



## **OVERVIEW AND SCRUTINY COMMITTEE**

Thursday 14 June 2018 at 6.30 pm

Council Chamber, Ryedale House, Malton

Under item 6, a presentation will be made by Mark Lagowski from Scarborough and Ryedale CCG and Fiona Bell from Vale of York CCG on the provision of adult community health services across Ryedale.

### **Agenda**

**1 Emergency Evacuation Procedure.**

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

**2 Apologies for absence**

**3 Minutes of the Meeting held on the 10 May 2018**

(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 Community health services in Ryedale**

A presentation to be made by Mark Lagowski from Scarborough and Ryedale CCG and Fiona Bell from Vale of York CCG on the provision of adult community health services across Ryedale.

- 7 **Draft Annual Governance Statement 2017/18** (Pages 7 - 26)
- 8 **Delivering the Council Plan** (Pages 27 - 34)
- 9 **Customer Complaints Q4 2017/18** (Pages 35 - 42)
- 10 **Attendance at Policy Committees** (Pages 43 - 52)
- 11 **Appointment of Corporate Governance Standards Sub-Committee**  
That a Corporate Governance Standards Sub-committee be established comprising any three members of the Overview and Scrutiny Committee drawn from across the political groups on the Council as far as reasonably practicable.
- 12 **Decisions from other Committees**  
Policy and Resources Committee held on 12 June 2018 (To follow)
- 13 **Any other business that the Chairman decides is urgent.**
- 14 **Scrutiny Reviews - Progress Report and identification of topic for future review**  
(Pages 53 - 64)

# Public Document Pack

## Overview and Scrutiny Committee

---

Held at Council Chamber, Ryedale House, Malton  
on Thursday 10 May 2018

### Present

---

Councillors Acomb (Vice-Chairman), Clark (Chairman), Cussons MBE, Gardiner, Jowitt, Di Keal and Thornton

### In Attendance

---

Will Baines, Beckie Bennett, Fiona Casson, Jos Holmes

### Minutes

---

102 **Apologies for absence**

Apologies were received from Cllr Sanderson and Cllr Frank.

103 **Minutes of the meeting held on 19 April 2018**

Decision
----------

That the minutes of the meeting of the Overview and Scrutiny Committee held on 19 April 2018 be approved and signed by the Chairman as a correct record.
--

Voting record

7 For

0 Against

0 Abstentions

104 **Urgent Business**

There were no items of urgent business.

105 **Declarations of Interest**

There were no declarations of interest.

106 **Scrutiny Review - Provision of Swimming Lessons in Ryedale District Councils Swimming Pools**

Considered – Report of the Frontline and Delivery Services Lead.

The Chair wanted to put on record his thanks to the officers involved in working with the task group and to vice-chair Cllr Acomb for his support during the review.

Recommendations to P&R and Decision
-------------------------------------

That Members agree the final report which includes the following recommendations:

1. Ryedale Swimming Club (RSC) and Derwent Valley Swimming Club (DVSC) are allowed to continue their Learn to Swim (LTS) lessons for the people of Ryedale during the hours agreed in the Leisure Specification.
2. Everyone Active (EA) and the swimming clubs work together to ensure a smooth transition pathway from Everyone Active lessons to Club sessions.
3. Council considers an incremental increase in the specified hire charge per hour to the swimming clubs.
4. Overview and Scrutiny Committee is to take a greater role in scrutinising the Performance Management of the Contract, in line with the terms of reference for the Committee.

Recommendations 1-3 will be made as a Part B item to the next meeting of Policy and Resources Committee and then onto Full Council as these require a decision to involve potential policy changes.

Recommendation 4 to be agreed by the O and S Committee within the terms of reference for the Committee.

#### Voting Record

7 For

0 Against

0 Abstentions

107

#### **Scrutiny Update**

Updating the committee on the progress of the Affordable Housing Target, the Chair noted that the matter was considered at the last meeting of the committee and a number of recommendations made in relation to this which were ongoing.

Simox Cox, the Chief Officer of the Scarborough and Ryedale CCG will be invited to present to members of the committee on adult community health services as part of the next meeting of the committee on the 14 June.

To consider the results of the Staff Survey, the Chair moved that the committee move into exempt session.

Upon being put to the vote, this was approved.

Voting record

7 For

0 Against

0 Abstentions

**Decision**

That Members:

- i. Receive the report re: Staff Survey – treat as exempt, including officers
- ii. Place on the agenda for the next Overview and Scrutiny meeting
- iii. That meeting to consider further actions to be taken
- iv. That meeting to consider a response to the Full Council motion on 6 July 2017, in particular “was Council misled”.

Voting Record

7 For

0 Against

0 Abstentions

108

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

There being no other business, the meeting closed at 7:20pm.

This page is intentionally left blank

## Scope of Responsibility

Ryedale District Council is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money allocated to it is safeguarded, properly accounted for, and used economically, efficiently and effectively. The Council also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, including arrangements for the management of risk.

RYEDALE  
DISTRICT  
COUNCIL



The Code of Governance sets out the principles of good governance and describes the arrangements the Council has put in place to meet each of these principles:

- A. Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law**
- B. Ensuring openness and comprehensive stakeholder engagement**
- C. Defining outcomes in terms of sustainable economic, social and environmental benefits**
- D. Determining the interventions necessary to optimise the achievement of intended outcomes**
- E. Developing the entity's capacity, including the capability of its leadership and the individuals within it**
- F. Managing risks and performance through robust internal control and strong public financial management**
- G. Implementing good practices in transparency, reporting, and audit, to deliver effective accountability**

## **The Purpose of the Governance Framework**

The governance framework comprises the systems and processes, culture and values, by which the Council directs and controls its activities, and how it leads, engages with and accounts to the community it serves. It enables the Council to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services.

The system of internal control is a significant part of that framework and is designed to manage risk to an acceptable level. It cannot eliminate all risk of failure to achieve the Council's aims and objectives, but it seeks to provide reasonable rather than absolute assurance of effectiveness.

The system of internal control is based on an ongoing process designed to identify, prioritise and manage the risks to the achievement of the Council's aims and objectives.

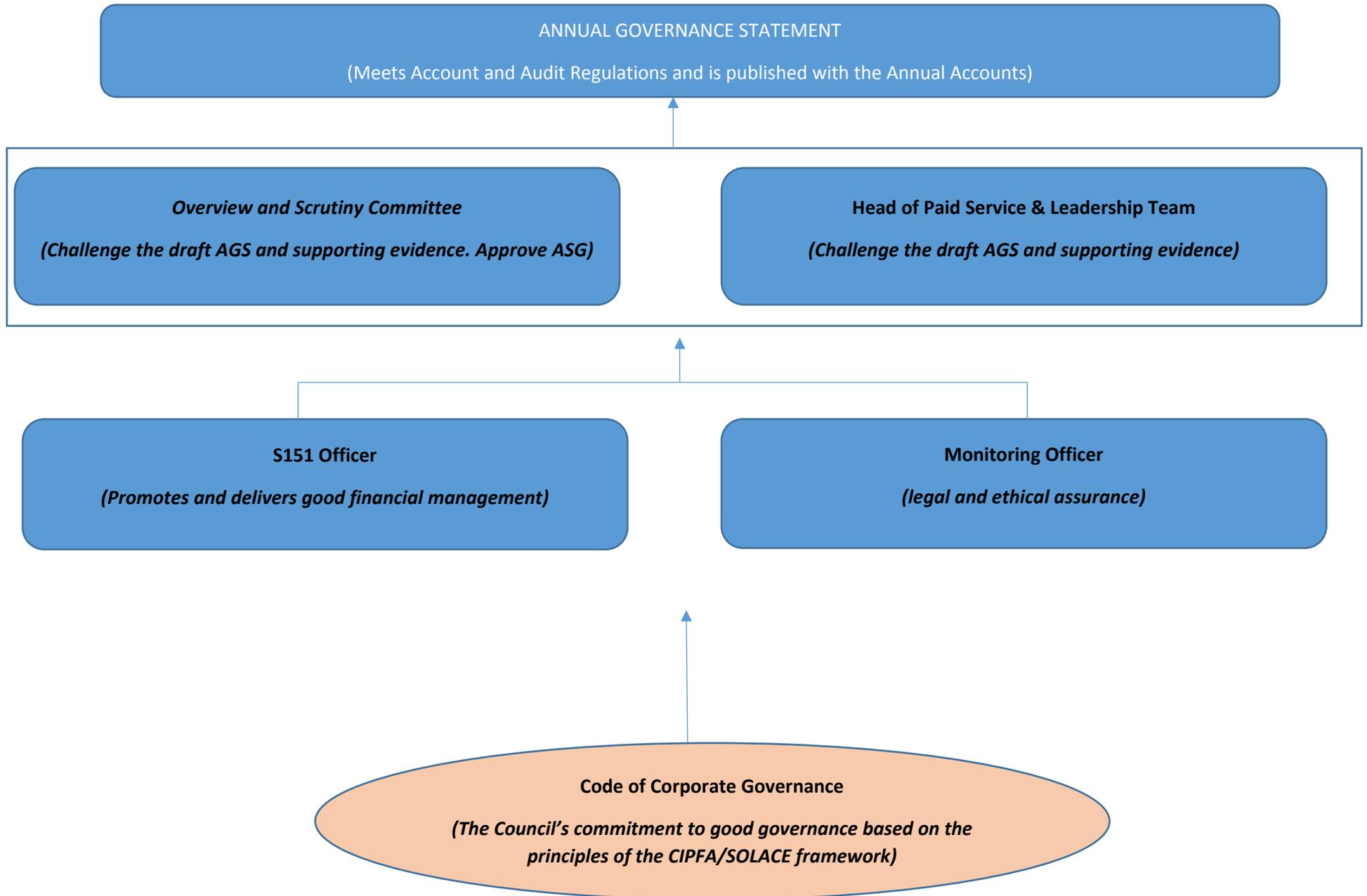
The governance framework has been in place at Ryedale District Council for the year ended 31 March 2018 and up to the date of approval of the annual statement of accounts

The Council's Governance Framework addresses the way the Council is controlled and managed, both strategically and operationally, and how it will deliver its services. The Framework recognises that the Council's business is focused upon its corporate priorities and seeks to facilitate delivery to our local communities of the goals set out in the Corporate Plan.

The structures and processes, risk management and other internal control systems, such as standards of conduct, form part of this Framework, which is about managing the barriers to achieving the Council's objectives.

Members and senior officers are responsible for putting in place proper arrangements for the governance of the Council's affairs and the stewardship of the resources at its disposal. This task is managed by the Leadership Team which comprises the Head of Paid Service, Lead Officers and the Council Solicitor.

The Council has designed systems and processes to regulate, monitor and control its activities in order to achieve its vision and objectives.



**Code of Corporate Governance**

**Constitution**  
**Code of Conduct**  
**Scheme of Delegation**  
**Complaints Process**  
**Equality and Diversity**

- Standards Committee
- Complaints Summary Reports
- Public Consultations
- Local Government Ombudsman Report

**Strategic Plan**  
**Policies and Procedures**  
**Business Planning**  
**Performance Results**  
**Partnership Protocol**

- Performance Reports
- Committee Reports
- Annual Audit Opinion (Internal)
- Scrutiny Committee

**Financial Management Framework**  
**Budget Monitoring Process**  
**Compliance with CIPFA Guidelines**

- Medium Term Financial Strategy
- Treasury & Investment Strategy
- Statement of Accounts
- Annual Audit Letters (External)
- Finance & Contract Procedure Rules

**HR Policies**  
**Pay Policy**  
**Risk Management**

- Corporate Risk Register
- Service Risk Registers
- Personal Appraisals
- Bribery, Anti-Fraud & Corruption Policy
- Whistleblowing Policy

**Review of Effectiveness**

The Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by:

- the work of the Leadership Team who have responsibility for the development and maintenance of the governance environment;
- the Annual Internal Audit Assurance opinion, as provided by Veritau North Yorkshire;
- comments made by the external auditors and other review agencies and inspectorates;
- the Overview & Scrutiny Committee review that the elements of the governance framework are in place and effective, to ensure compliance with the principles. They also reviewed the system of internal audit and concluded it was effective and remained a key source of assurance for the Council in 2017/18.

In accordance with section 3.7 of the Code of Practice on Local Authority Accounting for 2017/18, Ryedale's financial management arrangements conform with the governance requirements of the CIPFA Statement on the Role of the CFO in Local Government (2010).

The Council's Monitoring Officer has a legal responsibility to look into matters of potential unlawfulness within the Council. In 2017/18 the Monitoring Officer continued his review of the efficiency and effectiveness of all arrangements relating to Council and Committee meetings, working groups, and the required officer support.

The Standards Committee has monitored standards of conduct of Members and advised the Council on probity issues. Entries made in the Register of Members' Interests were reviewed by the Monitoring Officer.

In 2017-18 the Council responded to 44 stage 1 and 12 stage 2 formal customer complaints, with an average response time of 4.60 days (the service standard is 5 days).

Other key officers have also been consulted for their views on the standards of governance within the Council – specifically the:

- S151 Finance Officer
- Monitoring Officer
- Head of Internal Audit (Veritau)

The Performance Management Framework has operated effectively during the year. Monitoring information on key areas of performance has been provided to the Leadership Team for review and action. Performance management outputs have also been reviewed by the Overview & Scrutiny and Policy & Resources Committee.

**Review of Effectiveness**

The Overview and Scrutiny (O&S) Committee process has provided challenge and has monitored the Council’s policies and performance on an ongoing basis. Lead Members have also kept issues under review during meetings with managers. During 2017/18 the Members of O&S have worked together, adopting a non-political approach, developing and using their knowledge and expertise, and that of others to the best effect. An evidence-based approach to the O&S work has been instrumental in achieving good results. There have been contributions, and input, from a range of stakeholders, including public and voluntary sector organisations, the public, officers and Members of the Council. Highlights have included:

**Scrutiny**

- Treasury Management
- Statement of Accounts
- Complaints
- Council Plan and Performance

**Task Groups on**

- Performance Indicators
- Affordable Housing Targets
- Staff Survey
- Swimming Lessons

**Other Work**

- Attendance at Policy Committees
- Review of Membership of Outside Bodies

**Monitoring Reports from Key Partnerships and External Bodies including:**

Safer Ryedale

Everyone Active

Ombudsman

During 2017-18, Overview and Scrutiny has been reviewing the performance reporting of the Council’s key indicators and a new and improved report has been developed. Affordable Housing has been a specific target of interest

The Council is dedicated to ensuring that its resources are utilised in the most effective and efficient manner whilst delivering continuous improvement. Work during 2017-18 on the **Towards 2020** transformation programme delivered financial savings of circa £436k towards the 2018-19 budget. Transformation work in 2017-18 focussed on Streetscene services, Assets and Ryecare and delivered c. £200k towards the 2018-19 budget savings target. In addition officers have acted on feedback from Internal and External audit; and fed back customer complaints to the relevant Operational Managers to improve service delivery

The Council has in place regular reporting arrangements on the financial affairs of the Council. The budget for 2017/18 was agreed by Full Council in February 2017 and financial performance was reported on a regular basis to Members.

**Review of Effectiveness**

Based on the assurance work undertaken by Internal Audit, the Head of Internal Audit (Veritau) has provided an opinion on the adequacy of the control environment which concluded that this gave Reasonable Assurance. It should, however, be noted that all risks of failure cannot be eliminated, and the assurance given is therefore reasonable and not absolute. Areas in which controls were below the required standard are reported initially to the relevant Manager who ensures prompt corrective action is taken, and ultimately to the Overview & Scrutiny Committee who monitor progress with improvements via follow up reports from Internal Audit.

All key systems were audited in 2017-18 and a total of 15 audit reports were provided to management and the O&S Committee. This included an audit of the Council's Risk Management arrangements the findings of which were addressed and reported to the O&S Committee Review of Effectiveness

In September 2017 the Council's external auditor (KPMG) provided the Council with an unqualified opinion on the Council's accounts within their Annual Audit and Inspection letter. KPMG also provided an unqualified opinion of the Council's arrangements to secure Value For Money.

Ryedale has undergone a Corporate Peer Challenge during 2016/17 and 2017/18, officers produced an action plan to address the findings. A Member working group was established in 2017-18 to address the findings.

In the 2016-17 Annual Governance Statement, six key issues were identified. Four of these issues are ongoing and will rollover into and/or be amended in the new version.

Key Issues

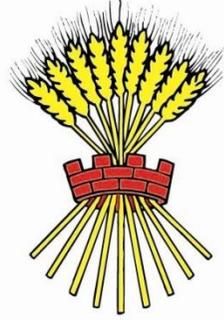
This Statement is intended to provide reasonable assurance. It is stressed that no system of control can provide absolute assurance against material misstatement or loss. In concluding this overview of the Council's governance arrangements, 6 issues have been identified that need to be addressed to ensure continuous improvement in the Governance Framework. The aim is to address these weaknesses during the 2018-19 financial year, by way of an action plan for improving the governance framework and system of internal control. This will be subject to monitoring by the Overview and Scrutiny Committee.

Status	Control Issue	Action Proposed	Responsibility	Target Date	Current Position
<b>Brought Forward and amended</b>	On-going and future changes to the Council's financial framework including several changes to national and local funding regimes will increase the financial pressure on the Council and risk profile. These changes arise from continued downward pressure on government funding of Councils as confirmed in the indicative long term financial settlement	<p>The agreed Medium Term Financial Strategy of the Council reflects the expected need to make future savings over the medium term taking into account anticipated changes in financing. This informs the budget process for future years.</p> <p>The s151 Officer considers the risk as part of the closure of accounts including the need to make appropriate</p>	Chief Finance Officer (s151)	Ongoing, but with review of financial monitoring by October 2018. Quarterly reporting thereafter	The updated Medium Term Financial Strategy was approved by Members in February 2018.

Status	Control Issue	Action Proposed	Responsibility	Target Date	Current Position
	Ensure that officers and members receive adequate and robust financial information on which to base budget decisions	provisions and reserves at the year-end.  Review budget monitoring processes and information flows and reporting arrangements			
<b>Brought forward</b>	The Corporate Peer Challenge findings recommended a review of Governance arrangements	The areas highlighted were: Political Leadership Succession planning, Member development, involvement of members in priority setting	Members	Ongoing	The Corporate Peer Challenge findings recommended a review of Governance arrangements <b>(NEED TO UPDATE)</b>
<b>Brought forward</b>	The results of the recent Staff Survey indicated the bullying of employees within Ryedale District Council.	Overview & Scrutiny Committee is conducting a full investigation into the indication of bullying of employees. Officers will comply with all requests for information that the Committee makes in relation to the investigation. A budget of £10,000 (funded from general reserves) was	Members	Ongoing	<b>NEED TO UPDATE</b>

Status	Control Issue	Action Proposed	Responsibility	Target Date	Current Position
		agreed to facilitate this.			
<b>2018-19</b>	Ensure that arrangements regarding shared services, such as HR, payroll and financial support	Monitoring of performance by Leadership Team	Leadership Team	Quarterly reporting	Currently finalising arrangements
<b>Amended</b>	The audit opinion of the control environment for the management of risk is “provides limited assurance”. This has been updated from “weak” in the previous year, but a number of issues remain which will ensure this remains a priority.	An action plan has been agreed including sharing risk register with OSC, regularly reviewing risks, looking at online training	S151 officer and service leads	October 2018	Action plan now agreed

RYEDALE  
DISTRICT  
COUNCIL



# Annual Governance Statement

2016/17

## Scope of Responsibility

Ryedale District Council is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that public money allocated to it is safeguarded, properly accounted for, and used economically, efficiently and effectively. The Council also has a duty under the Local Government Act 1999 to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. In discharging this overall responsibility, the Council is responsible for putting in place proper arrangements for the governance of its affairs, facilitating the effective exercise of its functions, including arrangements for the management of risk.

RYEDALE  
DISTRICT  
COUNCIL



This statement explains how Ryedale has complied with the code and also how we meet the requirements of the Accounts and Audit (England) Regulations 2016, which requires all relevant bodies to prepare an Annual Governance Statement.

The Code of Governance sets out the principles of good governance and describes the arrangements the Council has put in place to meet each of these principles:

A. Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law

B. Ensuring openness and comprehensive stakeholder engagement

C. Defining outcomes in terms of sustainable economic, social, and environmental benefits

D. Determining the interventions necessary to optimise the achievement of the intended outcomes

E. Developing the entity's capacity, including the capability of its leadership and the individuals within it

F. Managing risks and performance through robust internal control and strong public financial management

G. Implementing good practices in transparency, reporting, and audit, to deliver effective accountability

## The Purpose of the Governance Framework

The governance framework comprises the systems and processes, culture and values, by which the Council directs and controls its activities, and how it leads, engages with and accounts to the community it serves. It enables the Council to monitor the achievement of its strategic objectives and to consider whether those objectives have led to the delivery of appropriate, cost-effective services.

The system of internal control is a significant part of that framework and is designed to manage risk to an acceptable level. It cannot eliminate all risk of failure to achieve the Council's aims and objectives, but it seeks to provide reasonable rather than absolute assurance of effectiveness. The system of internal control is based on an on going process designed to identify, prioritise and manage the risks to the achievement of the Council's aims and objectives.

The governance framework has been in place at Ryedale District Council for the year ended 31 March 2017 and up to the date of approval of the annual statement of accounts.

The Council's Governance Framework addresses the way the Council is controlled and managed, both strategically and operationally, and how it will deliver its services. The Framework recognises that the Council's business is focused upon its corporate priorities and seeks to facilitate delivery to our local communities of the goals set out in the Corporate Plan. The structures and processes, risk management and other internal control systems, such as standards of conduct, form part of this Framework, which is about managing the barriers to achieving the Council's objectives.

Members and senior officers are responsible for putting in place proper arrangements for the governance of the Council's affairs and the stewardship of the resources at its disposal. This task is managed by the Leadership Team which comprises the Head of Paid Service, Lead Officers and the Council Solicitor.

The Council has designed systems and processes to regulate, monitor and control its activities in order to achieve its vision and objectives.

## The Governance Framework

# Governance Framework

**Annual Governance Statement**  
 (Meets Account & Audit Regulations and is published with Annual Accounts)

**Overview & Scrutiny Committee**  
 (Challenge the draft AGS and supporting evidence. Approve AGS)

**Head of Paid Service & Leadership Team**  
 (Challenge the draft AGS and supporting evidence)

**s151 Officer**  
 (Promote & Deliver Good Financial Management)

**Monitoring Officer**  
 (Legal & Ethical Assurance)

**Code of Corporate Governance**  
 (The Council's commitment to good governance based on the principles of the CIPFA/SOLACE framework)

Constitution  
 Code of Conduct  
 Scheme of Delegation  
 Complaints Process  
 Equality & Diversity

Standards Committee    Complaints Summary Reports

Public Consultations

Local Government Ombudsman Report

Strategic Plan  
 Policies & Procedures  
 Business Planning  
 Performance Results  
 Partnership Protocol

Performance Reports    Committee Reports

Annual Audit Opinion (Int)    Scrutiny Committee

Financial Management Framework  
 Budget Monitoring Process  
 Compliance with CIPFA Guidelines

Medium Term Financial Strategy    Treasury & Investment Strategy

Statement of Accounts    Annual Audit Letters (External)

Financial & Contract Procedure Rules

HR Policies  
 Pay Policy  
 Risk Management

Corporate Risk Register    Service Risk Registers

Personal Appraisals

Bribery, Anti-Fraud & Corruption Policy

Whistleblowing Policy

## Review of Effectiveness

The Council has responsibility for conducting, at least annually, a review of the effectiveness of its governance framework including the system of internal control. The review of effectiveness is informed by:

- the work of the Leadership Team who have responsibility for the development and maintenance of the governance environment;
- the Annual Internal Audit Assurance opinion, as provided by Veritau North Yorkshire;
- comments made by the external auditors and other review agencies and inspectorates;
- and the Overview & Scrutiny Committee review that the elements of the governance framework are in place and effective, to ensure compliance with the principles. They also reviewed the system of internal audit and concluded it was effective and remained a key source of assurance for the Council in 2016/17.

In accordance with section 3.7 of the Code of Practice on Local Authority Accounting for 2016/17, Ryedale's financial management arrangements conform with the governance requirements of the CIPFA *Statement on the Role of the CFO in Local Government* (2010).

The Council's Monitoring Officer has a legal responsibility to look into matters of potential unlawfulness within the Council. In 2016/17 the Monitoring Officer continued his review of the efficiency and effectiveness of all arrangements relating to Council and Committee meetings, working groups, and the required officer support.

The Standards Committee has monitored standards of conduct of Members and advised the Council on probity issues. Entries made in the Register of Members' Interests were reviewed by the Monitoring Officer.

Other key officers have also been consulted for their views on the standards of governance within the Council – specifically the

Statutory Finance Officer,  
Monitoring Officer, and  
Head of Internal Audit -  
Veritau

The Performance Management Framework has operated effectively during the year. Monitoring information on key areas of performance has been provided to the Leadership Team for review and action. Performance management outputs have also been reviewed by the Overview & Scrutiny and Policy & Resources Committee.

In 2016/17 the Council responded to 17 stage 1 and 12 stage 2 formal customer complaints, with an average response time of 3.91 days (the service standard is 5 days).

## Review of Effectiveness

The Overview and Scrutiny (O&S) Committee process has provided challenge and has monitored the Council's policies and performance on an ongoing basis. Lead Members have also kept issues under review during meetings with managers. During 2016/17 the Members of O&S have worked together, adopting a non-political approach, developing and using their knowledge and expertise, and that of others to the best effect. An evidence-based approach to the O&S work has been instrumental in achieving good results. There have been contributions, and input, from a range of stakeholders, including public and voluntary sector organisations, the public, officers and Members of the Council. Highlights have included:

### Scrutiny

Treasury Management  
Statement of Accounts  
Complaints  
Council Plan and Performance

### Task Groups On

Fuel Poverty  
Flood Management  
Review of Assets  
Management and timing of  
Committee meetings

### Other Work

Attendance at Policy Committees  
Review of membership of  
outside bodies

### Monitoring Reports from Key Partnerships and other External Bodies including:

Safer Ryedale  
Everyone Active  
Ombudsman

### Updates on Key Projects

The Council is dedicated to ensuring that its resources are utilised in the most effective and efficient manner whilst delivering continuous improvement. Work during 2016/17 on the Towards 2020 transformation programme delivered financial savings of circa £900 towards the 2017/18 budget. Transformation work in 2017/18 is focusing on Streetscene services and Assets. In addition officers have acted on feedback from Internal and External audit; and fed back customer complaints to the appropriate Operational Managers to improve service delivery.

The Council has in place regular reporting arrangements on the financial affairs of the Council. The budget for 2016/17 was agreed by Full Council in February 2016 and financial performance was reported on a regular basis to Members.

## Review of Effectiveness

In June 2014 Veritau underwent an external examination against the Public Sector Internal Audit Standards (PSIAS) and received the top rating.

Based on the assurance work undertaken by Internal Audit, the Head of Internal Audit (Veritau) has provided an opinion on the adequacy of the control environment which concluded that this gave Reasonable Assurance. It should, however, be noted that all risks of failure cannot be eliminated, and the assurance given is therefore reasonable and not absolute. Areas in which controls were below the required standard are reported initially to the relevant Manager who ensures prompt corrective action is taken, and ultimately to the Overview & Scrutiny Committee who monitor progress with improvements via follow up reports from Internal Audit.

All key systems were audited in 2016/17 and a total of 19 audit reports were provided to management and the O&S Committee. This included an audit of the Council's Risk Management arrangements the findings of which were addressed and reported to the O&S Committee.

In September 2016 the Council's external auditor (KPMG) provided the Council with an unqualified opinion on the Council's accounts within their Annual Audit and Inspection letter. KPMG also provided an unqualified opinion of the Council's arrangements to secure Value For Money.

Ryedale had a Corporate Peer Challenge during 2016/17, officers have produced a draft action plan to address the findings and a Member working group has been established to review the findings and the action plan and make recommendations to Council.

In the 2015/16 Annual Governance Statement, five key issues were identified. One of the issues has been completed, 2 are ongoing and will rollover into 2016/17 and 2 still have some of the agreed actions outstanding, these will be addressed in 2017/18.

## Significant Governance Issues

This Statement is intended to provide reasonable assurance. It is stressed that no system of control can provide absolute assurance against material misstatement or loss. In concluding this overview of the Council's governance arrangements, 5 issues have been identified that need to be addressed to ensure continuous improvement in the Governance Framework. The aim is to address these weaknesses during the 2017/18 financial year, by way of an action plan for improving the governance framework and system of internal control. This will be subject to monitoring by the Overview and Scrutiny Committee.

STATUS	CONTROL ISSUE	ACTION PROPOSED	RESPONSIBILITY	TARGET DATE	CURRENT POSITION & COMMENTS
Brought Forward	Risk of compromise and weaknesses in operational systems as a consequence of continuing reductions in staffing as Government funding cuts made.	Where changes in staffing occur, that changes in operating arrangements are reviewed prior to reducing the controls.  Internal audit will be included in working groups reviewing operating systems and arrangements, including commissioning, partnership arrangements etc.	Resources & Enabling Services Lead Officer (s151).	Ongoing	The T2020 transition process to the new operating model will include an assessment of whether controls within operational systems are working adequately.  Internal Audit have been and will continue to be involved in the T2020 process.
2015/16 and 2016/17	The audit opinion of the control environment for the management of risk is weak.	That the Corporate approach to risk is applied consistently across the council for management of corporate, service, project and partnership risk.	Deputy Chief Executive	September 2017	Good progress made following the implementation of the browser version of Covalent. Training undertaken for all managers.  11th November  Reviewed the corporate risk register.  Risks have been scored and mitigating actions added.  Management to review the corporate risk reporting and review risks on a monthly basis  Service risk registers will be developed as part of the transition to the new operating model
2015/16 and 2016/17	The audit opinion of the Internal control environment for the Payroll process remains weak. In the financial years 2015-16 and 2016-17	In addition to the agreed audit actions, improved joint working is planned between staff involved in Payroll and Finance to improve a number of procedures for the payroll process This will include regular	Resources & Enabling Services Lead Officer and HR Manager.	September 2017	Reconciliation processes have been improved and are carried out on a regular basis.  The roll out of employee self service has

	there has been effort made to improve the control environment and whilst progress has been made it is not enough to improve the overall opinion.	meetings of key staff responsible for the implementation of recommendations with the s151 Officer to ensure progress made continues in the new financial year.			commenced and use will increase from August 2017 with a view to rollout fully by October 2017. Finalisation of the Service Level Agreement will follow shortly after roll out.  Payroll and Finance functions have been integrated into one section under the new operating model from April 2017.
Brought Forward	On-going and future changes to the Council's financial framework including several changes to national and local funding regimes will increase the financial pressure on the Council and risk profile. These changes arise from continued downward pressure on government funding of Councils as confirmed in the indicative long term financial settlement	The agreed Medium Term Financial Strategy of the Council reflects the expected need to make future savings over the medium term taking into account anticipated changes in financing. This informs the budget process for future years.  The s151 Officer considers the risk as part of the closure of accounts including the need to make appropriate provisions and reserves at the year-end.	Resources and Enabling Services Lead Officer	Ongoing	The Medium Term Financial Strategy approved by Members in February 2017 has been revised to reflect anticipated changes to the retained business rates scheme and the financial consequences of the location of the Waste Transfer Station.  The 2015/16 Statement of Accounts, including a statement on the adequacy of reserves made by the s151 officer, were approved by the P&R Committee in September 2016
2016/17	The Corporate Peer Challenge findings recommended a review of Governance arrangements	The areas highlighted were: -Political Leadership succession planning -Member development -Involvement of Members in priority setting	Members	Ongoing	A Member working group has been established to address the findings

**Approval of the  
Annual  
Governance  
Statement**

Through the action referred to on the previous page, we propose over the coming year to address the issues that have been identified, with a view to further enhancing our governance arrangements. These steps will identify improvements that are needed and we will monitor their implementation and operation as part of our next annual review.

Signed: .....

Date: 21 September 2017

Councillor Luke Ives  
Chairman of Policy and Resources Committee

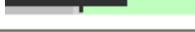
Signed: .....

Date: 21 September 2017

Head of Paid Service

# Council Performance

Year-end position across all performance indicators in 2017/18

Sustainable Growth								
Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
		Total Number of Business Enterprises	3,535	3,400	3,555	3,535	3,605	3,555
		Population of Ryedale	53,300	52,800	53,900	53,300	Due 30/06	54,000
		% Ryedale population aged 16-64 qualified - NVQ1 or equivalent	83.4%		93%		96.6%	95%
		% Ryedale population aged 16-64 qualified - NVQ2 or equivalent	70.3%		85%		91.6%	90%
		% Ryedale population aged 16-64 qualified - NVQ3 or equivalent	42.9%		59.6%		60.3%	65%
		% Ryedale population aged 16-64 qualified - NVQ4 or equivalent	28.9%		36.8%		40.7%	40%
		Gross weekly earnings by workplace	£410.40	£420.20	£460.10	£410.40	£455.10	£460.10
		Gross weekly earnings by residency	£411.80	£426.00	£443.10	£411.80	£446.00	£443.00
		Employment Rate - aged 16-64	81.4%		78.6%		83.6%	80%
		Net additional homes provided	245	200	321	200	Due 30/06	
		Supply of deliverable housing sites	116.0%	100.0%	120.0%	100.0%	Due 30/06	
		Homeless applications decided 33 working days	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%
		Length of stay in temporary accommodation (B&B, weeks) Snapshot	4.40 weeks	6.00 weeks	2.42 weeks	6.00 weeks	5.90 weeks	4.00 weeks
		Number of Homeless Applications	37	52	23	52	35	52

Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
✓		Prevention of Homelessness through Advice and Proactive Intervention (values and targets are per quarter, not accumulative)	203	156	173	156	171	156
✓		Properties empty for six months or more	233	249	218	233	201	218
⊘		Affordability Ratio	8.6	8.21	8.93	8.6	9.31	8.93
⊘		Number of affordable homes delivered (gross)	30	75	52	75	40	75

The Council's priorities for growth have been agreed as follows:

Page 28

- Promoting a strong economy with thriving businesses and supporting infrastructure for future generations
- Capitalising on our culture, leisure and tourism opportunities
- Managing the environment of Ryedale with partners
- Enabling the provision of housing that meets existing and anticipates future need
- Minimising homelessness, improving the standard and availability of rented accommodation and supporting people to live independently

This Council wants to do all it can to create the conditions for economic success in Ryedale. To guide our policies, proposals and priorities we monitor our relative performance in terms of the key baseline issues of:

- Employment and benefit claimant levels,
- Wage levels, Qualifications and education,
- Supply of homes (market and affordable) and housing sites,
- Housing affordability, including fuel poverty,
- Dealing with homelessness.

Where local performance doesn't reflect our ambitions for our economy and communities, we will work with the appropriate partners to seek to address this through the most deliverable means.

We want Ryedale residents to have the skills, opportunities and living conditions that allow them to benefit from a healthy local economy and enjoy a good quality of life. A supply of local labour with the right skills is also essential for our businesses.

In 2017/18 the percentage of the Ryedale population achieving NVQ levels has risen across the board, with gross weekly earnings by workplace also rising over the last 12 months from £443.10 to £446. However, the gross weekly earnings by residency figure has reduced by £5. The latest ONS release on housing affordability in 2017 shows that Ryedale has:

- The highest housing affordability gap in northern England (9.31), based on the ratio of median house price to median gross annual earnings of residents by local authority area
- The highest affordability gap in the north (9.69), based on the ratio of lower quartile house price to lower quartile gross annual earnings of residents by local authority area
- The lowest (by some margin) median gross annual earnings in North Yorkshire at £23,095 (Harrogate and Selby are both at around £30k – neighbouring Scarborough is close to £26k)
- The second lowest median gross annual earnings in Yorkshire and Humber – only Hull is lower (by £10)
- The third lowest median gross annual earnings in northern England – only Blackpool and Hull are lower.
- Average wage levels that have increased – but not as fast as surrounding areas or as fast as house prices.

To support both our businesses and our communities we also need new homes, particularly affordable homes for local people. Performance in the affordable homes delivery is below this target, with 40 homes delivered against a target of 75, but actions have been agreed following a report to the Overview and Scrutiny Committee to see what improvements can be made in line with the new National Planning Policy Framework (NPPF). Unfortunately, we can only influence and seek to facilitate these matters in partnership with others. The Council has approved the Local Plan Sites Document for publication and submission for Examination has been achieved. This will lead to the completion the current Local Plan which will provide greater certainty to developers.

The Council has concentrated efforts on working in partnership to deliver key economic projects in Ryedale. These include proposals to upgrade the A64 to dual carriageway (route options will be consulted on in September 2018), development of the Food Enterprise Zone at Malton (where work will start in summer 2018) and measures to manage traffic impacts of the doubled train service that will be introduced from Malton in 2019.

A review of tourism support is taking place to ensure that the Council's support is directed in the most effective way.

Installation of Ryecare lifeline connections in 2017/18 has risen to 570 from 505 showing an increase of 13%. The review of this service will result in a new operating model and rebranding as 'Contact Ryedale' to compliment the Councils Customer Advisor Team and work towards achieving a 24 hour customer contact offer.

In 2017/18 there were 35 homeless applications compared to 37 in the previous year and 47 Homeless preventions There were also 515 approaches to the Council for housing advice, down from 700 in the previous year. The reduction in approaches was as a direct result of the new ways of working introduced and the increased use of the Council's website. Additionally the new ways of working have placed the Council in a strong position for meeting the challenges arising from the Homelessness Reduction Act.

Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
		% FOI Requests responded to within 20 working days	98.74%	90%	97.17%	95%	86.01%	95%
		Standard searches carried out in 10 working days	87.5%	100.0%	98.2%	100.0%	96.1%	100.0%
		Speed of processing - new HB/LCTS claims	22.5 days	25.0 days	34.9 days	25.0 days	20.9 days	25.0 days
		Speed of processing - changes of circumstances for HB/LCTS claims	5.7 days	12.0 days	6.6 days	12.0 days	10.3 days	12.0 days
		% of Non-domestic Rates Collected	99.18%	98.86%	99.39%	99.18%	99.56%	99.39%
		Planning appeals allowed	33.3%	33.0%	36.0%	33.0%	22.2%	33.0%
Page 30		Processing of planning applications: Major applications (13 weeks)	87.00%	70.00%	90.00%	70.00%	100.00%	70.00%
		Processing of planning applications: Minor applications (8 weeks)	68.00%	80.00%	70.60%	80.00%	81.00%	80.00%
		Processing of planning applications: Other applications (8 weeks)	88.30%	90.00%	88.67%	90.00%	85.60%	90.00%
		Total Job Seeker Allowance and Universal Credit Out of Work Claimants Aged 16 - 64	0.84%	-	1.1%	-	1.68%	-
		Adult participation in sport and active recreation. Sport England Active Lives Survey- Annual	39.0%	32.7%	Information collected and released by Sport England on an annual basis.			
		% of Food establishments in the area broadly compliant with food hygiene law	86%	72%	88%	72%	85%	72%
		Number of monitoring locations exceeding the annual mean Nitrogen Dioxide objective level	1	0	0	0	0	0

Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
		% Households in Ryedale in Fuel Poverty (Low Income High Cost)	13.3%	10.6%	Information collected by central government. Latest data release on 30 June 2017 of 2015/16 data			
		% of Household Waste Recycled	21.73%	20.00%	22.24%	20.00%	20.24%	20.00%
		% of Household Waste Composted	24.07%	23.00%	24.17%	23.00%	29.29%	23.00%

The following priorities have been agreed by Council as supporting the delivery of this priority:

- Designing all of our services with the customer at the heart of everything we do
- Making the best use of resources to ensure maximum benefit for all customers and communities across the district, particularly the most vulnerable
- Helping our partners to keep our communities safe and healthy
- Supporting Communities to identify their needs, plan and develop local solutions and resilience

Following the implementation of the new operating model for the Council, customer facing services such as Council Tax collection and rebate and housing benefit have maintained good performance levels. The collection of Council Tax in 2017/18 has reduced slightly to 98.73%, but this is still a high level of performance that has been maintained. The percentage of Non-domestic rates collected has consistently improved year on year to end 2017/18 at 99.56%. The community team are developing new ways of working with parishes and communities, and working closely with partners including the police and fire services.

The processing performance in benefits has again been maintained, with figures for new claims and change of circumstances both below target. The performance is even more pleasing as the further roll out of Universal Credit to claimants increases the Benefits workload, but performance continues to be maintained due to streamlining of the software systems used.

In terms of supporting the growth agenda the Council has continued to determine major applications in a timely manner with 100% of major applications determined in time and/or agreed extensions of time. The Specialist Place Team is slightly below target over the year on 'other development' categories, but work is ongoing to address this area.

One Ryedale								
Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
		% of Council Tax collected	98.76%	98.52%	98.80%	98.76%	98.73%	98.80%

Income has ended the year £378,729 up on the target level, with income streams in Business Rates, Housing Benefit overpayment and recycles all performing better than expected.

Status	Bullet Chart	Short Name	2015/16		2016/17		2017/18	
			Value	Target	Value	Target	Value	Target
✓		Salaries to end of March 2018	£6,173,894	£6,631,192	£4,925,280	£5,207,110	£5,240,329	£5,481,952
✓		Income to end of March 2018 (Taken from Financial Management Information)	-	-	£2,758,314	£2,736,694	£3,123,991	£2,745,262
✓		Business Rates - Retained Income to end of March 2018	£1,689,457	£1,775,000	£1,788,569	£1,775,000	£1,840,107	£1,775,000
✓		Staff Appraisals completed WorkPAL	The WorkPAL system was introduced in July 2017				88%	85%

The priorities which support the delivery of this aim for unity are as follows:

- Page 32
- Working together as One Ryedale, members and staff share the PROUD values and behaviours
  - Utilising assets in supporting the delivery of priorities
  - Developing business opportunities for the Council and optimise income
  - Building capacity and influencing policy in partnership
  - Enabling services through the innovative use of IT
  - Delivering the Towards 2020 programme and anticipating further savings required to 2022

Whilst the relationship between staff and elected members has improved and this is evident in the feedback form staff and members, there is more work to do to ensure that officers and members are respectful to each other. This was reflected in the feedback received from the LGA Corporate Peer Challenge Team who recently revisited the Council and the report of their findings will be available soon. Additionally the organisation is awaiting the outcome of the investigation currently being undertaken by the members of the O and S committee into the behaviour and treatment of staff and members. The findings are to be reported to Council in response to the motion passed in July 2017 on the matter.

Income has ended the year £378,729 up on the target level, with income streams in Business Rates, Housing Benefit overpayment and recycles all performing better than expected.

Partnership working to build capacity is also developing having lagged behind the delivery of the operating model for other services. The Council is currently in discussion with partners to develop for shared services for Legal, HR and Financial services, economic development, and revenues services.

The ICT programme is being implemented effectively but the pace of the delivery is slower than had been anticipated. This will be a priority for 2018/19.

A review of the implementation of the Towards 2020 programme has been undertaken and the report shared with staff. The findings were used to inform the revised operating model for the Council launched in May 2018.

Members made a decision in April 2018 to lead the development of a Public Service Hub and committing £2.5 million from the Capital Programme to deliver this. Partners are engaged and external funding has been awarded to support the development of the key projects in the asset programme. The aim is to move services into the new hub in Autumn 2020.

The Council's policy is to maintain its contingencies, balances and reserves at levels that are prudent but not excessive. With the outlook for 2018/19 and beyond being very tough, and the scale and risk of achieving cost reduction being high, any reserves identified as being surplus should be prioritised to invest to save schemes and, if required, to smooth the curve of cost reduction in the light of timescales needed to drive costs out.

#### **NB**

**If members of the committee have detailed questions in relation to the performance indicators please could these be submitted to lead officers by Monday 11 June, ahead of the meeting on 14 June, to enable full responses to be prepared for the meeting. Questions should be submitted to the relevant lead officer as follows:**

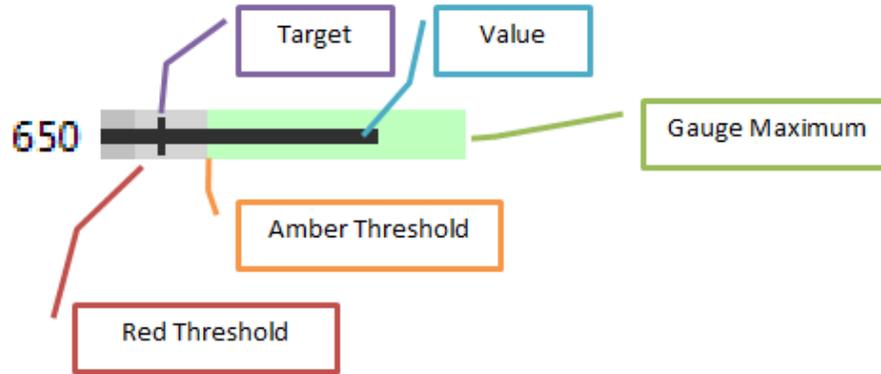
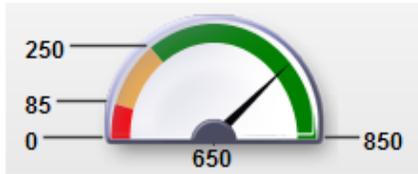
U  
S Sustainable Growth: Specialist Services Lead, [gary.housden@ryedale.gov.uk](mailto:gary.housden@ryedale.gov.uk)

Q  
C Customers and Communities: Delivery and Frontline Services Lead, [beckie.bennett@ryedale.gov.uk](mailto:beckie.bennett@ryedale.gov.uk)

W  
O One Ryedale: Chief Executive (Interim), [clare.slater@ryedale.gov.uk](mailto:clare.slater@ryedale.gov.uk)

#### **Notes**

Bullet chart example



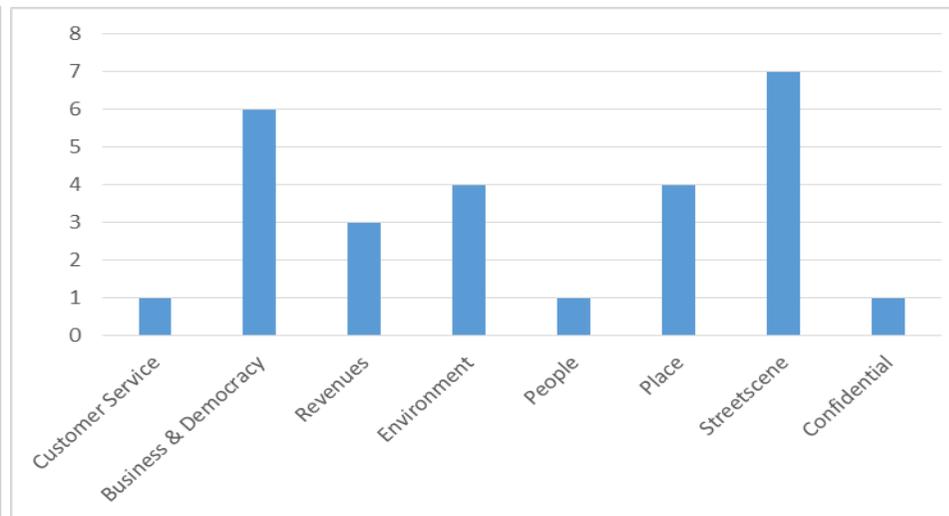
# Complaints Q4 2017-18

Generated on: 05 June 2018

## Complaint Type Description



- Bias or unfair discrimination = 1
- Complaints regarding conduct, attitude and actions of employees = 9
- Delays in responding or complaints about the administrative process = 2
- Dissatisfaction with the way Council policies are carried out = 5
- Failure to achieve standards of service = 3
- Failure to fulfil statutory responsibilities = 2
- Failure to provide a service = 4
- No Value = 1



Customer Service								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Communication channels for residents without internet access	Delays in responding or complaints about the administrative process	Explanation Given		Pickering East	Initial complaint	16-Mar-2018	22-Mar-2018	1

Business & Democracy								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Extraordinary Meeting of Council – Entry to venue, unable to hear sound system and security	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Out of area	Initial complaint	12-Jan-2018	17-Jan-2018	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Extraordinary Council Meeting – prevented from attending	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Derwent	Initial complaint	15-Jan-2018	17-Jan-2018	6
Extraordinary Council Meeting - 11 January 2018 – prevented from attending	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Malton	Formal complaint	15-Jan-2018	23-Jan-2018	
RDC Meeting 11th January – Unhappy with raffle entry system	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Dales	Initial complaint	15-Jan-2018	17-Jan-2018	
Council meeting 11th January in relation to JMWP	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Not in area	Initial complaint	22-Jan-2018	23-Jan-2018	
Extraordinary Council Meeting - 11 January 2018 - multiple issues	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Amotherby	Initial complaint	23-Jan-2018	23-Jan-2018	

### Revenues

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax bill and management of account	Delays in responding or complaints about the administrative process	No Action Required		Kirkbymoorside	Complaint escalated to Ombudsman	25-Jul-2017	01-Feb-2018	3
Lack of information on Council Tax 12 month instalment option	Dissatisfaction with the way Council policies are carried out	Explanation Given		Kirkbymoorside	Initial complaint	23-Feb-2018	23-Feb-2018	
Discrimination for residents without internet access	Bias or unfair discrimination	Explanation Given		Pickering East	Initial complaint	16-Mar-2018	19-Mar-2018	

### Environment

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Pickering market policy	Complaints regarding conduct, attitude and actions of employees	Explanation Given			Formal complaint	18-Dec-2017	06-Feb-2018	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Catering van at Kirby Misperton Protection Camp	Failure to fulfil statutory responsibilities	Explanation Given		Cropton	Initial complaint	08-Jan-2018	15-Jan-2018	4
Condition of Kirby Misperton Protection Camp	Dissatisfaction with the way Council policies are carried out	Explanation Given		Thornton Dale	Initial complaint	10-Jan-2018	18-Jan-2018	
Noise complaint and lack of progress	Failure to fulfil statutory responsibilities	Explanation Given		Ryedale South West	Formal complaint	23-Jan-2018	14-Feb-2018	

### People

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Home Improvement Agency contractors	Failure to achieve standards of service	Specific Action		Norton East	Initial complaint	09-Mar-2018	22-Mar-2018	1

### Specialist Place

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Pre-planning advice received	Failure to achieve standards of service	Explanation Given		Malton	Complaint escalated to Ombudsman	05-Oct-2017	23-Apr-2018	4
Lack of progress in planning enforcement case	Dissatisfaction with the way Council policies are carried out	Explanation Given		Sheriff Hutton	Formal complaint	14-Mar-2018	13-Apr-2018	
Footpath complaint regarding Broughton Road, Malton	Failure to provide a service	Explanation Given		Malton	Initial complaint	14-Mar-2018	20-Mar-2018	
Pedestrian way on Broughton Road, Malton	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Initial complaint	19-Mar-2018	22-Mar-2018	

### Streetscene

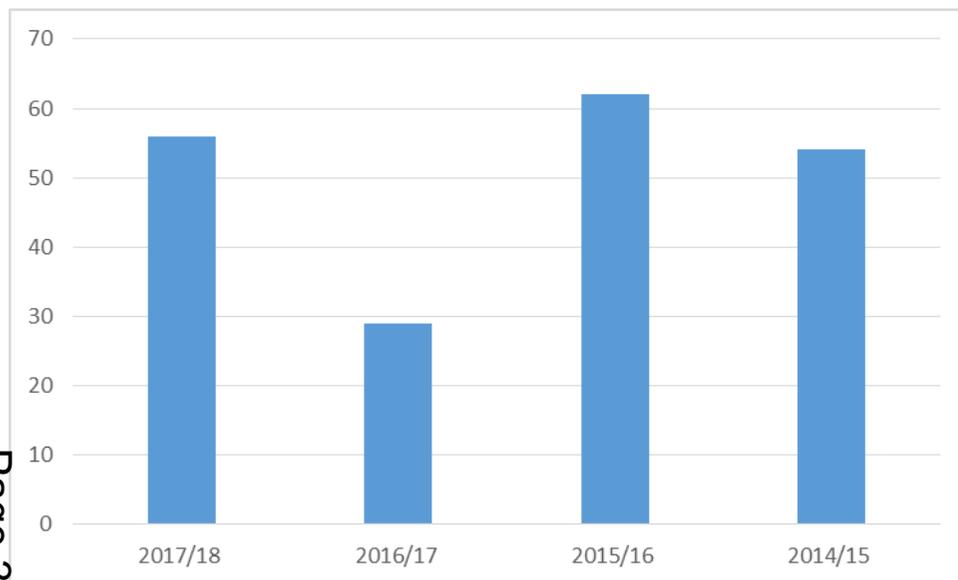
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with the	Dissatisfaction with the	Explanation Given		Wolds	Formal complaint	12-Dec-2017	02-Jan-2018	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Refuse collection service	way Council policies are carried out							7
Refuse collections Streetscene visit to property	Complaints regarding conduct, attitude and actions of employees	Written Apology		Sherburn	Initial complaint	29-Jan-2018	12-Feb-2018	
Refuse collection not on scheduled date	Failure to achieve standards of service	Written Apology		Helmsley	Initial complaint	05-Feb-2018	06-Feb-2018	
Missed Household Waste collection	Failure to provide a service	Explanation Given		Wolds	Initial complaint	07-Feb-2018	19-Feb-2018	
Recycling collection missed	Failure to provide a service	Explanation Given		Dales	Initial complaint	07-Mar-2018	09-Apr-2018	
Damage to property during refuse collection	Complaints regarding conduct, attitude and actions of employees	Written Apology		Hovingham	Initial complaint	13-Mar-2018	09-Apr-2018	
Garden waste collection missed	Failure to provide a service	Specific Action		Helmsley	Initial complaint	29-Mar-2018	09-Apr-2018	

Other

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Confidential Complaint		Specific Action			Initial complaint	02-Feb-2018	21-Feb-2018	1

**Number of Corporate complaints received (As of 31/03/2018)**



Year	Number of Complaints
<b>2017/18</b>	<b>56</b>
2016/17	29
2015/16	62
2014/15	54

**2017/18**

Department	2017/18 complaints	Completed within 5 working days
Customer Services	6	50%
Place Team	12	33%
People Team	5	60%
Streetscene	18	83%
Community Team	3	100%
Facilities	2	50%
Resources and Enabling	4	0%
Multiple service areas	1	0%
Confidential	1	100%
Environment	4	100%
<b>TOTAL</b>	<b>56</b>	

---

**2016/17**

<b>Department</b>	<b>2016/17 complaints</b>	<b>Completed within 5 working days</b>
Revenues and Benefits	6	33.3%
Development Management/Place	11	27.3%
Economy and Community	1	100%
Facilities	2	100%
Health and Environment	2	100%
Legal Services	2	50%
Streetscene	5	75%
	<b>29</b>	

**2015/16**

<b>Department</b>	<b>2015/16 complaints</b>	<b>Completed within 5 working days</b>
Access to Services	6	100%
Revenues and Benefits	12	83%
Development Management/Place	12	67%
Democratic Services	6	100%
Facilities	3	33%
Health and Environment	3	67%
Housing Services	3	33%
Human Resources	2	100%

ICT	1	100%
Legal Services	4	25%
Streetscene	10	90%
	<b>62</b>	





---

<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE</b>
<b>DATE:</b>	<b>14 JUNE 2018</b>
<b>REPORT OF THE:</b>	<b>CHIEF EXECUTIVE (INTERIM) CLARE SLATER</b>
<b>TITLE OF REPORT:</b>	<b>ATTENDANCE AT POLICY COMMITTEES</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

---

## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

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

### **2.0 RECOMMENDATION**

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

### **3.0 INTRODUCTION**

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

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

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

### **4.0 CONCLUSION**

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

**Clare Slater**  
**Chief Executive (Interim)**

**Author:** Simon Copley, Principal Specialist - Democracy  
**Telephone No:** 01653 600666 ext: 277  
**E-Mail Address:** [simon.copley@ryedale.gov.uk](mailto:simon.copley@ryedale.gov.uk)

**Background Papers:**  
The Constitution of the Council

## **Guidance for Members observing at a policy committee**

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

### **The Role of the Committee**

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

The Committee undertakes its work by:

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

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

### **Decision-making and call-in**

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

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

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

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

Further details can be found in the Council Constitution on page 116.

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

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

**General Framework for Scrutiny:**

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

## **Appendix A - Checklist**

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

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

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

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

**Appendix B – Call-in Proforma**

**Date .....**

**Committee:**

**Decision to be called in:**

Council’s Constitution – Article 12 Decision Making

Principles of decision-making:

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

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

Reason for calling in the decision:

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

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

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

Signature of Councillor

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

Signature of Councillor

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

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

This page is intentionally left blank

## ANNEX B

### Attendance at Policy Committees 2018/19 – Draft Rota

Policy and Resources Committee		July 26		Sept 27		Nov 15		Feb 7		March 14		June 2019 (date tbc)*	
Cllr Acomb							X						
Cllr Bailey							X						
Cllr Clark									X				
Cllr Cowling			X						X				
Cllr Cussons			X						X				
Cllr Frank			X								X		
Cllr Jowitt					X						X		
Cllr Di Keal					X						X		
Cllr Oxley					X								
Cllr Sanderson							X						
Planning Committee		July 3	Aug 1	Aug 29	Sept 25	Oct 23	Nov 20	Dec 18	Jan 22	Feb 19	Mar 19	Apr 16	May 21
Cllr Acomb		X					X					X	
Cllr Bailey		X					X					X	
Cllr Clark			X					X					
Cllr Cowling			X					X					
Cllr Cussons				X					X				
Cllr Frank				X					X				
Cllr Jowitt					X					X			
Cllr Di Keal					X					X			
Cllr Oxley						X					X		
Cllr Sanderson						X					X		

\*The first three Members alphabetically on the membership list for Overview and Scrutiny Committee to attend the first meeting of the Policy and Resources Committee in the next municipal year. The same principle to apply to Planning Committee.

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

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

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

If you are unable to do so then please contact the Chairman of the Overview and Scrutiny Committee.

This page is intentionally left blank



---

<b>REPORT TO:</b>	<b>OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)</b>
<b>DATE:</b>	<b>14 JUNE 2018</b>
<b>REPORT OF THE:</b>	<b>DELIVERY AND FRONTLINE SERVICES LEAD BECKIE BENNETT</b>
<b>TITLE OF REPORT:</b>	<b>SCRUTINY REVIEWS - PROGRESS REPORT AND IDENTIFICATION OF TOPIC FOR FUTURE REVIEW</b>
<b>WARDS AFFECTED:</b>	<b>ALL</b>

---

## **EXECUTIVE SUMMARY**

### **1.0 PURPOSE OF REPORT**

- 1.1 To provide an update on progress with implementing the recommendations agreed resulting from previous scrutiny reviews and to agree the topic for the next review.

### **2.0 RECOMMENDATIONS**

- 2.1 It is recommended that Members:

- (i) note the progress report for previous scrutiny review recommendations and
- (ii) agree the topic for the next scrutiny review

### **3.0 REASON FOR RECOMMENDATIONS**

- 3.1 To keep the Members of the Scrutiny Committee apprised of the progress with implementing recommendations made following previous reviews (Summary table attached at Annex A) and to plan the future work of the Scrutiny Committee.

### **4.0 SIGNIFICANT RISKS**

- 4.1 No significant risks have been identified

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

- 5.1 Scrutiny reviews link to all the Councils Corporate Plan Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

### **6.0 REPORT DETAILS**

- 6.1 The table attached at Annex A details the recommendations agreed following previous scrutiny reviews and provides an update on progress.

- 6.2 Following consultation with all members, the following topics were suggested for the next scrutiny review:

- Tourism
- Public Relations

6.3 The Committee is asked to consider and agree the topic for the next scrutiny review.

## **7.0 IMPLICATIONS**

7.1 The following implications have been identified:

a) Financial  
None

b) Legal  
None

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)  
None

## **8.0 NEXT STEPS**

8.1 The Scrutiny Committee are requested to agree the topic for the next scrutiny review to enable a draft terms of reference to be brought back to the next Scrutiny Committee for agreement.

### **Beckie Bennett Delivery and Frontline Services Lead**

Author : Beckie Bennett, Delivery and Frontline Services Lead  
Telephone No: 01653 600666 ext: 483

E-Mail Address: [beckie.bennett@ryedale.gov.uk](mailto:beckie.bennett@ryedale.gov.uk)

### **Background Papers:**

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

**Scrutiny Review of Provision of Swimming Lessons in Ryedale District Councils Swimming Pools [link to final report](#)**

**Terms of Reference (approved 2 Nov 17)**

**Aim of the Review:**

To consider the current 10 year contract between RDC and Everyone Active and understand

- the provision of swimming lessons
- the potential consequences for swimming clubs and

**Why has this review been selected?**

The issue of swimming lesson provision was raised at Scrutiny Committee on 5 October 2017 by Everyone Active as part of their annual report to the committee.

Ryedale Swimming Club attended this committee and raised concerns about the planned changes Everyone Active were going to make to the provision of swimming lessons.

**Who will carry out the review?**

The review will be carried out by a task group including:

- A minimum of 2 members of the O and S committee (but open to all members of O and S)
- Support will be provided by the Delivery and Frontline Services Lead, the Senior Commissioning Officer and the Projects, Programmes and Performance Officer
- With input from other officers as required, including the Monitoring Officer

The Scrutiny Review Final Report and Recommendations will be considered at the Policy and Resources Committee on 12 June 2018 and at Full Council on 28 June 2018.

The recommendations, agreed at the committee meeting on 10 May are:

1. Ryedale Swimming Club (RSC) and Derwent Valley Swimming Club (DVSC) are allowed to continue their Learn To Swim (LTS) lessons for the people of Ryedale during the hours agreed in the Leisure Specification.
2. Everyone Active (EA) and the swimming clubs work together to ensure a smooth transition pathway from Everyone Active lessons to Club sessions.
3. Council considers an incremental increase in the specified hire charge per hour to the swimming clubs.
4. Overview and Scrutiny Committee is to take greater role in scrutinising the Performance Management of the Contract, in line with the terms of reference for the Committee

Recommendations 1-3 will be made as a Part B item to the next meeting of Policy and Resources Committee and then to Full Council as these require a decision to change existing policy.

Recommendation 4 to be agreed by the O and S Committee within the terms of reference for the Committee.

<p><b>How the review will be carried out?</b></p> <p>The task group will consider the current contractual arrangement between the Council and Everyone Active and in particular the terms relating to pool activities and the provision of swimming lessons.</p> <p>The review will include consultation with Everyone Active and two swimming clubs, Derwent Valley and Ryedale Swimming Clubs.</p> <p><b>What are the expected outputs?</b></p> <p>It is expected that the task group will produce a report, summarising the evidence they have gathered to enable a proposed way forward for the provision of swimming lessons.</p> <p><b>Timescale</b></p> <p>Progress reports will be submitted to the committee if required during the review.</p>	
<p><b>Scrutiny Review of Staff Survey Results</b></p>	
<p><b>Work in progress</b></p>	<p>Professor John Raine and Mrs Eileen Dunstan, both with considerable research experience at the Institute of Local Government Studies, University of Birmingham, have been commissioned to assist with evidence-gathering as part of this Scrutiny Review. All staff were invited to share their experience working for the Council in confidence by 6 April 2018.</p> <p>At the last meeting of the Overview and Scrutiny Committee on Thursday, May 10, the committee agreed that Members:</p>

	<ul style="list-style-type: none"> <li>i. Receive the report re: Staff Survey – treat as exempt, including officers</li> <li>ii. Place on the agenda for the next Overview and Scrutiny meeting</li> <li>iii. That meeting to consider further actions to be taken</li> <li>iv. That meeting to consider a response to the Full Council motion on 6 July 2017, in particular “was Council misled”.</li> </ul>
<p><b>Scrutiny Review of Meeting Start Times and Management of Meetings - <a href="#">link to final report</a></b></p>	
<p><b>Recommendations - As agreed by Overview &amp; Scrutiny</b></p>	
<ul style="list-style-type: none"> <li>(i) That the Constitution be amended to change the order of business for Full Council to put items for decision first;</li> <li>(ii) That the Constitution be amended to bring forward the guillotine, so that it takes effect after 3 hours;</li> <li>(iii) That the Constitution be amended to require corrections to the minutes to be submitted in writing in advance of the meeting;</li> <li>(iv) That working practices be amended so that questions to officers have to be dealt with ahead of, rather than during, meetings of Full Council;</li> <li>(v) That the Constitution be amended to require the circulation of the Leader's Statement with the agenda;</li> <li>(vi) That working practices be amended to stop reading out the Leader's Statement at meetings of Full Council.</li> </ul>	<p>On 21 September 2017 Policy and Resources Committee referred these recommendations to the Constitution Working Party.</p>

Scrutiny Review of the Councils Role in Flood Management considered by Council on 8 December 2016 - <a href="#">link to final report</a>	
Recommendations as agreed by Council	
1. That RDC commits £12,000 funding (up to a maximum of 20%) to resource a project manager to progress delivery of the Malton, Norton and Old Malton Flood Study project and drive partnership working, and seeks match funding from the partners of the Malton and Norton Project Group	NYCC have commissioned consultants to make progress with the MN and OM flood study which may identify the need for additional PM support.
2. RDC commits £2.5k (20%) funding towards a CCTV monitoring survey to understand the drainage system in Old Malton.	A CCTV survey in Old Malton commissioned by NYCC has now been completed and details will be made available in due course. RDC has contributed £2,000 towards this CCTV survey.
3. That Natural Flood Management (NFM) considerations should be integral to all local flood management solutions and that RDC continues to facilitate links across the various partners and interested stakeholders endorsing a whole catchment approach	<p>The Yorkshire Derwent Partnership Board are currently developing a whole catchment area set of plans with specific delivery task groups in place to achieve outcomes eg Ryevitalise and a RDC rep attends, with a key objective of these projects being to develop natural flood management solutions.</p> <p>The <a href="#">Ryevitalise Landscape Partnership</a> are currently in the development phase of a range of exciting projects supported by the Heritage Lottery Fund, North York Moors National Park and partners and are planning consultation over the coming months - follow this link to find out more and complete a short questionnaire</p>
4. That RDC allocates a sum of £50,000 to a grant fund to support local flood solutions which will be allocated through Resources Working Party (similar to the arrangements for the allocation of Community Grants) where the criteria for allocation will also be agreed. Town and Parish Councils would be eligible to apply (including Malton and Brawby), as should any fully constituted community group, with any grant conditional on the preparation of a Community Resilience Plan to ensure sustainability and linkage to NYCC and other flood risk management partner organisations. Any contribution RDC makes towards a local solution involving equipment is on the basis that:	<p>All Parish and Town Councils have been informed of the availability of grant funding to support local flood solutions.</p> <p>Work is continuing, with several meetings already planned, to support the development of projects which may be eligible and to ensure links to NYCC and community resilience plans.</p> <p>The opportunity to apply for a flood grant is now open and communities have been invited to submit their applications for grant funding to enable the development of solutions with support from the relevant authorities.</p>

<p>a) The community group or parish council engage with NYCC to set up a community resilience group (CRG) with a Community Resilience Plan (CRP)</p> <p>b) The CRG undertake training and take responsibility for deploying and insuring the pump with sign off from NYCC</p> <p>c) That the Resources Working Party make recommendations to the Policy &amp; Resources Committee on the grant applications for this fund, and that the criteria be similar to that used for the Community Grant applications ie;</p> <ul style="list-style-type: none"> <li>i. Grant must not exceed £5000.00 or 25% of the total cost - whichever is the lowest</li> <li>ii. Grants up to £1000 may be 100% of the total cost.</li> <li>iii. In certain circumstances the above criteria may be waived if it is felt that an application will be of exceptional benefit to a community.</li> </ul> <p>5. That the above spending be funded from the New Homes Bonus Reserve</p>	<p>Two flood grant applications were approved at Policy and Resources on 21 September -one for Malton and one for Brawby.</p> <p>A third flood grant application has been made by Norton Town Council was approved by Policy and Resources on 23 November 2017.</p> <p>A total of £32,700 has been awarded from the £50,000 grant fund to date.</p> <p>.</p>
<p>6. That Council may consider that funding be allocated from the New Homes Bonus towards the funding gap of £1.8m of the approved GiA scheme for the alleviation of flooding in Malton, Norton and Old Malton. That any contribution should be to a maximum of 20% of the funding gap.</p>	<p>The further work commissioned by NYCC to progress the M, N and OM Study will provide more detailed costings to inform future stakeholder engagement to bridge the funding gap. A bid to the LEP Growth Fund is now being progressed by NYCC to provide a business case for this project.</p>
<p><b>Scrutiny Review of Assets - <a href="#">link to final report</a> considered by Council 08.09.2016</b></p>	
<p><b>Recommendations - As agreed by Council</b></p>	
<p>The Council policy on the management of property assets is as follows:</p> <p><b>Vision:</b></p>	<p>A new asset management strategy is being developed by officers to enable the delivery of this policy.</p>

To optimise the use of the Councils property assets in supporting the delivery of the Councils priorities and delivering best value and value for money for the residents of Ryedale

**Policy:**

To achieve best value from each property asset by:

- Occupying an asset for the efficient delivery of Council services or
- Renting to another to generate revenue income for the Council or
- Disposing of any asset which achieves neither of the above and which could generate a receipt for the Council

**Principles:**

- To optimise the use of operational assets
- That fewer operational buildings is lowest cost and lowest risk to service delivery
- To manage the councils estate to achieve the best social, economic and environmental benefit for the communities of Ryedale
- To dispose of underutilised assets
- To acquire assets that would support the finances of the Council and delivery of the Council priorities
- That the proceeds of the sale of any of the assets be used to support the delivery of the Council's priorities.
- For disposal of any Council owned asset used for car parking, decisions should be made in the context of a car parking policy.

The Chief Executive reassured Members that officers would not dispose of any major assets without coming back to Council if the policy was adopted.

Member Briefings on 11 January and 1 June 2017 linking the budget and assets.

At the :Policy and Resources Committee on 21 September 2017 it was resolved:

That a clear direction be provided to officers to enable the work to be undertaken for decisions to be made by Council in February 2018 for the future of the Council's Asset portfolio, as follows:

- a) That officers work with partners to participate in the OPE programme bid for North Yorkshire, to be submitted in November 2017
- b) Ryedale House is no longer fit for purpose and the maintenance costs are prohibitively expensive. Officers are to prepare a business case to support a move to new premises which aims to deliver the following:
  - The preferred option of office accommodation on the site of the current Community House.
  - to develop proposals for a hub for public sector and voluntary and community sector partners, linked to the OPE programme.
  - When Ryedale House is no longer available, future meetings of Council to take place in the Milton Rooms and similar venues in Ryedale.

The brief for the public sector hub to include the following:

	<ul style="list-style-type: none"> <li>• Members to have access to a dedicated small office to accommodate 6 people, potential to provide a Leader’s office if required and space for committee meetings for 10 members, officers and public seating.</li> </ul> <p>c) In the event the single public sector hub does not come to fruition, the option of locating to Harrison House is to also be considered.</p> <p>d) Housing to be built on the Ryedale House site, a proportion of which to be affordable, ensuring best value. The possibility of a joint development including neighbouring sites to be explored.</p> <p>e) The upper deck of Wentworth Street Car Park to be considered for housing as part of the OPE programme.</p> <p>f) The Council to consider relocating Streetscene services to the proposed Waste Transfer Station at Kirby Misperton.</p> <p>g) A review to take place of all Council assets to deliver the Council's Asset Management Policy.</p> <p>On 15 March 2018 a further report is being considered by the Policy and Resources Committee.</p>
<p><b>Scrutiny Review of Fuel Poverty in Ryedale - <a href="#">Link to final report</a></b></p>	
<p><b>Scrutiny Review of Members Involvement in Outside Bodies and as Member Champions - <a href="#">Link to final report</a></b></p>	<p>Please find below the decision of Council in March 2014 on the scrutiny of outside bodies, with comments in red:</p> <p><b>Resolved</b></p> <p>(i) That the following outside bodies be removed from the list: Supporting People NY Joint Committee (agreed at Annual Council on 16 May 2013), Endowment Governors Charity called</p>

Malton School, LG Yorkshire & Humber Elected Members Cohesion Group (agreed at Annual Council on 16 May 2013), Rural Action Yorkshire (formerly YRCC); **Actioned**

- (ii) That substitute representatives be appointed for outside bodies, where their governance arrangements permit, and that it be the nominated representatives responsibility to notify the substitute if they are unable to attend a meeting of the outside body; **Actioned**
- (iii) That a précis from Member representatives on outside bodies be published on the website following each meeting, subject to the approval of the outside bodies, to ensure feedback of key decisions and discussions relevant to the Council is available, and including their attendance record; **Template provided and reminders to Members, but no information ever received**
- (iv) That appointments to outside bodies be for four year terms, from 2015 onwards to coincide with the District elections, subject to an annual review by the Overview and Scrutiny Committee to address any issues with attendance or publication of précis; **4 year appointments actioned – no O&S review as no précis provided**
- (v) That nominations of representatives to outside bodies should be made by Council based on their skills and expertise, in addition to attendance records, and that Members be asked to provide an oral statement of this upon nomination. **Requirement to make oral statement repealed in May 2015**

(vi) That the Independent Remuneration Panel be requested to review allowances payable to representatives on outside bodies, where a payment is currently made; **Actioned**

(vii) (a) That subject to the exceptions in sub paragraph (b) below , all Members note that any representative on an outside body cannot be involved in any financial or regulatory decision taken by the Council that relates to that body. They can make representations, either through the public speaking opportunity for a relevant application at Planning Committee, or for other committees and Full Council by addressing the meeting at the chairman’s discretion;

(b) The exceptions where Members may participate and vote are the setting of council tax or a precept under the Local Government Finance Act 1992 or where a dispensation has been granted.

**Actioned**

Members may wish to discuss the areas which have not been actioned which are outside the remit of officers.

**Scrutiny Review of the Role the Council Should play in Supporting the Voluntary and Community Sector [Link to final report](#)**

**Scrutiny Review of Post Offices 2010-11 [Link to final report](#)**

This page is intentionally left blank