part fund this project.
Promotion of the Respect Programme within this area	IDAS		Qtr 1 - Teenage Home Office leaflets have been delivered to 6th form students and fresher's events.
Promotion of the Domestic Abuse Disclosure Scheme	All Agencies		Qtr 1 - Leaflets handed out at all community events and distributed widely.
Delivery of more awareness sessions in relation to Domestic Abuse, Making Safe and MARAC	DAC, IDAS		Qtr 1 - Awareness raising at local shows, Gladstone Road School and Parent Support Advisors.

**Objective 2: Develop and maintain services for children and young people (JCG Objective 2)**

Action	Who	When	Comments
IDAS to run the Healthy Relationship Programme for teenagers 14+ in the Scarborough and Ryedale area.	IDAS		Qtr 1 -Currently looking at a plan to be delivered with IDAS.
Continue to deliver Domestic Abuse education packages into schools			Qtr 1 - This will be delivered to young people at Crucial Crew.

**Objective 3: Maintain Multi-Agency Partnership Working (JCG Objective 3 & 5)**

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Action	Who	When	Comments:-
Engage and raise awareness with our hard to reach communities ie Polish Community and Travellers	DAC, Julie Hay, Community Cohension Officer	Ongoing	Qtr 1 - Leaflets in different languages the process of being delivered to factories, car washes, libraries etc. Working with York Travellers Trust and Gateway to support those travellers that have settled in to permanent housing in Ryedale and those on Tara Park. Working with Romani Kris (Gypsy Council) to maintain links with Gypsy, traveller, Roma and Show people in Ryedale. Packs put together and handed out to all visiting traveller groups, which included: welcome letter, emergency contacts, Horse passport legislation, information from NYCC, SBC, Trading Standards, RSPCA, NYP, litter sacks and a map showing areas to be kept clear of vehicles and horse (sight lines) and the place to deposit filled litter sacks for uplift by Ryedale District Council Street Scene staff. Regular visits from C&DO, NYP and RSPCA with a focus on Knapton wide verge. PCSO Pounder & CPO delivered dom vio and elder abuse information to libraries, doctors surgeries and community centres in the southern area of Ryedale.

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<b>Objective 4: To sustain the level of Marac's held locally (JCG Objective 1 &amp; 5)</b>			
Action	Who	When	Comments
Ensure all agencies are encouraged to make appropriate referrals into MARAC Promote more awareness sessions on a regular basis. All agencies to ensure that all new staff are aware of the MARAC process. If required contact local DA co-ordinator to arrange any awareness raising sessions to be delivered.	All agencies	Ongoing	Qtr 1 - Ongoing promotion from all agencies.

<b>Objective 5: Sustainability of the Making Safe Scheme (JCG Objective 1, 2, 3, 4, &amp; 5)</b>			
Action	Who	When	Comments
Agencies to actively promote the Scheme	All agencies	Ongoing	Qtr 1 - The promotion of the scheme is ongoing from all agencies, this also links in with Clare's Law.

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Foundation to be more proactive with the promotion of the Scheme	Foundation	Ongoing	Qtr 1 - Update required from Foundation
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**Objective 6: Improve availability of appropriate accommodation for victims of abuse (JCG Objective 3)**

Action	Who	When	Comments
Provision of Refuge accommodation	Foundation	Ongoing	Qtr 1 - Planning Permission has now been granted, the decision requires final approval from the Scarborough Cabinet in July 2015.

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**Objective 7: Link with Child Sexual Exploitation (JCG Objective 2, 3 & 5)**

Action	Who	When	Comments
New multi agency child exploitation pilot to be run in Ryedale & Scarborough - VEMPT	CSP	October	Qtr 1 - The NYP Co-ordinator for the meetings has now started work on this project, the training for agencies will commence in October



**Safer Roads**

Aim: To minimise the levels of Killed and Seriously Injured on the roads of Ryedale.

<b>Indicators:</b>			
<b>Action</b>	<b>Who</b>	<b>When</b>	<b>Comments</b>
<b>Motorcycle Campaign</b>	Safer Roads Steering Group	Ongoing	Qtr 1 - 19th April Helmsley Town Centre Event
<b>Older Drivers (Cars) Campaign</b>	Safer Roads Steering Group	Ongoing	Qtr 1 - Engagement at public events. NYF&RS offer older driver refresher courses when carrying out Home Risk Fire Checks.
<b>Young Road User Campaign</b>	Safer Roads Steering Group	Ongoing	Qtr 1 - 8 June CFO Road Safety Week launch was at Lady Lumley's School, the theme this year was young drivers and distractions. A press release was issued along with radio and social media. 10th June Malton School walking bus
<b>Deployment of Data Loggers and Matrix Signs</b> As & when requested via SMP and reported quarterly to the group.	SMP Team	Ongoing	Qtr 1 - Castle Howard Road Pasture Lane, Malton Malton Road, Rillington Oswaldkirk Bank Hovingham
<b>Seat Belt Monitoring</b> The events focussing on seatbelts and mobile phone use will continue within Scarborough and Ryedale (Priority areas identified through the data loggers and also around schools), the Safer Neighbourhood Teams will continue to support where possible. Twelve events per year to be programmed in.	Safer Roads Steering Group	Ongoing	Qtr 1 - Commercial Street, Norton Butcher Corner, Malton Pickering Infant School
<b>Occupational Road Risk/Users</b>	Safer Roads Steering Group	On going	Qtr 1 - Letters sent out to employers highlighted at enforcement and seat belt monitoring events for employees noted speeding and non use of seat belts.
<b>Police Stop Checks</b>	NYP	On going	Qtr 1 - Welburn, Flaxton and Nawton Beadlam.

Through casualty reduction and reducing criminal use – in recognition of the significant human impact caused by road traffic collisions and the potential threat posed by serious organised crime			
<b>Community Engagement</b>	Safer Roads Steering Group	On going	Qtr 1 - Ryedale Show (cancelled), Thornton le Dale Show and Care In the Community event on 23 April at Sheriff Hutton.

### Crime, Alcohol & Substance Harm

Aim: To reduce incidents of crime, anti-social behaviour, alcohol and substance harm within our communities in Ryedale to ensure people are safe and feel safe.

Action	Who	When	Comments
Respond to community concerns around criminality and ASB within the District.	Sgt Donna Musgrove & Sandi Clark	Ongoing	Qtr1 - In the last quarter there has been no particular theme around community concerns until the arrival of the travelling families at Knaption prior to the Seamer Horse Fair. In response to this additional resources have been placed in the Ryedale area with particular attention to those areas where crime has increased. Safer Neighbourhood Teams have carried out follow up contacts to any people reporting incidents or crime as a means of reassuring residents that the Police are being proactive.
Adopt a multi agency approach to tackling Child Sexual Exploitation (CSE) within Ryedale with a particular focus on safeguarding vulnerable people and prosecuting offenders.	All Responsible Agencies	Ongoing	Qtr 1 – NY for the Ryedale area currently have two offenders with one awaiting charge and one awaiting crown court. Officers continue to work with two victims identified at risk and working in conjunction with the intelligence and vulnerable persons unit to ensure safeguarding.
Deliver Crime Prevention Campaigns within Ryedale utilising all strands of social media to ensure messages reach all areas of the community including Safer Ryedale, RDC and NYP websites.	Sgt Donna Musgrove/ Gail Cook	Ongoing	Qtr 1 - Campaigns carried out cycle safety and security, target hardening at beauty spot locations, Nominated Neighbour scheme and sheducation. The team attended Care In the Community event at Sheriff Hutton and held a training session for licensees, door and bar staff at the Malton & Norton Rugby Club on safeguarding issues.
Increase working with our rural communities, businesses and agencies to tackle problems specific to their needs e.g. off roading, raptor persecution, hunt monitoring, rural theft and poaching.	Sgt Donna Musgrove	Ongoing	Qtr 1 – PC Marsden has made contact with local farmers who have suffered from poaching issues and has identified recording anomalies within the NYP system, PC Marsden now scans all jobs in relation to poaching to re-contact victims. Ryedale officers currently have several wildlife cases pending prosecution.
Continue to raise the profile and increase the number	Terry Wallis/PCSO	Ongoing	Qtr 1 - The CPO is now the secretary to NY NHW and Safer Ryedale/NYP continues to promote NHW and raise the profile at all community events. NHW

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Safer Ryedale Partnership Plan Action Plan 2015-16 Performance Monitoring Quarter 1 July 2015

of watch schemes in Ryedale utilising NHW to tackle issues of vulnerability and crime within the District more proactively.	Andy Hugill		365, Business Watch 33, Gold Watch 9, Horse Watch 90, Post Office Watch 11, Pubwatch 103, Rural Watch 432, School Watch 24, Shop Watch 140, STOP scheme 7, Taxi Watch 4, Total 1218.
Support Ryedale Street Angels in delivering a voluntary service across Ryedale to support vulnerable people in the night time economy and reduce incidents of crime and ASB.	PC Jane Jones	Ongoing	Qtr 1 - Street Angels now patrolling on a Saturday evening in Malton & Norton. They have received drug and alcohol training and attend Malton & Norton Pubwatch Meetings.
Continue to promote and support Pubwatch Schemes within Ryedale thereby – to support reducing incidents of violent crime and ASB. Licensees, door staff and partner agencies to take collective responsibility in promoting a safer night time economy by working more closely together.	PC Jane Jones & PCSO Annie Simpson		Qtr 1 - The Pubwatch Scheme is currently being reviewed from an admin prospective by the local safer neighbourhood team task and finish group has been established to ensure legislation and update any legislative changes. A safeguarding training event was held at Malton & Norton Rugby Club for licensees, door and bar staff.
Reduce the harm caused by drugs with a focus on reduction of supply and demand through development of actionable intelligence, proactive and disruptive activity, education and multi agency referrals.	Steering Group	Ongoing	Qtr 1 - Referrals ongoing to Cambridge Centre, the team are aware of the retail outlets for psychoactive substances. NYP and PCSO's have delivered awareness raising sessions at Ryedale schools. The Pubwatch meetings are key to highlighting individuals both using and distributing illegal substances.
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.	Sandi Clark	Ongoing	Qtr 1 - Co-ordinated meetings with Scarborough ahead of the Seamer Horse Fair, to pre-empt any problems or concerns with, or for the travelling community in transit to agricultural fairs and other events in and around Ryedale. Packs were put together and handed out to all visiting traveller groups, which included: welcome letter, emergency contacts, information from NYCC, SBC, Trading Standards, RSCPA, NYP, litter sacks and a map showing areas to be kept clear of vehicles and horses (sight lines) and the areas identified to placed filled litter sacks. Regular visits from C&DO, NYP and RSPCA with a focus on Knapton wide verge. Reports of other areas being used in preference to Knapton for longer stays, Scackleton, Settrington, Scagglethorpe, Yedingham and Castle Howard Road. All families visited and community concerns dealt with.
Deliver an effective neighbour dispute and mediation service within Ryedale in partnership with other key agencies.	Sandi Clark	Ongoing	Qtr 1 - Nine neighbour disputes being actively worked on this period. Drop in sessions at Rainbow Lane attended monthly to give the community a relaxed space to discuss concerns and complaints. Worked with Remedi to assist in the delivery of restorative justice in Ryedale.
Maximise community engagement opportunities through use of the mobile police office and police surgeries.	Sgt Donna Musgrove & Andy Everitt	Ongoing	Qtr 1 - The mobile police office continues to be redeployed in key locations such as market days in Helmsley, Kirkbymoorside and Hovingham. Police surgeries are pre-planned and advertised on the NYP website and take place regularly.

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			Officers also engage with communities through use of the local library bus.
RDC Dog Warden and local Police Officers to promote responsible dog ownership and to educate owners with regards to fouling offences and to emerging trends such as dog theft.	Brian Dunn & PCSO Nicki Pounder	Ongoing	Qtr 1 - 30 <sup>th</sup> July, After a day of action in Sheriff Hutton it came to note that some residence where leaving their full Dog bags hanging on a gate near the entrance to a Dog walk that leads to the Castle. Brian informed of this. 4 <sup>th</sup> August met up with Brian to introduce Tracy Rodgers and discuss a dangerous Dog on Dog attack in Pickering. 13 <sup>th</sup> August Sheep Dog put to sleep after it had bitten several people in the village of Hovingham. New updated Dog theft leaflets made with Dog Lost logo on, and distributed at key public events and also the internet, NYP Website. Owner of the Dogs used on the front of leaflets updated and she has also taken these to Crufts and put them on various websites. (Also RDC website).
Support the separate VRA, DSF and MAPS processes in Ryedale by working with other key agencies to identify vulnerable persons and families and deliver supportive actions.	Sandi Clark	Ongoing	Qtr 1 - One referral ongoing with VMAPS this period. DSF on hold due to re-organisation at NYCC. School MAPS ongoing (see below). Monthly Ryedale Tasking meetings supporting identification and intervention with vulnerable families/individuals. Tasks and actions taken from Tasking by multi agencies to deliver supportive interventions.
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.	PC Jane Jones	Ongoing	Qtr 1 - PC1492 and the local Pcsos attended regular drop in at the centres The YMCA just recently received a input on Legal High's which went down really well. Communicate regular with staff and they keep us updated with new residents and pass on
Maintain baseline data of young offenders and others on ASBO, ABC AND MAPS groups	Sandi Clark	Ongoing	Qtr 1 - ASBO (0), ABC (1), School Maps (39 across Ryedale)
Ensure continuance of the Ryedale School MAPS Groups to identify young persons who are at risk by close liaison with four secondary schools, attendance at all meetings and roll out to larger Primary Schools.	Sandi Clark	Ongoing	Qtr 1 - <b>Malton School</b> - last meeting 23rd June, 8 pupils discussed. <b>Norton College</b> - last meeting 13th May, 12 pupils discussed. <b>Lady Lumley's School</b> - last meeting 3rd April, 3 people discussed. Organiser from the school is moving to a new post. <b>Ryedale School</b> - Organiser from the school is moving to a new post. Responsibility for MAPS still to be assigned within the school. PCSO Andy Hugill pursuing a re-start.
Gather community concerns/ feedback via website & street survey	Gail Cook	October	Qtr 1 - The consultation week will be carried out 21-25 September 2015 in Pickering, Norton/Malton, Kirkbymoorside and Helmsley market towns. Hard to reach groups, youth clubs and a wide variety of residents will be consulted regarding their community concerns.
Using local health, crime and related trauma data, map the extent of alcohol related problems locally before developing or reviewing a licensing policy.	Sgt Musgrove	Ongoing	Qtr 1 - Increase in drink related assaults in the Malton area has led to a licensing review of one premises. The licensing officer is provided with daily data on all incidents across the district that are alcohol related and would be of relevance to reviewing

NOT PROTECTIVELY MARKED

Safer Ryedale Partnership Plan Action Plan 2015-16 Performance Monitoring

Quarter 1

July 2015

			licensing policy.
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. Ensure sanctions are fully applied to businesses that break the law for example proactive operations with Trading Standards.	NYP Licensing Officer	Ongoing	Qtr 1 - North Yorkshire Police has initiated formal Review proceedings against The George Hotel, Yorksersgate following a series of recent violent incidents. In one the victim sustained a fractured skull and in another facial injuries resulting in over 25 stitches. The licensing sub-committee is scheduled to hear the matter on 26 August.
Commission drug and alcohol prevention and specialist treatment for individuals at risk in Ryedale. Partner agencies to take responsibility for health checks which includes an assessment of alcohol consumption and drug use.	Compass REACH  Lisa Gale	Ongoing	Qtr 1 – Number of young people from the Ryedale area that Compass REACH were working with as active clients (4). Demographics of those 4 people (1 x female, 3 x male, 2 x white British, 2 x N/K, aged 18, 14, 16 and 14). How many people from the Ryedale area completed their treatment in Qtr 1 (5 service users were discharged:- 3 x planned discharges, work completed. One discharged as an ‘inappropriate referral’. One client disengaged before the end of their treatment. Any trends in the Ryedale area (the most common substance is still cannabis)
Regular licensed premises visits by Ryedale officers at key demand times to promote sensible drinking.	PC Jane Jones & PCSO Annie Simpson	Ongoing	Qtr 1 - Ryedale SNT continue to visit licensed premises at key times to check the refusals register and promote a visible presence in the night time economy.
Promote awareness in Ryedale secondary schools through presentations on topics relevant to crime and disorder and ASB guided by emerging trends and school priorities.	PC Jane Jones & PCSO Andy Birkenshaw/PCSO Audie Sellers	Ongoing	Qtr 1 - Two PCSOs have now received up to date training in the form of a 3 day input to provide them with additional information to deliver standardised presentations to schools.
Ensure continuance of the Ryedale Multi Agency Tasking Team to tackle ASB and identify vulnerable people who are at risk.	Sgt Donna Musgrove/Gail Cook	Ongoing	Qtr 1 - The Tasking Meetings are held monthly and currently working well with excellent attendance from agencies. This team identifies areas which would benefit from a multi agency day of action.
Multi Agency Days of Action	Dean Grason & Gail Cook	Ongoing	The multi agency have carried out a day of action in Sinnington Village on 20th May 2015 following issues with cold calling on vulnerable and elderly people in Sinnington. The team have a joint approach to tackling this issue and wider issues. Every household was visited in Sinnington, offered home safety risk assessment/security advice, nominated Neighbour scheme and information on cold callers. The team identified an elderly and vulnerable Sinnington resident with limited mobility who would not previously engage with services but has since received regular visits from the local PCSO to build trust. The house is in a poor

NOT PROTECTIVELY MARKED

Safer Ryedale Partnership Plan Action Plan 2015-16 Performance Monitoring

Quarter 1

July 2015

			state of repair, the lady is a hoarder and shares her house with a large number of cats.
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# Council Plan 2013-17

Generated on: 24 August 2015

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

## 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	0.7%	July 2015	Previous value	0.8% April 2015	Data is published annually	
April 2015 Yorkshire & Humber 2.6% GB 1.9%						

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

		EC 12b	% Ryedale population aged 16-64 qualified - NVQ2 or equivalent and above			
Current Value	67.5%	Jan-Dec 2014/15	Previous value	80% Jan-Dec 2013	Data is published annually	
Ryedale had 19,700 residents between January-December 2014 aged 16-64 studying at NVQ2 level and above. Young people achieve level 1 and 2 NVQ's in order to improve their career prospects. The council has targeted resources through various apprenticeships. This level is a stepping stone to future learning opportunities.						

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

		EC 12d	% Ryedale population aged 16-64 qualified - NVQ4 or equivalent and above			
Current Value	41%	Jan-Dec 2014/15	Previous value	40.1% Jan-Dec 2013	Data is published annually	
Ryedale performance is well above the North Yorkshire and Yorkshire and The Humber and GB average for this level of qualification.						

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



		EC 13b	Gross weekly earnings by residency	
Current Value	£424.80	2014/15	Previous value	£412.20 2013/14 Data is published annually
Although an increase in weekly pay compared to last year - Ryedale still has the lowest Gross weekly earnings in Yorkshire and Humber.				

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

## 2. Housing Need

		BS RB 2	Speed of processing - new HB/CTB claims	
Current Value	24.3 days	July 2015	Current Target	25.0 days
Changes and improvements introduced have resulted in improved timescales				

		BS RB 3	Speed of processing - changes of circumstances for HB/CTB claims	
Current Value	8.4 days	July 2015	Current Target	12.0 days
The addition of two extra staff has improved the speed of processing any changes of circumstances to well within the target range.				

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

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

		HS 1	Homeless applications on which RDC makes decision and issues notification to the applicant within 33 working days (was LPI 70)	
Current Value	100.0%	Q1 2015/16	Current Target	100.0%
Target is to decide on all applications within 33 days				

Between the 1/4/2015 and 30/6/15, 5 homeless applications were made. All 5 of these had a decision made within 33 days of application receipt.

		HS 2	Length of stay in temporary accommodation (B&B, weeks) Snapshot			
Current Value	3.60 weeks	Q1 2015/16	Current Target	4.00 weeks	Target: National maximum allowable is 6 weeks. Local target of 4 weeks	
During quarter 1 of 2015-16, 2 households were accommodated in B & B, the average stay was 25 nights						

		HS 5	Number of Homeless Applications			
Current Value	5	Q1 2015/16	Current Target	13	Total number of applications for 2011/12 = 52	
Five homeless applications were received between 01/04/2015 and 30/06/2015						




		HS 8	Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)			
Current Value	50	Q1 2015/16	Current Target	39	Target is to achieve 10% improvement in numbers of preventions year on year	
Between 01/04/2015 and 30/06/2015 there were 50 homelessness preventions through the Local Authority						

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




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




		HS 11	Empty Domestic Properties (new homes bonus annual return)			
Current Value	249	2014/15	Current Target	253	Target is to improve on previous years performance	

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




		HS 17	Number of affordable homes delivered (gross)			
Current Value	0	August 2015	Current Target	75	35% of market housing target would result in 70 affordable homes arising from 200 net additional homes.	
No new affordable homes completed to date, however with predicted housing delivery for 2015/16 of 263, the target should be achieved by the end of the year.						



















### 3. High Quality Environment




		DM 157a	Processing of planning applications: Major applications (13 weeks)			
Current Value	90.00%	July 2015	Current Target	70.00%	Targets originally set under Planning Delivery Grant regime	

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

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



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

		SS 35	% CO2 reduction from LA operations.			
Current Value	-12.5%	2014/15	Current Target	-7.5%	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date	
Reduction is mainly due to the local swimming pools contract being taken over by Everyone Active. The data is collated using the bills of the properties being paid for by RDC.						
		SS 36	Tonnes of CO2 from LA operations			
Current Value	1,418	2014/15	Current Target	1,622	Target set for three years, based on national guidance. To be reviewed following analysis of performance to date	
Reduction is due to the local swimming pools contract being taken over by Everyone Active.. The data is collated using the bills of the properties being paid for by RDC.						
		DM 157b	Processing of planning applications: Minor applications (8 weeks)			
Current Value	77.30%	July 2015	Current Target	78.00%	Targets originally set under Planning Delivery Grant regime	
Performance has been improving for some months and this Trend is continuing. Customer satisfaction has increased on previous years						
		DM 157c	Processing of planning applications: Other applications (8 weeks)			
Current Value	87.77%	July 2015	Current Target	90.00%	Targets originally set under Planning Delivery Grant regime	
Performance has been improving for some months and this Trend is continuing. Customer satisfaction has increased on previous years Delegated decisions are currently made on 88% of decisions against a target of 90%.						
		SS 192	% of household waste sent for reuse, recycling and composting			
Current Value	48.07%	2014/15	Current Target	49.70%	National target to achieve 50% by 2020	
Reduction largely due to the introduction of charges for garden waste collection. Target will be changed to reflect changes following analysis of figures						
		DM 2	Planning appeals allowed			
Current Value	41.6%	Q1 2015/16	Current Target	33.0%	Target based on national averages and benchmarking	

		SS 16	% of Household Waste Composted			
Current Value	26.76%	2014/15	Current Target	30.00%	Target set following analysis of previous performance levels	
Reduction largely due to the introduction of charges for garden waste collection . Target will be changed to reflect changes						



#### 4. Active Safe Communities

		EC 77	Total Crime in Ryedale			
Current Value	180	July 2015	Current Target			













		HE 10	Adult participation in sport and active recreation. Sport England Active People Survey-Annual			
Current Value	28.2%	2014/15	Current Target	23.6%	Target is to improve on previous years performance	
Ryedale has shown a 5.2% increase in adult participation in sport and active recreation since October 2005.						

#### 5 Transforming the Council

		BS AS 3	Payments made using electronic channels			
Current Value	93%	July 2015	Current Target	85%	Target is set to maintain performance	
Electronic channels include web, telephone and Direct Debit.						

		BS BI 02	% FOI Requests responded to within 20 working days			
Current Value	100%	July 2015	Current Target	90%		
40 out of 40 FOIs responded to within 20 working days						

		BS RB 11	% of Council Tax collected			
Current Value	39.65%	July 2015	Current Target	39.51%	Target is set to maintain performance	
Q1 2015-16 Collection rates are in line with the previous years performance						

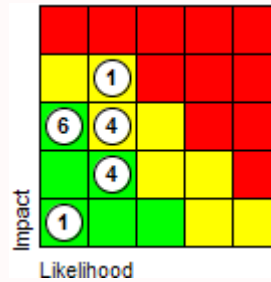
		BS RB 12	% of Non-domestic Rates Collected			
Current Value	43.05%	July 2015	Current Target	42.30%	Target is set to maintain performance	
Q1 2015-16 Collection rates are in line with the previous years performance						
		BS AS 1 RDC	Service enquiries resolved at first point of contact (telephone)			
Current Value	37%	2014/15	Current Target	50%	Target is for year on year improvement	
Total figure is not representative, as current lengthy call logging procedure means staff are unable to log the high volume of calls received during periods of peak call times.						
		BS MD 1	Standard searches done in 5 working days			
Current Value	16.7%	July 2015	Current Target	90.0%	Target is set to maintain performance	
Late responses from NYCC making majority of searches going over the 5 days						
		HR A 01 R	Average number of Working Days Lost Due to Sickness Absence per FTE, RYEDALE			
Current Value	1.04 days	July 2015	Current Target	0.63 days	Target is North Yorkshire average for 2009	

# Corporate Risk Register 2015-18

Generated on: 15 September 2015


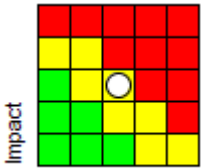
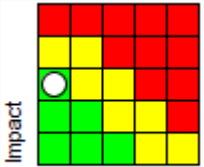

## Corporate Risk Register 2015-2018

### Current Risk Heat Map




### Summary





Status	Code	Title	Status	Code	Title
31	CRR 01	Significant Partnerships		CRR 11	Council Assets
	CRR 02	Capital Programme		CRR 12	Customer Expectations
	CRR 03	Staff Management		CRR 13	Fraud and Corruption
	CRR 04	External Funding		CRR 14	Data Quality
	CRR 05	Affordable Housing		CRR 15	Delivering Efficiencies
	CRR 06	Procurement		CRR 16	Data Protection
	CRR 07	Health and Safety		CRR 17	Regulation and Investigatory Powers Act
	CRR 08	Emergency Planning and Business Continuity Planning		CRR 18	Member Training

CRR 01 Significant Partnerships			
Risk Code	Risk Title	Description	Status
CRR 01	Significant Partnerships	That the Council fails to manage its partnerships effectively	
<b>Consequences</b>		Financial cost to the Council through partnership failure, breach of legislation by partnership with consequences for Council and its reputation, levels of service satisfaction and quality fall below acceptable levels.	
<b>Original Matrix</b>		<b>Original Rating Description</b>	
		<b>Original Impact</b> C Medium <b>Original Likelihood</b> 3 Likely	
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
Page 32		<b>Current Impact</b> C Medium <b>Current Likelihood</b> 1 Very Low	
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
		<b>Target Impact</b> B Minor <b>Target Likelihood</b> 1 Very Low	
<b>Latest Progress</b>		<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: The Audit of Partnerships which concluded with an outcome of high assurance did raise a query about the governance arrangements for the LEP. This is an issue which is being discussed currently in light of the discussions about any future Combined Authorities in Yorkshire .		14-Sep-2015	Clare Slater



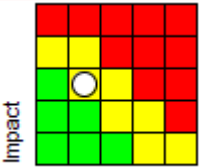



CRR 02 Capital Programme				
Risk Code	Risk Title	Description	Status	
CRR 02	Capital Programme	Failure to deliver Council priorities, due to poor management of the capital programme.		
<b>Consequences</b>		Failure to deliver the Council priorities		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
	<b>Original Impact</b>	C	<b>Original Likelihood</b>	3
		Medium		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		
	<b>Current Impact</b>	C	<b>Current Likelihood</b>	1
		Medium		Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		
	<b>Target Impact</b>	C	<b>Target Likelihood</b>	1
		Medium		Very Low
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Progress monitoring embedded in the work of Resources Working Party, who receive bi-monthly reports with highlight reporting on individual projects. Funding for the programme from 2015/16 onwards will be reliant on £300k draw down from NHB annually.			14-Sep-2015	Peter Johnson




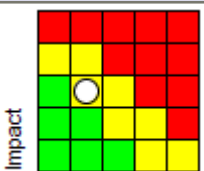
**CRR 03 Staff Management**

Risk Code	Risk Title	Description	Status					
CRR 03	Staff Management	Failure to effectively manage and develop our workforce assets						
<b>Consequences</b>		Decline in employee performance and delivery						
<b>Original Matrix</b>		<b>Original Rating Description</b>						
		<b>Original Impact</b>	<table border="1"> <tr> <td data-bbox="1140 378 1473 418">C</td> <td data-bbox="1478 378 1787 584" rowspan="2"><b>Original Likelihood</b></td> <td data-bbox="1789 378 2141 418">2</td> </tr> <tr> <td data-bbox="1140 421 1473 584">Medium</td> <td data-bbox="1789 421 2141 584">Not Likely</td> </tr> </table>	C	<b>Original Likelihood</b>	2	Medium	Not Likely
C	<b>Original Likelihood</b>			2				
Medium		Not Likely						
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>						
		<b>Current Impact</b>	<table border="1"> <tr> <td data-bbox="1140 630 1473 670">C</td> <td data-bbox="1478 630 1787 836" rowspan="2"><b>Current Likelihood</b></td> <td data-bbox="1789 630 2141 670">1</td> </tr> <tr> <td data-bbox="1140 673 1473 836">Medium</td> <td data-bbox="1789 673 2141 836">Very Low</td> </tr> </table>	C	<b>Current Likelihood</b>	1	Medium	Very Low
C	<b>Current Likelihood</b>			1				
Medium		Very Low						
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>						
		<b>Target Impact</b>	<table border="1"> <tr> <td data-bbox="1140 882 1473 922">B</td> <td data-bbox="1478 882 1787 1088" rowspan="2"><b>Target Likelihood</b></td> <td data-bbox="1789 882 2141 922">2</td> </tr> <tr> <td data-bbox="1140 925 1473 1088">Minor</td> <td data-bbox="1789 925 2141 1088">Not Likely</td> </tr> </table>	B	<b>Target Likelihood</b>	2	Minor	Not Likely
B	<b>Target Likelihood</b>			2				
Minor		Not Likely						
<b>Latest Progress</b>			<b>Last Review Date</b>					
14-Sep-2015: Absence management is ongoing with performance reported to Management Team and Quarterly to Members in the Council Business Plan report. Service redesign to achieve efficiencies is a key element of the Towards 2020 transformation programme.			<table border="1"> <tr> <td data-bbox="1478 1141 1787 1235">14-Sep-2015</td> <td data-bbox="1789 1141 2141 1235"><b>SMT Lead</b></td> </tr> <tr> <td></td> <td data-bbox="1789 1141 2141 1235">Clare Slater</td> </tr> </table>	14-Sep-2015	<b>SMT Lead</b>		Clare Slater	
14-Sep-2015	<b>SMT Lead</b>							
	Clare Slater							

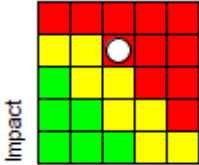

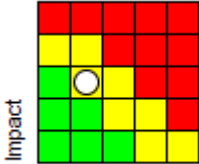
CRR 04 External Funding

Risk Code	Risk Title	Description	Status		
CRR 04	External Funding	Failure to attract external funding to support the priorities of the Council			
<b>Consequences</b>		Failure to deliver Council priorities requiring major financial investment. Increased costs to RDC. Failure to regenerate the local economy. Uncompetitive service delivery. Withdrawal or failure of a service. Inability to deliver new services			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C  Medium	<b>Original Likelihood</b>	3  Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C  Medium	<b>Current Likelihood</b>	2  Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C  Medium	<b>Target Likelihood</b>	2  Not Likely
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>	
14-Sep-2015: Strategic approach to new funding opportunities being developed in response to legislation and Community Infrastructure Levy (CIL). Linked to the development of the Local Development Framework and LEP 5 year Growth Strategy. Increasingly Local Government is to be resourced through Business Rates retention and New Homes Bonus with less emphasis on Revenue Support Grant. As a result of this variables such as any successful Business Rate Appeals will have an impact on the Councils finances, however contingency has been made for appeals in the Budget.			14-Sep-2015	Peter Johnson	

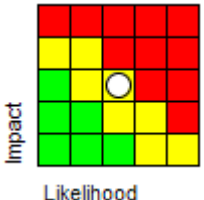
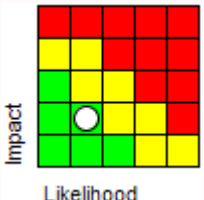
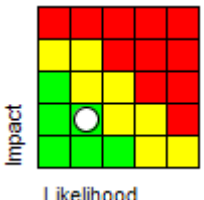
CRR 05 Affordable Housing


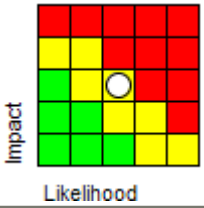
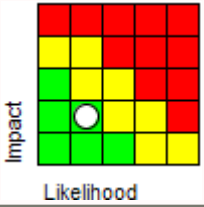
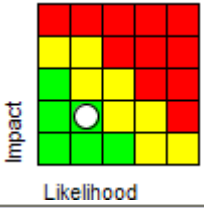
Risk Code	Risk Title	Description		Status	
CRR 05	Affordable Housing	Failure to meet identified housing need in Ryedale			
<b>Consequences</b>		Homelessness increases with resultant service costs. Unbalanced housing market. Negative impact on the local economy. Lack of key workers to support the needs of the community. Local people forced to move away from Ryedale.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	<b>Original Likelihood</b>	2
			Medium		Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
Page 36		<b>Current Impact</b>	C	<b>Current Likelihood</b>	2
			Medium		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	<b>Target Likelihood</b>	2
			Medium		Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Delivery of new affordable homes is linked to the delivery of new homes. Projected housing delivery for 2014/15 was 260 and net homes delivered was 261, with 67 affordable homes delivered. Projected housing delivery for 2015/16 is 263 homes and for 2016/17 361. Ryedale has the highest delivery for new homes and affordable housing in the sub region, along with Selby. See <a href="#">Delivering the Council Plan</a> report for further detail.				14-Sep-2015	Gary Housden

CRR 06 Procurement


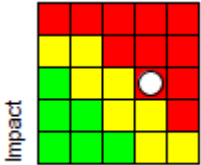


Risk Code	Risk Title	Description	Status		
CRR 06	Procurement	Failure to procure in line with legislation and in line with best value principles	✔		
<b>Consequences</b>		Failure to make efficiency savings. Priority projects not delivered to budget. Adverse external inspection. Breach of legislation eg. equalities or health and safety. Damage to RDC reputation.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	D	<b>Original Likelihood</b>	3
			Major		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C	<b>Current Likelihood</b>	1
			Medium		Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	<b>Target Likelihood</b>	2
			Medium		Not Likely
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>	
14-Sep-2015: Procurement Partnership established and the service received by the Council is working well with savings being achieved in line with efficiency targets.			14-Sep-2015	Phil Long	

CRR 07 Health and Safety


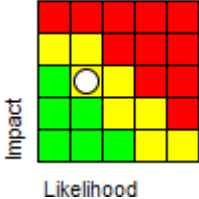
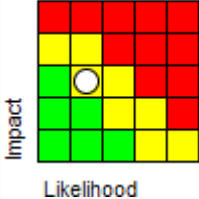
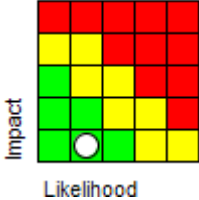
Risk Code	Risk Title	Description		Status
CRR 07	Health and Safety	Failure to ensure appropriate systems are in place to manage Health and safety		✔
<b>Consequences</b>		Failure to meet legislative requirements, prosecution and financial penalties incurred as a result of incident.		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
		<b>Original Impact</b>	C	3
			Medium	<b>Original Likelihood</b> Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		
		<b>Current Impact</b>	B	2
			Minor	<b>Current Likelihood</b> Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		
		<b>Target Impact</b>	B	2
			Minor	<b>Target Likelihood</b> Not Likely
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Member and officer training undertaken. Health and Safety policy framework in place. Ownership across the organisation, roles and responsibilities have been clarified at all levels of management. All working effectively			14-Sep-2015	Steve Richmond

CRR 08 Emergency Planning and Business Continuity Planning			
Risk Code	Risk Title	Description	Status
CRR 08	Emergency Planning and Business Continuity Planning	Failure to produce effective, comprehensive and tested plan.	
<b>Consequences</b>		Failure in continuity of service delivery. Negative impact on the most vulnerable on our communities. Damage to RDC reputation. Financial penalties and litigation	
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	C	3
		Medium	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	B	2
		Minor	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	B	2
		Minor	<b>Target Likelihood</b>
<b>Latest Progress</b>		<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Emergency planning arrangements in place and tested. Training undertaken for all staff. Comprehensive Business Continuity Planning in place and fully tested.		14-Sep-2015	Phil Long


CRR 11 Council Assets

Risk Code	Risk Title	Description	Status		
CRR 11	Council Assets	Ensure the Council has proper plan to ensure maintenance and fitness for purpose of the Council assets			
<b>Consequences</b>					
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	C	<b>Original Likelihood</b>	4
			Medium		Very Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	C	<b>Current Likelihood</b>	2
			Medium		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	B	<b>Target Likelihood</b>	2
			Minor		Not Likely
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: The supporting service has been redesign to make efficiencies in the way the service is delivered. Effective asset management arrangements are a key strand of the Towards 2020 programme.				14-Sep-2015	Phil Long


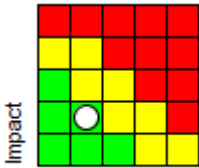

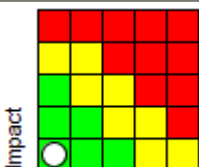


CRR 12 Customer Expectations				
Risk Code	Risk Title	Description	Status	
CRR 12	Customer Expectations	Failure to meet customer service standards and meet customer expectations.		
<b>Consequences</b>		Include CR02		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
	<b>Original Impact</b>	C	<b>Original Likelihood</b>	2
		Medium		Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		
	<b>Current Impact</b>	C	<b>Current Likelihood</b>	2
		Medium		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		
	<b>Target Impact</b>	A	<b>Target Likelihood</b>	2
		Low		Not Likely
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Managing customer expectations through media and communications in relation to funding challenges facing the public sector. Close monitoring of feedback received by the Council from service users and residents.			14-Sep-2015	Clare Slater





**CRR 13 Fraud and Corruption**

Risk Code	Risk Title	Description		Status	
CRR 13	Fraud and Corruption	Failure to ensure Council has proper procedures and policies for the prevention and detection of fraud.			
<b>Consequences</b>		Financial loss to the Council, damage to our reputation and credibility			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	B	<b>Original Likelihood</b>	2
			Minor		Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	A	<b>Current Likelihood</b>	1
			Low		Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	A	<b>Target Likelihood</b>	1
			Low		Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: All Housing Benefit related fraud work will move from LA's to the DWP Single Fraud Investigation Service (SFIS) in April 2016. Arrangements in place with Veritau for them to support the Councils corporate approach to managing risk and identifying fraud.				14-Sep-2015	Peter Johnson


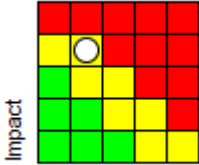
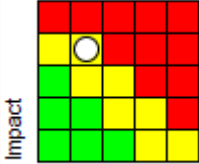
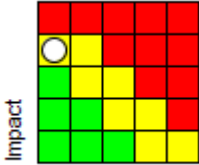
CRR 14 Data Quality


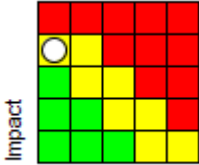
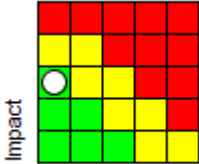
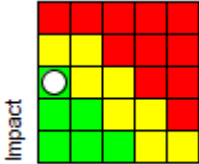
Risk Code	Risk Title	Description	Status
CRR 14	Data Quality	The Council recognises the importance of data quality as we need reliable, accurate and timely performance information with which to manage services, inform users and account for our performance	
<b>Consequences</b>			
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	B	2
		Minor	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	B	2
		Minor	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	A	1
		Low	<b>Target Likelihood</b>
<b>Latest Progress</b>			<b>Last Review Date</b>
14-Sep-2015: Data Quality Strategy in place and publicised to all staff. Audit of Data Quality undertaken with positive outcome			14-Sep-2015
			<b>SMT Lead</b>
			Clare Slater

CRR 15 Delivering Efficiencies


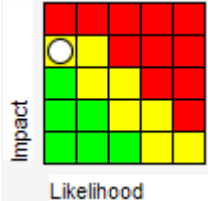
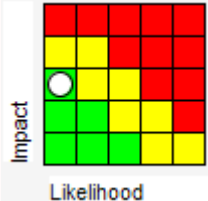
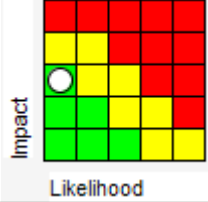
Risk Code	Risk Title	Description	Status	
CRR 15	Delivering Efficiencies	Council fails to meet efficiency targets which necessitates cuts to other services		
<b>Consequences</b>		Cuts to frontline services, reputational damage to the Council, possible poor outcome of external inspection.		
<b>Original Matrix</b>		<b>Original Rating Description</b>		
 <p>Impact</p> <p>Likelihood</p>	<b>Original Impact</b>	D	<b>Original Likelihood</b>	3
		Major		Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>		
 <p>Impact</p> <p>Likelihood</p>	<b>Current Impact</b>	B	<b>Current Likelihood</b>	2
		Minor		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>		
 <p>Impact</p> <p>Likelihood</p>	<b>Target Impact</b>	B	<b>Target Likelihood</b>	2
		Minor		Not Likely
<b>Latest Progress</b>			<b>Last Review Date</b>	<b>SMT Lead</b>
<p>14-Sep-2015: The Chief Executive has launched the Towards 2020 transformation programme at the staff briefings in July. The aim of the programme is to achieve savings of £1.2 million by April 2019, subject to any details in the Chancellors autumn statement. The budget Strategy being prepared for 2016/17 will deliver the first year of savings and efficiencies for this programme.</p> <p>The launch of this latest programme follows the successful delivery of One-11 programme achieved savings of over £1 million, the Going for Gold programme achieved the target saving of £700k and a balanced budget was delivered in 2013/14 and 2014/15. The budget strategy agreed for 2015/16 included £100k of efficiencies and service cuts or increased income of £200k with the shortfall of £432k met from New Homes Bonus.</p>			14-Sep-2015	Peter Johnson

**CRR 16 Data Protection**

Risk Code	Risk Title	Description		Status	
CRR 16	Data Protection	To ensure the Council meets all of its statutory obligations relating to the protection of personal and confidential data.			
<b>Consequences</b>		Legal action resulting in large fines (£100k-£500k). Reputational damage and adverse publicity.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	D	<b>Original Likelihood</b>	2
			Major		Not Likely
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
		<b>Current Impact</b>	D	<b>Current Likelihood</b>	2
			Major		Not Likely
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	D	<b>Target Likelihood</b>	1
			Major		Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: A range of data protection policies are available to all staff on the intranet, in addition to regular updates based on current cases. <a href="http://intranet.ryedale.gov.uk/Default.aspx?page=6859">http://intranet.ryedale.gov.uk/Default.aspx?page=6859</a>				14-Sep-2015	Phil Long

CRR 17 Regulation and Investigatory Powers Act			
Risk Code	Risk Title	Description	Status
CRR 17	Regulation and Investigatory Powers Act	That the Council does not meet the requirements of legislation including the RIPA 2000 and the Protection of Freedoms Act 2012	
<b>Consequences</b>		That the Council is found to be in breach of the legislation.	
<b>Original Matrix</b>		<b>Original Rating Description</b>	
	<b>Original Impact</b>	D	1
		Major	<b>Original Likelihood</b>
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>	
	<b>Current Impact</b>	C	1
		Medium	<b>Current Likelihood</b>
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>	
	<b>Target Impact</b>	C	1
		Medium	<b>Target Likelihood</b>
<b>Latest Progress</b>			<b>Last Review Date</b>
<p>14-Sep-2015: Key responsibilities allocated to members of Management team and training undertaken. Policies and guidance are up to date on the Council website.</p> <p>An inspection was carried out in June 2015, the Council is currently implementing the four recommendations made in the final report.</p>			14-Sep-2015
			<b>SMT Lead</b>
			Phil Long

CRR 18 Member Development

Risk Code	Risk Title	Description	Status		
CRR 18	Member Development	That members of the council do not have the opportunity to develop the skills and competencies to ensure they participate in robust decision making			
<b>Consequences</b>		That the Council is found to be in breach of the legislation or a decision is found to be unsound, the council is unable to deliver its priorities.			
<b>Original Matrix</b>		<b>Original Rating Description</b>			
		<b>Original Impact</b>	D	<b>Original Likelihood</b>	1
			Major		Very Low
<b>Current Risk Matrix</b>		<b>Current Rating Description</b>			
Page 47		<b>Current Impact</b>	C	<b>Current Likelihood</b>	1
			Medium		Very Low
<b>Target Risk Matrix</b>		<b>Target Rating Description</b>			
		<b>Target Impact</b>	C	<b>Target Likelihood</b>	1
			Medium		Very Low
<b>Latest Progress</b>				<b>Last Review Date</b>	<b>SMT Lead</b>
14-Sep-2015: Member development programme in place and managed effectively by member working party. Competency framework in place with programme in place to reflect the skills and knowledge required and help to ensure that Members have access to relevant training. Induction programme delivered to ensure that any new members elected in May 2015 have effective and relevant induction and any statutory training required to enable participation in decision making and to ensure this is robust.				14-Sep-2015	Janet Waggott





18 June 2015

*By email*

Ms Janet Waggott  
Chief Executive  
Ryedale District Council

Dear Ms Waggott

### **Annual Review Letter 2015**

I am writing with our annual summary of statistics on the complaints made to the Local Government Ombudsman (LGO) about your authority for the year ended 31 March 2015. This year's statistics can be found in the table attached.

The data we have provided shows the complaints and enquiries we have recorded, along with the decisions we have made. We know that these numbers will not necessarily match the complaints data that your authority holds. For example, our numbers include people who we signpost back to the council but who may never contact you. I hope that this information, set alongside the data sets you hold about local complaints, will help you to assess your authority's performance.

We recognise that the total number of complaints will not, by itself, give a clear picture of how well those complaints are being responded to. Over the coming year we will be gathering more comprehensive information about the way complaints are being remedied so that in the future our annual letter focuses less on the total numbers and more on the outcomes of those complaints.

### **Supporting local scrutiny**

One of the purposes of the annual letter to councils is to help ensure that learning from complaints informs scrutiny at the local level. Supporting local scrutiny is one of our key business plan objectives for this year and we will continue to work with elected members in all councils to help them understand how they can contribute to the complaints process.

We have recently worked in partnership with the Local Government Association to produce a workbook for councillors which explains how they can support local people with their complaints and identifies opportunities for using complaints data as part of their scrutiny tool kit. This can be found [here](#) and I would be grateful if you could encourage your elected members to make use of this helpful resource.

Last year we established a new Councillors Forum. This group, which meets three times a year, brings together councillors from across the political spectrum and from all types of local authorities. The aims of the Forum are to help us to better understand the needs of councillors when scrutinising local services and for members to act as champions for learning from complaints in their scrutiny roles. I value this direct engagement with elected members and believe it will further ensure LGO investigations have wider public value.

## Encouraging effective local complaints handling

In November 2014, in partnership with the Parliamentary and Health Service Ombudsman and Healthwatch England, we published *'My Expectations'* a service standards framework document describing what good outcomes for people look like if complaints are handled well. Following extensive research with users of services, front line complaints handlers and other stakeholders, we have been able to articulate more clearly what people need and want when they raise a complaint.

This framework has been adopted by the Care Quality Commission and will be used as part of their inspection regime for both health and social care. Whilst they were written with those two sectors in mind, the principles of *'My Expectations'* are of relevance to all aspects of local authority complaints. We have shared them with link officers at a series of seminars earlier this year and would encourage chief executives and councillors to review their authority's approach to complaints against this user-led vision. A copy of the report can be found [here](#).

## Future developments at LGO

My recent annual letters have highlighted the significant levels of change we have experienced at LGO over the last few years. Following the recent general election I expect further change.

Most significantly, the government published a review of public sector ombudsmen in March of this year. A copy of that report can be found [here](#). That review, along with a related consultation document, has proposed that a single ombudsman scheme should be created for all public services in England mirroring the position in the other nations of the United Kingdom. We are supportive of this proposal on the basis that it would provide the public with clearer routes to redress in an increasingly complex public service landscape. We will advise that such a scheme should recognise the unique roles and accountabilities of local authorities and should maintain the expertise and understanding of local government that exists at LGO. We will continue to work with government as they bring forward further proposals and would encourage local government to take a keen and active interest in this important area of reform in support of strong local accountability.

The Government has also recently consulted on a proposal to extend the jurisdiction of the LGO to some town and parish councils. We currently await the outcome of the consultation but we are pleased that the Government has recognised that there are some aspects of local service delivery that do not currently offer the public access to an independent ombudsman. We hope that these proposals will be the start of a wider debate about how we can all work together to ensure clear access to redress in an increasingly varied and complex system of local service delivery.

Yours sincerely



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

## Local authority report – Ryedale District Council

For the period ending – 31/03/2015

For further information on interpretation of statistics click on this link to go to <http://www.lgo.org.uk/publications/annual-report/note-interpretation-statistics/>

### Complaints and enquiries received

Local Authority	Adult Care Services	Benefits and tax	Corporate and other services	Education and children's services	Environmental services and public protection	Highways and transport	Housing	Planning and development	Total
Ryedale DC	0	3	0	0	1	0	4	6	14

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### Decisions made

Local Authority	Detailed investigations carried out		Advice given	Closed after initial enquiries	Incomplete/Invalid	Referred back for local resolution	Total
	Upheld	Not Upheld					
Ryedale DC	2	1	0	3	1	7	14

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# Complaints Q1 2015-16

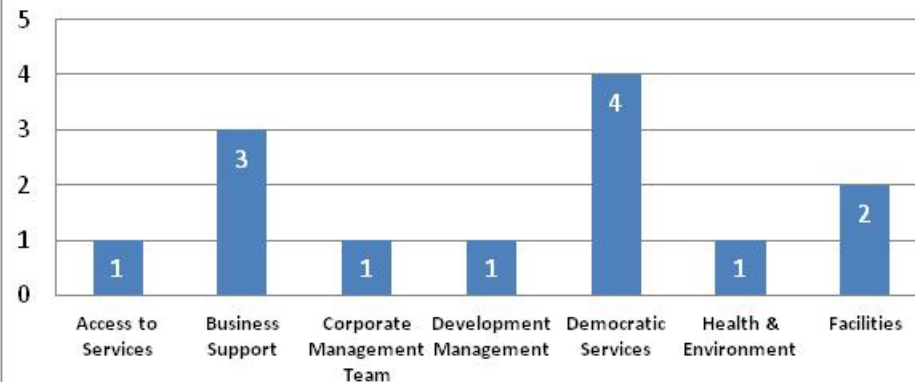
Generated on: 20 August 2015

## Complaint Type Description



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

## Complaints by Service Unit



Page 53

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Access to Services (AS)	Complaint re registering to vote	Failure to provide a service	Written explanation provided	Derwent	Stage 1	07-May-2015	11-May-2015	1
Business Support (BS)	Complaint re online planning applications	Failure to provide a service	Been online and application can now be reviewed	Norton East	Stage 1	22-May-2015	22-May-2015	3
Business Support (BS)	Dissatisfaction with amount of Business Rates	Delays in responding or complaints about the administrative process	Written explanation provided	Norton West	Stage 1	13-May-2015	19-May-2015	
Business Support (BS)	Dissatisfaction with customer service	Complaints regarding conduct, attitude and actions of employees	Written apology and explanation provided	Derwent	Stage 1	22-Jun-2015	24-Jun-2015	
Corporate Management Team (CMT)	Dissatisfaction with lack of due process in respect of planning regs	Dissatisfaction with the way Council policies are carried out	Written explanation provided	Ryedale South West	Stage 2	08-Apr-2015	28-Apr-2015	1

Service Unit	Summary of Complaint	Complaint Type	Remedy	Ward	Stage Title	Opened Date	Closed Date	Total
Development Management (DM)	Dissatisfaction with planning enforcement correspondence	Delays in responding or complaints about the administrative process	Written apology and explanation provided	No Ward Indicated	Stage 1	15-May-2015	19-May-2015	<b>1</b>
Democratic Services (DS)	Dissatisfaction with sealing of boxes	Dissatisfaction with the way Council policies are carried out	Written explanation provided	No Ward Indicated	Stage 1	08-May-2015	11-May-2015	<b>4</b>
Democratic Services (DS)	Dissatisfaction with control of Tellers	Failure to fulfil statutory responsibilities	Written explanation provided	Cropton	Stage 1	08-May-2015	11-May-2015	
Democratic Services (DS)	Dissatisfaction that right to vote was taken away	Complaints regarding conduct, attitude and actions of employees	Written explanation provided	Norton West	Stage 1	02-Jun-2015	04-Jun-2015	
Democratic Services (DS)	Dissatisfaction with not receiving postal votes abroad	Failure to provide a service	Written explanation provided	No Ward Indicated	Stage 1	27-May-2015	01-Jun-2015	
Health & Environment (HE)	Dissatisfaction with service provided	Complaints regarding conduct, attitude and actions of employees	Written explanation provided	No Ward Indicated	Stage 1	03-Apr-2015	07-Apr-2015	<b>1</b>
Facilities (FE)	Dissatisfaction with facilities at Ryedale gym	Failure to provide a service	Written apology and explanation provided	Helmsley	Stage 1	02-Apr-2015	08-Apr-2015	<b>2</b>
Facilities (FE)	Dissatisfaction about lack of response to request	Delays in responding or complaints about the administrative process	Written apology and explanation provided	Norton East	Stage 1	14-Apr-2015	22-Apr-2015	



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<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>1 OCTOBER 2015</b>
<b>REPORT OF THE:</b>	<b>HEAD OF CORPORATE SERVICES</b>
<b>TITLE OF REPORT:</b>	<b>FUEL POVERTY AND AFFORDABLE WARMTH SCRUTINY REVIEW</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

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## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To present the draft report of the scrutiny review of fuel poverty and affordable warmth.

### **2.0 RECOMMENDATIONS**

- 2.1 That members agree the final version of the report which is attached at annex A, with recommendation 6, 7 removed
- 2.2 That members agree the remaining recommendations arising from the review.
- 2.3 That members identify three possible topics for the next scrutiny review, with a scope for each being prepared for consideration at the next meeting of the committee.

### **3.0 SIGNIFICANT RISKS**

- 3.1 There are no risks associated with the review.

### **4.0 BACKGROUND AND INTRODUCTION**

- 4.1 The Overview and Scrutiny Committee has commissioned a review of fuel poverty in Ryedale. The members of the committee have met regularly as a task group and have prepared the report attached. When the report was presented to the committee an number of questions were raised and responses have been provided in this report.

### **5.0 CONSULTATION**

- 5.1 The review has considered the views of partner organisations and research undertaken previously on this topic.

### **6.0 REPORT DETAILS**

6.1 The detail of the work undertaken, the conclusions drawn and the recommendations made are all to be found in the report attached at Annex A. The report has been amended following the questions raised by the Audit Committee when the report was considered by them in July 2015.

6.2 The questions raised by the Audit Committee were as follows with a response provided for each:

Q1 What is the Council's responsibility for fuel poverty?

A1 The Council does not currently have a statutory responsibility to improve fuel poverty. It does however have a number of other obligations which are affected by fuel poverty including:

- The Housing Act 1985 Section 8 requires local authorities to periodically review the housing needs of its area in relation to housing conditions and the needs of the district. Further legislation requires that when authorities carry out a review under s. 8, that they have regard to the special needs of chronically sick or disabled persons and carry out reviews of accommodation needs of gypsies and travellers residing in or resorting to their district
- The Housing Act 2004 section 5 Places a duty on Local Authorities to take action where condition of a property can cause a risk to health of occupant, and cold is identified as such a hazard
- Home Energy Conservation Act - Using powers under section 5(1)(b) the Act the Secretary of State for Energy and Climate Change requires all English authorities to prepare reports setting out the energy conservation measures that the authority considers practicable, cost-effective and likely to result in significant improvement in the energy efficiency of residential accommodation in its area and to report every two years on progress being made.
- The Council has agreed a priority to meet housing need in the Ryedale District Council area and to achieve this by changing and adding to the housing stock and by supporting people to access a suitable home or remain in their existing home.

Q2 Recommendation 6 – There was a view that we do this anyway and this is telling the planning committee something they already know.

A2 The recommendation can be removed from the report if members believe it is not required. If this is the case then members may want to also remove recommendation 7.

Q3 Recommendation 11 – “reduce social isolation” – does this make sense and if so how?

A3 Social isolation is a major issue in North Yorkshire and contributes to a deterioration in the health and wellbeing of older people. Social isolation among older people is exacerbated by living in a cold home. Costly fuel bills prevent them from going out, they fear returning, already feeling cold, to a cold home, or they are reluctant to invite friends into a cold house. Older people who are unable to keep their homes warm, who have a health condition exacerbated by the cold or have sustained injuries due to the cold, may be at risk of requiring increased care or losing their independence.

Q4 Page 16 – living in larger homes.....terraced aren't the largest?



A4 The information referred to from the national fuel poverty diagram was included in the report to highlight that the factors which contribute to fuel poverty in Ryedale are not the same as those identified nationally. In Ryedale the housing stock type is as follows compared to the national average:

	GB%	Ryedale%	National Fuel Poverty Profile
Flat	24.3	7.8	12%
Terraced	24.5	19.8	37%
Semi-detached	30.7	31.7	31%
Detached	20.5	40.7	21%

A national study of fuel poverty is therefore likely to identify a very different profile of household from that in Ryedale. However the finding is consistent that those living in newer purpose built accommodation such as flats will be less likely to be living in a cold home as their home is newer and more thermally efficient. In Ryedale the mapping of the fuel poverty indicators supports the view that it is people living in the more remote areas in larger homes that are more likely to be living in a cold home.

## 7.0 NEXT STEPS

- 7.1 Following agreement of the recommendations by the Committee, these will be referred to the appropriate committee for consideration by that Committee.
- 7.2 If the recommendations are agreed then a discussion is required to propose some topics for the next scrutiny review. Ideally two or three preferred topics would be agreed and a scope for each would be presented to the next meeting of the committee, with a view to agreeing a single topic.

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

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**Background Papers:**

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# Scrutiny Review

## Fuel Poverty and Affordable Warmth

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RYEDALE  
DISTRICT  
COUNCIL



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Draft Report to Scrutiny Committee  
June 2015

## 1.Executive Summary

This Report sets out the results of a review of fuel poverty in the Ryedale area. This review has been carried out by Ryedale District Council's Scrutiny Committee.

The aim of the review was to try to answer the following questions:

1. Define the scale of the problem in Ryedale – extent and depth of fuel poverty
2. Review the effectiveness of government initiatives in Ryedale
3. Determine the potential for community led fuel generation schemes to improve energy costs – what role do the community rights play in these?
4. Assess the potential to influence the policy environment and prepare draft responses

The review involved

- Analysis of all available data with a view to
  - Finding the fuel poor in Ryedale
  - Targeting any future initiatives or investment to reduce fuel poverty
- Developing a clearer understanding of the two fuel poverty indicators:
  - The 10% indicator and
  - The high cost low income indicator
- Meeting with officers who are working in Ryedale to identify and alleviate fuel poverty including:
  - Serena Williams, Environmental Health Officer, Ryedale District Council
  - Helen James, Oil Buying Co-ordinator, Yorkshire Energy Partnership
  - Kathryn Chapman, North Yorkshire Development Officer , Rural Action Yorkshire
  - Maggie Farey, North Yorkshire Development Officer , Rural Action Yorkshire
- Attending regional events including:
  - Cutting the cost of keeping warm – a consultation to prepare for a new Fuel Poverty Strategy for England 20.9.14
  - NEA Yorkshire and Humber Fuel Poverty Forum, 20.6.14
  - NEA training event, Improving Energy Efficiency in Communities 14.10.14
  - Northern Gas Networks Stakeholder workshops, 20.1.14
- Responded to consultations relating to the development of nation fuel poverty strategy
- Review of the government programmes and access to these for rural and off gas households

Key findings included:

- Fuel poverty is caused by a combination of the following factors:
  - Energy inefficient housing
  - Fuel costs
  - Household incomes

The severity of the fuel poverty experienced will be influenced by the interplay between these factors as well as household composition and the age and health of members of the household

- It is not possible to find the fuel poor in Ryedale through the analysis of data currently available, it may however be possible to identify the fuel poor if the following data was available:
  - A detailed housing stock database
  - Energy Performance Certificate data
  - Self reported data collected by front line services
- By mapping the two fuel poverty indicators it is clear that households in the same locations are identified by each indicator. See chart at fig.1
- Fuel poverty affects the life chances of affected households, damages the health of those living on cold homes and affects their quality of life
- Fuel poor households will struggle to keep warm in cold weather with budgets stretched and difficult choices to be made to heat or eat
- Those who are particularly vulnerable to cold related ill health include older people, families with young children and those who are disabled or have a long term illness and those who may be socially isolated.
- The Ryedale Plan supports the contribution of community-led and farm scale renewable and low carbon solutions, the experience of partner organisations is that the community rights within the Localism Act do not advance the potential for such schemes.
- The Ryedale Plan requires the application of the Energy Hierarchy to all new development to support carbon reduction, long term energy security and reducing fuel poverty (achieving affordable warmth) and will be implemented in accordance with national building standards – The Code for Sustainable Homes and The Building Research Establishment Environmental Assessment Method (BREEAM)

The Committee made the following recommendations:

To Council:

1. That the Council should in future refer to fuel poverty as affordable warmth. Fuel poverty is the problem to be addressed and affordable warmth is the outcome to be achieved.
2. That the Council should continue to report on both of the fuel poverty indicators for Ryedale when reporting on the delivery of the Councils Business Plan
3. That the Council should continue to prioritise increasing wage levels in Ryedale by creating the conditions for economic success
4. To continue to challenge the assumptions made about those most likely to be affected by fuel poverty and continue to lobby for support for solutions which work in rural communities, and for all vulnerable households including young families, and anyone who is socially isolated.
5. To agree the funding for a stock condition survey for all property in Ryedale to provide the data to support the development and targeting of future initiatives to improve affordable warmth throughout the district.

To Planning Committee:

6. That the Council should be seeking new development to be built to the highest current codes for design and construction, lowering energy demand, encouraging occupants to reduce their energy use and supporting the use of renewable and/or low carbon sources.
7. To train members of the planning committee in the application of the energy hierarchy to new development and existing buildings.

To Management Team:

8. That officers should pursue the routes for accessing the Energy Performance Certificate data, and analysis of the policy implications of the insight provided.
9. To develop a concise set of questions, along the line of 'every contact counts', to help front line staff to identify those who are living in a cold home. Identify key staff and timing for a pilot and link to North Yorkshire Winter Health Strategy and ensure action is taken to help any household to achieve affordable warmth.
10. To gather any self-reported data on the location and incidence of fuel poverty through contact made with front line staff.
11. That officers should explore the feasibility of warm healthy homes type project in partnership with public health and stronger communities, to reduce social isolation and help to connect people - 'Warm communities' and 'winter champions'.
12. Make sure we communicate the key facts about keeping warm affordably at the right time of year to our residents, annually.

The Task Group wishes to thank all those who gave their time in contributing to this review.

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## 2 Scope of the review

The terms of reference for the Review were agreed at the Overview and Scrutiny Committee on the 4<sup>th</sup> April 2014. (See Appendix A)

The review will make recommendations to Council, the policy committees of the Council and the Management Team of the Council on the options available for trying to ensure the people in Ryedale can live in warm and safe homes in warm communities.

The review will try to answer the following questions:

1. What is the scale of the problem in Ryedale – extent and depth
2. Review the effectiveness of government initiatives in Ryedale
3. Determine the potential for community led fuel generation schemes to improve energy costs – what role do the community rights play in these?
4. Assess the potential to influence the policy environment and prepare draft responses for submission as opportunities arise

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### 3 Membership of the committee

G Acomb, P J Andrews, S L Collinson, D Cussons, G Hawkins, Mrs A D Hopkinson, J R Raper, Mrs E L Shields (Vice Chairman), C R Wainwright (Chairman), S Ward

Meeting dates of the Scrutiny Review Task Group:

07/11/13 Initial meeting of Task Group to draft terms of reference.  
04/04/14 Terms of reference agreed by Scrutiny Committee  
26/6/14 Task group meeting  
2/10/14 Task group meeting  
11/12/14 Task group meeting  
25/6/15 Draft report and recommendations agreed by Task Group  
O and S Committee meeting consider draft report and recommendations.

Scrutiny Review Task Group supporting officers:

Clare Slater (Head of Corporate Services)  
Jane Robinson (Transformation Officer)  
William Baines (Transformation Officer)  
Serena Williams (Environmental Health Officer)

### 4 Methodology

The Committee/Task Group approached the review through:

- Researching the changes to the calculation of the national Fuel Poverty Indicator
- Researching and understanding the contributing factors of Fuel Poverty including:
  - Household income
  - Proportion being spent on keeping warm
  - Access to fuel and the cost of this
  - Amount of fuel required to keep warm
  - Hard to treat homes – fuel efficiency
  - Overlap of facing unreasonable energy costs and having a low income
- Presentation from RDC officers involved in energy efficiency projects
- Attendance at seminars, training events and consultation events
- Inviting officers from partner organisations to the committee to discuss their work and experience to help alleviate and prevent fuel poverty in Ryedale

## 5 Findings

The research undertaken highlighted the following key findings:

### 5.1 What is Fuel Poverty?

The 2001 UK Fuel Poverty Strategy defined a household as fuel poor if it needed to spend more than 10% of its income to achieve adequate energy services in the home, including reaching temperature standards.

In Ryedale, this equated to 26% (6,049) of households which made Ryedale the third worst in the country for levels of fuel poverty (Ranked: 324 out of 326 authorities) (10% Measure Source: DECC 2011)

In March 2012, the Hills Fuel Poverty Review (an independent review into Fuel Poverty) was published and found that the 10% measure was flawed and that it gave a misleading impression of trends, it excluded some affected by the problem at some times and included people with high income at others. The review recommended that fuel poverty should be measured by a new method called the Low Income High Cost (LIHC) which measures the extent of the problem and the Fuel Poverty Gap which measures its depth.

Under the new LIHC measurement, the % of households in fuel poverty dropped to 11.1% (2,583 households) and Ryedale is now ranked 187 out of 326 authorities. (LIHC Measure Source: DECC 2011)

### 5.2 Finding the Fuel Poor in Ryedale

The chart below shows the comparison of the low income, high cost indicator and the 10 % Fuel Poverty Indicator based on the Ryedale lower super output areas (LSOA) 2011. This illustrates that the communities experiencing fuel poverty as defined by each of the indicators are in similar locations. The difference in the indicators is the level of fuel poverty identify by number of households.

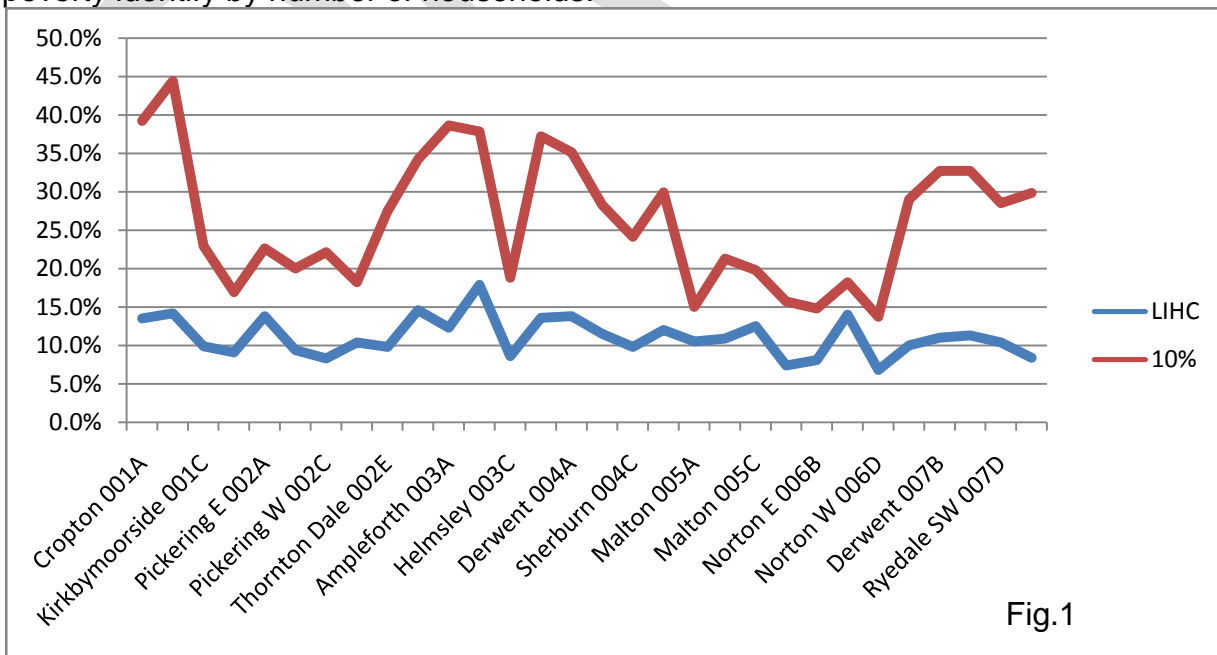


Fig.1

The map below shows the location of the areas most affected by fuel poverty as the darkest in colour.

**Fuel Poverty Ratios for Yorkshire and the Humber, 2009**  
Percentage of households in fuel poverty by LSOA

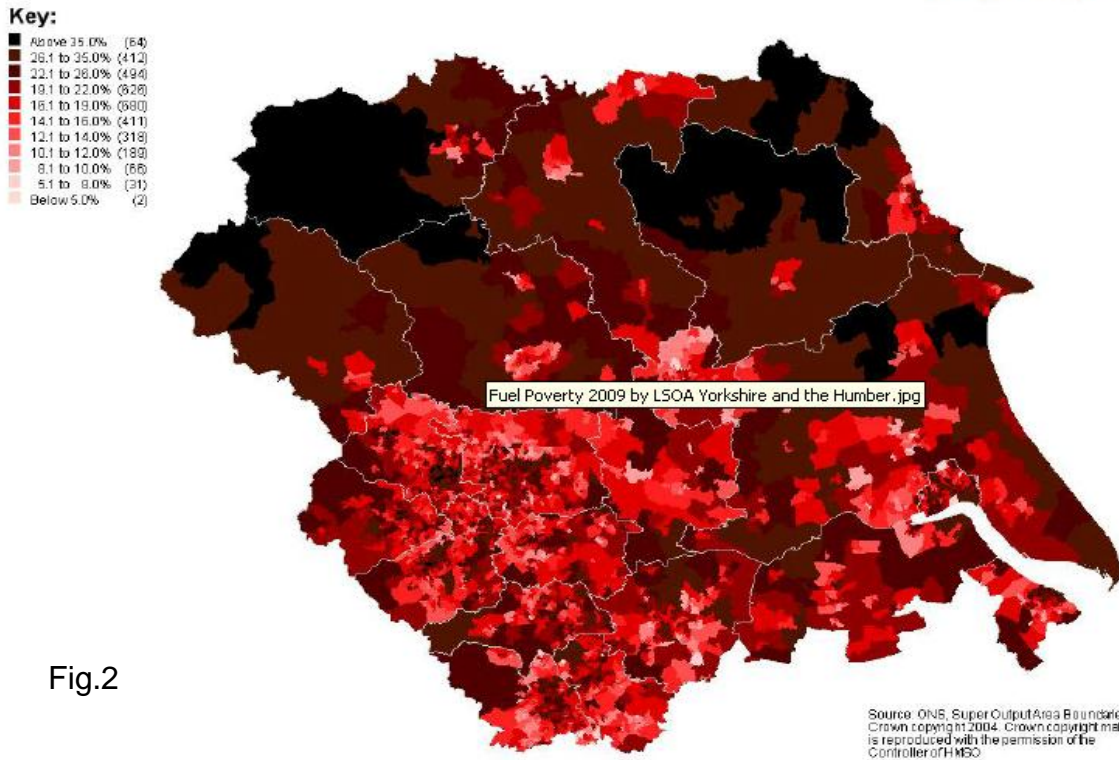


Fig.2

In an attempt to find the fuel poor we compared the data for households in receipt of Council Tax single person discount (SPDC), by ward, with the census data for lone parent households and the Low Income High Cost (LIHC) fuel poverty indicator.

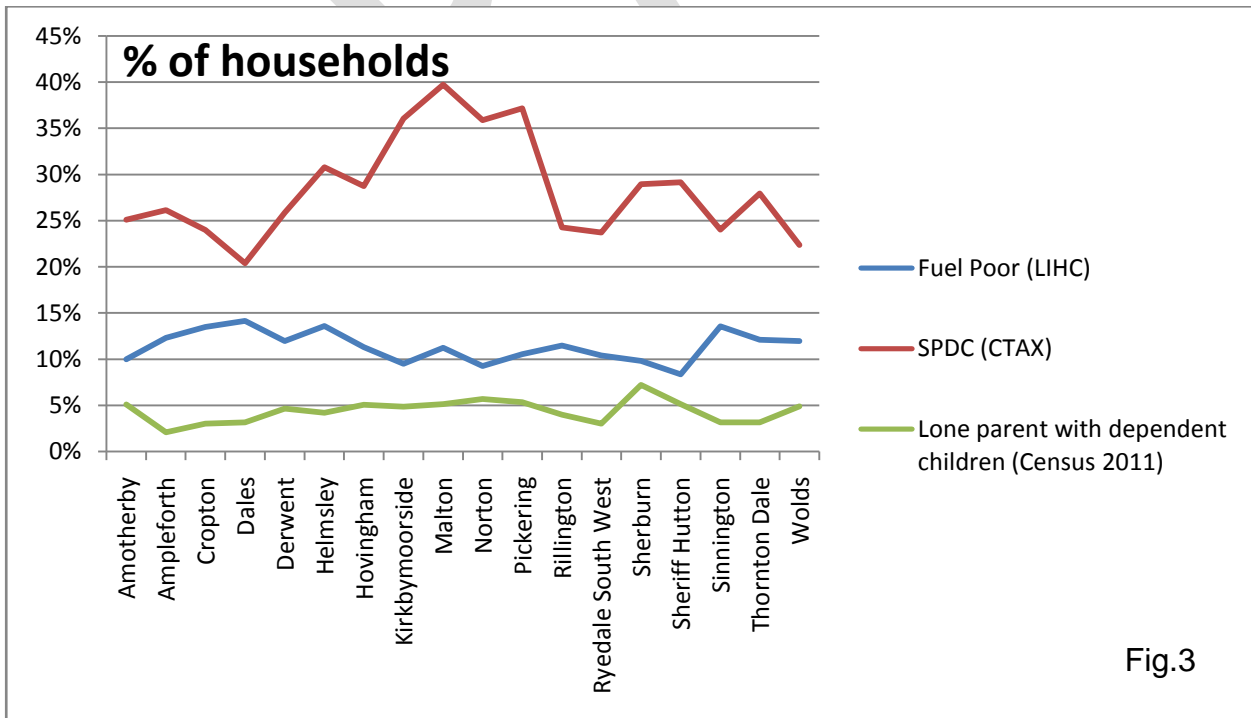


Fig.3

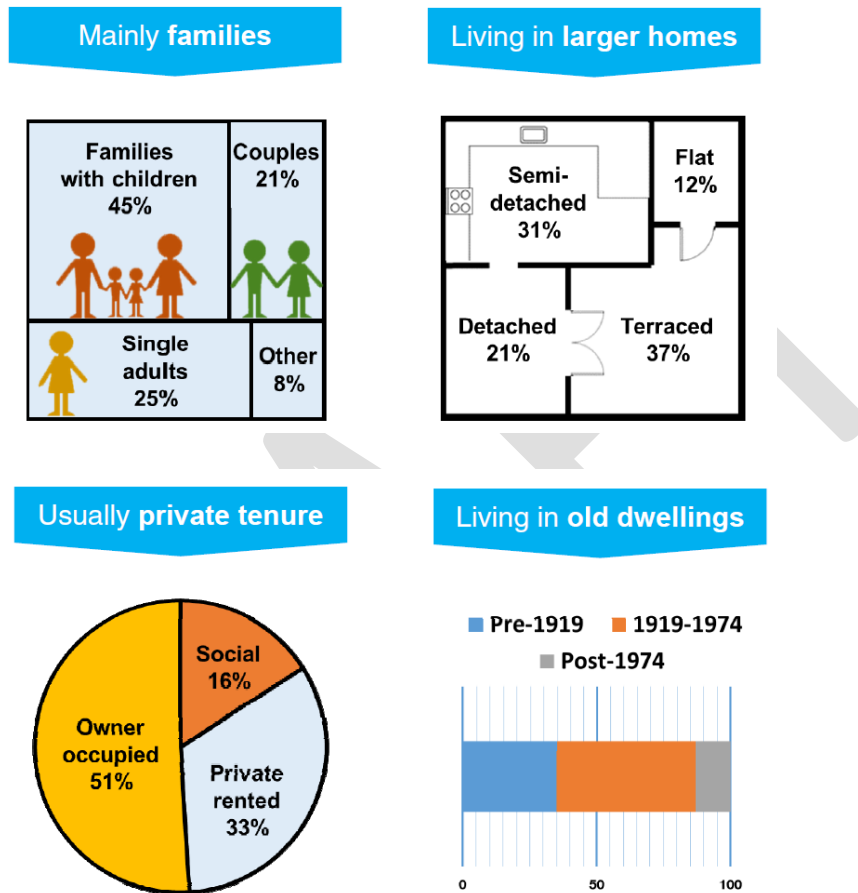
This comparison failed to show any correlation between single person households and fuel poverty in Ryedale. Contrary to a number of recent studies (insert reference), single

person households in Ryedale do not seem to be the most likely to experience fuel poverty.

It is clear from the analysis of the data currently available to officers of the Council that it is not possible to identify those households which are not achieving affordable warmth.

### 5.3 Factors contributing to Fuel Poverty

The profile of fuel poor households described in the recent national fuel poverty consultation document was as follows:



Cutting the Cost of Keeping Warm, A new fuel poverty strategy for England (DECC July 2014)

### 5.31 Household Income

The committee found that Ryedale residents have the lowest median gross weekly pay in the Yorkshire & Humber region. As income levels are a key factor in having a warm home the committee have included a recommendation that the Council should continue to prioritise work to improve wage levels in Ryedale

Local Authority	Weekly Pay £
Ryedale	399.7
Kingston upon Hull	419.0
Wakefield	426.6
Bradford	426.7
Scarborough	443.7
Doncaster	449.1
Craven	451.0
North East Lincolnshire	458.7
Barnsley	464.8
Rotherham	465.7
Sheffield	471.4
Leeds	475.6
Kirklees	479.1
Harrogate	481.3
Hambleton	484.5
East Riding of Yorkshire	499.9
North Lincolnshire	502.0
Richmondshire	506.7
Calderdale	508.6
Selby	513.2
York	519.4

Source: ONS annual survey of hours and earnings - resident analysis [2012]

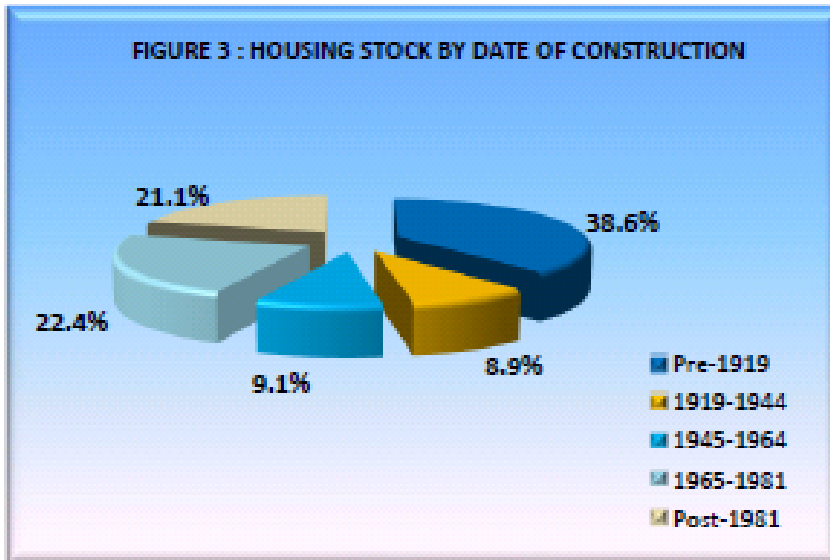
Note: Median earnings in pounds for employees living in the area

### 5.32 Energy Inefficient Housing

The age of the housing stock in an area is a key factor in the levels of fuel poverty experienced in that area. Research has shown that those living in housing stock built pre 1974 are most likely to be living in fuel poverty. In Ryedale 70% of the housing stock was built before 1974.

Additionally, housing stock is considered hard-to-treat where it has no mains gas heating system and/or is a solid wall property. In England 38% of properties are considered hard to treat. This is a significant factor in fuel poverty in rural areas such as Ryedale. 70% of properties in the most rural areas of England ('hamlets and isolated dwellings') are

defined as hard-to-treat; double the proportion in urban areas. In rural areas a lack of a mains gas heating systems dominates the make-up of hard-to-treat properties (45% and 51% of properties are without mains gas heating in villages and isolated areas respectively). In the most isolated rural areas the majority (28%) of hard to treat houses are both without mains gas and have solid walls.



Housing age distributions vary across the District with rural housing exhibiting a significantly older profile. The most modern housing profile is associated with the Malton/Norton sub-area where 40% of private housing was constructed post-1975.

SURVEY AREA	DATE OF CONSTRUCTION												Table Total	
	pre-1919		1919-1944		1945-1964		1965-1974		1975-1981		post-1981		dwgs	%
	dwgs	%	dwgs	%	dwgs	%	dwgs	%	dwgs	%	dwgs	%		
Group 1-Malton/Norton	1193	27.2	529	12.0	409	9.3	508	11.6	396	9.0	1357	30.9	4392	100.0
Group 2-Pickering/Kirkbymoorside/Hemsley	1375	28.2	351	7.2	522	10.7	910	18.7	498	10.2	1213	24.9	4869	100.0
Group 3-North	1623	62.4	118	4.6	205	7.9	141	5.4	141	5.4	371	14.3	2599	100.0
Group 4-SouthEast	1623	51.3	267	8.4	314	9.9	376	11.9	213	6.7	373	11.8	3166	100.0
Group 5-South West	1196	57.6	169	8.1	174	8.4	107	5.1	176	8.5	253	12.2	2074	100.0
Group 6-Service Villages	1091	28.0	435	11.2	283	7.3	680	17.5	542	13.9	861	22.1	3892	100.0
<b>TABLE TOTAL</b>	<b>8101</b>	<b>38.6</b>	<b>1870</b>	<b>8.9</b>	<b>1905</b>	<b>9.1</b>	<b>2722</b>	<b>13.0</b>	<b>1965</b>	<b>9.4</b>	<b>4428</b>	<b>21.1</b>	<b>20932</b>	<b>100.0</b>

Ryedale Housing Conditions Survey - 2008

### Energy Efficiency

Officers were not able to access the detailed data relating to Energy Performance Certificate's. If this could be accessed then analysis of the band G properties could be undertaken looking for any common features of properties or locations. Possible solutions could then be explored to try to target these properties for energy efficiency and improvement measures.

The committee have therefore recommended that officers should explore the route to accessing the EPC data for Ryedale and also that members should allocate resources to

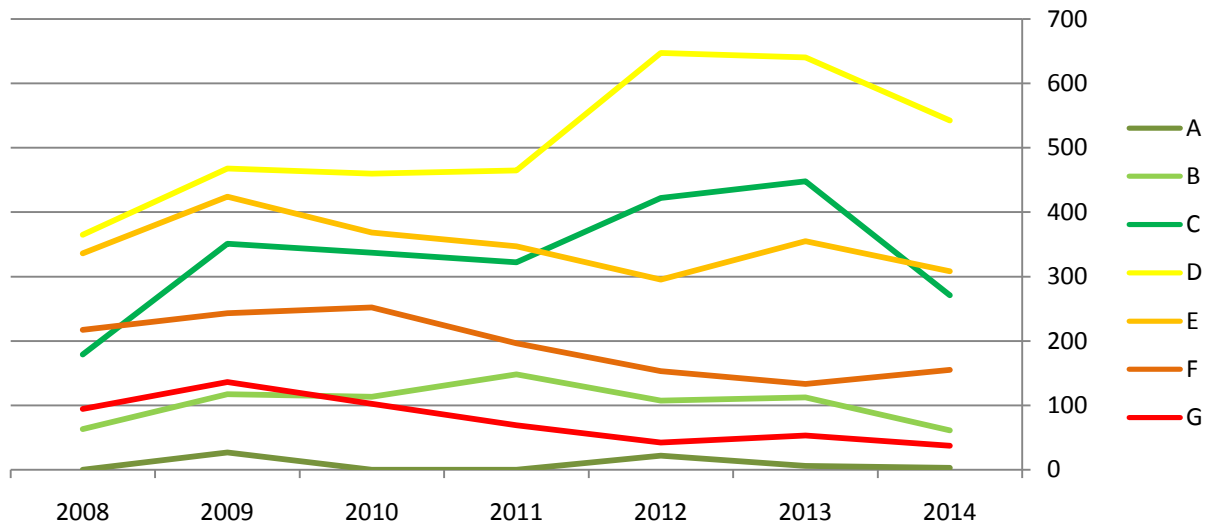
commission a stock condition survey to enable the targeting of resources to households experiencing fuel poverty to enable them to achieve affordable warmth.

The target included in the consultation document [‘Cutting the Cost of Keeping Warm, A new fuel poverty strategy for England’ \(DECC July 2014\)](#) is ‘to ensure that as many fuel poor homes as is reasonably practicable achieve a minimum energy efficiency standard of Band C, by 2030.’

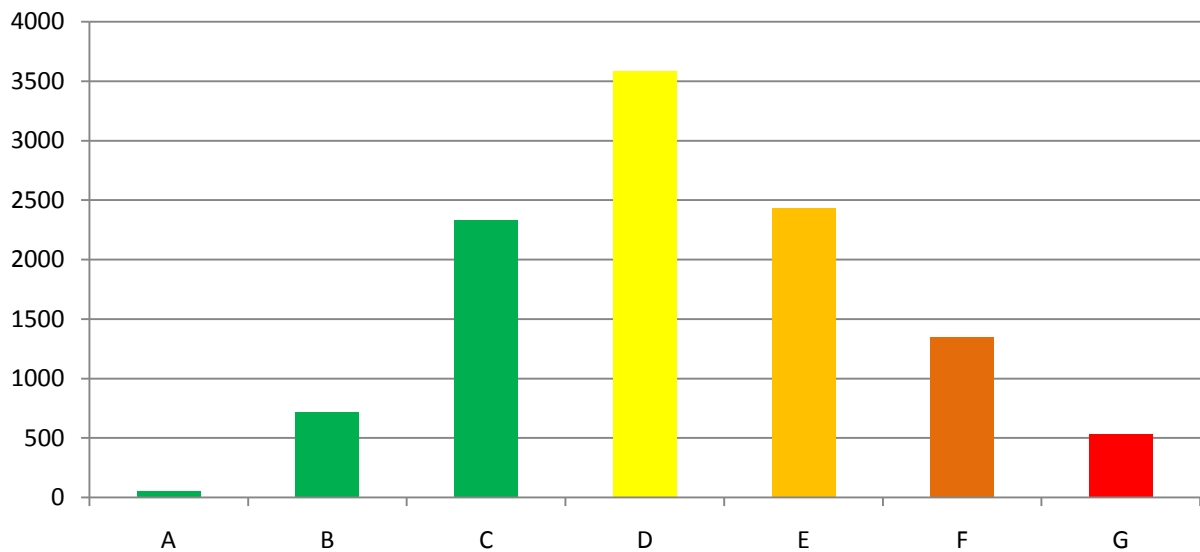
The graphs below show that the majority of registrations for which data was available were in band D. These are the newer properties which should be the better performing properties if the target is to be achieved

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## Ryedale Energy Efficiency Certificate Registrations



## Ryedale Energy Efficiency Ratings Certificates Registered between 2008-2014



Energy efficiency ratings are defined by SAP ratings as follows:

Band	Rating Points
A	92-100 SAP points (Most efficient)
B	81-91 SAP points
C	69-80 SAP points
D	55-68 SAP points



E	39-54 SAP points
F	21-38 SAP points
G	1-20 SAP points (Least efficient)

Improvements in the rating can be achieved by making modifications to a property as follows:

Improvement	Rating can be improved by	Estimated Savings
Condensing Boiler	*47 SAP points	£225+ per year
Cavity Insulation	*13 SAP points	£100-£125 per year
Roof Insulation	*10 SAP points	£100-£125 per year
Cylinder Stat & Insulation	*8 SAP points	£100-£125 per year
Double Glazing	*4 SAP points	£10-£15 per year
Low Energy Lighting	*2 SAP points	£10-£15 per year

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#### 5.4 Government Initiatives to Improve Energy Efficiency:

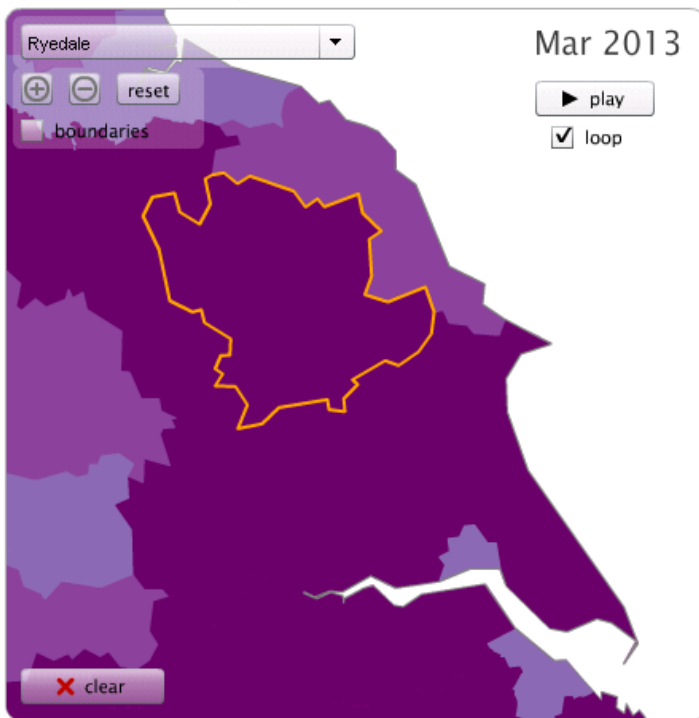
The government has introduced a number of programmes to improve energy efficiency and reducing energy bills

- Green Deal - <https://www.gov.uk/government/policies/helping-households-to-cut-their-energy-bills/supporting-pages/green-deal>
- Smart meters - <https://www.gov.uk/government/policies/helping-households-to-cut-their-energy-bills/supporting-pages/smart-meters>
- The Energy Company Obligation (ECO) - <https://www.gov.uk/government/policies/helping-households-to-cut-their-energy-bills/supporting-pages/energy-companies-obligation-eco> – a subsidy from energy suppliers that will work alongside the [Green Deal](#)
- Electricity Demand Reduction project - <https://www.gov.uk/government/policies/reducing-demand-for-energy-from-industry-businesses-and-the-public-sector--2/supporting-pages/electricity-demand-reduction-project>
- Smarter Heating Controls Research Programme - <https://www.gov.uk/government/policies/helping-households-to-cut-their-energy-bills/supporting-pages/smarter-heating-controls-research-programme>
- The Department for Communities and Local Government (DCLG), supported by DECC, is also working to improve the energy efficiency of buildings. - <https://www.gov.uk/government/policies/improving-the-energy-efficiency-of-buildings-and-using-planning-to-protect-the-environment>

The impact of central government energy efficiency initiatives is hard to assess however the following information summarises the rate of take up of various energy efficiency measures in Ryedale, comparing this to the GB figures between 2010 and 2013:

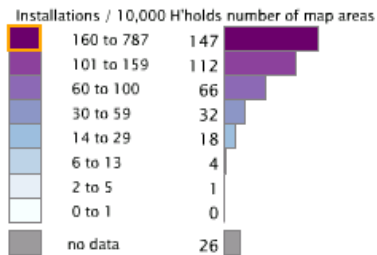
## Domestic Solar PV Installations (ratio), 2010-13

By 2009 Local Authority District



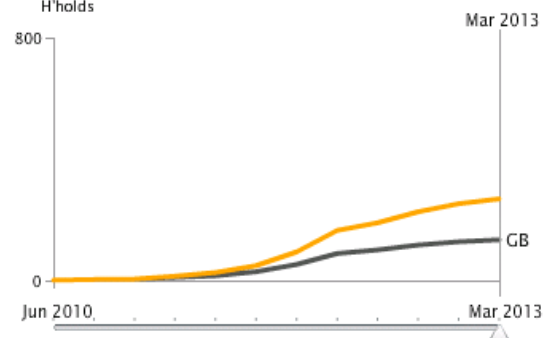
Map shows: Domestic Solar PV Installations (ratio), 201

### Number of Domestic PV Installations (octiles)



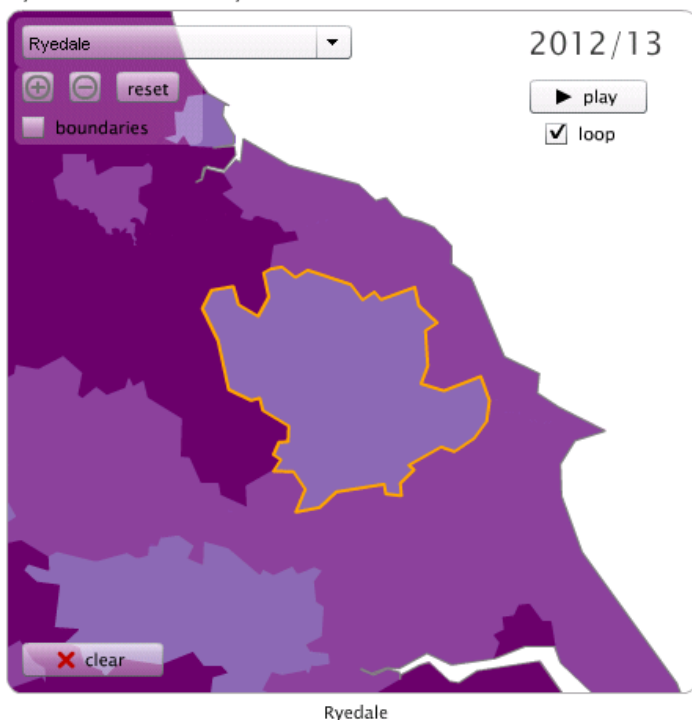
Ryedale ( Mar 2013) = 270 Installations / 10,000 H'holds.

- 135 MORE than the GB rate mean of 135 Installations / 10,000 H'holds



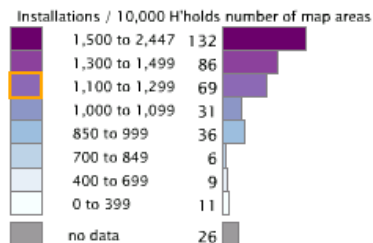
## Loft Insulations (ratio)

By 2009 Local Authority District



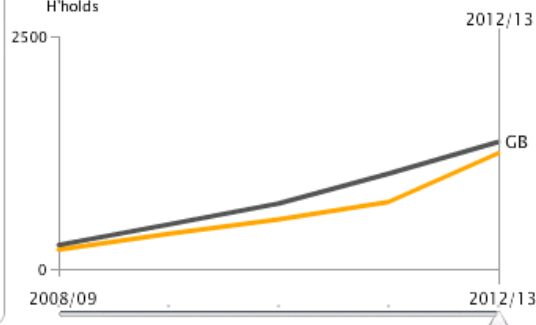
Map shows: Loft Insulations (ratio)

### Number of Loft Insulations per 10,000 Households

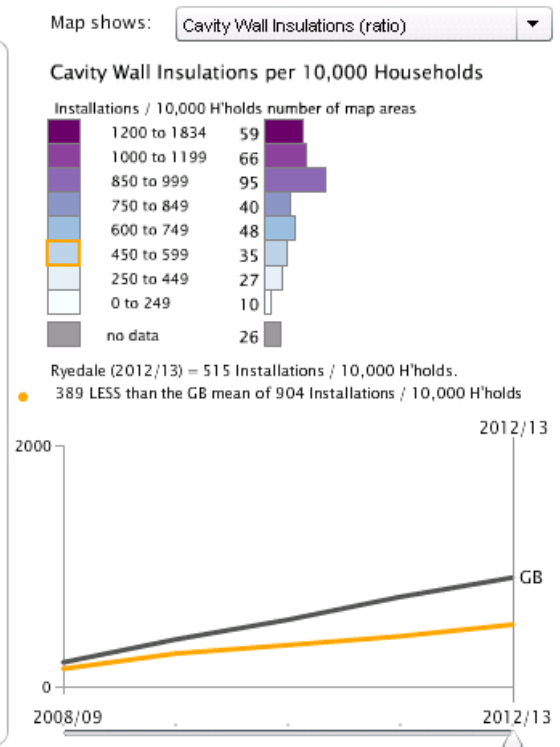
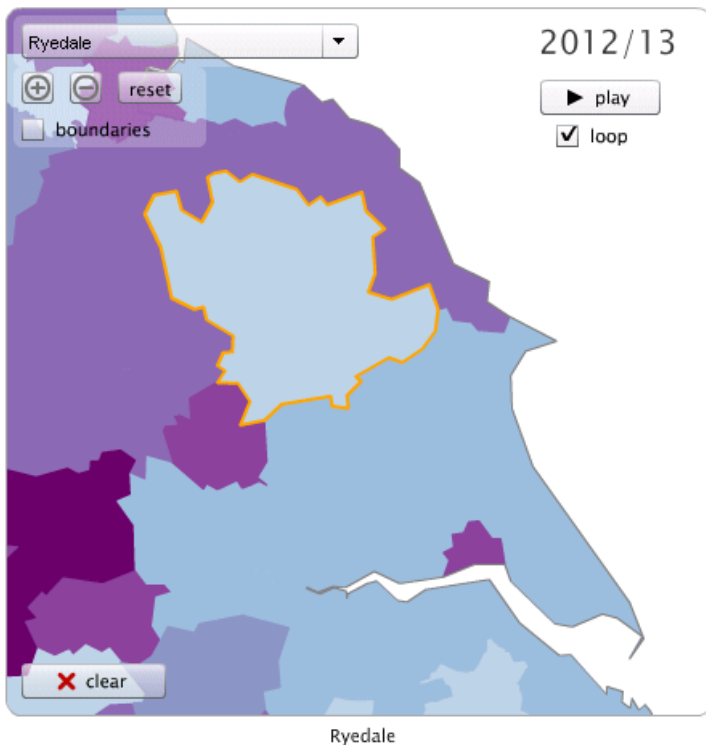


Ryedale (2012/13) = 1,245 Installations / 10,000 H'holds.

- 120 LESS than the GB mean of 1,365 Installations / 10,000 H'holds



Energy Statistics:  
**Cavity Wall Insulations (ratio)**  
 By 2009 Local Authority District



Government Actions in Relation to Fuel Prices include:

- OFT study into the off gas domestic fuel market in 2011
- Defra has a four year programme – RCAN support local action such as community fuel purchasing
- Best Practice guide for Oil buying groups

Government Actions to support Renewable Energy

- Non-domestic Renewable Heat Incentive
- Renewable Heat Premium Payment
- Feed in tariffs for rural communities
- New PD rights for small scale wind turbines and air source heat pumps
- Existing PD rights for solar PV, solar thermal, ground source heat pumps, water source heat pumps and combined heat and power systems.
- £15m rural communities Renewable energy fund for community energy generation schemes

Government Actions in relation to Fuel Poverty

- Warm Front Scheme - ended 19.1.13
- Warm Home Discount – prepay and pay as you go
- Winter Fuel payment – Not means tested
- Cold Weather Payments – Benefit related
- Review of Fuel Poverty Definition – Hill Review

The number of hard to treat homes in Ryedale will always compromise the effectiveness of any geographically targeted energy efficiency initiatives, as favoured by DECC. If the Council had an up to date stock condition survey this would provide the evidence to the

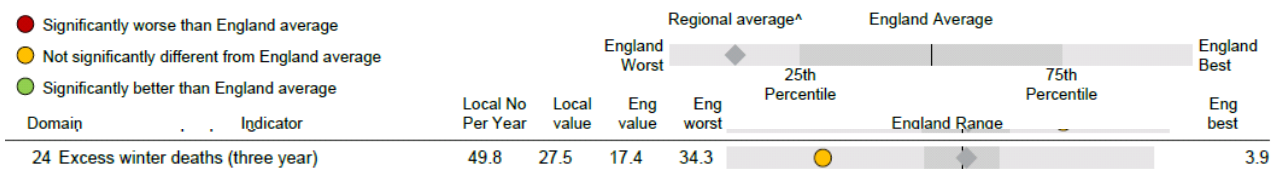
government and other funding bodies to support funding bids for initiatives which could then be target on specific households within Ryedale.

### 5.5 The Impact of Fuel Poverty on Health

There are clear links between fuel poverty and health. However, monitoring this impact is far from straightforward given the role of other factors – in particular outdoor temperatures – that contribute to adverse health outcomes. For example living in cold homes contributes directly to the rate of excess winter deaths, increased respiratory illness and hospital admissions. It has been shown that low indoor temperature is associated with higher excess winter morbidity from cardiovascular disease in England. The cold can have various physiological effects, which may lead to death in vulnerable people. Woodhouse et al (1993) reported that colder home temperature was associated with increased blood pressure in older people. The Eurowinter group (1997) noted that cold causes haemoconcentration, which leads to thrombosis, and that cold can also lower the immune system’s resistance to respiratory infections. The information below is taken from the Public Heath Profile for Ryedale

## Health summary for Ryedale

The chart below shows how the health of people in this area compares with the rest of England. This area’s result for each indicator is shown as a circle. The average rate for England is shown by the black line, which is always at the centre of the chart. The range of results for all local areas in England is shown as a grey bar. A red circle means that this area is significantly worse than England for that indicator; however, a green circle may still indicate an important public health problem.



[http://www.apho.org.uk/resource/view.aspx?RID=50215&SEARCH=R\\*](http://www.apho.org.uk/resource/view.aspx?RID=50215&SEARCH=R*)

### The role of Community Led Fuel Generation Schemes

Members of the Committee asked the review team to investigate the role of the Community Rights granted within the Localism Act in the development of community led fuel generation schemes. A presentation was given by representatives from Rural Action Yorkshire on a range of activities being supported to help households to achieve affordable warmth. The officers work in partnership with the Council and activities include:

- Supporting the development of fuel buying co-operatives
- Developing community hubs – warm communities
- Communicating key messages on winter warmth to communities

RAY have been working closely with energy providers and community representatives to try to establish some pilot projects to develop community energy generation schemes. Members were informed that this work had not led to the development of any schemes. It

was also clear that the Community Rights do not play any part in the development of such schemes and that the existing policy framework is already sufficient to enable any such scheme but that the issue is not with this but rather with the complexities of establishing joint energy sources. Individual energy generation schemes have been much more successful. See below for a summary of the achievements and ambitions of the Council, working in partnership with organisations such as RAY, NEA and NYCC, to improve levels of affordable warmth.

## **5.6 Achievements and Ambitions for achieving affordable warmth in Ryedale**

The current funding bids and initiatives which are being developed include the following:

- DECC Central Heating Fund - in partnership with NYCC, Yorkshire Energy Partnership, Richmondshire DC, Hambleton DC, Yorkshire Housing and gas networks, results of the bid will be known by the 6th July. The bid involves the installation of central heating systems to properties which do not have any.
- National Energy Action - Warm and Healthy Homes Scheme 'Redressing the Balance'. This will involve working with local health and housing partnerships to provide heating and insulation measures to those most vulnerable to ill health due to a lack of affordable warmth, partners as above including Scarborough
- British Gas Healthy Homes Funding - To fund charities and other third sector organisations to work with local partners to deliver projects which will assist low-income and vulnerable households and demonstrate a positive health impact. Bid lead by Rural Action Yorkshire and including other LA's from North Yorkshire and third sector partners.
- Looking to develop an Energy Repayment Loan scheme with the rest of the Yorkshire LA's, working with the Homes and Loans team in Sheffield, based on the HAL model.
- Looking to develop a Boilers on prescription scheme should funding be available in future, aware that DECC has £2 million put aside for schemes like this.

### **Local energy efficiency ambitions and priorities**

- Ryedale District Council, (RDC) have previously signed up to the Nottingham Declaration and have previously investigated the merits of signing up to Climate Local, however staffing capacity makes this unlikely at present
- RDC have previously seen a reduction in fuel poverty and using the new definition of fuel poverty, the current figure stands at 2738 households or 11.9% of Ryedale's households our total per capita emissions are currently (2012 data) 9.4tco<sub>2</sub>, down from 10.8tco<sub>2</sub> with the domestic emissions down to 2.8tco<sub>2</sub> and we will endeavour to reduce this further through engaging with partners and residents to identify vulnerable residents and signpost them accordingly.
- In partnership with Scarborough Borough Council we have actively encouraged Oil Cooperatives throughout the district to assist in alleviating fuel poverty. To date 96 people from 7 communities have benefited from this approach.

- In partnership with Scarborough Borough Council we have joined ichoosr's collective switch. Residents will be offered an opportunity to switch to a lower tariff 3 times per year. It is envisaged that up to £200 per year can be saved from a household's annual fuel bill through this approach.
- In partnership with a local contractor and Yorkshire Energy Partnership Ltd we will pilot a 'fit for free' photo voltaic (PV) panel scheme for our residents. This scheme will offer residents the opportunity to benefit from savings on their electricity bills without the need for the resident to pay for the cost of the panels and installation.
- In partnership with Yorkshire Energy Partnership Ltd, we will continue to signpost residents to local, procured installers for a range of renewable technology and finance options.
- Ryedale will investigate developing initiatives to support Solid wall insulation across the district.

**Measures we propose to cost effectively deliver energy efficiency improvements in residential accommodation by using area based/street by street roll out.**

**Green Deal and ECO**

- RDC in partnership with Yorkshire Energy Partnership, (YEP) who will continue to ensure that Ryedale's residents can benefit from funding through the next ECO funding phase. (Due April 2015).
- We will work with partners to raise awareness of Government Initiatives and will advertise using our website, local press, members' bulletins and through our Parish Councils.
- In partnership with City of York council and other district councils across North Yorkshire; RDC received funding from DECC for the installation of a small number of efficient gas boilers. Through this programme 13 households benefitted from this funding.
- We promoted Carillion's 'go early' free replacement boiler scheme to residents across the district.
- We will continue to develop initiatives to help and support residents with Solid walled properties.

**Feed in Tariffs scheme**

- Between December 2012 and December 2014, a further 385 residents benefited from the Feed in tariff. RDC will continue to support and encourage residents who wish to install these technologies.

**Renewable Heat Premium Payment**

- RDC in partnership with CES; 6 households had 7 technologies installed across the district. We assisted them in installing a mixture of eligible technologies, (Solar Thermal, air source heat pumps and biomass) and supported them through the RHPP Community fund. The funding obtained for this totalled; £14700.00.

- In partnership with a local contractor and YEP Ltd we will continue to signpost residents to the most appropriate technologies for their property and support them through the RHi funding process.
- Between April 2014 and February 2015: 138 accredited installations were completed in domestic properties.

### **Zero Carbon Homes**

- No data set is available on this presently as Ryedale will follow National Policy and this will be set through Building Regulations and Planning.
- To date no zero carbon homes have been built by the housing provider across this district.

### **Energy Performance Certificates**

- Ryedale will investigate purchasing landmark data and the data available from the Enterprise partnership; Leeds City Region.

### **Minimum standards in the private rental sector**

- Landlords are encouraged to adhere to Statutory requirements.

### **Smart meters**

- RDC will communicate the smart meter roll out to its residents by 2020

### **Measures proposed to cost effectively deliver energy efficiency improvements in residential accommodation by using area based/street by street roll out.**

- Between January 2013 and February 2015; 512 lofts were insulated and a further 81 cavity walls.
- In partnership with the White Rose Home Improvement Agency; Ryedale has received public health funding to produce and disseminate winter warmth packs, small boiler repair funding, and ice grippers to vulnerable residents across the district.
- Ryedale sits on the Health and Wellbeing board which is made up from local authorities and Clinical commissioning groups (CCG's). The group is currently looking to produce a cross agency winter strategy.

### **National and local partners**

RDC actively work with a number of regional and local partners;

- North Yorkshire County Council, City of York council and the other district authorities within North Yorkshire
- East Riding of Yorkshire Council
- Yorkshire Energy Partnership, (YEP) a not for profit making organisation delivering sustainability projects across Yorkshire and the Humber and owned by the local authorities including Ryedale.
- White Rose Home improvement agency
- Age UK
- Rural Action Yorkshire (RAY).
- Kirkbymoorside Environment group
- Elder persons forum



- Choices 4 energy
- ichoosr

## Supporting Documents

The fuel poverty statistics methodology and user manuals

<https://www.gov.uk/government/publications/fuel-poverty-methodology-handbook-2013>

Fuel Poverty Indicator website:

[www.fuelpovertyindicator.org.uk](http://www.fuelpovertyindicator.org.uk)

Getting the Measure of Fuel Poverty

Final Report of the Fuel Poverty Review - John Hills March 2012

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/48297/4662-getting-measure-fuel-pov-final-hills-rpt.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/48297/4662-getting-measure-fuel-pov-final-hills-rpt.pdf)

UK Fuel Poverty Strategy 2001

<http://webarchive.nationalarchives.gov.uk/+http://www.berr.gov.uk/files/file16495.pdf>

Cutting the cost of keeping warm – Consultation document to prepare for a new fuel poverty strategy for England – DECC



Cutting the cost of keeping warm\_consultation

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/319280/Fuel\\_Poverty\\_Report\\_Final.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/319280/Fuel_Poverty_Report_Final.pdf)

Analysis of Hard to treat Homes

[http://www.cse.org.uk/downloads/reports-and-publications/insulation-and-heating/building-performance/analysis\\_of\\_hard-to-treat\\_housing\\_in\\_england.pdf](http://www.cse.org.uk/downloads/reports-and-publications/insulation-and-heating/building-performance/analysis_of_hard-to-treat_housing_in_england.pdf)

Health Profile Data:

[http://www.apho.org.uk/default.aspx?QN=P\\_HEALTH\\_PROFILES](http://www.apho.org.uk/default.aspx?QN=P_HEALTH_PROFILES) – update for 2015

Ryedale HECA Report

Insert link to DECC

The Ryedale Plan – Pages 162 to 164

Ryedale Housing Strategy 2015-20

## Appendix A - Terms of Reference

### Terms of Reference for a Scrutiny Review of Fuel Poverty

<b>Aim of the Review</b>	<p>The review will make recommendations to the Policy Committees of the Council, Council and to NY partner organisations if this is appropriate.</p> <p>The review will try to answer the following questions:</p> <ul style="list-style-type: none"> <li>• What is the scale of the problem in Ryedale – extent and depth</li> <li>• Review the effectiveness of government initiatives in Ryedale</li> <li>• Determine the potential for community led fuel generation schemes to improve energy costs – what role do the community rights play in these?</li> <li>• Assess the potential to influence the policy environment and prepare draft responses for submission as opportunities arise</li> </ul>
<b>Why has this review been selected?</b>	<p>High levels of fuel poverty experienced in some areas of Ryedale. The review of the definition of fuel poverty has resulted in a redefinition of how fuel poverty is measured and monitored nationally. Members of the committee need to understand the complex nature of the measures and how to interpret these so that we can monitor any progress made on this matter.</p> <p>Legislative changes including the community rights, may provide opportunities for communities in Ryedale to play a part in improving levels of fuel poverty experienced in the District.</p>
<b>Who will carry out the review?</b>	<p>The review will be carried out by a task group including:</p> <ul style="list-style-type: none"> <li>• A minimum of 2 members of the O and S committee (but open to all members of O and S)</li> <li>• The Head of Corporate Services</li> <li>• Support will be provided by members of the Business Improvement Team</li> </ul> <p>The task group meeting will take place following the scheduled meetings of the Scrutiny Committee, and by special arrangement on additional dates if required</p>
<b>How the review will be carried out?</b>	<p>The task group will consider:</p> <ul style="list-style-type: none"> <li>• existing data and evidence</li> <li>• national research on the impact of recent policy decisions made by the government on fuel poverty and community energy and</li> <li>• any local research undertaken</li> </ul> <p>The task group will also liaise with representatives from energy providers, voluntary and community sector organisations working to reduce fuel poverty such as Age UK, Energy Savings Trust, and services delivered by RDC to help reduce fuel poverty such as Housing and Planning.</p>
<b>What are the expected outputs?</b>	<p>It is expected that the task group will produce a report, summarising the evidence they have gathered and containing specific recommendations for the Council and other partner organisations as appropriate.</p>
<b>Timescale</b>	<p>It is anticipated that the group will conclude the outcomes of the review In December 2014. Progress reports will be submitted to the committee throughout the review.</p>