OVERVIEW AND SCRUTINY COMMITTEE

Thursday 14 February 2019 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 24 January 2019** (Pages 3 - 6)

4 **Urgent Business**

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

5 **Declarations of Interest**

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

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

6 **Delivering the Council Plan** (Pages 7 - 20)

7 **Customer Complaints Q3** (Pages 21 - 26)

8 **Update on Risk Management** (Pages 27 - 36)

9   **Scrutiny Reviews - Progress Report**   (Pages 37 - 54)

10   **O&S Committee Forward Plan**   (Pages 55 - 56)

11   **Decisions from other Committees**

Policy and Resources Committee held on 7 February 2019. (To Follow)

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

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Thursday 24 January 2019

Present

Councillors Acomb (Vice-Chairman), Clark (Chairman), Cussons MBE, Frank, Jowitt, Di Keal and Oxley

In Attendance

Will Baines, Beckie Bennett, Jack Garbutt-Moore and Anton Hodge.

Gareth Mills and Thilina De Zoysa (Grant Thornton)

Stuart Cutts and Jonathan Dodsworth (Veritau)

Minutes

66 Apologies for absence

Apologies were received from Councillor Joy Andrews and Councillor Bailey.

67 Minutes of the meeting held on 22 November 2018

Decision
That the minutes of the meeting of the Overview and Scrutiny Committee held on 22 November 2018 be approved and signed by the Chairman as a correct record.

68 Urgent Business

There were no items of urgent business.

69 Declarations of Interest

There were no declarations of interest.

70 Chairman's Announcements

The Chair informed members that Councillor Sanderson had resigned from the Overview and Scrutiny Committee.

PART 'B' ITEMS - MATTERS REFERRED TO COUNCIL

71 Treasury Management Statement and Investment Strategy 2019/20

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

Recommendation to Council
That Council is recommended to approve:

(i)   Members receive this report;

(ii)   The Operational Borrowing Limit for 2019/20 is set at £5.5m;

(iii)   The Authorised Borrowing Limit for 2019/20 is set at £11m;

(iv)   Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed authorised boundary limits for long-term borrowing for 2019/20 onwards.

(v)   Councillors delegate authority to the Chief Finance Officer to effect movement within the agreed operational boundary limits for long-term borrowing for 2019/20 onwards.

(vi)   The treasury management strategy statement 2019/20 be approved.

(vii)   The minimum revenue provision policy statement for 2019/20 be approved.

(viii)   The treasury management investment strategy for 2019/20 be approved.

(ix)   The prudential indicators for 2019/20 which reflect the capital expenditure plans which are affordable, prudent and sustainable be approved.

(x)   The Capital Strategy for 2019/20 be approved

72   **External Audit Plan 2018/19**

Considered – Report of Grant Thornton.

Decision
That the External Audit Plan 2018/19 be agreed.

73   **Second Internal Audit and Counter Fraud Progress Reports 2018/19**

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

Decision
That: a) The Committee note the work undertaken by internal audit and the counter fraud team in the year to date. b) The committee is also asked to comment on the outcomes from the external assessment of internal audit.

74   **Internal Audit Plan 2019/20 Consultation**

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

Decision
That committee members are asked to put forward any further risk areas to the Audit Manager which they believe should be considered a priority for audit in 2019/20.

75   **Annual Governance Statement Action Plan Progress Report 2018/19**

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

Decision
Councillor Clark suggested amendments to the Control Issue and Responsibility columns for the Staff Survey item in the appendix.   The Committee agreed to note the report (with amendments) and also the review of arrangements for completing and monitoring the statement in 2019-20 and future years.

76   **Corporate Risk Register and Action Plan**

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

Decision
That the draft Corporate Risk Register 2019-2020 be brought to the Overview & Scrutiny Committee meeting on 14 February 2019 for further comments.

77   **Update on use of Regulation of Investigatory Powers Act 2000 (RIPA)**

Considered – Report of the Council Solicitor.

Decision
That Members note that no application for covert surveillance has been made to the Council's approved "Authorising Officers" and as a consequence no application to the Magistrates Court requesting approval of any such grant has been made over the last 12 months.

78   **Scrutiny Review of impact of Ryedale District Council on Climate Change - Progress Update**

Considered – Report of the Delivery & Frontline Services Lead.

Decision
That members of the Committee note the update report and endorse the proposed timetable.

79   **O&S Committee Work Plan**

Considered.

| Decision |
| --- |
| That the O&S Committee Work Plan be noted. |

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

Gareth Mills, Engagement Lead at Grant Thornton invited all members of the committee to an event in February.

Beckie Bennett, Delivery and Frontline Services Lead informed the committee that the revised set of performance targets will be brought to a future meeting of the committee, following the completion of the Corporate Health-checks.

RYEDALE DISTRICT COUNCIL
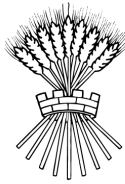
PART A:	MATTERS DEALT WITH UNDER DELEGATED POWERS
REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	14 FEBRUARY 2019
REPORT OF THE:	DELIVERY AND FRONTLINE SERVICES LEAD BECKIE BENNETT
TITLE OF REPORT:	DELIVERING THE COUNCIL PLAN – PROGRESS REPORT JANUARY 2019
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 To provide details of progress to Elected Members on Delivering the Council Plan showing the status of key performance indicators comparing actual performance indicators (PIs) against target for the period April 2018 to January 2019.

2.0 RECOMMENDATIONS

2.1 It is recommended that Members:

(i) note the progress report and the high number of PIs performing at or above target and,

(ii) note the specific actions for the five indicators with either an amber or red status

3.0 REASON FOR RECOMMENDATIONS

3.1 To inform Elected Members of progress in delivering the council's objectives and where applicable, identify any specific areas where progress for individual PIs has not been achieved together with further explanation and details of planned management action to address performance. The detailed Delivering the Council Plan Progress Report is attached at Appendix 1.

4.0 SIGNIFICANT RISKS

4.1 No significant risks have been identified

5.0 POLICY CONTEXT AND CONSULTATION

5.1 The Delivery of the Council Plan Report shows performance across all the Council's Corporate Priorities: Sustainable Growth, Customer and Communities and One Ryedale.

6.0 REPORT DETAILS

6.1   The report attached at Appendix 1 shows the status of key performance indicators comparing actual performance indicators (PIs) against target for the period April 2018 to January 2019.

6.2   There are 3 PIs with a red status and 2 with an amber status and the report provides commentary regarding the current position and the steps being taken to improve or examine the indicators as applicable.

6.3   Officers continue to work on improving the current performance management reporting arrangements to include refreshing and updating targets which will be the subject of a further report to Elected Members as work progresses.

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:
None

Delivering the Council Plan Progress Report – Appendix 1

Status	Performance Indicator	Lead Officer
🔺	Percentage of Council Tax Collected	Angela Jones
🔺	Standard searches carried out within 10 working days	Angela Jones
🔴	Number of affordable homes delivered	Gary Housden
🔴	Customer Complaints resolved within 5 working days	Angela Jones
🔴	Speed of processing new claims for Council Tax Support	Angela Jones

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 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.

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.

The Number of Affordable Homes Delivered Target continues to show a RED status at the end of Q3 however the end of year result is forecast to be GREEN with a total of 114 homes delivered in 2018/19 against the target of 75.

In our People team, we are currently reviewing all of our reports and performance indicators across North Yorkshire in accordance with the Homelessness Reduction Act. This process has been delayed as we are waiting for a new version of the reporting software to be released before we can finalise the reports and ensure that we can accurately benchmark across the districts and boroughs in North Yorkshire.

The Local Plan Sites Document was examined with hearing sessions held in September and October 2018. It is expected that the Inspectors report will be received early in the new year.

CUSTOMERS AND COMMUNITIES

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%) and 'Other' applications (91%) are exceeding their respective performance target levels at the end of the third quarter.

On Standard Searches carried out within 10 working days, the target shows an AMBER status at the end of Q3. Measures are in place to improve performance in this area, with an extra resources in place to cope with demand.

The speed of processing New Claims for Council Tax Support continues to show a RED status at the end of Q3 and action is being taken to review this indicator to mitigate the external factors which negatively influence the Council's performance.

Customer complaints resolved within 5 working days show a RED status at the end of Q3. Of the ten complaints received in this period, four of these required extensions of time given the complex nature of the complaints and the detailed investigations required to enable a thorough response and customers were kept informed throughout.

IVR (Individual Voter Registration) post-canvass information showed 85.93% of respondents were satisfied with the electoral services we provided (of which 64.45% were very satisfied) and only 1.57% were dissatisfied.
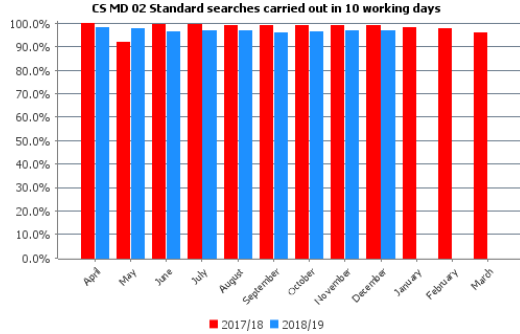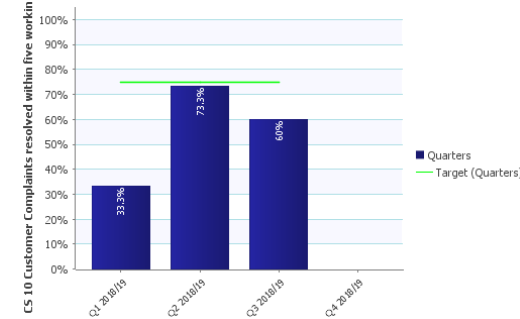
ONE RYEDALE

At the end of Q3, the collection rate of Council Tax is slightly below target, showing an AMBER status, however it is expected by year-end the final rate will be on/above target. We are finding that since the introduction of legislation to allow ratepayers to pay over 12 months, the in-year collection rate between the months of April to January is generally lower than the year before. This is due to an increase in uptake of those that want to pay over 12 months as opposed to 10 months.
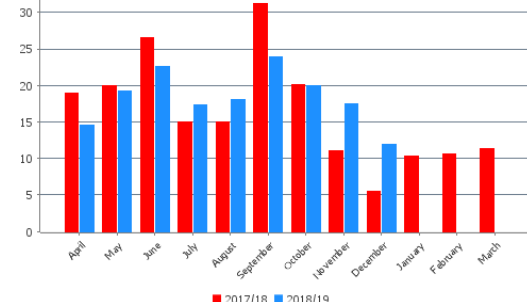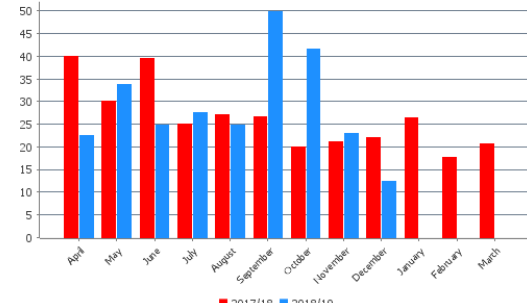
NNDR collection rates remain on par with the 2017/18 figures. FOI response rates have significantly improved, achieving a 96.3% response rate in this quarter against a 90% target, following training of new staff to build resilience in this service area for the future.

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

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	HE 13 % of Food establishments in the area broadly compliant with food hygiene law

PEOPLE - GARY HOUSDEN

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks)	Under this indicator, so far this year, there have been zero instances of dependent children or a pregnant woman who are unintentionally homeless and in priority need staying in temporary accommodation.	0.00 weeks	4.00 weeks	Q3 2018/19 result	HS 2 Average length of stay in temporary accommodation which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need. (B&B, weeks)
✅	Prevention of Homelessness through Advice and Proactive Intervention	A lot of prevention work is undertaken that is not captured by the Statutory H-CLIC (Homelessness data collection system) returns that go to MHCLG as we work with people who are threatened with homelessness at a very early stage and HCLIC only records households who are homeless or at risk of homelessness within 56 days.	42	39	Q3 2018/19 result	HS 8 Prevention of Homelessness through Advice and Proactive Intervention
🔴	Number of affordable homes delivered	Despite the poor performance to date, 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: • 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.	20	75	Cumulative result for 2018/19 as of Q3 2018/19	HS 17 Number of affordable homes delivered

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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	Trend Chart
⚠️	Standard searches carried out in 10 working days	An extra member of staff in the Place team has been working in the Land Charge area to help cope with demand. Currently searches are relatively low due to the business lost to personal search companies when we were short staffed and had a large workload. This caused our turnaround times to drop and the personal search companies jumped in and took the business. We are looking at ways to get this business back.	97.1%	100.0%	Q3 2018/19 result	CS MD 02 Standard searches carried out in 10 working days
🛑	Customer Complaints resolved within five working days	6 out of the 10 corporate complaints received during quarter 3 were answered within the 5 working day limit.

Of the four complaints that were not answered within the five day limit, the complex nature of the complaints and the detailed investigations required led to a delayed response, but customers were kept informed of the timescales for a full response. More detail on the complaints received during this quarter are reported to the O&S committee. | 60% | 75% | Q3 2018/19 result | CS 10 Customer Complaints resolved within five working days |

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	Speed of processing new Housing Benefit claims	Performance continues to be under target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	18.35 days	21 days	Average result for 2018/19 as of December 2018	CS RB 2a Speed of processing new Housing Benefit claims
🛑	Speed of processing new claims for Council Tax Support	The current Council Tax Support New Claims performance is a result of the increased rollout of Universal Credit. A combination of Universal Credit new claims which take at least 35 days to process by DWP, is out of our control, and the team had a backlog of Universal Credit notifications due to the implementation of automation into the Northgate processing system. Staff have worked hard to automate the Universal Credit notifications into Northgate and as a result we are now up to date with these. Performance should start to improve as a result of this.	28.91 days	25 days	Average result for 2018/19 as of December 2018	CS RB 2b Speed of processing new claims for Council Tax Support

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	Speed of processing Housing Benefit change events	Performance continues to be under the 12 day target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	4.18 days	12 days	Average result for 2018/19 as of December 2018	CS RB 3a Speed of processing Housing Benefit change events
✅	Speed of processing Council Tax Support change events	Performance continues to be operating well below the 12 day target. To maintain and improve performance, system processes have been changed and staff continue to encourage citizens to provide all the required information as soon as possible so it can be worked on as soon as it is received.	6.27 days	12 days	Average result for 2018/19 as of December 2018	CS RB 3b Speed of processing Council Tax Support change events

OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	% of Household Waste Recycled	Estimate. Awaiting verification of weight tickets by NYCC but the recycling of household rate performing on target in this quarter.	20.22%	20.00%	Q3 2018/19 result	
✅	% of Household Waste Composted	Estimate. Awaiting verification of weight tickets by NYCC but percentage of waste composted well above the target level and in comparison to the percentage composted in 2017/18.	27.48%	23.00%	Q3 2018/19 result	
✅	Residual household waste - kg per household	Estimate. Awaiting verification of weight tickets by NYCC	109.27kg/hh	112.50kg/hh	Q3 2018/19 result	

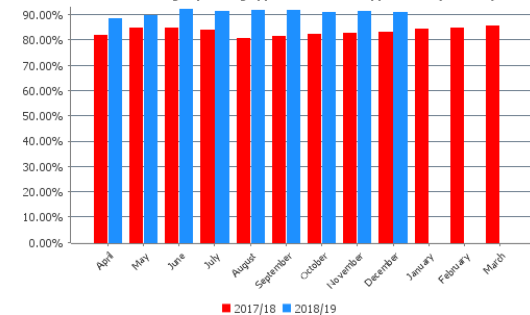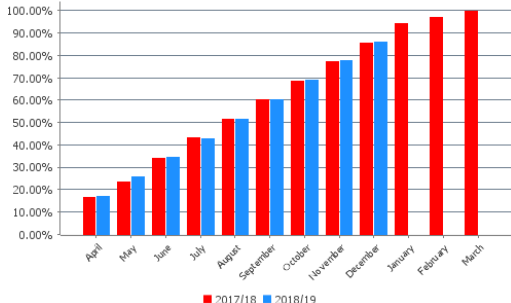| Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	Planning appeals allowed	From April to December 2018, 3 out of 10 appeals allowed. As with previous years the overall number of appeals is very low so the performance out turn can be volatile.	30%	33.0%	Cumulative Result for 2018/19 as of Q3 2018/19	DM 2 Planning appeals allowed
✅	Processing of planning applications: Major applications (13 weeks)	We are currently performing at 100%, with the three major applications received in this quarter processed within the 13 week time period. Whilst this performance can be volatile due to small numbers, we are currently well above target level of 70%.	100.00%	70.00%	December 2018 result	DM 157a Processing of planning applications: Major applications (13 weeks)
✅	Processing of planning applications: Minor applications (8 weeks)	In the light of the team still operating with a vacancy since April this is considered to be a remarkably high level of performance. 43 minor applications received during this quarter.	92.00%	80.00%	December 2018 result	DM 157b Processing of planning applications: Minor applications (8 weeks)

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Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart
✅	Processing of planning applications: Other applications (8 weeks)	There is currently a vacancy in the team and we are yet to fully launch the more streamlined work of working for 'other applications' that should also lead to and improvement in application turn around. 83 applications have been received in this third quarter.	91.00%	90.00%	December 2018 result	

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
✔ (green)	% FOI Requests responded to within 20 working days	156 out of 162 FOIs were responded to within the 20 working day limit during Q3.	Q3 2018/19 result	96.3%	90%	CS 05 % FOI Requests responded to within 20 working days ■ 2017/18 ■ 2018/19
⚠ (amber)	% of Council Tax collected	We expect the final collection rate of Council Tax should be on/above target. We are finding that since the introduction of legislation to allow ratepayers to pay over 12 months, the in-year collection rate between the months of April to January is generally lower than the year before. This is due to an increase in uptake of those that want to pay over 12 months as opposed to 10 months.	Latest result for 2018/19 as of December 2018	85.41%	85.50%	CS RB 11 % of Council Tax collected ■ 2017/18 ■ 2018/19

Traffic Light	Short Name	Latest Note	Last Update	Latest Actual Result	Latest Target	Trend Chart
✅	% of Non-domestic Rates Collected	We remain on course to meet the collection rate target, but NNDR collection rates/previous year debt levels can be prone to volatile and significant changes due to the value of debt which can be raised when the valuation office agency assess/reassess premises.	Latest result for 2018/19 as of December 2018	86.04%	85.54%	

Complaints Q3 2018-19

Generated on: 09 January 2019

RYEDALE
DISTRICT
COUNCIL

Complaint Type Description

- Complaints regarding conduct, attitude and actions of employees = 4
- Dissatisfaction with the way Council policies are carried out = 3
- Failure to achieve standards of service = 1   ● Failure to provide a service = 2
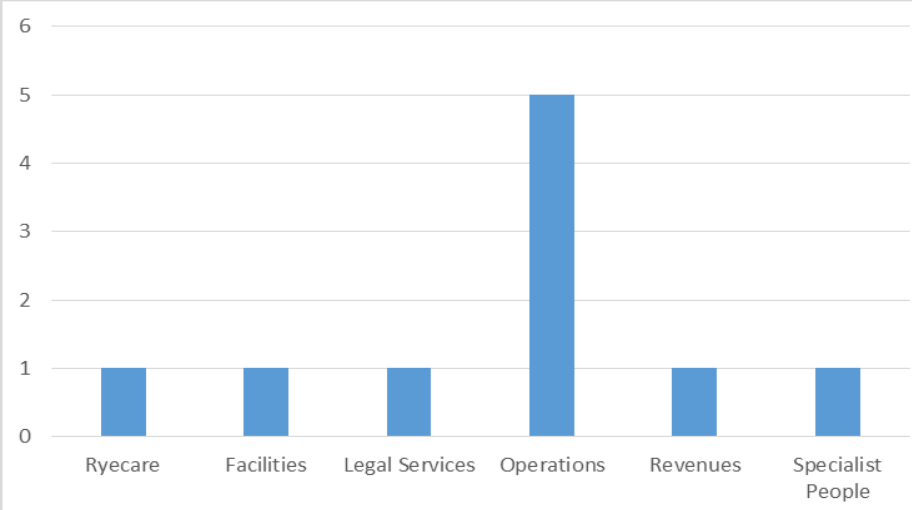
Ryecare

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with service delivery	Failure to achieve standards of service	Explanation Given		Out of Area	Initial complaint	11-Oct-2018	11-Oct-2018	1

Facilities

| Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Illegal Parking outside Ryedale House	Complaints regarding conduct, attitude and actions of employees	Explanation Given	Specific action to parking spaces	None Given	Initial complaint	19-Nov-2018	22-Nov-2018	1

Legal Services

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Planning Management and Planning Committee Meeting	Dissatisfaction with the way Council policies are carried out	Explanation Given		Wolds	Initial complaint	27-Nov-2018	10-Dec-2018	1

Operations

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Missed Garden Waste Collection	Failure to provide a service	Verbal Apology		Malton	Initial complaint	02-Oct-2018	15-Oct-2018	
Recycling Not Collected	Failure to provide a service	Explanation Given		Kirkbymoorside	Initial complaint	02-Oct-2018	08-Oct-2018	
Shared driveway blocked	Complaints regarding conduct, attitude and actions of employees	Written Apology and Specific Action Taken		Norton West	Initial complaint	16-Oct-2018	01-Nov-2018	5
Bin Lorry damage to Village Green	Complaints regarding conduct, attitude and actions of employees	Explanation Given and Meeting arranged to discuss further		Wolds	Initial complaint	23-Oct-2018	09-Nov-2018	
Domestic Waste Outside Property	Dissatisfaction with the way Council policies are carried out	Apology and Explanation Given		Ryedale South West	Initial complaint	07-Dec-2018	12-Dec-2018	

Revenues

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Council Tax Account	Dissatisfaction with the way Council policies are carried out	Explanation Given		Helmsley	Initial complaint	03-Oct-2018	03-Oct-2018	1

People

Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Derwent Lodge staff	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Out of area	Formal complaint	15-Oct-2018	22-Oct-2018	1

Number of corporate complaints received (As of 31/12/2018)
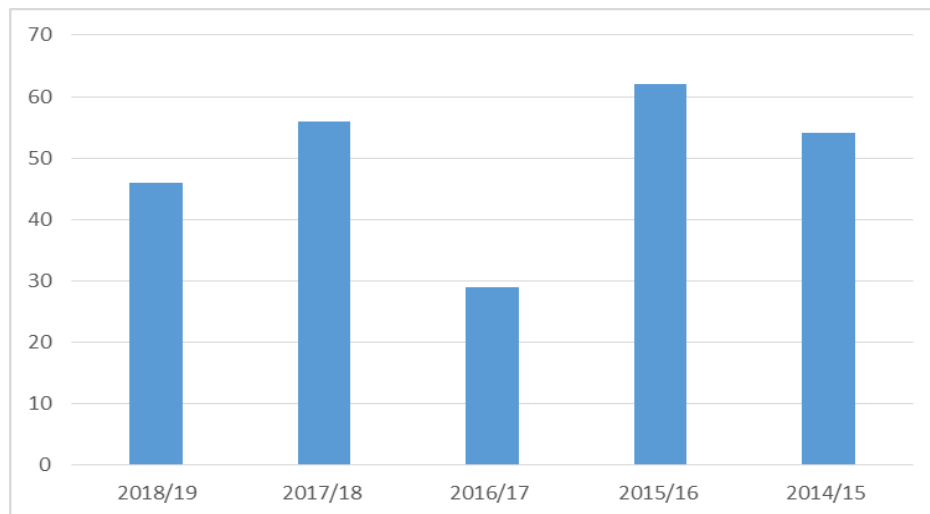
Year	Number of Complaints
2018/19 as of 31/12/18	**46**
2017/18	56
2016/17	29
2015/16	62
2014/15	54

2018/19

Department	2018/19 complaints to 31/12/18	Completed within 5 working days
Business and Democracy	1	0%
Community Officers	2	100%
Ryecare	2	50%
Customer Services	1	100%
Facilities	4	50%
Environment	2	50%
ICT	1	0%
People	3	33.3%
Place	4	50%
Operations	20	65%
Revenues	5	80%
Legal Services	1	0%
TOTAL	**46**	

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	

RYEDALE DISTRICT COUNCIL

REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE**
DATE:	**14 FEBRUARY 2019**
REPORT OF THE:	**CHIEF FINANCE OFFICER (s151)** **ANTON HODGE**
TITLE OF REPORT:	**UPDATE ON RISK MANAGEMENT**
WARDS AFFECTED:	**ALL**

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

1.1 The attached (Appendix 1) shows the latest draft of the Risk Register. The main content of this report (section 6) includes details which will form part of the Council's Risk Strategy.

2.0 RECOMMENDATION(S)

2.1 It is recommended that the report be noted and the Committee specifically reviews:

(i) The Risk Register at Appendix 1

(ii) The details set out below in section 6 which explain how the risk register works

3.0 REASON FOR RECOMMENDATION(S)

3.1 This report provides an update on work to revise and review the Council's Risk Management Strategy and Risk Register, following concerns raised by an Internal Audit report earlier this year. The Annual Governance Statement, agreed by the Committee, highlighted Risk Management as a key improvement issue for the 2018-19 financial year.

4.0 SIGNIFICANT RISKS

4.1 The risk of not managing corporate risks are as identified in the Register

5.0 POLICY CONTEXT AND CONSULTATION

5.1 The Authority has a duty to manage Risk

REPORT

6.0   REPORT DETAILS

6.1   A revised Risk Strategy is being developed for the Council. This is designed to be a guide for all employees and Councillors to help them understand and manage risks in their roles within Ryedale District Council. It will be reviewed annually and will include areas of guidance and definition which are summarised below.

6.2   Risk Management can be defined as:
"All of the processes involved in identifying, assessing and judging risks, assigning ownership, taking actions to mitigate or anticipate them and monitoring and reviewing them."

6.3   It is therefore an essential part of effective and efficient management and planning. As a strategic tool, risk management identifies those issues that will act as a barrier to the Council achieving its objectives and also helps to identify opportunities to achieve objectives. This sentiment will be echoed in the Council's Risk Management Strategy which recognises both the downside and upside of risk. Management of risk is a continuous process which involves addressing the full spectrum of risks facing the Council and managing their combined impact as an interrelated risk portfolio.

6.4   There are different classifications of risk. These risks may be recorded in risk registers at different levels in the organisation. It is intended that the Council will use four classifications for its risk types, as follows:

Risk Classification	Detail	Risk Register
Strategic	Risks concerning medium to long terms goals and objectives of the Council.	*The Corporate Risk Register (CRR)*
Operational	Risk involved with specific operational activities of the Council.	*Service Based Risk Registers (SBRR)*
Project	Risks emerging from project and programme activities of the Council.	*Project Risk Registers*

6.5   A risk register is a risk management tool. It acts as a central repository for all risks that have been identified. At Ryedale District Council, the performance management system (Pentana Risk) serves as the risk register and is used to record the risk management process for its identified risks.

6.6   For each risk, the following information will be required:

- An appropriate risk title, which should be clear, succinct and understandable

- A risk description which includes a starting descriptor such as: "Reduction of...", "Loss of...", "Disruption to...", "Inability to...", "Increase in..." etc. and describes what the risk event would look like to the Council.

- A completed risk profile which will include:

  - Causes – the circumstance(s) that could lead up to the event
  - Controls/Mitigation – the risk response measures already in place which reduce the likelihood and/or the impact of the risk occurring or reduce its impact should the risk occur
  - Consequences – what the effect(s) on the organisation would be if the risk materialises

- Each risk must have a risk owner. The risk owner should be someone who understands the risk (including its causes and consequences) and is responsible for the area of the organisation from which the risk arises. The risk owner is responsible for the ongoing monitoring and, where necessary, treatment of the risk and for escalating potential issues.
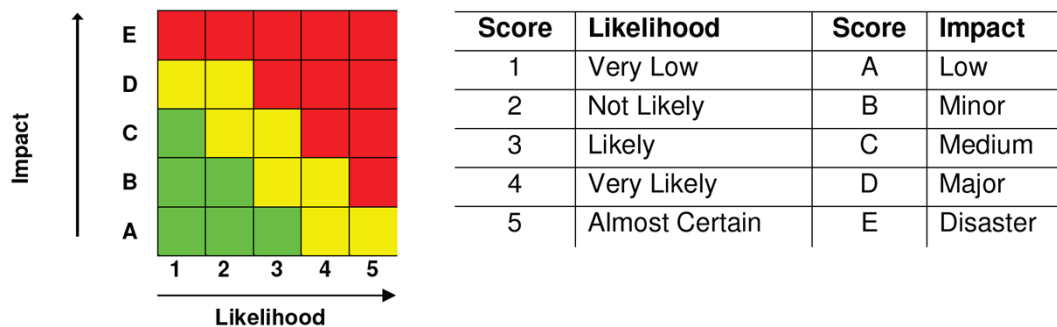
RISK ANALYSIS

6.7 The current system of measurement used in Ryedale District Council echoes that which is generally widely used for analysing risk, although as we review the strategy, we may amend that as appropriate.

6.8 Each risk has two elements: the probability of the event occurring (likelihood) and the consequence if it does occur (impact). The aim of risk analysis is to estimate the likelihood and impact of the risk on three different levels.

6.9 The first level is the **ORIGINAL RISK** (also known as the 'gross risk' or the 'inherent risk'). This is an estimation of the impact and likelihood of the risk before the effects of any controls[1] that have been put in place are taken into account. The significance of this score is that it provides clear indication as to whether or not the risk has the potential to have a disastrous impact on the Council. Equally importantly, if not more so, is that the score enables an assessment of the importance of the controls acting on the risk.

6.10 The second level is the **CURRENT RISK** (known as the 'net risk' or the 'residual risk'). This is the analysis of the impact and likelihood of the risk occurring with all the controls and mitigating actions in place. It is the assessment of the risk at the time the risk analysis was undertaken.

6.11 The third level is the **TARGET RISK**. This is a score which reflects the analysis of the impact and likelihood of the risk when all desired controls are fully implemented and are operational. Wherever possible, the target risk score should be set at or below the risk appetite for the risk being analysed. However, the nature of the risk might mean that this not possible. In these circumstances the risk should be managed to a level that is as low as reasonably practical.

RISK SCORES

6.12 The final risk scores are currently calculated by using a 5x5 matrix which means that there are 5 levels of likelihood (very low, not likely, likely, very likely and almost certain) and 5 levels of impact (low, minor, medium, major and disaster). The intersection of the likelihood and impact of a specific risk on the matrix will decide its score and, in turn, the requirements for its management. This is shown below.

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[1] A control is any preventative (i.e. help to reduce the likelihood of the event) or mitigating (i.e. help to reduce the impact of the consequences of the event) measure that is put in place to reduce the likelihood and/or impact of the risk.

<u>Table 1: Current Risk Matrix for Ryedale District Council</u>

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

6.13 The current guidance identifies that for the purposes of managing its risks the Council has a further classification system. Risks are therefore categorised as one of high, medium or low with each category requiring a different level or monitoring or management. The categories are mapped out on the matrix (Table 1) as colours: **Red** is high; **Amber** is medium and **Green** is low.

For example:

A risk which is classed as having a major impact (D) and is very likely to occur (4) would have an overall risk score of D4 and would be classed as **high risk**. *Constant monitoring and an action plan on Pentana would be required for the management of this risk.*

A risk which is classed as having a minor impact (B) and is not likely to occur (2) would have an overall risk score of B2 and would be classed as **low risk**. *It would not be necessary for an action plan to be in place for this risk but it would be monitored regularly to ensure that the original risk analysis remains unchanged.*

6.14 This is illustrated below:

Colour	Assessment	Required Action
	High (treat)	Constant monitoring, an **action plan** and measures to be put in place to reduce risk exposure
	Medium (treat)	Frequent monitoring, an **action plan** and measures to be put in place to reduce risk exposure
	Low (tolerate)	Regular monitoring

Appendices 2 and 3 can be referred to when analysing a risk to establish if the score that has been given falls within or outside of the Council's stated risk appetite for that particular type of risk. The requirement for the monitoring and/or management of the risk is then established by referring to the management expected actions as set out above. This is not an exact science but it is useful to be able to score risks within the context of the organisation's stated risk appetite and tolerance levels (i.e. the acceptable level of variation relative to achievement of a specific objective) so that they are scored appropriately.

6.15   In reviewing the strategy and guidance and in developing the Risk Register, we are considering whether this is too prescriptive and whether in fact all risk should be identified with relevant mitigations. The outcome of that could be that
- all risks will be subject to regular monitoring, as identified in the mitigations, and
- the existence, or otherwise, of an action plan will itself be defined within the mitigations

RISK REPORTING AND MONITORING

6.16   Risk reporting and monitoring should be part of 'business as usual' for Council departments. However, there are occasions when risks are required to be formally noted. The table below shows the suggested level of monitoring and reporting arrangements. This should be used for guidance only as any risk has the potential to occur at any time. It is important that emerging events that have the potential to trigger any risks are escalated to the attention of the appropriate senior officer.

Risk Level	MONITORING			REPORTING	
	Responsible	Audience	Frequency	Audience	Frequency
Corporate	SMB[2]	SMB	Monthly (initially)	Overview & Scrutiny	Bi-annually July/ December
Service	Service Lead or equivalent	DCX MT[3]	Quarterly	SMB	Quarterly By exception
Projects	Project Manager	SMB/DCX MT (dependent on scope and investment level)	As per project demands	SMB	By exception

[2] Strategic Management Board
[3] Deputy Chief Executive Management Team

6.17 For risk management to be an effective and meaningful management tool it needs to be an integral part of key management processes and day-to-day working. This is a key objective of the Council's Risk Management Strategy. As such, identifying risks and the monitoring of associated actions should be considered as part of a number of the Council's significant business processes, including:

- Budget Planning and monitoring.
  Budget monitoring is about the organisation delivering against each of the constituent elements of the budget, not just the bottom line. Monitoring against budget and accurate forecasting ensures that resources are applied and can be managed in accordance with corporate priorities.

- Contract Management
  All significant risks associated with all stages of contract management are identified and kept under review.

- Corporate Decision Making
  Significant risks which are associated with policy or action to be taken when making key decisions are included in appropriate committee reports.

- Health and Safety
  The Council has a specific risk assessment policy to be followed in relation to health and safety risks.

- Information Governance
  A Data Protection Impact Assessment (DPIA) is a risk management exercise carried out to assess the risks to individuals' interests associated with the use of their information. The Personal Privacy Policy stipulates when a DPIA should be conducted and who is responsible for the process. The Council's wider Information Governance Policy suite outlines roles, responsibilities and accountabilities in relation to data protection more generally.

- Organisational Structure and Processes
  The management team set the tone for the risk processes and risk appetite within the organisation. Risk management flows down the organisation through senior officers while control activities flow upwards from the operational functions. Both of these directions of travel help to maintain the Council's risk management framework.

- Partnership Working
  Partnerships should establish procedures to record and monitor risks and opportunities that may impact the Council and/or the aims and objectives of individual partnerships.

- Procurement
  Contract Standing Orders include the requirement that all risks and actions associated with a purchase need to be identified and assessed, kept under review and amended as necessary during the procurement process.

- Service Planning
  Service planning sets out specific actions and targets that a service needs to achieve, not just to help deliver good services, but to continuously improve. Service specific risks are identified and monitored throughout via Service Based Risk Registers. These will be produced by 30 April 2019.

- Performance Management
  Performance management is similar in process, approach, purpose and scope to risk management. It involves ongoing and periodic monitoring, communication and review to ultimately ensure that the strategic objectives of the Council are met. The information generated through the performance management process at both the corporate and service level should be considered when scoring and updating risks so that only the most up-to-date information is used. If properly integrated, a synergism exists between the two processes to the benefit of the organisation.

7.0 IMPLICATIONS

7.1 The following implications have been identified:
   a) Financial
      As set out in Risk Register

   b) Legal
      Failure to manage risk can result in legal action and costs

   c) Other (Equalities, Staffing, Planning, Health & Safety, Environmental, Crime & Disorder)
      Failure to manage risk can result in legal action and costs

Name of Head of Service   Anton Hodge
Job Title   Chief Finance Officer (s151)

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Telephone No: 01653 600666 ext: 385
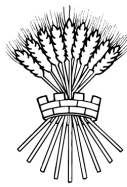E-Mail Address: anton.hodge@ryedale.gov.uk

Background Papers:
Report to Overview and Scrutiny 22 Nov 2018
Annual Governance Statement 2018-19

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Risk Code	Risk Title	Risk Description	Risk Owner	Original Risk Score	Causes	Consequences	Proactive Controls	Reactive Controls	Current Risk Score	Mitigating Actions	Target Risk Score
CRR 01	Health and Safety	Failure to comply with and embed health and safety policy and procedures across the Council	Beckie Bennett	5E	• Outdated policies and procedures • Policies and procedures not fit for purpose • Lack of understanding and buy-in across the Council • Inadequate recording • Lack of proactive actions • Weak action planning • Lack of support capacity • Lack of adequate training - Subcontractors and commissioned organisations	• Resulting in injuries, fatalities, claims • Reputational damage • Impact on service delivery • Risk of prosecution and financial penalties for the organisation • LGO criticism/decisions - Prosecution and personal liability of senior officers	• Quarterly joint Health and Safety and Welfare Cttee (but need to review how it works) • Monthly Streetscene operations meetings • Weekly CCTV Monitoring (vehicles) and feedback to crews • Partial Annual and Induction Training e.g. Streetscene	• Accident reporting procedure	3C	• Delivery of Action Plan within timescales following Health Check • Review and readopt policy and procedures following review to ensure it is fit for purpose (February 2019) • Additional capacity sourced and implemented overseen by Health and Safety lead so that all high and medium risk activity is addressed within timescales, overseen by the Health and Safety lead • Service planning to incorporate Service Risk Registers (by 30.04.19) • Training - all staff are to complete mandatory training by set date; managers will undertake enhanced training by set date and annual audits plan - Review of reporting and performance monitoring to take place - this will include the Corporate Management Board and Overview and Scrutiny - Communications roll out across staffing and employee groups - Review of commissioned and third party arrangements and obligations	2B
CRR 02	Resilience and Capacity	Lack of resilience or capacity to achieve strategic and/or operational objectives	Stacey Burlet/Andrew Ellis	5D	• Lack of staffing resource to support delivery against strategic and operational objectives • Lack of staff development to support succession plannning and retention • Inadequate budget to fund an appropriate staffing structure • Poor reputation as an employer • Failure to recruit, particularly in specialist areas where the market is highly competative • Lack of or inadequate workforce strategy	• Customer and local resident detriment • Service failure • Special measures if statutory or legislative expectations are unmet • Poor customer satisfaction, leading to complaints and requests for compensation - Low staff morale - Poor productivity among staff - Increasing sickness levels - Higher staff turnover • LGO decisions • Damage to reputation • Staff wellbeing suffers	• New HR partnership involvement in recruitment to address current 'gaps' • Recently introduced Learning Zone for all employees to access • Job evaluation process • Financial monitoring and reporting - including a new approach to budget strategy development and oversight • Regular CX communications and drop in sessions taking place to ensure that the pulse of the organisation is taken and responded to • Refreshed approach to recruitment	• Communications - what does this mean, need to be more specific • Outsourcing to specialist agencies where there is a need to ensure that statutory, legislative or important service need is met e.g. legal advice, dog breeder accreditation • Agency staff • Re-prioritisation of service delivery • Turn the service off if practical - this course of action has been taken when extreme staff shortages have occurred (e.g. street sweeping so that bin collections occurred) • Overtime	4C	• Appraisal process to be refreshed and revised to ensure that there is a focus on issues such as performance against strategic and operational goals and a training, learning and development plan linked to professional and personal goals Recruitment taking place to address high risk capacity issues - elections, streetscene - Graduate trainees being recruited • Implementation of Action Plans following HR and OD healthcheck within agreed timescales • Refreshed approach to recruitment in place • Training and development programme in place so that managers support and fulfil their responsibilities to employees • Budget strategy development, financial monitoring and reporting includes a strong focus on workforce related issues	2B
					• Failure to retain staff • Inadequate arrangements in place to support mobile working and flexible arrangements, as expected by a modern workforce • Organisational structure not fit for purpose • Poor offer and package, which fails to attract potential employees	• Legal action • Financial penalties • Failure to meet legislative requirements, election and electoral register responsibilities	• Shared HR service ensures that organisational development and the employee journey is increasing focused upon - Elections Risk Register - Completion of HR and OD healthcheck to assess the temparature of the organisation			• Organisational development programme initiated which includes the establishment of a pool of staff who are supporting the development of the organisation in areas such as staff recognition - CX and Head of HR are reviewing the actions required to address bullying allegations relating to staff and will be reporting back to Overview and Scrutiny in early 2019 -Recruitment of a DCX will ensure that there is adequate leadership in place to drive forward quality and standards and an appropriate structure and capacity in their areas of responsibility • Shared services being put in place to support organisational resiliance where this represents best value and ensures that a focus can be maintained on both short and longer term objectives - Health checks being completed in core areas of the business to ensure that key areas of effective organisations are fit for purpose (IT, customer service, programmes and projects, strategy and performance, information governance, democratic services, legal services) - A draft corporate/ strategic plan will be developed so that any new administration / coalition in May can use this as the basis on which to set the direction for the new administrative term, making amendments as desired	
CRR 03	Strategic Planning	Failure to establish, review or deliver against a strategic / corporate Council Plan so that the long-term aspirations and ambitions of Ryedale are achieved	Stacey Burlet	5D	• Lack of or inadequate political direction • Existing Council Plan lacks detail and SMART targets • Unrealistic political expectations relating to timescales, capacity or remit - New administration / coalition in May will want to revist the Council Plan to ensure that it meets their strategic objectives • Capacity and skills of the workforce are inadequate to support the review and development of a strategic approach • Misalignment of resources/priorities • Lack of dialogue and negotiation between parties to ensure that strategic objectives have adequate focus • Lack of strategic advice from senior	• Lack of clear direction against strategic ambitions • Failure to achieve long term improvements for local residents and businesses • Reputational damage • Resources not aligned to priorities/misuse of resources • Loss of opportunities (e.g. financial - business rates) • Lack of accountability • Poor customer and stakeholder satisfaction • Low staff morale • Lack of progress against Ryedale's social and economic	• Corporate Plan • Performance management • Strategy and performance health check commissioned	• Member engagement (managing expectations) • Performance management indicators reviewed so that red and amber risks are investigated and addressed where possible, with appropriate elected member scrutiny	4C	• Review of Corporate Plan - A draft corporate/ strategic plan will be developed between now and May so that any new administration / coalition can use this as the basis on which to set the direction for the new administrative term, making amendments as desired • Strategy and performance management health check has been completed and a revised approach to this area will be put in place in line with proposed timescales - this will include a focus on strategic indicators and a new approach to strategy and service planning	1A
CRR 04	Leadership	Poor or inadequate leadership (both political and officer) resulting in sub-optimal performance and/or failure to achieve Council priorities	Stacey Burlet	5D	• No political leader or lead political voice • Lack of officer resources due to vacant posts including at the level of DCX • Lack of formal Management Board to determine officer guidance and advice on corporate and startic matters • Inadequate training and development programmes for member and senior officer development • Inability of senior officers to focus on core work areas due to capacity issues • Lack of clarity or confidence in strategic direction • Decision processes ineffective	• Lack of direction and strategic objectives • Poor leadership performance • Low staff morale and motivation • Poor reputation with stakeholders and communities • Missed opportunities • Recruitment of DCX will ensure that key areas of the business are fit for purpose in terms of quality and standards and their focus on longer term goals	• Group Leaders Briefing • Reasonable levels of delegation • Member development and induction • CX communications and staff drop ins • Peer Review Working Party focuses on key areas of development - Elected member staff champon - Standards/Monitoring Officer - Shared services and collaboration	• Deputising • Goodwill • Group Leader consultation on requests and enquiries that require an immediate answer	4C	• Peer Review Challenge Working Party will focus on next steps to determine how officers and members tackle key areas of development - Elections in May will determine the political make up and leadership for the next administrative term; plans are being developed to support the new administration/coalition to articulate this within the new Corporate Plan • Leadership Development Programme underway - Member development programme will be refreshed so that appropriate training and learning pathways are in place •	2B
CRR 05	Financial Management	Failure to have adequate financial management within the Council	Anton Hodge	5E	• Lack of data or poor system output • Finance staff capacity • Political/management perception • Lack of informed decision making • Lack of confidence, engagement, experience and awareness within managers across the council	• Over or underspend • Lack of investment • Damage to reputation • Qualified audits • Lack of awareness of resources, leading to impact on performance (spending in 'wrong' areas) • Possible external intervention • Weak long term planning	• Budget monitoring and reporting • Root and branch reviews • External support • Limited Financial Performance Reports • Budget Managers' access to Pentana • Financial Strategy • Capital Plan • Treasury managment • Report to committees	• Prioritisation of funding/spending/use of reserves	3C	• Budget monitoring and reporting, including capital • Continuous cycle of Root and branch reviews • Additoinal External support where appropriate • Review of Audit arrangements to ensure correct focus on areas of risk • Review and update reports on financial performance • Healthcheck and follow-up (e.g. training, agreeing expectations) of role of budget managers • More member involvement and transparency in Financial Strategy and Capital Plan	2B
CRR 06	Information Governance	Ineffective data governance arrangements lead to unacceptable levels of unauthorised dislosure of personal and sensitive data, poor quality or delayed responses to FOI requests, and inability to locate key data upon which the Council relies, resulting in loss of reputation and poor decision-making	Anton Hodge	5E	Lack of staff and expertise, lack of staff development, governance not embedded in organisational culture, information governance arrangements not in place for shared services, simple mistakes	• Service user detriment • Service failure • Special measures • Poor customer and/or staff satisfaction • Staff turnover • LGO decisions • Damage to reputation • Staff wellbeing suffers • Legal action • Financial penalties	Training, policies in place, regular CIGG meetings, access to expert advice, monitoring systems and audits, information asset register, DPIA template in place• Continue to emphasise personal responsibility of staff for all information and consider disciplinary action against breaches • Continue to review information asset registers • Ensure individual data sharing arrangements are completed for each activity • Ensure Data Protection risks are managed to comply with GDPR • Separate Information Governance Risk Register	Breach process in place, FOI review process in place, lessons learnt considered, CIGG reviews	3C	• Target training where appropriate with online mandatory training to be completed by 30 April 2019 • Ensure individual data sharing arrangements are completed for each activity • Ensure Data Protection risks are managed to comply with GDPR - specifically around contracts nand other service agreements • Continue communications to staff • Separate Information Governance Risk Register	3C

Risk Code	Risk Title	Risk Description	Risk Owner	Original Risk Score	Causes	Consequences	Proactive Controls	Reactive Controls	Current Risk Score	Mitigating Actions	Target Risk Score
CRR 07	ICT	Failure to ensure that effective ICT systems are in place and being used across the Council	Tony Galloway	5E	• Lack of staff and expertise • Lack of staff development or progression • Lack of proactive actions • Failure to recruit • Professional support in place from NYCC	• Inability to deliver Value for Money • unable to transform services • Poor customer satisfaction • Staff leaving • Negative impact on Disaster Recovery	• Annual Cabinet Office Healthcheck • Access to toolkits from Cabinet Office - helps us to engage in continuous assessment to identify and action imporvements • Disaster Recover - working with NYCC and Business Continuity Workshops with managers • IT Healthcheck commissioned and completed in late 2018	• Goodwill	3C	• Action Plan follow up after Healthcheck to meet timescales • Revisit of all IT projects to be initaited as part of the development of the overall corporate programme the CX has commissioned commencing in February 2019	2B
CRR 08	Contracts and Procurement	Failure to ensure that effective procurement and contract management is carried out across the Council	Tony Galloway, Anton Hodge and Beckie Bennett	5D	• Lack of awareness and ownership across the Council • Outdated policies and procedures	• Inability to deliver Value for Money • Risk of breaking prourment law and regulation • Financial penalties • Less effective contracts/contract management • Missed opportunities	• Contracts Register • Quarterly update and review • Part of North Yorks Procurement Partnership • Senior Commissioning Officer/Gateway Process	• Review of expired contracts • Retrospective permissions applied for •	3C	• Review contract procedure rules • Ensure all staff with authority for procurement and contracts are appropriately trained and are aware of their responsibilities • Draw up new Procurement and Contract Management Strategy (taking into account healthcheck) and Action Plan to ensure that Value of Money is a key requirement and that relevant staff take a commercial approach to purchasing. This will also encompass a detailed spend analysis to identify and deliver savings. • Networking with relevant groups and other local authorities to ensure we are aware of important developments and to share and learn from good practice and review shared agreements • Regular reporting on performance	2B
CRR 09	Horizon Scanning	Failure to plan for and understand economic and social changes and government tends and initiatives	Tony Galloway	5C	- Lack of senior officer capacity - Lack of business support - Poor networking	• Unable to cope with reduced (or increased) funding • Not able to lobby appropriately • Delays in implementing new requirements • Costs arising from laxk of pre-agreements and agreed policy/process e.g. potential supplier costs of Brexit • Missed opportunities	• Membership of expert bodies to receive regular updates and guidance new legislation eg LARAC (New Resources and Waste Strategy) and attendance at seminars, workshops and professional development; Attendance of various NY and Yorkshire-wide meetings ie Leaders, Chief Executives Group, York and NY Waste Management Partership, various specialist professional meetings ie Environmental Health, Housing, Planning; District Council Network participation	• Briefing papers for Stategic Management Board and Elected Members on immediate and urgent issues relating to longer term strategy	4C	• Continue to lobby central government and other funding agencies to promote maximisation of income to the Council • DCX to review who has responsibility to keep abreast of developments in their area and/or affecting service and financial performance of RDC • CPD to be fully embedded in RDC • Networking with relevant groups and other local authorities to ensure we are aware of important developments and to share and learn from good practice • Brexit Action Plan to be developed as a priority (see below)	2B
CRR 10	BREXIT	Sub-optimal arrangements regarding BREXIT	Tony Galloway	5D	• No-deal BREXIT or other arrangements that impair the work of the Council	• Recruitment difficulties • Data protection • Price uncertainty and supply chain difficulties, price pressures from contractors, increased demands on services from customers and businesses; and adverse impacts upon the local economy and infrastructure and environmental standards.	• Guidance on how to prepare for Brexit issued on specific areas such as trade and procurement, and funding programmes by the Government; NYLRF; Workforce - no change in employment law; LEP guarantee of continued funding agreed for projects before Brexit including rural development; domestic legislation to preserve EU law in relation to farm payment to be put in place; participation in regular strategic and tactical teleconferences as part of NYLRF and weekly returns by exception on status of RDC to NYLRF and Regional Lead CX at Leeds CC for submission to MHCLG	Leader's checklist from the Secretary of State for Housing, Communities and Local Government being assessed	4D	• Monitor the potential impact on public procurement regulations and action any changes to law and RDC process as they occur. Links made with Cabinet Office EU/International Procurement Policy Team. Put in place additional contract variation scrutiny for lower value contracts. • Work as part of North Yorkshire Local Resilience Forum to ensure that civil contingencies issues are identified, evaluated and appropriate planning undertaken. • Take part in engagements arranged by and with the DExEU and MHCLG through the County Councils Network, regional post Brexit England Commission roadshow, review impact on the Council and report regularly on this to Strategic Management Board. • Guidance on Brexit – continue to receive notification on emerging guidance on areas affecting Local Government, review impact on the Council and report regularly on this to Management Board • Data Protection: Put controls in place for data transferred into and out of the UK. Review contracts and ensure controls are in place to ensure data is held in the UK. Monitor changes to the legal framework governing transfers of personal data.	4C
						State Aid - current approvals for state aid will continue to apply and such acceptances by the European Commission will remain valid and will be transposed into UK law.				• Workforce: Monitor the potential impact on recruitment n particular and put together an appropriate action plan if required • Monitor the potential impact on public procurement regulations and action any changes to law and RDC process as they occur. Links made with Cabinet Office EU/International Procurement Policy Team. Put in place additional contract variation scrutiny for lower value contracts. • Work as part of North Yorkshire Local Resilience Forum to ensure that civil contingencies issues are identified, evaluated and appropriate planning undertaken. • Take part in engagements arranged by and with the DExEU and MHCLG through the County Councils Network, regional post Brexit England Commission roadshow, review impact on the Council and report regularly on this to Strategic Management Board. • Guidance on Brexit – continue to receive notification on emerging guidance on areas affecting Local Government, review impact on the Council and report regularly on this to Management Board • Data Protection: Put controls in place for data transferred into and out of the UK. Review current contracts and ensure controls are in place to ensure data is held in the UK. Monitor changes to the legal framework governing transfers of personal data.	
						Procurement – Many of the processes and procedures will remain the same The requirement for fair, open and transparent competition will remain so no favoured nations and use of 'local' may not be widened.				• Ensure guaranteed future funding is received for projects, together with structural and investment funds • Draw up and Implement Brexit Risk Action Plan	

RYEDALE DISTRICT COUNCIL

REPORT TO:	**OVERVIEW AND SCRUTINY COMMITTEE (SCRUTINY)**
DATE:	**14 FEBRUARY 2019**
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 appraised 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

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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 on Climate Change

Terms of Reference (approved on 22 November 2018)

Aims of the Review:

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.

Priority 2: The Task Group will identify changes/impacts across Ryedale (time permitting)

Why has this review been selected?

Council requested Overview and Scrutiny Committee to undertake this review.

Council 11.10.18 Minute 42

Who will carry out the review?

The review will be carried out by a Task Group including:

- 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.)

How will the review be carried out?

The Task Group will gather evidence from a range of sources to

Following the approval of the draft terms of reference on 22 November, the interim report was presented at the reconvened meeting of Council on 10 December.

Minutes:

The Overview and Scrutiny Committee submitted a report on climate change (previously circulated) as requested at the meeting of Full Council on 11 October 2018.

Councillor Clark, the Chairman of the Overview and Scrutiny Committee, presented the report and thanked Members for their involvement.

Further task group meetings were held on 11 December and 10 January 2019 to progress the review at which the 2007 Climate Change Action Plan progress was noted and potential new or revised actions with associated evidence collection and research.

A task group, to which external advisors will be invited, is planned for Thursday, February 28, 2019.

It is anticipated that the draft recommendations will be ready to be considered by the Overview and Scrutiny Committee on 21 March 2019.

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:

   a. Reduce carbon emissions
      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

What are the expected outputs?

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.

Timescales
It is anticipated that the review will be concluded by April 2019.

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:	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.

- 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 **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	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.

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.

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.

A proposed governance framework may include:

Is there a process to follow when an issue or service is identified as requiring action or if alternative delivery models represent best value?

Are the appropriate decision making processes in place and robust?

Is there an appropriate signed agreement in place?

Is the agreement fit for purpose?

Is there a delivery plan?

How are the outcomes of the agreement being measured?

Are there adequate controls and KPIs in place to ensure any actions are identified and implemented?

What are the mechanisms for remedy or withdrawal if the agreement fails?

Are there any recommendations to improve or change any of the arrangements (the outcome of the scrutiny review)

Timescales

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.

Scrutiny Review of Provision of Swimming Lessons in Ryedale District Councils Swimming Pools link to final report

Terms of Reference (approved 2 Nov 17)	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.

Aim of the Review:
To consider the current 10 year contract between RDC and Everyone Active and understand
  - the provision of swimming lessons
  - the potential consequences for swimming clubs and
	The recommendations, agreed at the Overview and Scrutiny committee meeting on 10 May were:

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.	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.

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?

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.

Timescale

Progress reports will be submitted to the committee if required during the review.

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 - Minute

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.*

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.*

	Voting Record *27 For* *0 Against* *0 Abstentions*
Scrutiny Review of Staff Survey Results	
Work in progress	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. At the meeting of the Overview and Scrutiny Committee on Thursday, 14 June, the committee agreed that Members: (i) continue the scrutiny review into the staff survey results At the meeting of the Overview and Scrutiny Committee on Thursday 25 October, 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.
Scrutiny Review of Meeting Start Times and Management of Meetings - link to final report	
Recommendations - As agreed by Overview & Scrutiny	
(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.	On 21 September 2017 Policy and Resources Committee referred these recommendations to the Constitution Working Party.
Scrutiny Review of the Councils Role in Flood Management considered by Council on 8 December 2016 - link to final report	
Recommendations as agreed by Council	
1. That RDC commits £12,000 funding (up to a maximum of 20%) to resource a project manager to progress delivery of the Malton, Norton and Old Malton Flood Study project and drive partnership working, and seeks match funding from the partners of the Malton and Norton Project Group	NYCC have commissioned consultants to make progress with the MN and OM flood study which may identify the need for additional PM support. A report was considered at P&R on 22 November 2018 recommending a 50% contribution is made towards a one-year fixed term contract for a Flood Management Project Manager Post with NYCC.

	The recommendation was then approved at Council on 6 December 2018. Minute *That Council:* 　　a) *Approves additional revenue funding of £13,000 to support a shared one year fixed term contract for a joint Flood Risk Management Project Manager with NYCC; and*
2. RDC commits £2.5k (20%) funding towards a CCTV monitoring survey to understand the drainage system in Old Malton.	A CCTV survey in Old Malton commissioned by NYCC has now been completed and details will be made available in due course. RDC has contributed £2,000 towards this CCTV survey.
3. That Natural Flood Management (NFM) considerations should be integral to all local flood management solutions and that RDC continues to facilitate links across the various partners and interested stakeholders endorsing a whole catchment approach	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. 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
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	All Parish and Town Councils have been informed of the availability of grant funding to support local flood solutions. 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. The opportunity to apply for a flood grant is now open and communities have been invited to submit their applications for grant

contribution RDC makes towards a local solution involving equipment is on the basis that: a) The community group or parish council engage with NYCC to set up a community resilience group (CRG) with a Community Resilience Plan (CRP) b) The CRG undertake training and take responsibility for deploying and insuring the pump with sign off from NYCC 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; 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. 5. That the above spending be funded from the New Homes Bonus Reserve	funding to enable the development of solutions with support from the relevant authorities. Two flood grant applications were approved at Policy and Resources on 21 September - one for Malton and one for Brawby. A third flood grant application has been made by Norton Town Council was approved by Policy and Resources on 23 November 2017. A total of £32,700 has been awarded from the £50,000 grant fund to date. A report was considered at P&R on 22 November 2018 recommending a topping up of the current Flood Grant Fund to support other potential applications. The recommendation was then approved at Council on 6 December 2018. Minute *b) Approves £20,000 additional funding into the current Flood Grant Fund from reserves.*
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.	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.

Scrutiny Review of Assets - **link to final report** considered by Council 08.09.2016	
Recommendations - As agreed by Council	
The Council policy on the management of property assets is as follows: **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 **Policy:** To achieve best value from each property asset by: • Occupying an asset for the efficient delivery of Council services or • Renting to another to generate revenue income for the Council or • Disposing of any asset which achieves neither of the above and which could generate a receipt for the Council **Principles:** • To optimise the use of operational assets • That fewer operational buildings is lowest cost and lowest risk to service delivery • To manage the councils estate to achieve the best social, economic and environmental benefit for the communities of Ryedale • To dispose of underutilised assets • To acquire assets that would support the finances of the Council and delivery of the Council priorities • That the proceeds of the sale of any of the assets be used to support the delivery of the Council's priorities. • For disposal of any Council owned asset used for car parking, decisions should be made in the context of a car parking policy.	A new asset management strategy is being developed by officers to enable the delivery of this policy. The Chief Executive reassured Members that officers would not dispose of any major assets without coming back to Council if the policy was adopted. Member Briefings on 11 January and 1 June 2017 linking the budget and assets. At the Policy and Resources Committee on 21 September 2017 it was resolved: That a clear direction be provided to officers to enable the work to be undertaken for decisions to be made by Council in February 2018 for the future of the Council's Asset portfolio, as follows: a) That officers work with partners to participate in the OPE programme bid for North Yorkshire, to be submitted in November 2017 b) Ryedale House is no longer fit for purpose and the maintenance costs are prohibitively expensive. Officers are to prepare a business case to support a move to new premises which aims to deliver the following: 　• The preferred option of office accommodation on the site of the current Community House. 　• to develop proposals for a hub for public sector and voluntary and community sector partners, linked to the OPE programme.

- When Ryedale House is no longer available, future meetings of Council to take place in the Milton Rooms and similar venues in Ryedale.

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

- 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.

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.

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.

e) The upper deck of Wentworth Street Car Park to be considered for housing as part of the OPE programme.

f) The Council to consider relocating Streetscene services to the proposed Waste Transfer Station at Kirby Misperton.

g) A review to take place of all Council assets to deliver the Council's Asset Management Policy.

On 12 April 2018 a further report was agreed by Council:

That Council agree the following:

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.

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 contractor and commence to construction would be a further decision of Council.

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.

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.

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.

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.

A progress report on the One Public Estate Projects for Ryedale House Site and the Public Service Hub was considered by P&R on 29 November 2018 and then approved at Council on 6 December 2018.

[Minute](#)

That Council approve that:

    a) *A full financial assessment is completed for the development of a PSH for Ryedale.*

    b) *Alternative options are investigated for the development of a PSH for Ryedale and the Ryedale House site, with a preference for the development of the Ryedale House site.*

    c) *No further progress on the project for the development of the RH site is made until a decision is made on the options for the PSH project.*

Voting Record

19 For

5 Against

4 Abstentions

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](#)

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Overview and Scrutiny Committee Work Plan

Date of Meeting	Committee	A/B	Service Area	Report Title	Draft Deadline	Final Deadline	Draft Press Release	Implement Date	Full Council	Reporting Officer	Annual Y/N
March											
21-Mar-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Scrutiny Reviews Progress Report	27-Feb-19	12-Mar-19				BB	Y
21-Mar-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Annual Review of Membership of Outside Bodies	27-Feb-19	12-Mar-19				BB	Y
21-Mar-19	Overview and Scrutiny Committee	OS	Customer Services	Safer Ryedale Progress with Delivering the Community Safety Plan	27-Feb-19	12-Mar-19				AJ	Y
April											
17-Apr-19	Overview and Scrutiny Committee	Au	Resources & Enabling Services	Internal Audit Plan 2019/20	26-Mar-19	08-Apr-19				Veritau	Y
17-Apr-19	Overview and Scrutiny Committee	Au	Resources & Enabling Services	Internal Audit Report	26-Mar-19	08-Apr-19				Veritau	Y
17-Apr-19	Overview and Scrutiny Committee	Au	Resources & Enabling Services	External Audit Progress Report and Technical Update	26-Mar-19	08-Apr-19				Grant Thornton	Y

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