



OVERVIEW AND SCRUTINY COMMITTEE

Thursday 22 November 2018 at 6.30 pm

Council Chamber, Ryedale House, Malton

Agenda

1 Emergency Evacuation Procedure.

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

2 Apologies for absence

3 Minutes of the meeting held on the 25 October 2018

(Pages 3 - 8)

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.

AUDIT

6 Treasury Management Annual Report 2017/18 (Part B - Recommendations to Council)

(Pages 9 - 20)

7 **Treasury Management Mid-Year Review (Part B - Recommendations to Council)** (Pages 21 - 32)

8 **Risk Management Update** (To Follow)

SCRUTINY

9 **Delivering the Council Plan** (Pages 33 - 44)

10 **Customer Complaints Q2 2018-19** (Pages 45 - 52)

11 **Scrutiny Reviews Progress Report** (Pages 53 - 66)

12 **Climate Change Task Group - Update and Interim Report for Council** (Pages 67 - 70)

13 **Decisions from other Committees**
Policy and Resources Committee held on 15 November 2018. (To Follow)

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

Public Document Pack

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 25 October 2018

Present

Councillors Acomb (Vice-Chairman), Clark (Chairman), Cowling, Frank, Jowitt and Oxley

In Attendance

Will Baines, Beckie Bennett, Stuart Cutts, Jonathan Dodsworth, Gareth Mills and Thilina De Zoysa (Grant Thornton)

Minutes

37 **Apologies for absence**

Apologies received from Cllr Keal, Cllr Cussons and Cllr Sanderson.

38 **Minutes of the meeting held on 4 October 2018**

Decision

That the minutes of the meeting of the Overview and Scrutiny Committee held on 4 October 2018 be approved and signed by the Chairman as a correct record.

Voting Record

4 For

0 Against

2 Abstentions

39 **Urgent Business**

There were no items of urgent business.

40 **Declarations of Interest**

There were no declarations of interest.

41 **KPMG Annual Audit Letter 2017/18**

Considered.

Decision

That the Annual Audit Letter for 2017/18 be noted.

Voting Record

6 For

0 Against

0 Abstentions

42 **Grant Thornton Audit Progress Report and Sector Update**

Considered.

Decision

That the progress report and sector update be noted.

Voting Record

6 For

0 Against

0 Abstentions

43 **2018/19 Audit Fee Letter**

Considered.

Decision

That the 2018/19 Audit fee letter be noted.

Voting Record

6 For

0 Against

0 Abstentions

44 **Annual Update of the Internal Audit Charter**

Considered – Report of the Chief Finance Officer (s151).

Decision

That the Committee approve the changes to the Council's internal audit charter

Voting Record

6 For

0 Against

0 Abstentions

45 **First Internal Audit and Counter Fraud progress reports 2018/19**

Considered – Report of the Chief Finance Officer (s151).

Decision

That
- The committee notes the work undertaken by internal audit and the counter fraud team in the year to date.

- The committee notes the arrangements for the external assessment of internal audit.

Voting Record

6 For

0 Against

0 Abstentions

46 **Timetable of Meetings 2019-2020**

Considered – Report of the Chief Executive.

Recommendation to Council

That the timetable of meetings 2019-2020 be approved.

Voting Record

6 For

0 Against

0 Abstentions

47 **Corporate Risk Management Update**

Considered – Report of the Chief Finance Officer (s151).

Decision

That the report be noted.

A request was made that Officers arrange training for Members before a policy was agreed.

Voting Record

6 For

0 Against

0 Abstentions

48 **Resolution at Council meeting on 11 October 2018 - 'Delivering the Council Plan' - Reports Triggered by Performance Indicators**

Considered.

Decision

That the resolution passed by Council on 11 October 2018 be noted.

Voting Record

5 For

0 Against
0 Abstentions

49 **Resolution at Council meeting on 11 October 2018 - Climate Change**

Considered.

Decision

That the resolution passed by the Council meeting on 11 October 2018 be noted and the committee look forward to receiving a report in the near future.

Voting Record

5 For
0 Against
0 Abstentions

50 **Dates for next task group meetings**

Considered.

Decision

That the date of the task group meeting into climate change be agreed.

51 **Interim verbal update from the Chair of Overview and Scrutiny Committee**

In order to consider this item, the Chair moved that the committee move into exempt session. This was seconded by Cllr Oxley.

Resolved

That under Section 100(A)(4) of the Local Government Act 1972 that the public be excluded from the meeting for the following item as there will be a likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A of the Act as the information provided relates to individuals.

The Chair made the following statement:

Barry Khan, the Assistant Chief Executive (Legal and Democratic Services) for North Yorkshire County Council, has been appointed to be Deputy Monitoring Officer to advise the Corporate Governance Standards Sub-Committee. This sub-committee will deal with any issues relating to Members that arise from the findings of Professor John Raine's Bullying Report. The sub-committee will consider any complaints under the Members Code of Conduct.

As agreed at a previous meeting of Overview and Scrutiny, the Chair has given a copy of Professor John Raine's report to the Chief Executive.

This will enable her to use it in reference to employment matters arising from the report. Stacey Burlet will report back to Overview and Scrutiny early in the New Year.

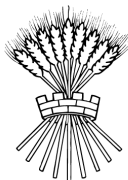
52 **Any other business that the Chairman decides is urgent.**

The Chair reported that he had received a document from the Head of HR on the appraisal arrangements for the new Chief Executive.

The Chair agreed to circulate the document to committee members and asked for feedback on this as soon as possible.

There being no other business, the meeting closed at 8:45pm.

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PART B:	RECOMMENDATIONS TO COUNCIL
REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	22 NOVEMBER 2018
REPORT OF THE:	CHIEF FINANCE OFFICER (s151) – ANTON HODGE
TITLE OF REPORT:	TREASURY MANAGEMENT ANNUAL REPORT 2017-18
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 The Council is required by regulations issued under the Local Government Act 2003 to produce an annual treasury management review of activities and the actual prudential and treasury indicators for 2017/18. This report meets the requirements of both the CIPFA Code of Practice on Treasury Management (the Code) and the CIPFA Prudential Code for Capital Finance in Local Authorities (the Prudential Code).

2.0 RECOMMENDATIONS

2.1 That Council is recommended to:

- (i) Note the annual treasury management report for 2017/18; and
- (ii) Approve the actual 2017/18 prudential and treasury indicators in this report.

3.0 REASON FOR RECOMMENDATIONS

3.1 The Council has adopted the Code. A provision of the Code is that an annual review report must be made to the Full Council relating to the treasury activities of the previous year.

4.0 SIGNIFICANT RISKS

4.1 There are significant risks when investing public funds especially with unknown institutions. However, by the adoption of the CIPFA Code and a prudent investment strategy these are minimised. The employment of Treasury Advisors also helps reduce the risk.

5.0 POLICY CONTEXT AND CONSULTATION

5.1 The Council has adopted the CIPFA Code of Practice on Treasury Management in Local Authorities and this report complies with the requirements under this code.

5.2 The Council uses the services of Link Asset Services – Treasury Solutions (Link) to

provide treasury management information and advice.

REPORT

6.0 REPORT DETAILS

6.1 During 2017/18 the minimum reporting requirements were that the full Council should receive the following reports:

- An annual treasury strategy in advance of the year (Council 21 February 2017)
- A mid year (minimum) treasury update report (Council 14 December 2017)
- An annual review following the end of the year describing the activity compared to the strategy (this report).

6.2 The regulatory environment places responsibility on members for the review and scrutiny of treasury management policy and activities. This report is therefore important in that respect, as it provides details of the outturn position for treasury activities and highlights compliance with the Council's policies previously approved by Members.

6.3 This Council also confirms that it has complied with the requirement under the Code to give prior scrutiny to all the above treasury management reports by the Overview and Scrutiny Committee before they were reported to the full Council.

6.4 This report summarises:

- Capital activity during the year;
- Impact of this activity on the Council's underlying indebtedness (the Capital Financing Requirement);
- Reporting of the required prudential and treasury indicators;
- Summary of interest rate movement in the year;
- Detailed borrowing activity;
- Detailed investment activity.

The Council's Capital Expenditure and Financing 2017/18.

6.5 The Council undertakes capital expenditure on long-term assets. These activities may either be:

- Financed immediately through the application of capital or revenue resources (capital receipts, capital grants, revenue contributions etc.), which has no resultant impact on the Council's borrowing need; or
- If insufficient financing is available or a decision is taken not to apply resources, the capital expenditure will give rise to a borrowing need.

6.6 The actual capital expenditure forms one of the required prudential indicators. The table below shows the actual capital expenditure and how this was financed.

	2017/18 Actual (£)	2016/17 Actual (£)
Total Capital Expenditure	852,664	537,842
Resourced by:		
Capital receipts	86,468	185,315
Capital grants and contributions	652,324	311,680

Capital reserves	113,871	40,847
External Borrowing	-	-
Total	852,664	537,842

The Economy and Interest rates

6.7 The Council's treasury advisors Link Asset Services – Treasury Solutions (Link) summarised the key points associated with economic activity in 2017/18 as follows:

- Brexit negotiations have been a focus of much attention and concern during the year but so far, there has been little significant hold up in progress;
- UK growth in 2017 was weak in the first half of the year, although it did pick up modestly in the second half of 2017;
- There was a sharp increase in inflation caused by the devaluation of sterling after the EU referendum;
- As expected the MPC raised Bank Rate from 0.25% to 0.50% on 2 November;
- Market expectations for increases in Bank Rate shifted during the second half of 2017/18 and resulted in investment rates up to 12 months increasing sharply;
- The FTSE 100 hit a new peak in early 2018 before there was a sharp selloff.

Overall Treasury Position as at 31 March 2018

6.10 At the beginning and the end of 2017/18 the Council's treasury position was as follows (excluding finance leases):

	31 March 2018 Principal	31 March 2017 Principal
Total Debt	£1.63m	£1.67m
CFR	£1.66m	£1.69m
Over/(Under) borrowing	-£0.03m	-£0.02m
Total Investments	£17.12m	£16.01m
Net Debt	-£15.49m	-£15.99m

The Strategy for 2017/18

6.11 The Treasury Management Strategy for 2017/18 was approved by members at full Council on 21 February 2017.

6.12 The expectation for interest rates within the treasury management strategy for 2017/18 anticipated a low but rising Bank Rate, and gradual rises in medium and longer term fixed borrowing rates during 2017/18.

In this scenario, the treasury strategy was to postpone borrowing to avoid the cost of holding higher levels of investments and to reduce counterparty risk by utilising available cash balances. However, this approach was to be carefully reviewed to monitor potential borrowing requirements and borrowing costs.

PWLB borrowing rates increased correspondingly to the above developments with the shorter term rates increasing more sharply than longer term rates. In addition, UK gilts have moved in a relatively narrow band this year, (within 25 bps for much of the year),

compared to US treasuries. During the second half of the year, there was a noticeable trend in treasury yields being on a rising trend with the Fed raising rates by 0.25% in June, December and March, making six increases in all from the floor. The effect of these three increases was greater in shorter terms around 5 year, rather than longer term yields.

The Borrowing Requirement and Debt

6.13 The Council's underlying need to borrow to finance capital expenditure is termed the Capital Financing Requirement (CFR) (excluding borrowing by finance leases).

	31 March 2017 Actual	31 March 2018 Budget	31 March 2018 Actual
Total CFR	£1.695m	£1.974	£1.659m

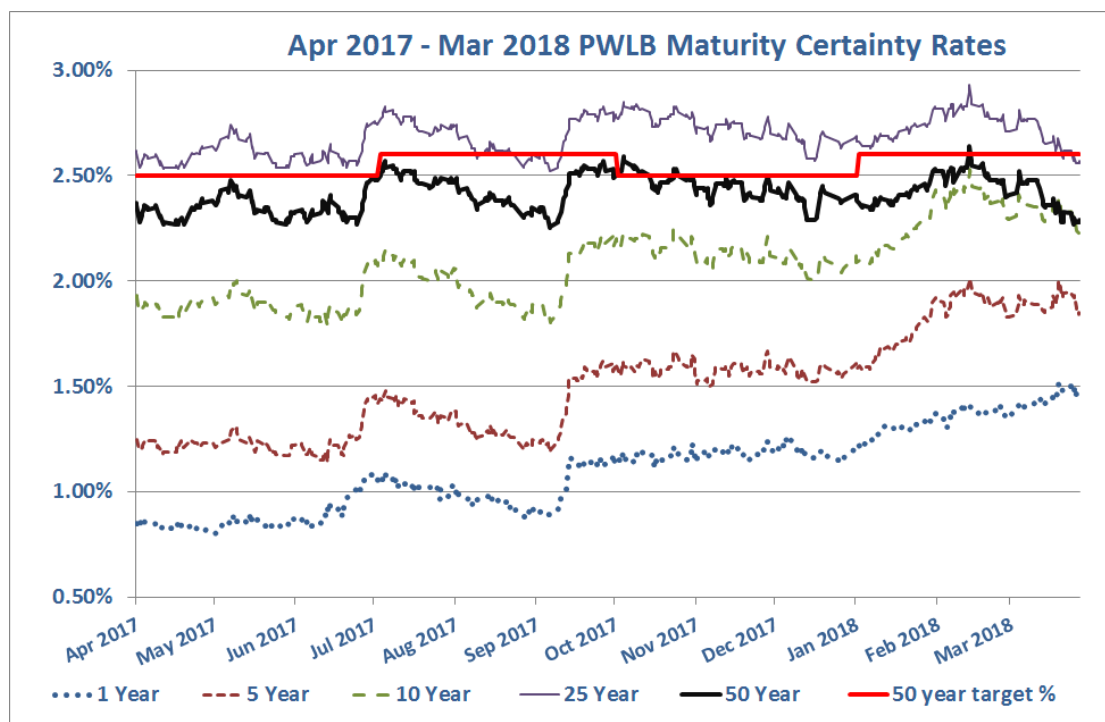
Borrowing Rates in 2017/18

PWLB certainty maturity borrowing rates

As depicted in the graph and tables below and in appendix 4, PWLB 25 and 50 year rates have been volatile during the year with little consistent trend. However, shorter rates were on a rising trend during the second half of the year and reached peaks in February / March.

During the year, the 50 year PWLB target (certainty) rate for new long term borrowing was 2.50% in quarters 1 and 3 and 2.60% in quarters 2 and 4.

The graphs and tables for PWLB rates show, for a selection of maturity periods, the average borrowing rates, the high and low points in rates, spreads and individual rates at the start and the end of the financial year.



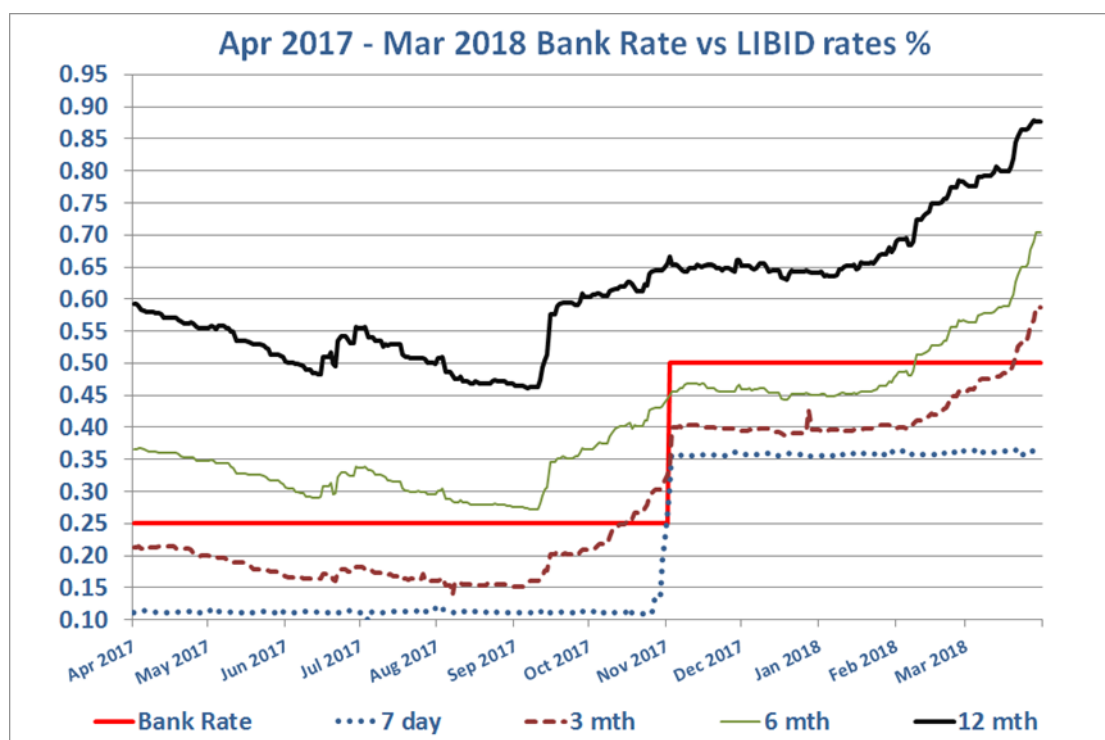
Borrowing Outturn for 2017/18

- 6.14 No new borrowing was undertaken during the year and scheduled repayments were made. At the end of the financial year the debt portfolio was as follows:

Lender	Principal	Type	Interest Rate	Maturity
PWLB	£1.00m	Maturity	3.69%	50 years
PWLB	£0.63m	EIP	2.99%	19 years

Investment Rates in 2017/18

- 6.15 Investments rates for 3 months and longer have been on a rising trend during the second half of the year in the expectation of Bank Rate increasing from its floor of 0.25%, and reached a peak at the end of March. Bank Rate was duly raised from 0.25% to 0.50% on 2.11.17 and remained at that level for the rest of the year. However, further increases are expected over the next few years. Deposit rates continued into the start of 2017/18 at previous depressed levels due, in part, to a large tranche of cheap financing being made available under the Term Funding Scheme to the banking sector by the Bank of England; this facility ended on 28.2.18.



Investment Outturn for 2017/18

- 6.16 The Council's investment policy is governed by DCLG guidance, which has been implemented in the Annual Investment Strategy approved by the Council on 21 February 2017. This policy sets out the approach for choosing investment counterparties, and is based on credit ratings provided by the three main credit rating agencies supplemented by additional market data (such as rating outlooks, credit default swaps, bank share prices etc).
- 6.17 The investment activity during the year conformed to the approved strategy and the Council had no liquidity difficulties.
- 6.18 The following table shows the result of the investment strategy undertaken by the Council and the relative performance of the internally managed funds against the 7-

day LIBID un compounded rate bench mark:

	Average Total Investment (£)	Gross Rate of Return	Net Rate of Return	Benchmark Return
Internally Managed:				
Temporary & On-Call Investments	£6,727,832	0.25%	n/a	n/a
Fixed Term Deposits	£14,862,192	0.43%	n/a	0.20%

6.19 **The interest received by the Council from investments in 2017/18 totalled £85k; this compares to an original estimate of £65k.**

6.20 The Council's investment position is organised by the Finance Section in order to ensure adequate liquidity for revenue and capital activities and security of investments. Procedures and controls to achieve these objectives are well established both through Member reporting detailed in the summary, and through officer activity detailed in the Treasury Management Practices. At the beginning and the end of 2017/18 the Council's investments position was as follows:

	31 March 2018 (£)	31 March 2017 (£)
Internally Managed Investments	19,776,864	16,072,738

6.21 The maturity of the investment portfolio was as follows;

	31 March 2018 (£)	31 March 2017 (£)
On-call Investments	2,676,864	72,738
Fixed Term Deposits:		
Repayable within 1 month	0	0
Repayable 1 month to 3 months	2,500,000	0
Repayable 3 months to 6 months	12,600,000	14,000,000
Repayable 6 months to 12 months	2,000,000	2,000,000
Repayable 12 months to 24 months	0	0
Total	19,776,864	16,072,738

6.22 Investments were placed with the following institutions:

Type of Institution	31 March 2018 (£)	31 March 2017 (£)
UK Clearing Banks	12,776,864	8,172,738
Foreign Banks	4,000,000	5,000,000
Building Societies	3,000,000	2,900,000
Local Authorities	0	0
Total	19,776,864	16,072,738

Compliance with Treasury Limits

6.23 During the financial year the Council operated within the treasury limits and Prudential Indicators set out in the Council's Treasury Management Strategy Statement (annex B).

7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial
The results of the investment strategy effect the funding of the capital programme.
- b) Legal
There are no legal implications within this report
- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
There are no additional implications within this report.

Anton Hodge
Chief Finance Officer (s151)

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Background Papers: None

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TREASURY MANAGEMENT ANNUAL REPORT 2017/18 - RISK MATRIX – ANNEX A

Issue/Risk	Consequences if allowed to happen	Likelihood	Impact	Mitigation	Mitigated Likelihood	Mitigated Impact
Credit risk - associated with investing with financial institutions that do not meet the credit rating criteria.	Could mean loss of principal sum and interest accrued.	2	D	In response to the economic climate the Council continue to adopt a more stringent credit rating methodology.	1	D
Market risk - Selection of wrong type of investment for higher return.	The poor performance of the chosen investment.	3	B	The number of investment options have been kept to a minimum within the investment strategy.	2	B
Liquidity risk - Use of fixed term deposits and / or instruments / investments with low marketability may mean a lack of liquidity	Unable to take advantage of better investment options. Funds are unavailable to cover capital spend.	1	B	The maturity profile has shortened for investments. Short and medium term cash flow management ensures funds are available when needed.	1	B

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

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PRUDENTIAL AND TREASURY INDICATORS

Prudential Indicators

	2016/17 Actual	2017/18 Original	2017/18 Actual
Capital Expenditure	£0.538m	£0.957m	£0.853m
Ratio of financing costs to net revenue stream	2.26%	3.62%	
Net borrowing requirement	£13.731m		
Capital Financing Requirement as at 31 March (incl. leases)	£2.227m	£2.491m	£2.278m
Annual change in Capital Financing Requirement	-£0.124m	£0.264	-£0.214m
Incremental impact of capital investment decisions			
Increase in council tax (band D) per annum	N/a	£0.06	N/a

Treasury Management Indicators

	2016/17 Actual	2017/18 Original	2017/18 Actual
Authorised Limit for external debt - borrowing			
other long term liabilities	N/a	£10.0m	N/a
Total	N/a	£ 1.0m	N/a
Operational Boundary for external debt - borrowing			
other long term liabilities	N/a	£5.0m	N/a
Total	N/a	£0.6m	N/a
External debt	£1.67m	£1.69	£1.63m
Upper limit for fixed interest rate exposure			
Net principal re fixed rate investments	N/a	100%	N/a
Upper limit for variable rate exposure			
Net principal re variable rate investments	N/a	50%	N/a
Upper limit for total principal sums invested for over 364 days (per maturity date)	N/a	£1.0m	N/a

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PART B:	RECOMMENDATIONS TO COUNCIL
REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	22 NOVEMBER 2018
REPORT OF THE:	CHIEF FINANCE OFFICER (s151) ANTON HODGE
TITLE OF REPORT:	TREASURY MANAGEMENT MID-YEAR REVIEW
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To report on the treasury management activities to date for the financial year 2018/19 in accordance with the Chartered Institute of Public Finance and Accountancy's (CIPFA) Code of Practice on Treasury Management (the Code).

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Council:
- (i) Receive this report; and
 - (ii) Note the mid-year performance of the in-house managed funds to date; and
 - (iii) Note the update regarding NYCC Treasury services and sweeping.

3.0 REASON FOR RECOMMENDATIONS

- 3.1 The Council has adopted the Code. A provision of the Code is that a mid-year review report must be made to the Full Council relating to the treasury activities of the current year.

4.0 SIGNIFICANT RISKS

- 4.1 There are significant risks when investing public funds especially with unknown institutions. However, by the adoption of the CIPFA Code and a prudent investment strategy these are minimised. The employment of Treasury Advisors also helps reduce the risk.

REPORT

5.0 BACKGROUND AND INTRODUCTION

- 5.1 Treasury Management in Local Government is governed by the CIPFA Code of Practice on Treasury Management in the Public Services and in this context is the management of the Authority's cash flows, its banking and capital market transactions,

the effective control of the risks associated with those activities and the pursuit of optimum performance consistent with those risks. The Authority has adopted the Code and complies with its requirements

- 5.2 The Council operates a balanced budget, which broadly means cash raised during the year will meet its cash expenditure. Part of the treasury management operations ensures this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before considering maximising investment return.
- 5.3 The second major function of the treasury management service is the funding of the Council's capital plans. These capital plans provide a guide towards whether the Council has a borrowing need, essentially the longer term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer-term cash may involve arranging long or short term loans or using longer term cash flow surpluses.
- 5.4 This mid-year report has been prepared in compliance with CIPFA's Code of Practice and covers the following:
- An economic update for the first six months of 2018/19;
 - A review of the Treasury Management Strategy Statement and Annual Investment Strategy;
 - A review of the Council's investment portfolio for 2018/19;
 - A review of compliance with Treasury and Prudential Limits for 2018/19.

6.0 POLICY CONTEXT

- 6.1 The Council has adopted the CIPFA Code of Practice on Treasury Management in Local Authorities and this report complies with the requirements under this Code.

7.0 CONSULTATION

- 7.1 The Council uses the services of Link Asset Services (Link) to provide treasury management information and advice.

8.0 REPORT DETAILS

- 8.1 The Council's treasury advisors Link Asset Services – Treasury Solutions summarised the key points associated with economic activity in Q2 2018/19 up to 30 September 2018:
- The economy showed some signs of gathering momentum after the slowdown in early 2018;
 - Employment growth rose putting some pressure on wage growth;
 - Consumer price inflation rose unexpectedly;
 - The MPC raised interest rates in August to 0.75%;
 - UK equities underperformed;
 - Brexit negotiations remained at an impasse.

A more detailed economic commentary on developments during Q2 2018/19 is included in **Appendix C**.

- 8.2 The Council's treasury advisor, Link Asset Services, has provided the following forecast:

Link Asset Services Interest Rate View											
	Sep-18	Dec-18	Mar-19	Jun-19	Sep-19	Dec-19	Mar-20	Jun-20	Sep-20	Dec-20	Mar-21
Bank Rate View	0.75%	0.75%	0.75%	0.75%	1.00%	1.00%	1.00%	1.25%	1.25%	1.50%	1.50%
3 Month LIBID	0.75%	0.80%	0.80%	0.90%	1.10%	1.10%	1.20%	1.40%	1.50%	1.60%	1.60%
6 Month LIBID	0.85%	0.90%	0.90%	1.00%	1.20%	1.20%	1.30%	1.50%	1.60%	1.70%	1.70%
12 Month LIBID	1.00%	1.00%	1.00%	1.10%	1.30%	1.30%	1.40%	1.60%	1.70%	1.80%	1.80%
5yr PWLB Rate	2.00%	2.00%	2.10%	2.20%	2.20%	2.30%	2.30%	2.40%	2.50%	2.50%	2.60%
10yr PWLB Rate	2.40%	2.50%	2.50%	2.60%	2.70%	2.70%	2.80%	2.90%	2.90%	3.00%	3.10%
25yr PWLB Rate	2.80%	2.90%	3.00%	3.10%	3.10%	3.20%	3.30%	3.30%	3.40%	3.50%	3.50%
50yr PWLB Rate	2.60%	2.70%	2.80%	2.90%	2.90%	3.00%	3.10%	3.10%	3.20%	3.30%	3.30%

The flow of generally positive economic statistics from the first half of 2018 meant that it came as no surprise that the MPC came to a decision on 2 August to increase in Bank Rate to 0.75%. However, the MPC emphasised again, that future Bank Rate increases would be gradual and would rise to a much lower rate than before the 2008 financial crash. It is not anticipated that the MPC will increase Bank Rate again ahead of the Brexit deadline in March 2019. It is currently expected that the MPC is likely to wait until August 2019 before the next increase, to be followed by further increases of 0.25% in May and November 2020 to reach 1.5%. However, the cautious pace of even these limited increases is dependent on a reasonably orderly Brexit.

Treasury Management Strategy Statement and Annual Investment Strategy Update.

8.3 The Treasury Management Strategy (TMSS) for 2018/19 was approved by this Council on 22 February 2018. There are no policy changes to the TMSS, the details in this report update the position in the light of the updated economic position and budgetary changes already approved. Council's Annual Investment Strategy, which is incorporated in the TMSS, outlines the Council's investment priorities as follows:

- Security of capital
- Liquidity
- Yield

8.4 The Council will also aim to achieve the optimum return on investments commensurate with the proper levels of security and liquidity. In the current economic climate it is considered appropriate to keep investments short term (maximum loan period of 12 months) and only invest with highly credit rated financial institutions, using Link's suggested creditworthiness approach, including sovereign rating and credit default swap (CDS) overlay information provided by Link.

8.5 Investments during the first six months of the year have been in line with the strategy and there have been no deviations from the strategy.

8.6 As outlined above, there is still some uncertainty and volatility in the financial and banking market, both globally and in the UK. In this context, it is considered that the strategy approved on 22 February 2018 is still fit for purpose in the current economic climate.

Investment Portfolio 2018/19

- 8.7 In accordance with the Code, it is the Council's priority to ensure security of capital and liquidity and to obtain an appropriate level of return which is consistent with the Council's risk appetite.
- 8.8 As set out earlier in the report, although we have experienced some improvements in investment returns due to the increase in base rate to 0.5% in late 17/18 and then to 0.75% in August this year.
- 8.9 The Council's investment position at the beginning of the financial year was as follows:

Type of Institution	Investments (£)
UK Clearing Banks	12,776,864
Foreign Banks	4,000,000
Building Societies	3,000,000
Total	19,776,867

- 8.10 A full list of investments held as at 30 September 2018, compared to Sectors counterparty list and changes to Fitch, Moodys and S&P's credit ratings during the first six months of 2018/19 is shown in annex B and summarised below:

Type of Institution	Investments (£)
UK Clearing Banks	13,042,523
Foreign Banks	3,000,000
Building Societies	1,000,000
Local Authorities	9,000,000
Total	26,042,523

- 8.11 The average level of funds available for investment purposes in the first six months of 2018/19 was £25.06m. These funds were available on a temporary basis and the level of funds available was mainly dependent on the timing of precept payments, receipt of grants and the progress of the capital programme.
- 8.12 The table below compares the investment portfolio yield for the first six months of the year against a benchmark of the average 7 day LIBID rate of 0.44%.

	Average Investment (£)	Average Gross Rate of Return	Net Rate of Return	Benchmark Return	Interest Earned (£)
Cash Equivalents	7,291,387	0.48%	n/a	n/a	18,059
Fixed Term Deposits	1,161,538	0.76%	n/a	0.11%	32,377

- 8.13 The Council's budgeted investment return for 2018/19 is £55k and performance during the financial year to 30 September 2018 is £68k, **which is on target to out perform the budget by £81k**
- 8.14 The current investment counterparty criteria selection approved in the TMSS is meeting the requirement of the treasury management function.

Compliance with Treasury and Prudential Limits

- 8.15 It is a statutory duty for the Council to determine and keep under review the "Affordable Borrowing Limits". The Council's approved Treasury and Prudential Indicators (affordability limits) are outlined in the approved Treasury Management Strategy

Statement (TMSS).

8.16 During the financial year to date the Council has operated within the treasury limits and Prudential Indicators set out in the Council's TMSS and in compliance with the Council's Treasury Management Practices. The Prudential and Treasury Indicators are shown in annex A.

8.17 The level of borrowing is £1.6m, full details can be found at annex B. Repayments have been made in line with the loan repayment schedule. In order to fulfil the funding requirements of the current Capital Programme the Council still has a borrowing requirement of £320k, however it is unlikely that we will look to borrow the remaining sum in the current financial year.

9.0 TREASURY MANAGEMENT FUNCTION & SWEEPING ARRANGEMENTS

9.1 Included within the service level agreement currently being finalised with North Yorkshire County Council (NYCC) for the provision of s151 Officer and Finance services, there is provision for treasury management support.

9.2 Reporting and monitoring processes are currently in place, and options are currently being explored to incorporate Ryedale into the pooled investment fund operated by NYCC. NYCC provides an investment pool where its own cash balances and those of several other public sector organisations are merged together to form a combined investment pool. Such an arrangement achieves economies of scale in terms of overall better interest returns together with the efficiencies resulting from not having to administer individual authority investment operations

9.3 Discussions are currently underway between the Authorities' respective banks and progress will be reported back in due course. Prior to implementing such arrangements, RDC will also be asked to formally adopt the Investment strategy of NYCC, which will require approval of Policy & Resources committee.

10.0 IMPLICATIONS

10.1 The following implications have been identified:

a) Financial

The results of the investment strategy affect the funding of the capital programme. The investment income return to 30 September 2018 was £68k, which is in excess of the profiled budget. The cost of borrowing affects the revenue account, forecast interest costs for the year are £56k, which is £7k below budget.

b) Legal

There are no additional legal implications within this report.

c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)

There are no additional implications within this report.

Anton Hodge

Chief Finance Officer (s151)

Author: Michelle Oates, Senior Accountant

Telephone No: 01653 600666

E-Mail Address: michelle.oates@ryedale.gov.uk

Background Papers:

None

Background Papers are available for inspection at: N/a

PRUDENTIAL AND TREASURY INDICATORS

Prudential Indicators

	2017/18 Actual	2018/19 Original	2018/19 YTD
Capital Expenditure	£0.853m	£2.016m	£0.140m
Ratio of financing costs to net revenue stream	0.17%	3.47%	0.43%
Net borrowing requirement	-£13.731m	£-15,040m	-£18,713m
Capital Financing Requirement as at 30 Sept (incl. leases)	£2.278m	£1.960m	£1.287m
Annual change in Capital Financing Requirement	-£0.214m	-£0.318	-£0.673

Treasury Management Indicators

	2017/18 Actual	2018/19 Original	2018/19 Actual
Authorised Limit for external debt - borrowing	N/a	£10.0m	N/a
other long term liabilities	N/a	£ 1.0m	N/a
Total	N/a	£11.0m	N/a
Operational Boundary for external debt - borrowing	N/a	£5.0m	N/a
other long term liabilities	N/a	£0.4m	N/a
Total	N/a	£5.4m	N/a
External debt	£1.63m	£1.66m	£1.61m
Upper limit for fixed interest rate exposure Net principal re fixed rate investments	N/a	100%	N/a
Upper limit for variable rate exposure Net principal re variable rate investments	N/a	50%	N/a
Upper limit for total principal sums invested for over 364 days (per maturity date)	N/a	£1.0m	N/a

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Investment Portfolio at 30 September 2018

Institution	Investment (£)	Duration	Capital Duration Rating	Sovereignty Rating
Lloyds Bank	6,042,523	On Call	6 Months	
Lancashire County Council	1,000,000	12 Months	364 Days	AA
Goldman Sacs International Bank	1,000,000	6 Months	6 Months	AA
DBS Bank Ltd	1,000,000	6 Months	364 Days	AAA
Barclays Bank	1,500,000	6 Months	6 Months	AA
Santander	1,500,000	6 Months	6 Months	AA
DBS Bank Ltd	1,000,000	6 Months	364 Days	AAA
Santander	1,500,000	6 Months	6 Months	AA
Nationwide B.S.	1,000,000	6 Months	6 Months	AA
Barclays Bank	1,500,000	6 Months	6 Months	AA
Borough of Broxbourne Council	3,000,000	12 Months	364 Days	AA
North Ayrshire Council	2,000,000	12 Months	364 Days	AA
DBS Bank Ltd	1,000,000	6 Months	364 Days	AAA
Conwy County Borough Council	3,000,000	6 Months	364 Days	AA
	26,042,523			

Fitch, Moody's and S & P's Sovereignty Rating for the UK is AA.
All the above borrowers met the required credit rating at the time of investment.

Borrowing Schedule as at 30 September 2018

Lender	Principal Outstanding	Type	Interest Rate	Maturity
PWLB	£1.00m	Maturity	3.69%	50 years
PWLB	£0.61m	EIP	2.99%	19 years

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Economic Update

UK. The first half of 2018/19 has seen UK economic growth post a modest performance, but sufficiently robust for the Monetary Policy Committee, (MPC), to unanimously (9-0) vote to increase Bank Rate on 2nd August from 0.5% to 0.75%. Although growth looks as if it will only be modest at around 1.5% in 2018, the Bank of England's August Quarterly Inflation Report forecast that growth will pick up to 1.8% in 2019, albeit there were several caveats – mainly related to whether or not the UK achieves an orderly withdrawal from the European Union in March 2019.

Some MPC members have expressed concerns about a build-up of inflationary pressures, particularly with the pound falling in value again against both the US dollar and the Euro. The Consumer Price Index (CPI) measure of inflation rose unexpectedly from 2.4% in June to 2.7% in August due to increases in volatile components, but is expected to fall back to the 2% inflation target over the next two years given a scenario of minimal increases in Bank Rate. The MPC has indicated Bank Rate would need to be in the region of 1.5% by March 2021 for inflation to stay on track. Financial markets are currently pricing in the next increase in Bank Rate for the second half of 2019.

As for the **labour market**, unemployment has continued at a 43 year low of 4% on the Independent Labour Organisation measure. A combination of job vacancies hitting an all-time high in July, together with negligible growth in total employment numbers, indicates that employers are now having major difficulties filling job vacancies with suitable staff. It was therefore unsurprising that wage inflation picked up to 2.9%, (3 month average regular pay, excluding bonuses) and to a one month figure in July of 3.1%. This meant that in real terms, (i.e. wage rates higher than CPI inflation), earnings grew by about 0.4%, near to the joint high of 0.5% since 2009. (The previous high point was in July 2015.) Given the UK economy is very much services sector driven, an increase in household spending power is likely to feed through into providing some support to the overall rate of economic growth in the coming months. This tends to confirm that the MPC were right to start on a cautious increase in Bank Rate in August as it views wage inflation in excess of 3% as increasing inflationary pressures within the UK economy. However, the MPC will need to tread cautiously before increasing Bank Rate again, especially given all the uncertainties around Brexit.

In the **political arena**, there is a risk that the current Conservative minority government may be unable to muster a majority in the Commons over Brexit. However, our central position is that Prime Minister May's government will endure, despite various setbacks, along the route to Brexit in March 2019. If, however, the UK faces a general election in the next 12 months, this could result in a potential loosening of monetary policy and therefore medium to longer dated gilt yields could rise on the expectation of a weak pound and concerns around inflation picking up.

USA. President Trump's massive easing of fiscal policy is fuelling a (temporary) boost in consumption which has generated an upturn in the rate of strong growth which rose from 2.2%, (annualised rate), in quarter 1 to 4.2% in quarter 2, but also an upturn in inflationary pressures. With inflation moving towards 3%, the Fed increased rates another 0.25% in September to between 2.00% and 2.25%, this being four increases

in 2018, and indicated they expected to increase rates four more times by the end of 2019. The dilemma, however, is what to do when the temporary boost to consumption wanes, particularly as the recent imposition of tariffs on a number of countries' exports to the US, (China in particular), could see a switch to US production of some of those goods, but at higher prices. Such a scenario would invariably make any easing of monetary policy harder for the Fed in the second half of 2019.

EUROZONE. Growth was unchanged at 0.4% in quarter 2, but has undershot early forecasts for a stronger economic performance in 2018. In particular, data from Germany has been mixed and it could be negatively impacted by US tariffs on a significant part of manufacturing exports e.g. cars. For that reason, although growth is still expected to be in the region of 2% for 2018, the horizon is less clear than it seemed just a short while ago.

CHINA. Economic growth has been weakening over successive years, despite repeated rounds of central bank stimulus; medium term risks are increasing. Major progress still needs to be made to eliminate excess industrial capacity and the stock of unsold property, and to address the level of non-performing loans in the banking and credit systems.

JAPAN - has been struggling to stimulate consistent significant GDP growth and to get inflation up to its target of 2%, despite huge monetary and fiscal stimulus. It is also making little progress on fundamental reform of the economy.



Delivering the Council Plan Overview

SUSTAINABLE GROWTH

This Council wants to do all it can to create the conditions for economic success in our area. We also 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. To support both our businesses and our communities we also need new homes, particularly affordable homes for local people. We can only influence and seek to facilitate these matters in partnership with others. 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, and 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. The Local Plan Sites Document which has been examined with hearing sessions held in September and October 2018. It is expected that the Inspectors report will be received by the end of the year with the Council in a position to consider and consult on any of the Main Modifications required by the Inspector to make the plan sound. It is hoped that the Sites document will be adopted in spring 2019.

CUSTOMERS AND COMMUNITIES

Following the implementation of the new operating model for the Council and the roll out of Universal Credit, customer facing services such as council tax collection and housing benefit have maintained performance levels. The community team are developing new ways of working with parishes and communities, and working closely with partners including the police and fire services.

In terms of supporting the growth agenda and by meeting the needs of customers, the Council has continued to determine major planning applications in a timely manner with 100% of major applications determined in time and/or agreed extensions of time. In addition all application types, including 'Minor' applications (92.7%) and 'Other' applications (91.7%) are exceeding their respective performance target levels at the end of the second quarter.

ONE RYEDALE

Council Tax and NNDR collection rates remain on par with the 2017/18 figures. FOI response rates are continuing to improve, with new staff undergoing training to build resilience in this service area for the future.

SUSTAINABLE GROWTH

- Promoting a strong economy with thriving business and supporting infrastructure
- 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

PEOPLE - GARY HOUSDEN

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
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HS 1 Homeless applications decided within 33 working days - Under review

HS 5 Number of Homeless applications - Under review

Reason: Data reporting requirements changed in April 2018 in line with the Homelessness Reduction Act.

The DCLG's new homelessness data collection system, H-CLIC, is used to report homelessness case data to the Ministry of Housing, Communities and Local Government (MHCLG) and reports data from homelessness applications taken on or after 3 April 2018.

It should be noted that it will not be possible to compare statistics published prior to April 2018 with those published afterwards because there is such a significant difference in the duties and the data collected.

Work is ongoing across North Yorkshire to put in place data reporting mechanisms that are relevant, run in line with the updated legislation and enable comparisons across the county.

MHCLG are working towards a high level data report which will include; the number of households in temporary accommodation, prevention duties owed / discharged, relief duties owed / discharged alongside other key facts.

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
🟢	Average length of stay in temporary accommodation (B&B, weeks)		0.00 weeks	4.00 weeks	Q2 2018/19 result	<p>HS 2 Average length of stay in temporary accommodation (B&B, weeks)</p> <table border="1"> <caption>HS 2 Average length of stay in temporary accommodation (B&B, weeks)</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>4.00</td> <td>4.00</td> <td>1.00</td> <td>4.00</td> </tr> <tr> <td>2018/19</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	4.00	4.00	1.00	4.00	2018/19	0.00	0.00	0.00	0.00
Year	Q1	Q2	Q3	Q4																	
2017/18	4.00	4.00	1.00	4.00																	
2018/19	0.00	0.00	0.00	0.00																	
🟡	Prevention of Homelessness through Advice and Proactive Intervention	12 through old system and 10 under new Homelessness Reduction Act	22	39	Q2 2018/19 result	<p>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</p> <table border="1"> <caption>HS 8 Prevention of Homelessness through Advice and Proactive Intervention</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>33</td> <td>47</td> <td>46</td> <td>43</td> </tr> <tr> <td>2018/19</td> <td>39</td> <td>22</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	33	47	46	43	2018/19	39	22	0	0
Year	Q1	Q2	Q3	Q4																	
2017/18	33	47	46	43																	
2018/19	39	22	0	0																	
🟡	Number of affordable homes delivered	<p>Up to the end of September 2018 we've had 14 Affordable Housing completions on 2 sites at Broughton Manor and Pecketts Close in Sheriff Hutton.</p> <p>The 14 completions are made up of 7 shared ownership, 6 affordable rent and 1 social rent.</p> <p>However the end of year figure is expected to be in the region of 114 units, well in excess of the annual target. These are expected to be delivered before the end of this financial year from sites at:</p>	14	38	Q2 2018/19 result	<p>HS 17 Number of affordable homes delivered</p> <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0</td> <td>8</td> <td>8</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>6</td> <td>14</td> <td>0</td> <td>0</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	0	8	8	40	2018/19	6	14	0	0
Year	Q1	Q2	Q3	Q4																	
2017/18	0	8	8	40																	
2018/19	6	14	0	0																	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
		<ul style="list-style-type: none"> Mickle Hill, Pickering (12 units); Swanland Park Helmsley (6 units); Bransdale View, Helmsley (61 units); East Hill, Thornton le Dale (9 units); Linden Homes, Malton (6 units); Langton Rd Norton (5 units) and 1 further unit at Pecketts Close, Sheriff Hutton. 				

ENVIRONMENT - GARY HOUSDEN

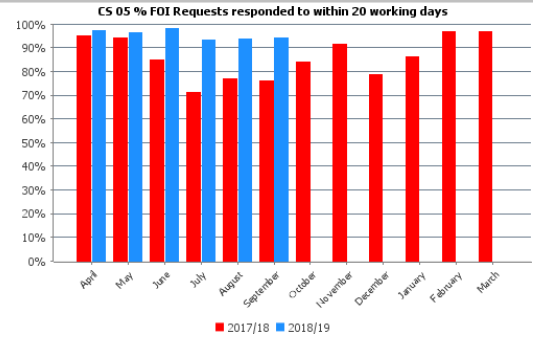
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																
	% of Food establishments in the area broadly compliant with food hygiene law	The “broadly compliant” performance Indicator is defined as the percentage of food establishments within the local authority area that are broadly compliant with food law. The assessment is based on a scoring system that is defined in the national Code of Practice. When officers inspect a food business they rate the business with respect to several aspects. Three of those aspects namely the standard of hygiene, the structural standard and the confidence in management are awarded numerical values and if any one of them falls below a prescribed level then the establishment is judged to be non-broadly compliant.	85%	72%	2017/18 result	<p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p> <table border="1"> <caption>Data for HE 13 % of Food establishments in the area broadly compliant with food hygiene law</caption> <thead> <tr> <th>Year</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>2013/14</td> <td>75%</td> </tr> <tr> <td>2014/15</td> <td>73%</td> </tr> <tr> <td>2015/16</td> <td>86%</td> </tr> <tr> <td>2016/17</td> <td>88%</td> </tr> <tr> <td>2017/18</td> <td>85%</td> </tr> <tr> <td>2018/19</td> <td>-</td> </tr> <tr> <td>2019/20</td> <td>-</td> </tr> </tbody> </table>	Year	Percentage	2013/14	75%	2014/15	73%	2015/16	86%	2016/17	88%	2017/18	85%	2018/19	-	2019/20	-
Year	Percentage																					
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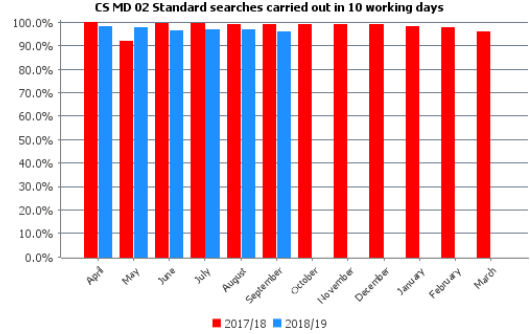

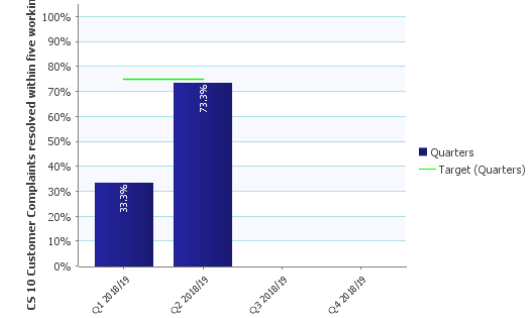

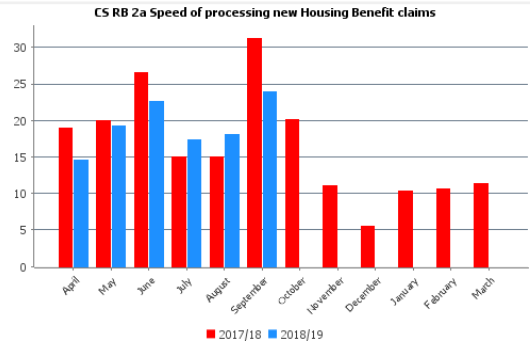
CUSTOMERS AND COMMUNITIES


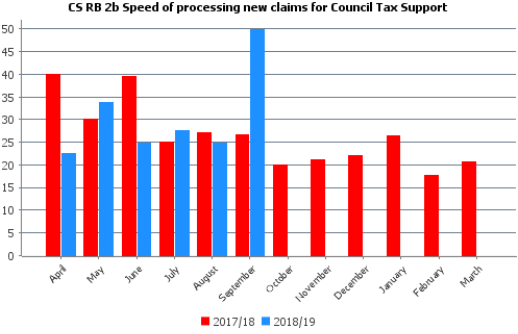

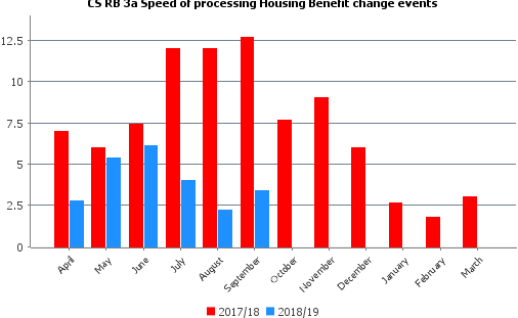

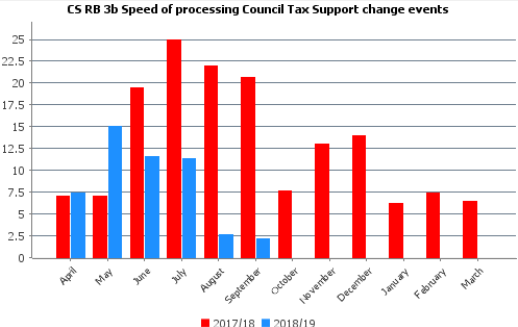
- Designing all of our services with the customer at the heart of everything we do
- Making the best use of resources to ensure maximum benefit for all customers and communities across the district, particularly the most vulnerable
- Helping our partners to keep our communities safe and healthy
- Supporting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

CUSTOMER SERVICES - ANGELA JONES

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update
⚠️	% FOI Requests responded to within 20 working days	Staff currently being trained on the system	93.76%	95%	Q2 2018/19 result


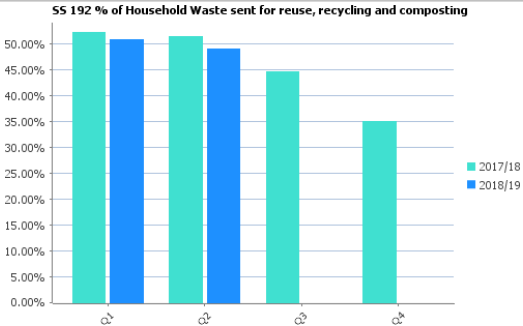



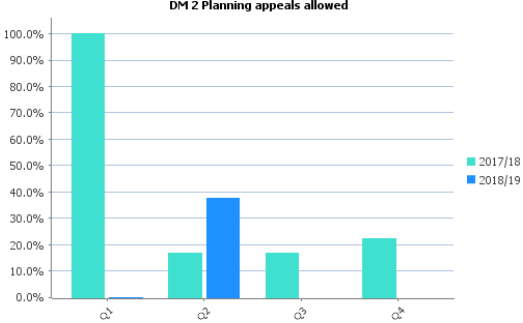
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Standard searches carried out in 10 working days	Continued high volume of work exacerbated by the staffing resources. Additional new member of staff just started	96.6%	100.0%	Q2 2018/19 result	 <p>CS MD 02 Standard searches carried out in 10 working days</p>
	Customer Complaints resolved within five working days	Staff currently being trained on the system	73.3%	75%	Q2 2018/19 result	 <p>CS 10 Customer Complaints resolved within five working days</p>
	Speed of processing new Housing Benefit claims		19.29	21	Average result for 2018/19 as of September 2018	 <p>CS RB 2a Speed of processing new Housing Benefit claims</p>

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
	Speed of processing new claims for Council Tax Support	The increased roll of Universal Credit is impacting on our CTR new claims processing times. A claim for UC takes approximately 35 days (5 weeks) from the day the claim is made to the date of first payment, so for all UC CTR claims, the minimum number of days to process is going to be 35 days. There were a number of claims in September that were waiting UC decisions which took longer than the 35 days which had an impact on performance levels.	30.57	25	Average result for 2018/19 as of September 2018	 <p>CS RB 2b Speed of processing new claims for Council Tax Support</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr><td>April</td><td>40</td><td>25</td></tr> <tr><td>May</td><td>30</td><td>35</td></tr> <tr><td>June</td><td>40</td><td>25</td></tr> <tr><td>July</td><td>25</td><td>28</td></tr> <tr><td>August</td><td>28</td><td>25</td></tr> <tr><td>September</td><td>28</td><td>50</td></tr> <tr><td>October</td><td>20</td><td>0</td></tr> <tr><td>November</td><td>22</td><td>0</td></tr> <tr><td>December</td><td>22</td><td>0</td></tr> <tr><td>January</td><td>28</td><td>0</td></tr> <tr><td>February</td><td>18</td><td>0</td></tr> <tr><td>March</td><td>22</td><td>0</td></tr> </tbody> </table>	Month	2017/18	2018/19	April	40	25	May	30	35	June	40	25	July	25	28	August	28	25	September	28	50	October	20	0	November	22	0	December	22	0	January	28	0	February	18	0	March	22	0
Month	2017/18	2018/19																																											
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	Speed of processing Housing Benefit change events		3.97	12	Average result for 2018/19 as of September 2018	 <p>CS RB 3a Speed of processing Housing Benefit change events</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr><td>April</td><td>7</td><td>3</td></tr> <tr><td>May</td><td>6</td><td>5</td></tr> <tr><td>June</td><td>7</td><td>6</td></tr> <tr><td>July</td><td>12</td><td>4</td></tr> <tr><td>August</td><td>12</td><td>2</td></tr> <tr><td>September</td><td>12</td><td>3</td></tr> <tr><td>October</td><td>8</td><td>0</td></tr> <tr><td>November</td><td>9</td><td>0</td></tr> <tr><td>December</td><td>6</td><td>0</td></tr> <tr><td>January</td><td>3</td><td>0</td></tr> <tr><td>February</td><td>2</td><td>0</td></tr> <tr><td>March</td><td>3</td><td>0</td></tr> </tbody> </table>	Month	2017/18	2018/19	April	7	3	May	6	5	June	7	6	July	12	4	August	12	2	September	12	3	October	8	0	November	9	0	December	6	0	January	3	0	February	2	0	March	3	0
Month	2017/18	2018/19																																											
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	Speed of processing Council Tax Support change events		8.33	12	Average result for 2018/19 as of September 2018	 <p>CS RB 3b Speed of processing Council Tax Support change events</p> <table border="1"> <thead> <tr> <th>Month</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr><td>April</td><td>8</td><td>8</td></tr> <tr><td>May</td><td>8</td><td>15</td></tr> <tr><td>June</td><td>19</td><td>12</td></tr> <tr><td>July</td><td>25</td><td>12</td></tr> <tr><td>August</td><td>22</td><td>3</td></tr> <tr><td>September</td><td>21</td><td>2</td></tr> <tr><td>October</td><td>8</td><td>0</td></tr> <tr><td>November</td><td>13</td><td>0</td></tr> <tr><td>December</td><td>14</td><td>0</td></tr> <tr><td>January</td><td>7</td><td>0</td></tr> <tr><td>February</td><td>8</td><td>0</td></tr> <tr><td>March</td><td>7</td><td>0</td></tr> </tbody> </table>	Month	2017/18	2018/19	April	8	8	May	8	15	June	19	12	July	25	12	August	22	3	September	21	2	October	8	0	November	13	0	December	14	0	January	7	0	February	8	0	March	7	0
Month	2017/18	2018/19																																											
April	8	8																																											
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July	25	12																																											
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February	8	0																																											
March	7	0																																											

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
⚠	% of Household Waste Recycled	Estimated awaiting verification of weight tickets by NYCC, however performance on par with 2017/18	19.37%	20.00%	Q2 2018/19 result	<p>55 15 % of Household Waste Recycled</p> <table border="1"> <caption>55 15 % of Household Waste Recycled</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~19.5%</td> <td>~20.5%</td> <td>~22.5%</td> <td>~26.5%</td> </tr> <tr> <td>2018/19</td> <td>~20.5%</td> <td>~19.5%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	~19.5%	~20.5%	~22.5%	~26.5%	2018/19	~20.5%	~19.5%	0%	0%
Year	Q1	Q2	Q3	Q4																	
2017/18	~19.5%	~20.5%	~22.5%	~26.5%																	
2018/19	~20.5%	~19.5%	0%	0%																	
✅	% of Household Waste Composted	Estimated. Awaiting verification of weight tickets by NYCC	29.67%	23.00%	Q2 2018/19 result	<p>55 16 % of Household Waste Composted</p> <table border="1"> <caption>55 16 % of Household Waste Composted</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~32.5%</td> <td>~30.5%</td> <td>~21.5%</td> <td>~8.5%</td> </tr> <tr> <td>2018/19</td> <td>~30.5%</td> <td>~29.5%</td> <td>0%</td> <td>0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	~32.5%	~30.5%	~21.5%	~8.5%	2018/19	~30.5%	~29.5%	0%	0%
Year	Q1	Q2	Q3	Q4																	
2017/18	~32.5%	~30.5%	~21.5%	~8.5%																	
2018/19	~30.5%	~29.5%	0%	0%																	

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	% of Household Waste sent for reuse, recycling and composting	Estimated. Awaiting verification of weight tickets by NYCC	49.05%	43.00%	Q2 2018/19 result	

PLACE - GARY HOUSDEN						
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
	Planning appeals allowed	<p>The number of appeals received to date is very low –</p> <p>5 dismissed with 3 allowed. This means that the % results on appeals can be volatile.</p> <p>The current 'running' figure to the end of October is 33% - which is on target.</p>	37.5%	33.0%	Q2 2018/19 result	


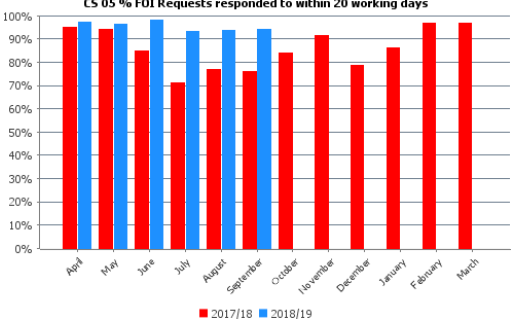

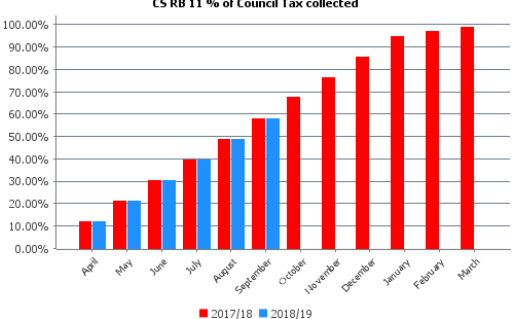
Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
✓	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%. (12/12 applications). Whilst this performance can be volatile due to small numbers we are currently well above target level of 70%.	100.00%	70.00%	September 2018 result	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table border="1"> <caption>DM 157a Processing of planning applications: Major applications (13 weeks)</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.00</td><td>100.00</td></tr> <tr><td>May</td><td>100.00</td><td>100.00</td></tr> <tr><td>June</td><td>100.00</td><td>100.00</td></tr> <tr><td>July</td><td>100.00</td><td>100.00</td></tr> <tr><td>August</td><td>100.00</td><td>100.00</td></tr> <tr><td>September</td><td>100.00</td><td>100.00</td></tr> <tr><td>October</td><td>100.00</td><td>100.00</td></tr> <tr><td>November</td><td>100.00</td><td>100.00</td></tr> <tr><td>December</td><td>100.00</td><td>100.00</td></tr> <tr><td>January</td><td>100.00</td><td>100.00</td></tr> <tr><td>February</td><td>100.00</td><td>100.00</td></tr> <tr><td>March</td><td>100.00</td><td>100.00</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	100.00	100.00	May	100.00	100.00	June	100.00	100.00	July	100.00	100.00	August	100.00	100.00	September	100.00	100.00	October	100.00	100.00	November	100.00	100.00	December	100.00	100.00	January	100.00	100.00	February	100.00	100.00	March	100.00	100.00
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✓	Processing of planning applications: Minor applications (8 weeks)	100 'Minor applications received so far this year, with processing levels well above national target levels and when compared to 2017/18 performance.	92.70%	80.00%	September 2018 result	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table border="1"> <caption>DM 157b Processing of planning applications: Minor applications (8 weeks)</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>62.00</td><td>88.00</td></tr> <tr><td>May</td><td>65.00</td><td>88.00</td></tr> <tr><td>June</td><td>63.00</td><td>88.00</td></tr> <tr><td>July</td><td>68.00</td><td>88.00</td></tr> <tr><td>August</td><td>68.00</td><td>88.00</td></tr> <tr><td>September</td><td>78.00</td><td>88.00</td></tr> <tr><td>October</td><td>82.00</td><td>88.00</td></tr> <tr><td>November</td><td>82.00</td><td>88.00</td></tr> <tr><td>December</td><td>82.00</td><td>88.00</td></tr> <tr><td>January</td><td>82.00</td><td>88.00</td></tr> <tr><td>February</td><td>82.00</td><td>88.00</td></tr> <tr><td>March</td><td>82.00</td><td>88.00</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	62.00	88.00	May	65.00	88.00	June	63.00	88.00	July	68.00	88.00	August	68.00	88.00	September	78.00	88.00	October	82.00	88.00	November	82.00	88.00	December	82.00	88.00	January	82.00	88.00	February	82.00	88.00	March	82.00	88.00
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✓	Processing of planning applications: Other applications (8 weeks)	Processing performance is again above target levels and higher than 2017/18 levels.	91.70%	90.00%	September 2018 result	<p>DM 157c Processing of planning applications: Other applications (8 weeks)</p> <table border="1"> <caption>DM 157c Processing of planning applications: Other applications (8 weeks)</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>82.00</td><td>88.00</td></tr> <tr><td>May</td><td>85.00</td><td>88.00</td></tr> <tr><td>June</td><td>85.00</td><td>88.00</td></tr> <tr><td>July</td><td>85.00</td><td>88.00</td></tr> <tr><td>August</td><td>82.00</td><td>88.00</td></tr> <tr><td>September</td><td>82.00</td><td>88.00</td></tr> <tr><td>October</td><td>82.00</td><td>88.00</td></tr> <tr><td>November</td><td>82.00</td><td>88.00</td></tr> <tr><td>December</td><td>82.00</td><td>88.00</td></tr> <tr><td>January</td><td>82.00</td><td>88.00</td></tr> <tr><td>February</td><td>82.00</td><td>88.00</td></tr> <tr><td>March</td><td>82.00</td><td>88.00</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	82.00	88.00	May	85.00	88.00	June	85.00	88.00	July	85.00	88.00	August	82.00	88.00	September	82.00	88.00	October	82.00	88.00	November	82.00	88.00	December	82.00	88.00	January	82.00	88.00	February	82.00	88.00	March	82.00	88.00
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ONE RYEDALE

- 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 ICT
- Delivering the Towards 2020 programme and anticipating further savings required to 2022

CUSTOMER SERVICES - ANGELA JONES

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart																																							
	% FOI Requests responded to within 20 working days	Staff currently been trained on the system	Q2 2018/19 result	93.76%	95%	<p>CS 05 % FOI Requests responded to within 20 working days</p>  <table border="1"> <caption>CS 05 % FOI Requests responded to within 20 working days</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>95</td><td>95</td></tr> <tr><td>May</td><td>95</td><td>95</td></tr> <tr><td>June</td><td>85</td><td>95</td></tr> <tr><td>July</td><td>70</td><td>95</td></tr> <tr><td>August</td><td>75</td><td>95</td></tr> <tr><td>September</td><td>75</td><td>95</td></tr> <tr><td>October</td><td>85</td><td></td></tr> <tr><td>November</td><td>90</td><td></td></tr> <tr><td>December</td><td>75</td><td></td></tr> <tr><td>January</td><td>85</td><td></td></tr> <tr><td>February</td><td>95</td><td></td></tr> <tr><td>March</td><td>95</td><td></td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	95	95	May	95	95	June	85	95	July	70	95	August	75	95	September	75	95	October	85		November	90		December	75		January	85		February	95		March	95	
Month	2017/18 (%)	2018/19 (%)																																											
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	% of Council Tax collected	Collection rates in line with previous years	Latest result for 2018/19 as of September 2018	57.70%	57.69%	<p>CS RB 11 % of Council Tax collected</p>  <table border="1"> <caption>CS RB 11 % of Council Tax collected</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>15</td><td>15</td></tr> <tr><td>May</td><td>25</td><td>25</td></tr> <tr><td>June</td><td>35</td><td>35</td></tr> <tr><td>July</td><td>45</td><td>45</td></tr> <tr><td>August</td><td>55</td><td>55</td></tr> <tr><td>September</td><td>65</td><td>65</td></tr> <tr><td>October</td><td>75</td><td></td></tr> <tr><td>November</td><td>85</td><td></td></tr> <tr><td>December</td><td>95</td><td></td></tr> <tr><td>January</td><td>95</td><td></td></tr> <tr><td>February</td><td>95</td><td></td></tr> <tr><td>March</td><td>95</td><td></td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	15	15	May	25	25	June	35	35	July	45	45	August	55	55	September	65	65	October	75		November	85		December	95		January	95		February	95		March	95	
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Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart
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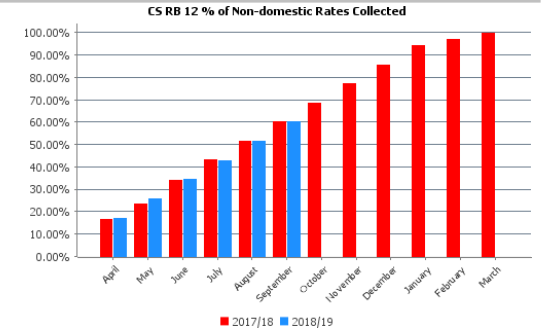
% of Non-domestic Rates Collected

NNDR in-year collection slightly lower than same time previous year. NNDR collection rates / previous year debt levels are prone to volatile and significant changes due the value of debt which can be raised when the Valuation Office Agency assess / re-assess premises. This change is no reflection on performance of collection.

Latest result for 2018/19 as of September 2018

60.20%

60.32%

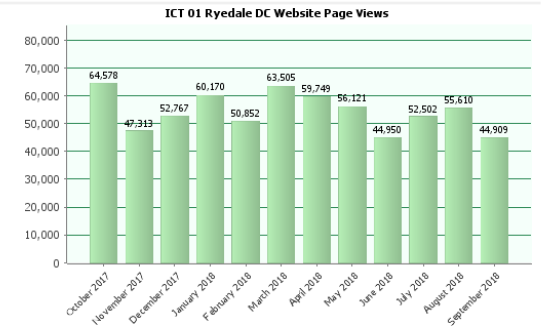


Ryedale DC Website Page Views

September 2018 result

44,909

65,531



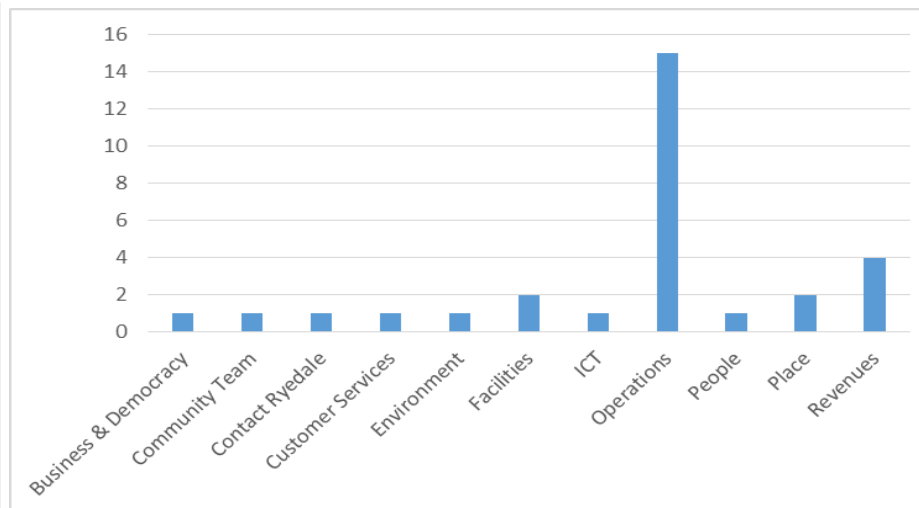
Complaints Q2 2018-19

Generated on: 07 November 2018

Complaint Type Description



- Complaints regarding conduct, attitude and actions of employees = 4
- Delays in responding or complaints about the administrative process = 2
- Dissatisfaction with the way Council policies are carried out = 9
- Failure to achieve standards of service = 8
- Failure to provide a service = 7



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Community Team								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Motorcycle parking charges in Helmsley Market Square	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	07-Aug-2018	07-Aug-2018	1

Contact Ryedale								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Contact Ryedale service	Failure to achieve standards of service	Specific Action		Out of area	Initial complaint	23-Jul-2018	02-Aug-2018	1

Business & Democracy								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Visit regarding Household Canvass of Electors form	Complaints regarding conduct, attitude and actions of employees	Written Apology		Pickering East	Initial complaint	26-Sep-2018	09-Oct-2018	1

Environment								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Environmental Health & damp property assessment	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Thornton Dale	Initial complaint	08-Aug-2018	14-Aug-2018	1

Facilities								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Response to problem with parking bollards at Stanley Harrison House	Delays in responding or complaints about the administrative process	Explanation Given		Norton West	Initial complaint	09-Aug-2018	20-Aug-2018	2
Cold water in public toilets at The Ropery car park, Pickering	Failure to achieve standards of service	Explanation Given		Pickering West	Initial complaint	14-Aug-2018	16-Aug-2018	

ICT								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Problems with telephone system	Failure to achieve standards of service	Written Apology		None Given	Initial complaint	26-Jul-2018	06-Aug-2018	1

Operations								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Litter and broken glass at recycling bins at Eastgate Car Park, Pickering	Failure to achieve standards of service	Explanation Given		Pickering East	Initial complaint	05-Jul-2018	15-Aug-2018	

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Non-collection of recycling waste	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Norton West	Initial complaint	26-Jul-2018	02-Aug-2018	15
Waste collection service not completed	Failure to achieve standards of service	Explanation Given		Helmsley	Initial complaint	30-Jul-2018	14-Aug-2018	
Recycling of yoghurt pots and plastic trays	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	08-Aug-2018	15-Aug-2018	
Rubbish not collected	Failure to provide a service	Explanation Given		Ryedale South West	Initial complaint	10-Aug-2018	17-Aug-2018	
Recycling waste not collected	Failure to provide a service	Written Apology		Thornton Dale	Initial complaint	13-Aug-2018	21-Aug-2018	
Garden waste not collected	Failure to provide a service	Explanation Given		Malton	Initial complaint	31-Aug-2018	05-Sep-2018	
Green recycling box not big enough	Dissatisfaction with the way Council policies are carried out	Explanation Given		Derwent	Initial complaint	03-Sep-2018	10-Sep-2018	
No household waste or recycling collections	Failure to provide a service	Written Apology		Kirkbymoorside	Initial complaint	04-Sep-2018	06-Sep-2018	
Non collection of garden waste	Failure to provide a service	Explanation Given		Norton East	Initial complaint	04-Sep-2018	07-Sep-2018	
Chancery Lane litter bin	Failure to provide a service	Explanation Given		Malton	Initial complaint	04-Sep-2018	10-Sep-2018	
Carton recycling at Helmsley car park full	Failure to provide a service	Process Review		Helmsley	Initial complaint	05-Sep-2018	05-Sep-2018	
Staff complaint	Complaints regarding conduct, attitude and actions of employees	Specific Action		Thornton Dale	Initial complaint	07-Sep-2018	21-Sep-2018	
Extra bin liner not taken from household waste collection	Dissatisfaction with the way Council policies are carried out	Explanation Given		Sinnington	Initial complaint	14-Sep-2018	21-Sep-2018	
Missed garden waste collection	Failure to achieve standards of service	Verbal Apology		Malton	Initial complaint	14-Sep-2018	21-Sep-2018	

Place								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Lack of response to planning enquiry	Delays in responding or complaints about the administrative process	Specific Action		Sherburn	Formal complaint	11-Jul-2018	15-Aug-2018	2
Planning Consent and application process	Dissatisfaction with the way Council policies are carried out	Explanation Given		Amotherby	Initial complaint	12-Sep-2018	19-Sep-2018	

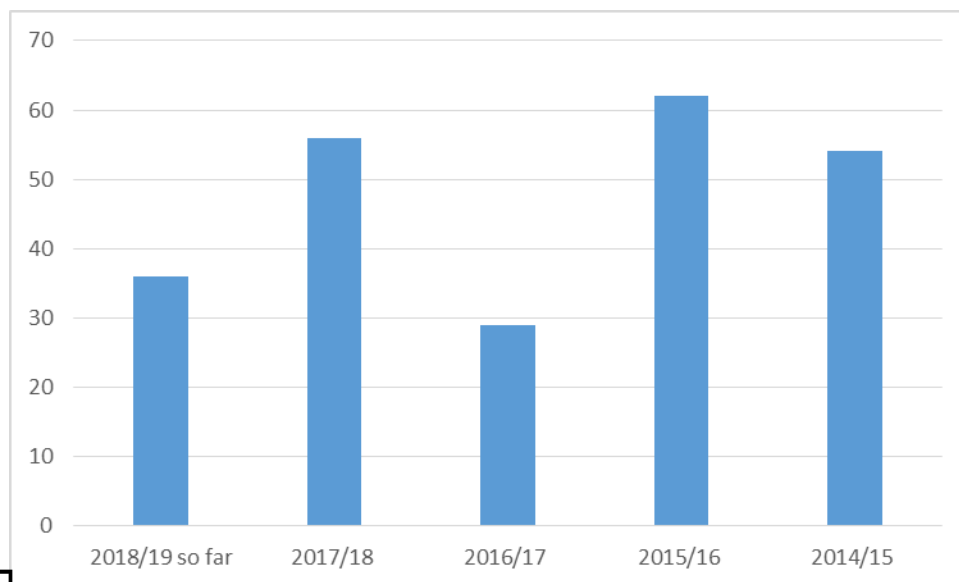
Revenues								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Process of business rates removal	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering East	Initial complaint	06-Jul-2018	13-Jul-2018	4
Rating List Query	Dissatisfaction with the way Council policies are carried out	Explanation Given		Pickering East	Initial complaint	05-Jul-2018	10-Aug-2018	
Customer Dissatisfaction with service	Failure to achieve standards of service	Explanation Given		None Given	Initial complaint	31-Jul-2018	01-Aug-2018	
Dissatisfaction with service	Failure to achieve standards of service	Explanation Given		Pickering West	Initial complaint	03-Sep-2018	05-Sep-2018	

Customer Services								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Charging for disabled parking bay	Dissatisfaction with the way Council policies are carried out	Explanation Given		None Given	Initial complaint	23-Aug-2018	23-Aug-2018	1

People								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Access to private documents	Dissatisfaction with the way Council policies are carried out	Explanation Given		Out of area	Initial complaint	13-Sep-2018	31-Oct-2018	1

TOTAL **30**

Number of corporate complaints received (As of 30/09/2018)



Year	Number of Complaints
2018/19 as of 30/09/18	36
2017/18	56
2016/17	29
2015/16	62
2014/15	54

2018/19

Department	2018/19 complaints to 30/09/18	Completed within 5 working days
Business and Democracy	1	0%
Community Officers	2	100%
Contact Ryedale	1	0%
Customer Services	1	100%
Facilities	3	33.3%
Environment	2	50%
ICT	1	0%
People	2	0%
Place	4	50%
Operations	15	73.3%
Revenues	4	75%
TOTAL	36	

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%
TOTAL	56	

2016/17

Department	2016/17 complaints	Completed within 5 working days
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%
TOTAL	29	

2015/16

Department	2015/16 complaints	Completed within 5 working days
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%
	62	



REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)
DATE:	22 NOVEMBER 2018
REPORT OF THE:	DELIVERY AND FRONTLINE SERVICES LEAD BECKIE BENNETT
TITLE OF REPORT:	SCRUTINY REVIEWS - PROGRESS REPORT
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

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

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:

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

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).

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.

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

Beckie Bennett
Delivery and Frontline Services Lead

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Background Papers:

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

Scrutiny Review of Governance Arrangements for Services with North Yorkshire County Council

Terms of Reference (approved on 4 October 2018)

Aims of the Review:

Priority 1:

To review and understand the governance arrangements for services with North Yorkshire County Council (NYCC) covering:

- Human Resources including Organisational Development, Employment Support Service (Payroll) and Health and Wellbeing (Occupational Health)
- Section 151 Officer and other Financial services
- Chief Executive (RDC) and Assistant Director (NYCC)

The review also aims to define and understand the various types of agreement the Council has with others for services and/or support services included in the Council's Contracts Register covering value, start/review dates and term.

Priority 2:

To consider a generic framework to ensure consistency and to be applied to any other future service delivery models

Why has this review been selected?

Overview and Scrutiny Committee selected this topic for the next scrutiny review on 14 June 2018 as a priority given recent arrangements for shared services being entered into with NYCC following the delegation being approved. (Appendix A for decision record, click on hyperlinks for minutes).

[Council 28.6.18 minute 19](#)

[Council 15.3.18 Minute 76](#)

At the meeting of the Overview and Scrutiny committee on 4 October 2018, the draft terms of reference for the review of governance arrangements for services with NYCC were approved.

On 25 October 2018, the Chair reported that he had received a document from the Head of HR on the appraisal arrangements for the new Chief Executive.

The Chair agreed to circulate the document to committee members and asked for feedback on this as soon as possible.

Who will carry out this review?

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

- A minimum of 3 members of the O and S committee Cllrs Acomb, Clark and Jowitt (but open to all members of O and S) agreed on 25 July 2018
- 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

How the review will be carried out?

The task group will examine the existing shared service arrangements in place at the Council. These will be compared with other best practice examples of shared service arrangements to understand how these ensure good governance arrangements are in place, how effective they are and the benefit of applying them to the NYCC arrangements to ensure that robust governance is in place for performance management and value for money.

The review will explore other shared service arrangements already in operation including the Better Together model in place between NYCC and Selby DC. It will also examine other relevant agreements with a view to identifying common themes as well as researching best practice guidance on shared service delivery models. Any findings will inform any recommendations together with enabling the development of a generic framework to be applied to all future agreements where the Council buys in services or enters into arrangements for alternative service delivery models.

What are the expected outputs?

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 governance arrangements for services with NYCC.

<p>The aim is to ensure the governance arrangements are sound, consistent and are being applied properly within a robust framework and performance management is in place.</p> <p>A proposed governance framework may include:</p> <p>Is there a process to follow when an issue or service is identified as requiring action or if alternative delivery models represent best value?</p> <p>Are the appropriate decision making processes in place and robust?</p> <p>Is there an appropriate signed agreement in place?</p> <p>Is the agreement fit for purpose?</p> <p>Is there a delivery plan?</p> <p>How are the outcomes of the agreement being measured?</p> <p>Are there adequate controls and KPIs in place to ensure any actions are identified and implemented?</p> <p>What are the mechanisms for remedy or withdrawal if the agreement fails?</p> <p>Are there any recommendations to improve or change any of the arrangements (the outcome of the scrutiny review)</p> <p>Timescales</p> <p>It is anticipated that the group will conclude the outcomes of the review by January 2019. Progress reports will be submitted to the Committee at regular intervals during the review.</p>	
<p>Scrutiny Review of Provision of Swimming Lessons in Ryedale District Councils Swimming Pools link to final report</p>	
<p>Terms of Reference (approved 2 Nov 17)</p> <p>Aim of the Review:</p>	<p>The Scrutiny Review Final Report and Recommendations were agreed at the Policy and Resources Committee on 12 June 2018 and at Full Council on 28 June 2018.</p>

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

How the review will be carried out?

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.

The review will include consultation with Everyone Active and two swimming clubs, Derwent Valley and Ryedale Swimming Clubs.

What are the expected outputs?

The recommendations, agreed at the Overview and Scrutiny committee meeting on 10 May were:

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 were made as a Part B item to the meeting of Policy and Resources Committee on 12 June 2018 and then to Full Council on 28 June 2018 as they required a decision to change existing policy.

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

Resolved at Council on 28 June 2018

That Council agree the final report attached as Appendix 1, which included 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.

<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>Timescale</p> <p>Progress reports will be submitted to the committee if required during the review.</p>	<ol style="list-style-type: none"> 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. In the event of any negotiations to do with E.A. no commitment or decisions will be taken without reference to Overview and Scrutiny and its relevant knowledge. <p><u>Voting Record</u> 27 For 0 Against 0 Abstentions</p>
<p>Scrutiny Review of Staff Survey Results</p>	
<p>Work in progress</p>	<p>Professor John Raine and Mrs Eileen Dunstan, both with considerable research experience at the Institute of Local Government Studies, University of Birmingham, were 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 meeting of the Overview and Scrutiny Committee on Thursday, 14 June, the committee agreed that Members:</p> <ol style="list-style-type: none"> (i) continue the scrutiny review into the staff survey results <p>At the meeting of the Overview and Scrutiny Committee on Thursday 25 October, the Chair made the following statement:</p> <p>Barry Khan, the Assistant Chief Executive (Legal and Democratic Services) for North Yorkshire County Council, has been appointed to be Deputy Monitoring Officer to advise the Corporate Governance</p>

	<p>Standards Sub-Committee. This sub-committee will deal with any issues relating to Members that arise from the findings of Professor John Raine’s Bullying Report. The sub-committee will consider any complaints under the Members Code of Conduct.</p> <p>As agreed at a previous meeting of Overview and Scrutiny, the Chair has given a copy of Professor John Raine’s report to the Chief Executive.</p> <p>This will enable her to use it in reference to employment matters arising from the report. Stacey Bulet will report back to Overview and Scrutiny early in the New Year.</p>
<p>Scrutiny Review of Meeting Start Times and Management of Meetings - link to final report</p>	
<p>Recommendations - As agreed by Overview & Scrutiny</p>	
<p>(i) That the Constitution be amended to change the order of business for Full Council to put items for decision first; (ii) That the Constitution be amended to bring forward the guillotine, so that it takes effect after 3 hours; (iii) That the Constitution be amended to require corrections to the minutes to be submitted in writing in advance of the meeting; (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; (v) That the Constitution be amended to require the circulation of the Leader’s Statement with the agenda; (vi) That working practices be amended to stop reading out the Leader’s Statement at meetings of Full Council.</p>	<p>On 21 September 2017 Policy and Resources Committee referred these recommendations to the Constitution Working Party.</p>
<p>Scrutiny Review of the Councils Role in Flood Management considered by Council on 8 December 2016 - link to final report</p>	
<p>Recommendations as agreed by Council</p>	

<p>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</p>	<p>NYCC have commissioned consultants to make progress with the MN and OM flood study which may identify the need for additional PM support.</p> <p>A report is being considered at P&R on 22 November 2018 recommending a 50% contribution is made towards a one-year fixed term contract for Flood Management Project Manager Post with NYCC which will go to Full Council on 6 December 2018.</p>
<p>2. RDC commits £2.5k (20%) funding towards a CCTV monitoring survey to understand the drainage system in Old Malton.</p>	<p>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.</p>
<p>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>	<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 Ryevitalise Landscape Partnership 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>
<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>	<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 & 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"> i. Grant must not exceed £5000.00 or 25% of the total cost - whichever is the lowest ii. Grants up to £1000 may be 100% of the total cost. 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. <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>A report is being considered at P&R on 22 November recommending a top-up to the Flood Grant Fund which will go to Full Council on 6 December 2018</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>Scrutiny Review of Assets - link to final report considered by Council 08.09.2016</p>	
<p>Recommendations - As agreed by Council</p>	
<p>The Council policy on the management of property assets is as follows:</p>	<p>A new asset management strategy is being developed by officers to enable the delivery of this policy.</p>

<p>Vision: 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</p> <p>Policy: To achieve best value from each property asset by:</p> <ul style="list-style-type: none"> • 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 <p>Principles:</p> <ul style="list-style-type: none"> • 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. 	<p>The Chief Executive reassured Members that officers would not dispose of any major assets without coming back to Council if the policy was adopted.</p> <p>Member Briefings on 11 January and 1 June 2017 linking the budget and assets.</p> <p>At the Policy and Resources Committee on 21 September 2017 it was resolved:</p> <p>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:</p> <ol style="list-style-type: none"> 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: <ul style="list-style-type: none"> • 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. <p>The brief for the public sector hub to include the following:</p>
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	<ul style="list-style-type: none"> • 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. <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 12 April 2018 a further report was agreed by Council:</p> <p>That Council agree the following:</p> <p>i) To lead the development of a Public Service Hub for Ryedale, as the principle location for Ryedale District Council services, with the aim of vacating Ryedale House by Autumn 2020, and committing £2.5m from the NHB reserve to the Capital Programme for the delivery of this scheme.</p> <p>ii) That £275,000 of this allocation be used to support the development of a scheme on the site of the current Community House and adjacent land as the preferred option, to completion of RIBA stage 4 (Technical Design). The decision to appoint a</p>
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	<p>contractor and commence to construction would be a further decision of Council.</p> <p>iii) To participate in the North Yorkshire Property Partnership, utilising the resources available through the NYPP, from the One Public Estate (OPE) programme, to support the development of the Public Service Hub for Ryedale.</p> <p>iv) That a Car Parking Strategy for Ryedale be commissioned in partnership with North Yorkshire County Council, with a budget of £75,000 to be allocated from the general reserve.</p> <p>v) That Members commit to working in partnership with the Milton Rooms Management Committee to enable the utilisation of the Milton Rooms for meetings of Council when the Council has relocated from Ryedale House, and that the capital allocation already agreed be used to support the improvements, regardless of the outcome of the bid to the Heritage Lottery Fund.</p> <p>vi) In agreeing that Ryedale House (RH) will be vacated by the Council and its tenants, Members support the development of detailed feasibility studies for housing development on the Ryedale House site, utilising both the OPE and Homes England funding. A further report will be brought to members when the feasibility work on the RH site and any available adjacent sites, has been developed.</p> <p>A progress report on the One Public Estate Projects for Ryedale House Site and the Public Service Hub will be considered by P&R on 29 November 2018 which will go to Full Council on 6 December 2018.</p>
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Scrutiny Review of Fuel Poverty in Ryedale - [Link to final report](#)

Scrutiny Review of Members Involvement in Outside Bodies and as Member Champions - [Link to final report](#)

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](#)



REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)
DATE:	22 NOVEMBER 2018
REPORT OF THE:	DELIVERY AND FRONTLINE SERVICES LEAD BECKIE BENNETT
TITLE OF REPORT:	CLIMATE CHANGE TASK GROUP – UPDATE AND INTERIM REPORT FOR COUNCIL
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide an update on progress of the Climate Change Task Group, including the Terms of Reference for the review.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that Members:
- (i) Note the progress update
 - (ii) Approve the draft Terms of Reference
 - (iii) Provide the Terms of Reference to Council as an interim progress report

3.0 REASON FOR RECOMMENDATIONS

- 3.1 To deliver the Council resolution [Council 11.10.18 Minute 42](#) and Scrutiny resolution [Scrutiny 25.10.18 minute 49 and 50](#)

4.0 SIGNIFICANT RISKS

- 4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The Climate Change scrutiny review links to all the Councils Corporate Plan Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

6.0 REPORT DETAILS

- 6.1 The Climate Change Task Group has met twice and has developed the draft Terms of Reference located in appendix A.
- 6.2 The Task Group looked at the Intergovernmental Panel on Climate Change target, and adopted the key areas recommended by the Committee on Climate Change (an independent statutory body established to advise Government on climate change) as priority for the review. These are:

- a. Reduce carbon emissions
 - i. Use energy more efficiently
 - ii. Switch to low carbon fuels
- b. Prepare for climate change

6.3 Officers have started to collate information on these key areas for each area of service delivery.

6.4 The Task Group has also reviewed the Local Government Association's advice on climate change and reviewed the Council's Climate Change Strategy and Action Plan 2005 to 2010.

7.0 IMPLICATIONS

7.1 The following implications have been identified:

- a) Financial
Professional or technical external support may be required which would require budgetary approval.
- b) Legal
None
- c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
None

8.0 NEXT STEPS

8.1 The Task Group is next meeting on 11.12.18, 5pm.

Beckie Bennett
Delivery and Frontline Services Lead

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Background Papers:

Appendix A
Draft Terms of Reference - Climate Change Task Group

<p>Aim of the Review</p>	<p>Priority 1: The Task Group will review the RDC position in relation to IPCC (Intergovernmental Panel on Climate Change) reduction of target from 2°C to 1.5°C Global Temperature Rise and recommend how RDC can contribute towards this target.</p> <p>Priority 2: The Task Group will identify changes/impacts across Ryedale (time permitting)</p>
<p>Why has this review been selected?</p>	<p>Council requested Overview and Scrutiny Committee to undertake this review. Council 11.10.18 Minute 42</p>
<p>Who will carry out the review?</p>	<p>The review will be carried out by a Task Group including:</p> <ul style="list-style-type: none"> • A minimum of 3 members of the O and S committee [Cllrs Clark, Acomb and Oxley] (but open to all members of Council) agreed 22.11.18 • Support will be provided by the Delivery and Frontline Services Lead, the Senior Commissioning Officer and the Projects, Programmes and Performance Officer. • Input from other RDC Officers as required. In addition, there is potential for professional / technical support resource which will be sourced externally. (This will require budgetary approval.)
<p>How the review will be carried out?</p>	<p>The Task Group will gather evidence from a range of sources to</p> <ol style="list-style-type: none"> 1. Identify the key areas where RDC can impact on the IPCC target whilst carrying out its service delivery functions (direct and indirect) and how RDC can encourage residents to also make this impact to: <ol style="list-style-type: none"> a. Reduce carbon emissions <ol style="list-style-type: none"> i. Use energy more efficiently ii. Switch to low carbon fuels b. Prepare for climate change 2. Make an interim recommendation to Scrutiny that, having identified these areas, a focussed event is held to which a range of relevant "experts" and interested parties are invited to bring their views and knowledge to help Scrutiny produce and prioritise an Action Plan. Additional expertise may also be sought by the Task Group. 3. Recommend the Action Plan to Scrutiny and onwards to Council
<p>What are the expected outputs?</p>	<p>It is expected that the Task Group will produce a report, summarising the evidence they have gathered to develop a prioritised Action Plan for Scrutiny Committee.</p>
<p>Timescale</p>	<p>An interim report will go to Scrutiny on 22.11.18 then to Council on 6.12.18. It is anticipated that the review will be concluded by April 2019.</p>

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