



OVERVIEW AND SCRUTINY COMMITTEE

Thursday 13 June 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 17 April 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 Chair's Announcements

AUDIT ITEMS

7 External Audit Progress Report: 2018-19 Interim Audit Findings (Pages 7 - 16)

8 **Draft Annual Governance Statement 2018/19** (Pages 17 - 28)

SCRUTINY ITEMS

9 **Attendance at Policy Committees** (Pages 29 - 36)

10 **Appointment of Corporate Governance Standards Sub-Committee**

That a Corporate Governance Standards Sub-committee be established comprising any three members of the Overview and Scrutiny Committee (and one substitute) drawn from across the political groups on the Council as far as reasonably practicable.

11 **Delivering the Council Plan** (Pages 37 - 52)

12 **Customer complaints and compliments Q4 2018/19** (Pages 53 - 66)

13 **Identification of Future Topic for Scrutiny Review** (Pages 67 - 68)

14 **Decisions from other Committees** (Pages 69 - 70)

Policy and Resources Committee held on:

28 May 2019

6 June 2019 (To follow)

15 **O&S Forward Plan** (Pages 71 - 76)

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

Public Document Pack

Overview and Scrutiny Committee

Held at Council Chamber, Ryedale House, Malton
on Wednesday 17 April 2019

Present

Councillors Acomb (Vice-Chairman), Joy Andrews, Clark (Chairman) and Oxley

In Attendance

Will Baines, Beckie Bennett, Anton Hodge, Inspector Martin Dennison (North Yorkshire Police), Thilina De Zoysa (Grant Thornton), Stuart Cutts and Jonathan Dodsworth (Veritau)

Minutes

108 **Apologies for absence**

Apologies were received from Cllr Cussons, Cllr Frank, Cllr Keal and Gareth Mills from Grant Thornton.

109 **Minutes of the meeting held on 21 March 2019**

Decision
That the minutes of the meeting of the Overview and Scrutiny Committee held on 21 March 2019 be approved and signed by the Chairman as a correct record.

Voting Record

3 For
0 Against
1 Abstention

110 **Urgent Business**

There were no items of urgent business.

111 **Declarations of Interest**

There were no declarations of interest.

112 **Chair's Announcements**

The Chair reported that the Deputy Chief Executive had shared with him the response received from the Department of Work and Pensions to his letter requesting a breakdown of the processing times for the 35 days under Universal Credit. Following the local elections this matter may be looked at again by the committee.

113 **Safer Ryedale progress with delivering the Community Safety plan**

Considered – Report of the Customer Service Lead.

Decision

That the report and appendices be noted

Voting Record

4 For

0 Against

0 Abstentions

114 **External Audit Progress Report and Sector Update**

Considered.

Decision

That the report and sector update be noted.

Voting Record

4 For

0 Against

0 Abstentions

115 **Third Internal Audit and Counter Fraud Progress Reports 2018/19**

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

Decision

That the Committee note the work undertaken by internal audit and the counter fraud team in the year to date.

Voting Record

4 For

0 Against

0 Abstentions

116 **Internal Audit, Counter Fraud and Information Governance Plans 2019/20**

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

Decision

That the internal audit plan for 2019/20 be approved and the counter fraud and information governance plans be noted.

Voting Record

4 For

0 Against

0 Abstentions

117

Any other business that the Chairman decides is urgent.

The Chair thanked the committee members, officers and partners who had supported the committee over the last municipal year.

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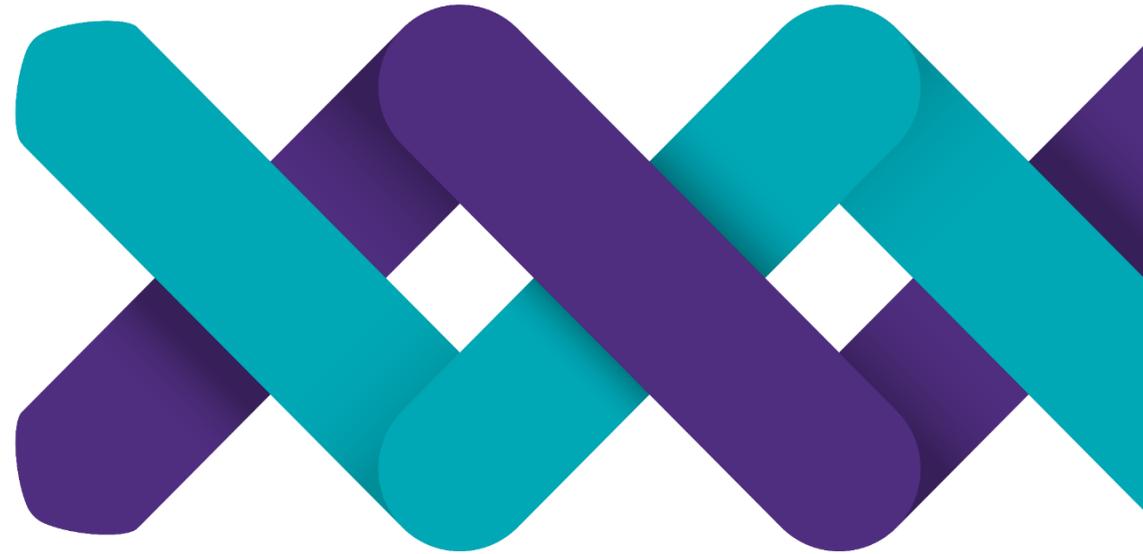
Audit Progress Report: 2018-19 Interim Audit Findings

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Ryedale District Council

Year ending 31 March 2019

4 June 2019



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Introduction



Gareth Mills

Engagement Lead

T: 07825 115921

E: gareth.mills@uk.gt.com



Thilina De Zoysa

Engagement Manager

T: 07500 784 942

E: thilina.de.zoysa@uk.gt.com

This paper provides the Overview and Scrutiny Committee with a report on our detailed interim audit findings and recommendations.

We reported our high level interim audit findings up to 9 April 2019 to the Overview and Scrutiny Committee held on 17 April 2019. Our report dated 9 April 2019 informed the Committee that we would report the full findings and recommendations to the Committee on 13 June 2019.

We have now completed our interim audit. Issues and recommendations arising from our work are reported at pages 5 to 8. We have shared the findings and agreed our recommendations with the Section 151 Officer and his senior finance team in April 2019.

The matters reported here are limited to those areas that we have identified during the course of our interim audit and we have concluded they are of sufficient importance to merit being reported to you as those charged with governance at Ryedale District Council.

These findings may have an impact on our overall accounts audit strategy and our review of the Council's arrangements to secure appropriate use of its resources (our Value for Money conclusion review). This is as a result of the potential increased risks arising from our interim audit findings. In addition, this may also have an impact on our audit fee for 2018-19 (on which we have already held initial discussions and agreement with the Section 151 Officer).

We will continue to discuss these matters with the senior officers of the Council during our year-end audit taking place in June and July. We will report our final findings to you on 24 July 2019, and any impact on our audit fee, as part of our Audit Findings (ISA260) Report.

Audit Deliverables

2018-19 Deliverables	Planned Date	Status
Fee Letter Confirming audit fee for 2018-19.	April 2018	Complete. This was presented to the Overview and Scrutiny Committee on 25 October 2018.
Accounts Audit Plan We are required to issue a detailed accounts Audit Plan to the Audit Committee setting out our proposed approach in order to give an opinion on the Council's 2018-19 financial statements.	January 2019	Complete. This was presented to the Overview and Scrutiny Committee on 24 January 2019.
Interim Audit Findings We will report our final findings and recommendations from our interim audit within our Progress Report to Overview and Scrutiny Committee on 13 June 2019. See pages 5-8. We have shared our findings and agreed on the recommendations with the management before 2018-19 financial closedown.	13 June 2019	Included in this report
Audit Findings (ISA260) Report The Audit Findings Report will be reported to the July Committee.	24 July 2019	Not yet due
Auditors Report This is the opinion on your financial statements, annual governance statement and value for money conclusion.	By 31 July 2019	Not yet due
Annual Audit Letter This letter communicates the key issues arising from our work.	By 31 August 2019	Not yet due

Results of Interim Audit Work

We reported our interim audit findings up to 9 April 2019 to the Overview and Scrutiny Committee held on 17 April 2019. Our report dated 9 April 2019 informed the Committee that we will report the full findings and recommendations to the Committee on 13 June 2019. We have identified following issues and recommendations as part of our interim audit. We have agreed our recommendations with the senior finance team.

Rec No	Brief description of the issue and recommendation	Priority	Management Response	Implementation Date and responsibility
1 & 2.	<p>Payroll System records</p> <p>From July 2018, the Council's Payroll services have been provided by North Yorkshire County Council (service provider). At the time of our Interim audit (March 2019), we identified that no detailed payroll records have been sent from the service provider to the Council. This resulted in no payroll data being posted to Council's general ledger from July 2018 to February 2019.</p> <p>We also identified that starters and leavers on the Council's payroll list are not promptly informed to the Council by the service provider. We understand this is mainly due to the Council not receiving the completed starter and leaver forms. This increases the risk that starters and leavers may not be appropriately recorded and appropriate payments may not be made according to the start or leave date.</p> <p>Recommendations (R):</p> <p>Rec 1: The Council should ensure that detailed payroll records are entered into the General Ledger system on a monthly basis to reflect up-to-date financial information and associated payroll costs of the Council.</p> <p>Rec 2: The Council should consider enhancing its control procedures around starters and leavers to ensure there is clear audit trail around payments to starters and leavers.</p>	High	<p>Rec 1: Whilst the payroll information was available, the Council could not upload the data due to system issues. The Council was in discussion with the supplier during January and February 2019. These have now been resolved. A payroll reconciliation was performed at the year end. The Council will ensure the detailed payroll records are uploaded in a timely manner to the General Ledger System in 2019-20.</p> <p>Rec 2: The Council will review and enhance the control procedures to ensure there is clear audit trail around payments to starters and leavers.</p>	Rec 1 and Rec 2 : 31 July 2019 S151 officer

Results of Interim Audit Work (continued)

Rec No	Brief description of the issue and recommendation	Priority	Management Response	Implementation Date and responsibility
3.	<p>Bank and Cash:</p> <p>Our Interim work on bank and cash identified the Council has a process of keeping signed cheques in a safe. Cheques are pre-numbered and the system highlights when the consecutive number is not being used. However, we noted that the entire Accounting, Business and Democracy team have access to the safe.</p> <p>Rec 3: As part of proactive fraud prevention activities, the Council should consider further strengthening the process around safekeeping of signed cheques by giving access to only limited number of senior officers.</p>	High	This is now implemented	N/A
4.	<p>Authorisation of re-coded journals:</p> <p>Our interim audit work on journal controls identified that journals are re-coded when the initial posting is identified as incorrect. This is a standard practice and there is nothing unusual about journals being re-coded when required.</p> <p>However, we observed that there is no authorisation control when journals are re-coded. This may give rise to unauthorised journals being posted which may result in inaccurate journals being included in the Council's financial position, increasing the risk of errors in the Council's financial reporting.</p> <p>Rec 4: The Council should consider further strengthening the journal control environment by implementing an authorisation control when re-coding journals.</p>	Medium	The Council will further strengthen the journal control environment in a proportionate manner around re-coding of journals.	31 July 2019 s151 officer
5.	<p>Governance documents:</p> <p>Our interim work highlighted that key Council documents have not been updated for a number of years, for example, the Code of Conduct (last updated in 2010), the Whistle Blowing Policy (last updated 2006)</p> <p>These are key documents forming part of the Council's wider governance and control environment.</p> <p>Rec 5: The Council should perform a review of all the key governance documents to ensure they are relevant and up to date, taking into account any changes in legislation or regulations.</p>	Medium	The Council began a review of key governance documents in Summer 2018. This will continue to ensure that all key documents are relevant and up to date, taking into account any changes in legislation or regulations.	By 31 March 2020 s151 officer / Head of HR

Results of Interim Audit Work (continued)

Rec No	Brief description of the issue and recommendation	Priority	Management Response	Implementation Date and responsibility
6.	<p>Service Organisations:</p> <p>The Council uses other service organisations to provide key services. Some of these are highlighted below:</p> <ul style="list-style-type: none"> • North Yorkshire County Council provides finance, payroll and HR • Scarborough Borough Council provides Collection Fund, (Council Tax and Business Rates), procurement and car parking services. <p>Our Interim audit highlighted there is scope to enhance the communication between the Council and its use of service organisations mainly around services provided by Scarborough Borough Council. As a result, we noticed there was some level of staff ambiguity around certain responsibilities.</p> <p>We understand that the governance arrangements relating to the range of services provided by these service organisations is still developing. Original signed SLAs are being re-examined to ensure they meet organisational requirements, alongside proposals for governance of any over-arching collaboration agreements.</p> <p>Rec 6: In order to strengthen the arrangements in place to monitor the quality of the work delivered by the service organisations, the Council should:</p> <ul style="list-style-type: none"> • R1: Ensure all Service Level Agreements between the Council and its service providers are signed and dated – this will ensure clarity on both sides in terms of expectations on delivery and quality, reducing the risk of any ambiguity • R2: Ensure there is regular communication and monitoring of the services provided by Service Organisations (mainly around Scarborough Council) to enable they are providing what has been agreed and at an acceptable quality and standard, with appropriate levels of governance in place • R3: Ensure that if it is not receiving the agreed level of service and quality from its service providers, it holds them appropriately to account. 	High	<p>The Council will review all key SLAs and ensure they are agreed and signed.</p> <p>The Council will introduce appropriate governance processes with service organisations to ensure the services are meeting the quality standards required by Ryedale District Council as specified in the SLAs, ensuring that issues of concern are escalated to the appropriate Committee for Elected Member review and consideration.</p> <p>The Council will address this as part of effective service management throughout 2019-20.</p>	<p>R1 : 31 July 2019</p> <p>R2: Throughout 2019-20</p> <p>R3: Throughout 2019-20</p> <p>s151 Officer</p>

Results of Interim Audit Work

Rec No	Brief description of the issue and recommendation	Priority	Management Response	Implementation Date and responsibility
7.	<p>Resourcing in the accounts production team:</p> <p>We noted the predecessor auditor in their 2017-18 Audit Findings (ISA260) Report, issued in July 2018, raised a recommendation to consider capacity and adequate resourcing in the accounts production team.</p> <p>As a result, we understand that additional part time senior resource was added to the team during 2018-19.</p> <p>Our interim audit highlighted that there are still gaps in experienced financial professionals that would assist in day to day book keeping and also help contribute to the final accounts production process. We understand that there is more scope for formal training to individuals who have taken on new roles and responsibilities in 2018-19.</p> <p>Rec 7: The Council should consider whether the current finance team and those supporting the finance team, are sufficiently resourced and experienced in order to compile the 2018-19 financial statements and deal with the audit process in June and July.</p>	Medium	<p>Additional support from North Yorkshire County Council was obtained as part of collaboration agreement during the financial statement closedown and preparation process. Financial statements were produced within the required time scale by end of May 2019. Capacity funding agreed through the Council budgeting process for 19/20 was utilised to achieve this.</p> <p>The Council is looking at relevant team structures to ensure the accounts production function is adequately staffed and receives effective resources throughout the year.</p>	<p>2019-20</p> <p>s151 officer</p>

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The Draft Statement of Accounts includes the draft Annual Governance Statement (AGS) – set out below. Potential changes to the Statement will be considered by the Overview and Scrutiny Committee on 13 June with a final version being submitted for inclusion in the final accounts by 31 July.

Scope of Responsibility

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

RYEDALE
DISTRICT
COUNCIL



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

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

The Purpose of the Governance Framework

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

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

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

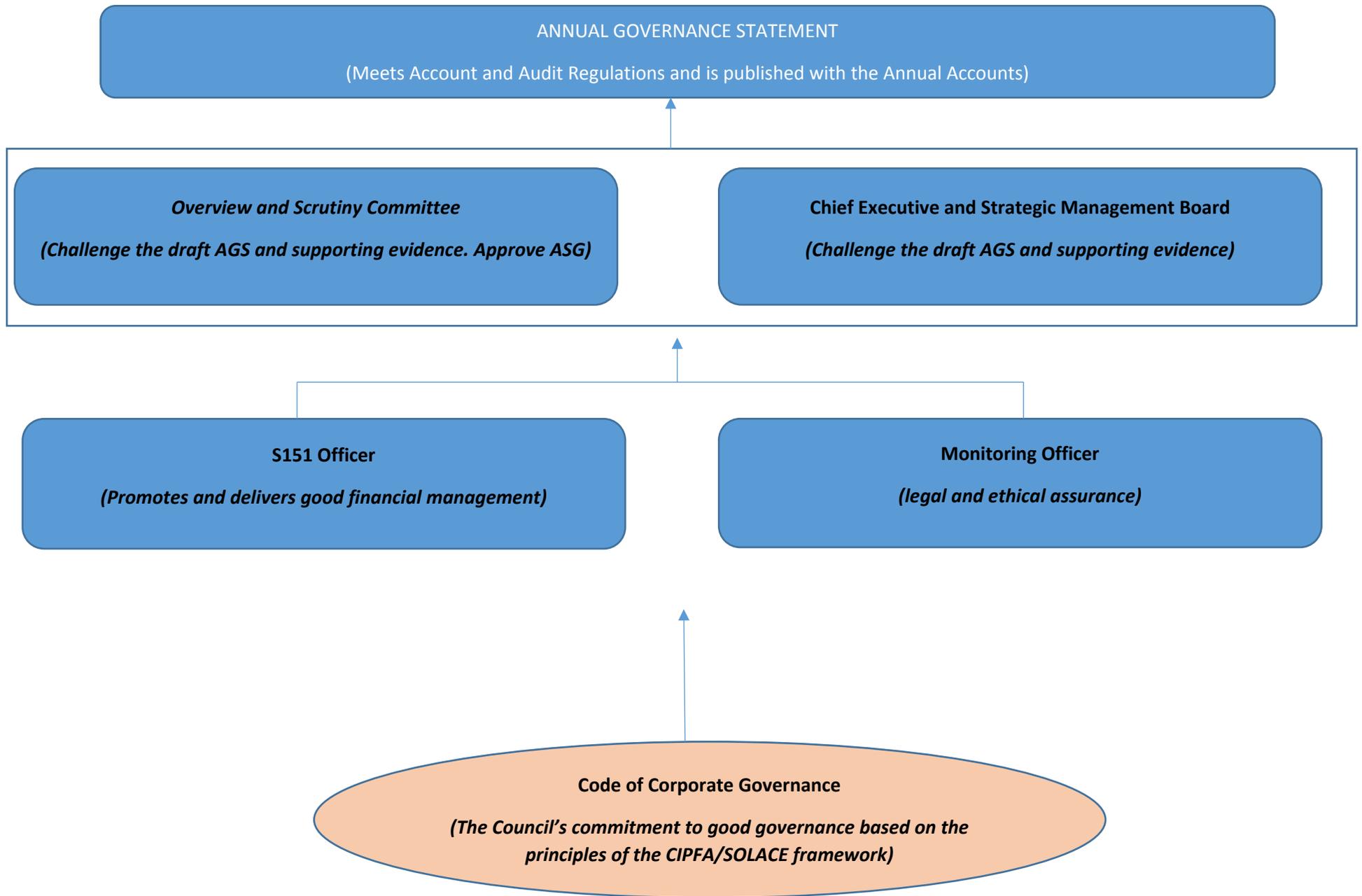
The governance framework has been in place at Ryedale District Council for the year ended 31 March 2019 and up to the date of approval of the annual statement of accounts

The Council's Governance Framework addresses the way the Council is controlled and managed, both strategically and operationally, and how it will deliver its services. The Framework recognises that the Council's business is focused upon its corporate priorities and seeks to facilitate delivery to our local communities of the goals set out in the Corporate Plan. To improve the effectiveness of this, the Chief Executive has commissioned a number of Health Checks which all have action plans.

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

Members and senior officers are responsible for putting in place proper arrangements for the governance of the Council's affairs and the stewardship of the resources at its disposal. Following the appointment of a new Chief Executive and Section 151 Officer in Autumn AND Summer 2018, this task is now managed by the Strategic Management Board and other senior managers, who have commissioned and taken action to address governance related issues. This includes briefing relevant Committees for consideration. Overview and Scrutiny have also pursued a robust approach to strengthening governance arrangement in key areas such as risk management.

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



Code of Corporate Governance

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

- Standards Annual Report to O&S Committee
- Complaints Summary Reports
- Public Consultations
- Local Government Ombudsman Report

Strategic Plan
Policies and Procedures
Business Planning
Performance Results
Partnership Protocol

- Performance Reports
- Committee Reports
- Annual Audit Opinion (Internal)
- Overview and Scrutiny Committee
- Health checks

Financial Management Framework
Budget Monitoring Process
Compliance with CIPFA Guidelines

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

HR Policies
Pay Policy
Risk Management

- Corporate Risk Register
- Service Risk Registers
- Mandatory Training
- Bribery, Anti-Fraud & Corruption Policy
- Whistleblowing Policy
- HR &OD Health check and improvement programme

Review of Effectiveness

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

- the Annual Internal Audit Assurance opinion, as provided by Veritau North Yorkshire;
- comments made by the external auditors and other review agencies and inspectorates;
- the Overview & Scrutiny Committee review that the elements of the governance framework are in place and effective, to ensure compliance with the principles. They also reviewed the system of internal audit and concluded it was effective and remained a key source of assurance for the Council in 2018/19.

In accordance with section 3.7 of the Code of Practice on Local Authority Accounting for 2018/19, Ryedale's financial management arrangements conform with the governance requirements of the CIPFA Statement on the Role of the CFO in Local Government (2010).

The Council's Monitoring Officer has a legal responsibility to look into matters of potential unlawfulness within the Council. In 2018/19 the Monitoring Officer was supported by additional capacity to ensure the efficiency and effectiveness of all arrangements relating to Council and Committee meetings, working groups, and the required officer support. An Action Plan following the Health Check on Democratic Services will further strengthen this area in 2019/20

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

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

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

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

Review of Effectiveness

The Overview and Scrutiny (O&S) Committee process has provided challenge and has monitored the Council’s policies and performance on an ongoing basis. During 2018/19 the Members of O&S have worked together, adopting a non-political approach, developing and using their knowledge and expertise, and that of others to the best effect. An evidence-based approach to the O&S work has been instrumental in achieving good results. There have been contributions, and input, from a range of stakeholders, including public and voluntary sector organisations, the public, officers and Members of the Council. Highlights have included:

Scrutiny

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

Scrutiny Reviews on

- Provision of Swimming Lessons at Council-owned pools
- Staff Survey Results - ongoing
- Governance of Shared Services
- Impact of RDC on Climate Change

Monitoring Reports from Key Partnerships and External Bodies including:

Safer Ryedale

Everyone Active

Ombudsman

Presentation from representatives of Scarborough and Whitby CCG and Vale of York CCG

The Council is dedicated to ensuring that its resources are utilised in the most effective and efficient manner whilst delivering continuous improvement. Work has been undertaken during the current year to ensure members are fully informed of, and involved in, shaping the budget strategy ahead of key meetings in February 2019.

Financial monitoring has been reviewed and new reporting arrangements have been put in place from October 2018.

To improve the Council’s effectiveness of this, the Chief Executive has commissioned a number of Health Checks including Health and Safety, Democratic Services, Strategy and Performance, IT, Information Governance, Customer Services, Projects and Planning, Communications. These now have improvement plans and this is recognised as Key Issue later in this statement.

Review of Effectiveness

Based on the assurance work undertaken by Internal Audit, the Head of Internal Audit (Veritau) has provided an opinion on the adequacy of the control environment which concluded that this gave (to be updated for July 2019). It should, however, be noted that all risks of failure cannot be eliminated, and the assurance given is therefore reasonable and not absolute. Areas in which controls were below the required standard are reported initially to the relevant Manager who ensures prompt corrective action is taken, and ultimately to the Overview & Scrutiny Committee who monitor progress with improvements via follow up reports from Internal Audit.

All key systems were audited in 2018-19 and a total of 5 audit reports were provided to management and the O&S Committee (to be updated in July 2019). In addition, a fundamental review of how the Council undertakes Risk Management has been carried out an updated Corporate Risk Register, and updated Service Risk Registers have been produced. External training has also been delivered to Members on Risk Management.

In July 2018 the Council's external auditor (KPMG) provided the Council with an unqualified opinion on the Council's accounts within their Annual Audit and Inspection letter. KPMG also provided an unqualified opinion of the Council's arrangements to secure Value For Money.

A Peer Review was undertaken in October 2016 and a revisit took place in April 2018. The Chief Executive has, since August 2018, carried out a review of the Council and its development needs. The three areas highlighted by the Peer Review revisit team (Valuing the Workforce, Strategic Plan, Leadership) have been included in that development work.

In the 2017-18 Annual Governance Statement, six key issues were identified. One of these is ongoing and will be continued (but amended) in the new version.

Key Issues

This Statement is intended to provide reasonable assurance. It is stressed that no system of control can provide absolute assurance against material misstatement or loss. In concluding this overview of the Council's governance arrangements, 6 issues have been identified that need to be addressed to ensure continuous improvement in the Governance Framework. The aim is to address these weaknesses during the 2019-20 financial year, by way of an action plan for improving the governance framework and system of internal control. This will be subject to monitoring by the Overview and Scrutiny Committee.

Status	Control Issue	Action Proposed	Responsibility	Target Date	Current Position
Brought Forward and updated	<p>On-going and future changes to the Council's financial framework including several changes to national and local funding regimes will increase the financial pressure on the Council and risk profile.</p> <p>This needs to be matched with effective financial management on the part of members and officers.</p>	<p>The agreed Medium Term Financial Strategy of the Council highlights the expected need to make future savings. This informs the budget process for future years.</p> <p>The s151 Officer considers the risk as part of the closure of accounts including the need to make appropriate provisions and reserves at the year-end.</p> <p>Ensure effective budget management is in operation across the council, including</p>	Chief Finance Officer (s151)	Ongoing, but with improved financial monitoring and reporting by October 2019.	<p>Work has been undertaken during 2018-19 to ensure members are fully informed of, and involved in, shaping the budget strategy ahead of approval of the MTFS Strategy by members in February 2019.</p> <p>Financial monitoring has been reviewed and new reporting arrangements have been in place since October 2018.</p>

		accurate data and forecasting and reporting to members. Ensure that members are kept aware of all relevant financial information to assist in budget setting in future years			
2019-20	Waste and recycling review	Implementation of new optimised household waste and recycling collections linked to new recycling vehicles and waste transfer station	Strategic Management Board/ Head of Waste and Environmental Services	Spring 2020	The new waste transfer station is expected to be operational in August 2019 and delivery of the new recycling vehicle April 2020
2019-20	Local Plan	Review of the development plan as the Local Plan Strategy is currently nearly six years old. This will highlight expected levels of development that will take place in the District and will set out the specific types of new development required to meet Ryedale's needs	Head of Planning/SMB	Work on the review will commence later summer /autumn 2019, but the formal adoption of the review is likely to be in 2023.	Adoption of current the Sites Document Will be made by a Council following receipt of the Inspectors final report (due in June).
2019-20	Resilience and	Ensure that actions	Chief Executive &	October 2019	A number of Health

	Capacity	<p>from the following Health Checks are followed up and implemented</p> <ul style="list-style-type: none"> - Health and Safety - Democratic Services - Strategy and Performance - IT - Information Governance - Customer Services - Projects and Planning - Communications 	Strategic Management Board		Checks have been completed and action plans drawn up which will increase the performance and resilience
2019-20	Economic Development	Sustainable Growth is one of the council's key Priorities and a fundamental element in the future prosperity of the district, with the promotion of a strong economy, thriving businesses, robust infrastructure and a strong culture, tourism and leisure sector at the very heart of this approach.	Programme Director-Economic Development	Ongoing	Resources to fund additional Economic Development capacity have been agreed. Recruitment to new posts will be completed by July 2019 Work will be done to review the Economic Development Strategy and progress resulting priorities. A key area of work

					<p>going forward will be to build strong external partnerships, particularly with the LEP. We will also monitor any potential impact of Brexit.</p>
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REPORT TO:	OVERVIEW AND SCRUTINY COMMITTEE
DATE:	13 JUNE 2019
REPORT OF THE:	DEMOCRATIC SERVICES MANAGER SIMON COPLEY
TITLE OF REPORT:	ATTENDANCE AT POLICY COMMITTEES
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

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

2.0 RECOMMENDATION

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

3.0 INTRODUCTION

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

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

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

4.0 CONCLUSION

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

Simon Copley
Democratic Services Manager

Author: Simon Copley, Democratic Services Manager
Telephone No: 01653 600666 ext: 43277
E-Mail Address: simon.copley@ryedale.gov.uk

Background Papers:
The Constitution of the Council

Guidance for Members observing at a policy committee

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

The Role of the Committee

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

The Committee undertakes its work by:

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

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

Decision-making and call-in

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

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

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

Further details can be found in the Council Constitution.

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

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

Appendix A - Checklist

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

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

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

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

Appendix B – Call-in Proforma

Date

Committee:

Decision to be called in:

Council’s Constitution – Article 12 Decision Making

Principles of decision-making:

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

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

Reason for calling in the decision:

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

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

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

Signature of Councillor

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

Signature of Councillor

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

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

ANNEX B

Attendance at Policy Committees 2018/19 – Draft Rota

Policy and Resources Committee		July 25	Sept 26	Nov 14	Feb 6	March 19	June 2020 (date tbc)*						
Cllr Bailey				X									
Cllr Brackstone				X									
Cllr Clark					X								
Cllr Cussons		X			X								
Cllr Garbutt Moore		X			X								
Cllr Keal		X				X							
Cllr Middleton			X			X							
Cllr Oxley			X			X							
Cllr Raine			X										
Cllr Raper					X								
Planning Committee	June 18	July 16	Aug 13	Sept 10	Oct 8	Nov 6	Nov 26	Dec 17	Jan 21	Feb 18	Mar 17	Apr 15	May 12
Cllr Bailey	X					X					X		
Cllr Brackstone	X					X					X		
Cllr Clark		X					X					X	
Cllr Cussons		X					X					X	
Cllr Garbutt Moore			X					X					X
Cllr Keal			X					X					X
Cllr Middleton				X					X				
Cllr Oxley				X					X				
Cllr Raine					X					X			
Cllr Raper					X					X			

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

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

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

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

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

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REPORT TO: OVERVIEW AND SCRUTINY COMMITTEE

DATE: 13 JUNE 2019

REPORT OF THE: DEPUTY CHIEF EXECUTIVE

TITLE OF REPORT: DELIVERING THE COUNCIL PLAN – PROGRESS REPORT

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 up to the end of March 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 four 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.
- 6.2 There is 1 PI with a red status and 3 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. Following the publication of the last report, the Percentage of Council Tax Collected PI has moved from amber to green status, with the Number of affordable homes delivered PI moving from red to green status.
- 6.3 Further information on the performance indicator currently showing a red status, the percentage of Customer Complaints resolved within five working days (CS 10), is attached at Appendix 2.
- 6.4 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

Author : Tony Galloway
E-Mail Address: tony.galloway@ryedale.gov.uk

Background Papers:
None

**Delivering the Council Plan Overview
APPENDIX 1**

Status	Performance Indicator	Lead Officer
	Standard searches carried out within 10 working days	Angela Jones
	Speed of processing new claims for Council Tax Support	Angela Jones
	% of Non-domestic Rates Collected	Angela Jones
	Customer Complaints resolved within 5 working days	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.

In the Housing team, the performance indicators across North Yorkshire have been refreshed in accordance with the Homelessness Reduction Act. The reports and data have been established and a year-end position included in this report.

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 in May 2019.

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 (91.7%) and 'Other' applications (91.9%) are exceeding their respective performance target levels for the 2018/19 year

On Standard Searches carried out within 10 working days, the target shows an AMBER status at the end of 2018-19. Measures are in place to improve performance in this area, with extra resources now in place and trained up to cope with demand.

The speed of processing New Claims for Council Tax Support is at AMBER status, with action underway to mitigate the external factors which negatively influence the Council's performance.

Customer complaints resolved within 5 working days shows a RED status at the end of March 2019.

Out of the 60 customer complaints received in 2018/19, 36 were resolved within 5 working days.

Further work is underway to improve the alerts sent to managers to generate quicker responses.

ONE RYEDALE

At the end of Q4, the collection rate of Non-Domestic Rates is slightly below target, showing an AMBER status.

FOI response rates have significantly improved, achieving a 93.2% 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.	84%	72%	2018/19 result	<p>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</p> <table border="1"> <caption>HE 13 % of Food establishments in the area broadly compliant with food hygiene law</caption> <thead> <tr> <th>Year</th> <th>Actual Result (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>73%</td> <td>72%</td> </tr> <tr> <td>2017/18</td> <td>86%</td> <td>72%</td> </tr> <tr> <td>2018/19</td> <td>84%</td> <td>72%</td> </tr> </tbody> </table>	Year	Actual Result (%)	Target (%)	2016/17	73%	72%	2017/18	86%	72%	2018/19	84%	72%
Year	Actual Result (%)	Target (%)																
2016/17	73%	72%																
2017/18	86%	72%																
2018/19	84%	72%																

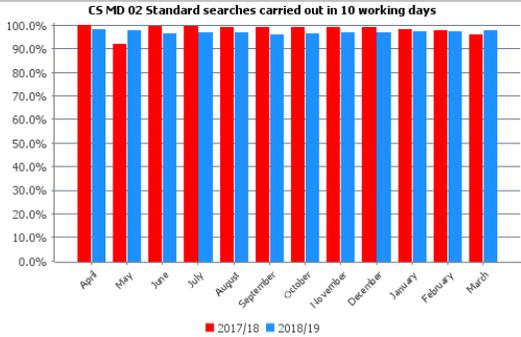
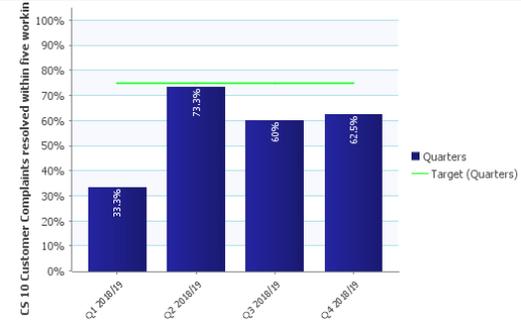
HOUSING – PHILLIP SPURR

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart							
	New PI	Total number of households approaching Ryedale District Council for assistance	Some low level advice is being provided by Horton through their drop in, therefore not included in the figures. Change of IT system and legislation in April 2018 has led to	479	500	Result for 2018/19							
	New PI	Average time spent in temporary accommodation for those owed a main housing duty		141 days	-	Result for 2018/19							
	New PI	Average time spent in B&B for those owed a main housing duty		0 days	-	Result for 2018/19							
	New PI	Number of households where we were satisfied that they were homeless or at risk of homelessness		190 households	-	Result for 2018/19							
	New PI	Number of successful preventions		102	-	Result for 2018/19							
🟢		Number of affordable homes delivered	In 2018/19 the Council completed 100 affordable homes in Ryedale. This was mainly made up of the 61 apartments at the Extra Care development at Bransdale View in Helmsley delivered in Q4, but also included Section 106 schemes in Malton, Helmsley, Sheriff Hutton, Thornton-le-Dale and Rillington. This figure exceeded the Council's annual target of 75 affordable homes, however, over the last three years the total of homes delivered is 192, giving an average of 64 affordable homes per annum.	100	75	Cumulative result for 2018/19 as of Q4 2018/19	<p>HS 17 Number of affordable homes delivered</p> <table border="1"> <caption>HS 17 Number of affordable homes delivered</caption> <thead> <tr> <th>Year</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>40</td> </tr> <tr> <td>2018/19</td> <td>100</td> </tr> </tbody> </table>	Year	Q4	2017/18	40	2018/19	100
Year	Q4												
2017/18	40												
2018/19	100												

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	This indicator has been subject to variations due to staff shortages causing the turnaround times to drop. Additional resources are being sought to address this temporary situation.	96.1%	100.0%	2018/19 result	 <p>CS MD 02 Standard searches carried out in 10 working days</p> <table border="1"> <caption>CS MD 02 Standard searches carried out in 10 working days</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.0</td><td>100.0</td></tr> <tr><td>May</td><td>100.0</td><td>96.1</td></tr> <tr><td>June</td><td>100.0</td><td>100.0</td></tr> <tr><td>July</td><td>100.0</td><td>100.0</td></tr> <tr><td>August</td><td>100.0</td><td>100.0</td></tr> <tr><td>September</td><td>100.0</td><td>100.0</td></tr> <tr><td>October</td><td>100.0</td><td>100.0</td></tr> <tr><td>November</td><td>100.0</td><td>100.0</td></tr> <tr><td>December</td><td>100.0</td><td>100.0</td></tr> <tr><td>January</td><td>100.0</td><td>100.0</td></tr> <tr><td>February</td><td>100.0</td><td>100.0</td></tr> <tr><td>March</td><td>100.0</td><td>100.0</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	100.0	100.0	May	100.0	96.1	June	100.0	100.0	July	100.0	100.0	August	100.0	100.0	September	100.0	100.0	October	100.0	100.0	November	100.0	100.0	December	100.0	100.0	January	100.0	100.0	February	100.0	100.0	March	100.0	100.0
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February	100.0	100.0																																											
March	100.0	100.0																																											
	Customer Complaints resolved within five working days	There has been a dip in response times due to changes in management and recording structures and processes. A more robust system for monitoring of complaints is being introduced.	60%	75%	2018/19 result	 <p>CS 10 Customer Complaints resolved within five working days</p> <table border="1"> <caption>CS 10 Customer Complaints resolved within five working days</caption> <thead> <tr> <th>Quarter</th> <th>Actual (%)</th> <th>Target (%)</th> </tr> </thead> <tbody> <tr><td>Q1 2018/19</td><td>33.3%</td><td>75%</td></tr> <tr><td>Q2 2018/19</td><td>73.3%</td><td>75%</td></tr> <tr><td>Q3 2018/19</td><td>60%</td><td>75%</td></tr> <tr><td>Q4 2018/19</td><td>62.5%</td><td>75%</td></tr> </tbody> </table>	Quarter	Actual (%)	Target (%)	Q1 2018/19	33.3%	75%	Q2 2018/19	73.3%	75%	Q3 2018/19	60%	75%	Q4 2018/19	62.5%	75%																								
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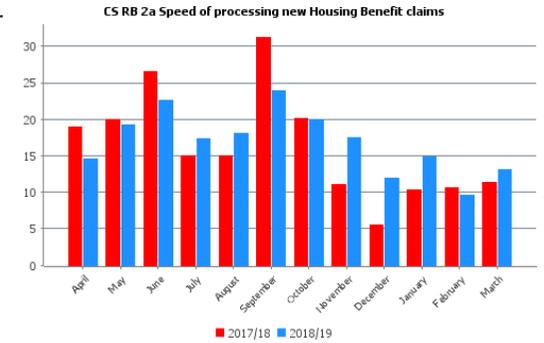
Speed of processing new Housing Benefit claims

Performance continues to be under the set target. To maintain and improve performance, staff continue to encourage citizens to provide all the required information at the first point of contact so it can be actioned as it is received.

16.9 days

21 days

Average result for 2018/19 as of March 2019



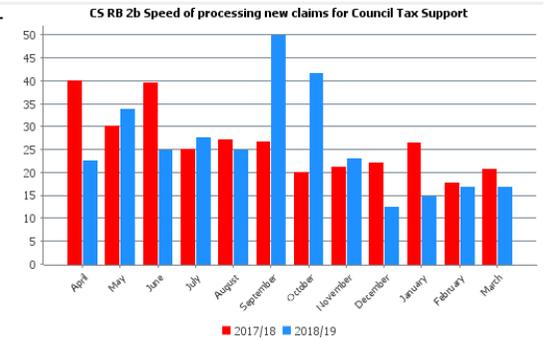
Speed of processing new claims for Council Tax Support

The improved processing performance of the Council Tax Support New Claims is a result of the fully operational automation process in the Northgate system. The indicator is to be split into two further indicators from April 2019 to show the performance of CTS Universal Credit New Claims and CTS Non Universal Credit New Claims (dealt with by Ryedale DC)

25.71 days

25 days

Average result for 2018/19 as of March 2019



CTS Non Universal Credit New Claims: 15.26 days
CTS Universal Credit New Claims: 27.66 days

To put this in context, the latest available statistics for the speed of processing this indicator across North & East Yorkshire is an average of 23.74 days.



Speed of processing Housing Benefit change events

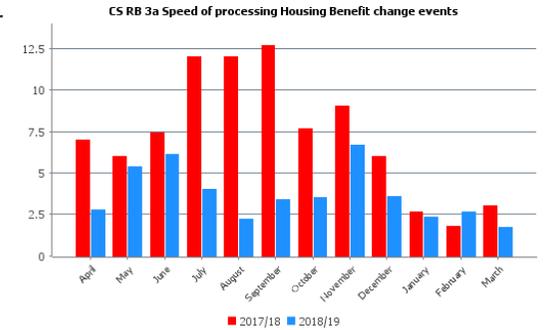
Staff continue to encourage citizens to provide all the required information at first point of contact so it can be actioned as soon as it is received.

3.69 days

12 days

Average result for 2018/19 as of March 2019

To put this in context, the latest available national statistics for the speed of processing this indicator is an average of 8 days.



Speed of processing Council Tax Support change events

Staff continue to encourage citizens to provide all the required information at first point of contact so it can be actioned as soon as it is received.

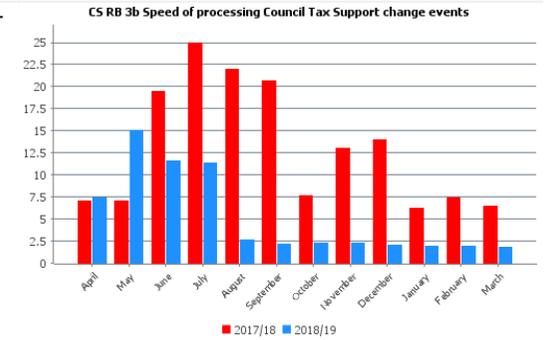
5.16 days

12 days

Average result for 2018/19 as of March 2019

The improved performance is a result of the fully operational automation process in the Northgate system.

To put this in context, the latest available statistics for the speed of processing this indicator across North & East Yorkshire is an average of 3.69 days.



OPERATIONS - BECKIE BENNETT

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart															
🟢	% of Household Waste Recycled	This percentage is an estimate until verified on Waste Data Flow.	21.01%	20.00%	Quarter 4 2018/19 result	<p>55 15 % of Household Waste Recycled</p> <table border="1"> <caption>55 15 % of Household Waste Recycled</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~19.5%</td> <td>~20.5%</td> <td>~23.0%</td> <td>~26.5%</td> </tr> <tr> <td>2018/19</td> <td>~20.5%</td> <td>~19.5%</td> <td>~22.0%</td> <td>~21.0%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	~19.5%	~20.5%	~23.0%	~26.5%	2018/19	~20.5%	~19.5%	~22.0%	~21.0%
Year	Q1	Q2	Q3	Q4																	
2017/18	~19.5%	~20.5%	~23.0%	~26.5%																	
2018/19	~20.5%	~19.5%	~22.0%	~21.0%																	
🟢	% of Household Waste Composted	This percentage is an estimate until verified on Waste Data Flow.	24.36%	23.00%	Quarter 4 2018/19 result	<p>55 16 % of Household Waste Composted</p> <table border="1"> <caption>55 16 % of Household Waste Composted</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>~32.5%</td> <td>~31.0%</td> <td>~21.5%</td> <td>~9.0%</td> </tr> <tr> <td>2018/19</td> <td>~30.0%</td> <td>~29.5%</td> <td>~27.0%</td> <td>~24.5%</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2017/18	~32.5%	~31.0%	~21.5%	~9.0%	2018/19	~30.0%	~29.5%	~27.0%	~24.5%
Year	Q1	Q2	Q3	Q4																	
2017/18	~32.5%	~31.0%	~21.5%	~9.0%																	
2018/19	~30.0%	~29.5%	~27.0%	~24.5%																	
🟢	Residual household waste - kg per household	<p>This percentage is an estimate until verified on Waste Data Flow.</p> <p>The 2018-19 full year estimate is 450.52 kg/hh</p>	109.60kg/hh	112.50kg/hh	Quarter 4 2018/19 result	<table border="1"> <caption>Residual household waste - kg per household</caption> <thead> <tr> <th>Quarter</th> <th>Actual (kg/hh)</th> <th>Target (kg/hh)</th> </tr> </thead> <tbody> <tr> <td>Q1 2018/19</td> <td>118.10</td> <td>112.50</td> </tr> <tr> <td>Q2 2018/19</td> <td>113.24</td> <td>112.50</td> </tr> <tr> <td>Q3 2018/19</td> <td>109.50</td> <td>112.50</td> </tr> <tr> <td>Q4 2018/19</td> <td>109.60</td> <td>112.50</td> </tr> </tbody> </table>	Quarter	Actual (kg/hh)	Target (kg/hh)	Q1 2018/19	118.10	112.50	Q2 2018/19	113.24	112.50	Q3 2018/19	109.50	112.50	Q4 2018/19	109.60	112.50
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Q1 2018/19	118.10	112.50																			
Q2 2018/19	113.24	112.50																			
Q3 2018/19	109.50	112.50																			
Q4 2018/19	109.60	112.50																			

PLANNING - GARY HOUSDEN

Traffic Light	Short Name	Latest Note	Latest Actual Result	Latest Target	Last Update	Trend Chart																																							
🟢	Planning appeals allowed	<p>As with previous years, the overall number of appeals is very low so the performance out turn can be volatile.</p> <p>2018-19 - 3 out of 15 appeals allowed</p>	20%	33.0%	2018/19 result	<p>DM 2 Planning appeals allowed</p> <table border="1"> <caption>DM 2 Planning appeals allowed</caption> <thead> <tr> <th>Quarter</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>100.0</td> <td>0.0</td> </tr> <tr> <td>Q2</td> <td>18.0</td> <td>38.0</td> </tr> <tr> <td>Q3</td> <td>18.0</td> <td>0.0</td> </tr> <tr> <td>Q4</td> <td>23.0</td> <td>0.0</td> </tr> </tbody> </table>	Quarter	2017/18 (%)	2018/19 (%)	Q1	100.0	0.0	Q2	18.0	38.0	Q3	18.0	0.0	Q4	23.0	0.0																								
Quarter	2017/18 (%)	2018/19 (%)																																											
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Q2	18.0	38.0																																											
Q3	18.0	0.0																																											
Q4	23.0	0.0																																											
🟢	Processing of planning applications: Major applications (13 weeks)	<p>We are currently performing at 100%, with all 21 major applications received in this year 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%.</p>	100.00%	70.00%	2018/19 result	<p>DM 157a Processing of planning applications: Major applications (13 weeks)</p> <table border="1"> <caption>DM 157a Processing of planning applications: Major applications (13 weeks)</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>100.0</td><td>100.0</td></tr> <tr><td>May</td><td>100.0</td><td>100.0</td></tr> <tr><td>June</td><td>100.0</td><td>100.0</td></tr> <tr><td>July</td><td>100.0</td><td>100.0</td></tr> <tr><td>August</td><td>100.0</td><td>100.0</td></tr> <tr><td>September</td><td>100.0</td><td>100.0</td></tr> <tr><td>October</td><td>100.0</td><td>100.0</td></tr> <tr><td>November</td><td>100.0</td><td>100.0</td></tr> <tr><td>December</td><td>100.0</td><td>100.0</td></tr> <tr><td>January</td><td>100.0</td><td>100.0</td></tr> <tr><td>February</td><td>100.0</td><td>100.0</td></tr> <tr><td>March</td><td>100.0</td><td>100.0</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	100.0	100.0	May	100.0	100.0	June	100.0	100.0	July	100.0	100.0	August	100.0	100.0	September	100.0	100.0	October	100.0	100.0	November	100.0	100.0	December	100.0	100.0	January	100.0	100.0	February	100.0	100.0	March	100.0	100.0
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February	100.0	100.0																																											
March	100.0	100.0																																											
🟢	Processing of planning applications: Minor applications (8 weeks)	<p>In the light of the team still operating with a vacancy since April 2018 this is considered to be a remarkably high level of performance. 193 minor applications received during the year.</p>	91.70%	80.00%	2018/19 result	<p>DM 157b Processing of planning applications: Minor applications (8 weeks)</p> <table border="1"> <caption>DM 157b Processing of planning applications: Minor applications (8 weeks)</caption> <thead> <tr> <th>Month</th> <th>2017/18 (%)</th> <th>2018/19 (%)</th> </tr> </thead> <tbody> <tr><td>April</td><td>62.0</td><td>88.0</td></tr> <tr><td>May</td><td>65.0</td><td>88.0</td></tr> <tr><td>June</td><td>63.0</td><td>88.0</td></tr> <tr><td>July</td><td>68.0</td><td>88.0</td></tr> <tr><td>August</td><td>68.0</td><td>88.0</td></tr> <tr><td>September</td><td>78.0</td><td>88.0</td></tr> <tr><td>October</td><td>80.0</td><td>88.0</td></tr> <tr><td>November</td><td>80.0</td><td>88.0</td></tr> <tr><td>December</td><td>80.0</td><td>88.0</td></tr> <tr><td>January</td><td>80.0</td><td>88.0</td></tr> <tr><td>February</td><td>80.0</td><td>88.0</td></tr> <tr><td>March</td><td>80.0</td><td>88.0</td></tr> </tbody> </table>	Month	2017/18 (%)	2018/19 (%)	April	62.0	88.0	May	65.0	88.0	June	63.0	88.0	July	68.0	88.0	August	68.0	88.0	September	78.0	88.0	October	80.0	88.0	November	80.0	88.0	December	80.0	88.0	January	80.0	88.0	February	80.0	88.0	March	80.0	88.0
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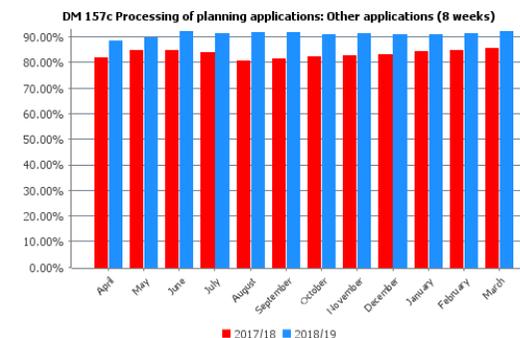
Processing of planning applications: Other applications (8 weeks)

There is currently a vacancy in the team and we are yet to fully launch the more streamlined way of working for 'other applications' that should also lead to an improvement in application turn around. 344 applications have been received in the year.

91.90%

90.00%

2018/19 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	Latest Actual Result	Latest Target	Last Update	Trend Chart
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% FOI Requests responded to within 20 working days

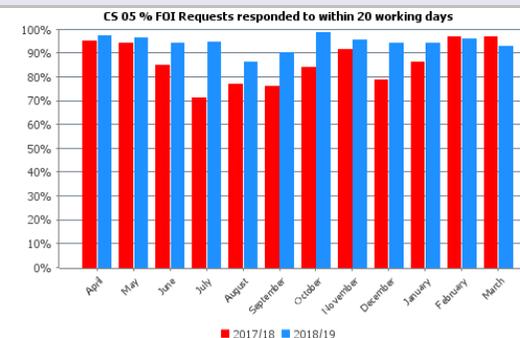
During 2018/19, 697 out of 741 FOIs received were responded to within 20 working days.

94.06%

90%

2018/19 result

The average response time for responding to a Freedom of Information request was 7.50 days.





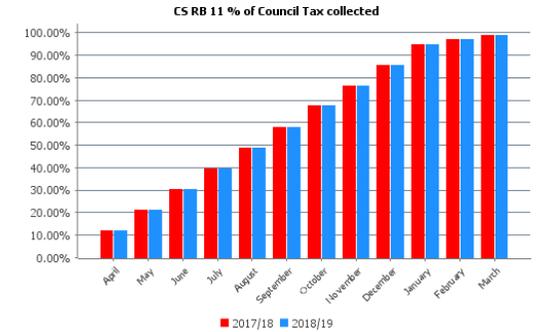
% of Council Tax collected

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.

98.81%

98.73%

2018/19 result



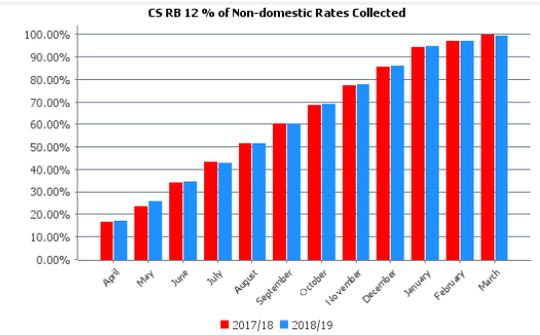
% of Non-domestic Rates Collected

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.

99.49%

99.56%

2018/19 result



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OVERVIEW AND SCRUTINY COMMITTEE
13 JUNE 2019
Performance Indicator Report

Indicator: Customer Complaints resolved within five working days

Code: CS 10

Status: Red

In any organisation, things occasionally go wrong. When this happens we need to know why customers are unhappy with the service they have received so we can try to put things right and ensure that this doesn't happen again in the future. We take all complaints seriously and see all complaints as an opportunity to improve our services.

The procedure for dealing with customer complaints comprises of three stages. Stage One is the initial assessment stage, where the complaint is received from the customer, usually as an email or letter. This is acknowledged within 24 hours and sent to the appropriate Team Leader or Senior Specialist for a response.

If the customer is dissatisfied with the response at Stage One, then they can request to move to Stage Two of the complaints procedure. At this point, the original complaint and any additional submissions are sent to the appropriate Head of Service for a response, again five working days where possible.

If the customer is still unhappy, then they are directed to the Local Government Ombudsman. The Ombudsman will normally only consider complaints after they have been through the Council's own complaints procedure, and investigates the detail of the complaint and the process followed by the Council.

The customer complaints procedure was the subject of a Scrutiny Review conducted in 2007/08 that developed the three stage procedure and the performance indicator that continues to be in operation.

The Pentana system used to log and track the resolution of customer complaints tracks the date that the complaint was received and sets the target date for the complaint to be resolved. In some cases the complaints can be opened and closed within a day, but sometimes due to the complexity of some of the complaints received, and the detailed investigations and interviews required by officers to understand the issues involved, the five working day deadline is not achieved. In these cases, holding letters are sent out to keep the customer informed of the delay to their response and advising of a new date where possible. However, despite us keeping the customer aware of the delay throughout, the system will mark it as not meeting the performance indicator of resolving within five working days.

Work is underway to deliver a more robust system of managing the customer complaints process to deliver a service for customers that is fair to all and delivers prompt responses alongside a performance indicator that gives members a snapshot of the delivery of the service to enable effective scrutiny.

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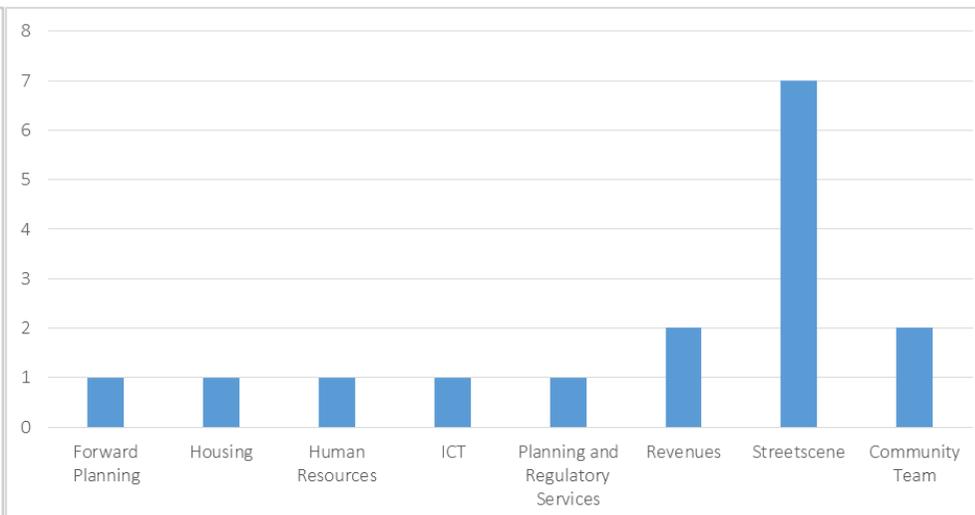
Customer Complaints Q4 2018-19

Complaint Type Description



Page 53

- Complaints regarding conduct, attitude and actions of employees = 5
- Dissatisfaction with the way Council policies are carried out = 4
- Failure to achieve standards of service = 3
- Failure to fulfil statutory responsibilities = 1
- Failure to provide a service = 3



Forward Planning

Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_PLA006	Concern over planning application process	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Out of Area	Initial complaint	08-Mar-2019	10-May-2019	1

Housing

Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_COMM006	Concern about grant aided installation of central heating boiler	Failure to achieve standards of service	Explanation Given		Norton East	Initial complaint	18-Feb-2019	21-Feb-2019	1

Human Resources									
Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_HR001	Employment procedure	Dissatisfaction with the way Council policies are carried out	Explanation Given		Out of Area	Initial complaint	10-Jan-2019	25-Jan-2019	1

ICT									
Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_ICT001	Incorrect email address displayed on Council website	Failure to provide a service	Explanation Given		Pickering East	Formal complaint	08-Jan-2019	21-Jan-2019	1

Planning and Regulatory Services									
Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_PLA007	Incorrect advice in relation to planning permission query for new business	Dissatisfaction with the way Council policies are carried out	Explanation Given		Norton East	Initial complaint	15-Mar-2019	22-Mar-2019	1

Revenues									
Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_CS003	Staff conduct in Council Tax payment department	Complaints regarding conduct, attitude and actions of employees	Written Apology		None Given	Initial complaint	01-Feb-2019	05-Feb-2019	2
RDC2018_CS004	Dissatisfaction with Payment Methods	Failure to achieve standards of service	Explanation Given		Wolds	Initial complaint	07-Feb-2019	13-Feb-2019	

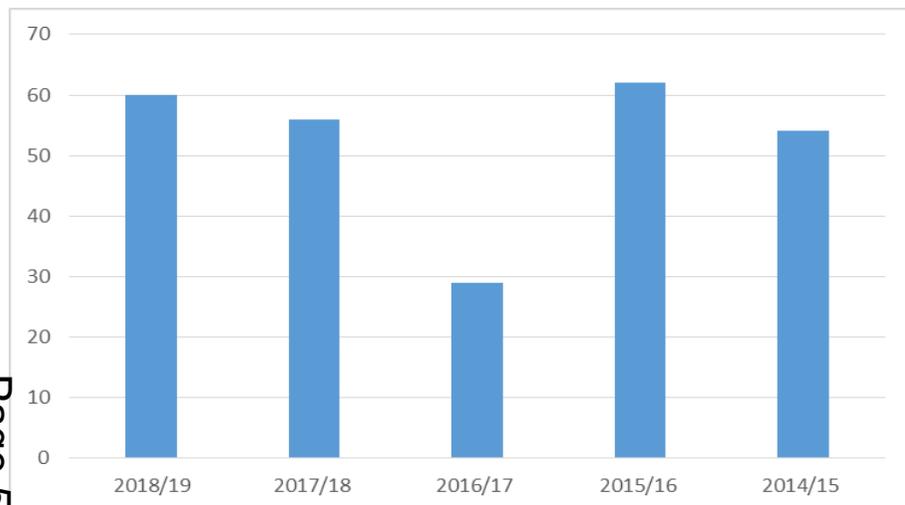
Streetscene									
Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_SS021	Traffic Accident Involving Refuse	Complaints regarding conduct, attitude and	Written Apology		Amotherby	Formal complaint	02-Jan-2019	18-Jan-2019	

Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
	Lorry	actions of employees							7
RDC2018_SS022	Closure of Helmsley Public Toilets on 01/01/2019	Failure to provide a service	Explanation Given		Helmsley	Initial complaint	03-Jan-2019	10-Jan-2019	
RDC2018_SS023	Missed Refuse Collections	Dissatisfaction with the way Council policies are carried out	Explanation Given		Cropton	Initial complaint	30-Jan-2019	05-Feb-2019	
RDC2018_SS024	Cleanliness of Malton Market Place Toilets	Failure to achieve standards of service	Explanation Given		Malton	Initial complaint	06-Feb-2019	11-Feb-2019	
RDC2018_SS025	Route taken by recycling vehicle at Low Hutton	Complaints regarding conduct, attitude and actions of employees	Specific Action		Derwent	Initial complaint	28-Feb-2019	18-Mar-2019	
RDC2018_SS026	Infrequent emptying of dog waste bin	Failure to provide a service	Explanation Given		Kirkbymoorside	Initial complaint	07-Mar-2019	14-Mar-2019	
RDC2018_SS027	Process to apply for an additional Household Bin	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Amotherby	Initial complaint	25-Mar-2019	01-Apr-2019	

Community Team

Reference ID	Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
RDC2018_COMM004	Motorhome parking provision at Cleveland Way Car Park, Helmsley	Dissatisfaction with the way Council policies are carried out	Explanation Given		Helmsley	Initial complaint	28-Jan-2019	28-Jan-2019	2
RDC2018_COMM007	Use of creosote on garden fence	Failure to fulfil statutory responsibilities	Explanation Given		Amotherby	Formal complaint	27-Feb-2019	22-Mar-2019	
								TOTAL	16

Number of corporate complaints received (As of 31/03/2019)



Year	Number of Complaints
2018/19 as of 31/03/19	60
2017/18	56
2016/17	29
2015/16	62
2014/15	54

2018/19

Department	2018/19 complaints to 31/03/19	Completed within 5 working days
Business and Democracy	1	100%
Community Team	4	75%
Ryecare	2	50%
Customer Services	1	100%
Facilities	4	50%
Environment	2	50%
ICT	2	0%
Housing	4	50%
Planning and Regulatory Services	5	60%

Forward Planning	1	0%
Streetscene	27	70%
Revenues	5	80%
Legal Services	1	0%
Human Resources	1	0%
TOTAL	60	

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%

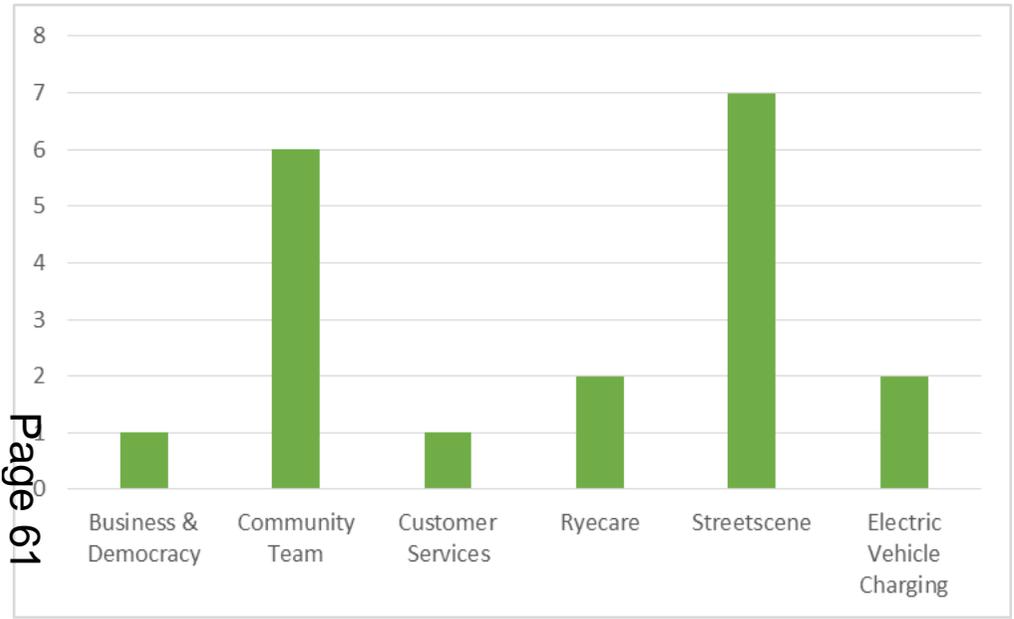
Legal Services	2	50%
Streetscene	5	75%
TOTAL	29	

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	

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Customer Compliments Q4 2018-19



Business & Democracy			
Title	Format of compliment	Description	Received Date
Help with electoral registration application	Email	I just wanted to offer sincere thanks to a member of your team. They assisted with helping a homeless gentleman to register to vote. This made a huge difference for him.	03-Mar-2019

Community Team			
Title	Format of compliment	Description	Received Date
Motorhome Parking Helmsley	Email	Just to say how pleased we were to be able to stay overnight in our motorhome on Monday 14 January in this very pleasant car park. We only wish more councils were as forward thinking as this, especially with motorhome tourers being on the increase, and yet increasing numbers of car parks are putting up height restricting barriers and "no overnight parking" signs. Most, like us, will spend money to benefit the local community, and leave no mess behind.	16-Jan-2019
Motorhome Parking Helmsley	Email	I visited the area around Helmsley recently and used the car-park area reserved for visitors with a motorhome. We stayed for a longer period than usual in doing so brought more to the local economy. Well done Ryedale for having the foresight to develop this facility and welcome visitors with motorhomes!	11-Feb-2019
Community Grant support	Email	I would like to personally thank yourself for your input and guidance when we were first applying for a grant and helping to make the process an easy one and to Ryedale District Council for awarding us these funds so essential to maintain the future of Pickering Recreation Club.	19-Feb-2019
Community visit to Greener Planet group	Email	Just wanted to say a big thank you from myself and the guys in the Greener Planet group. We all enjoyed your visit and have been sharing info etc with the rest of the community. Thank you again, I will send you pictures etc of our first eco brick project.	07-Mar-2019
Motorhome Parking in Cleveland Way car park	Email	It was a pleasure to be welcomed to park overnight at Cleveland Way Car Park in our Motorhome last night. We moved from an exposed location to shelter from the storm in your lovely village. Please keep this facility and welcome open in the future. Great to see a progressive District Council.	14-Mar-2019

Title	Format of compliment	Description	Received Date
Motorhome Parking	Email	Wish to say how good it was to stay on your dedicated Motorhome parking site in Helmsley. It enabled us to enjoy the lovely town...stock up with supplies at the local Co-Op...Buy from your diverse shops and drink in the local pub all close to the car park!	16-Mar-2019

Customer Services			
Title	Format of compliment	Description	Received Date
Travel information	Email	Thank you very much for this information, it is appreciated.	19-Mar-2019

Ryecare			
Title	Format of compliment	Description	Received Date
Ryecare service	Phone call	XXX would like to thank us on behalf of her and her mother for the wonderful service we give at Ryecare.	18-Feb-2019
Ryecare service	Phone call	XXX would like to thank Ryecare for reassurance during a power cut, marvellous service.	19-Feb-2019

Streetscene			
Title	Format of compliment	Description	Received Date
Dealing with bin problems	Phone call	XXX rang to say thank you for sorting out the bin problems very promptly.	08-Feb-2019
New Bin service	Email	Thanks for the swift response and for collecting the bin.	28-Feb-2019
Collection of Recycling	Email	I just wanted to pass on a massive thank you to the team who were collecting the recycling today in Norton. The waste had been blown everywhere including down the street and in front gardens and by the time they had left everywhere had been cleared. A great job	15-Mar-2019

Title	Format of compliment	Description	Received Date
Fly-Tipping removal	Email	Excellent service, thank you	18-Mar-2019
Rubbish clearance at Riverside View	Email	A big thank you to Streetscene for their prompt action, and in particular Tracey, who came along on Saturday morning (16th March) to Riverside View, in the rain and cleared up the rubbish which had blown, yet again, down the street and also picked up a broken garden swing seat from the muddy bank. She was very obliging and obviously cared about what she was doing. I found this very supportive as I do hate litter pollution. It would be great if there were better (heavier) recycling bins with heavy lids to keep people's rubbish in. I don't mind sometimes clearing up rubbish people discard as they go but several bins worth is another matter. Anyway, thanks to Tracey	18-Mar-2019
Page 64 Up to stuck motorist	Email	We'd like to send our appreciation to the two recycling truck crew members who came to our rescue this Friday lunchtime down the lane at Scrayingham. We had to pull over to let them past...and got stuck in mud. These two very nice men got out and came and pushed us out. I can't thank them enough	18-Mar-2019
New bin delivery	Phone call	XXX rang to say a huge thank you to Tracy who recently went out of her way to deliver a new wheelie bin.	19-Mar-2019

Electric Vehicle Charging project			
Title	Format of compliment	Description	Received Date
EV Charging Infrastructure	Email	Great to hear Ryedale is thinking about the EV charging network.	15-Feb-2019
Electric Vehicle Charging Points	Email	Thank you for your very prompt response. Delighted you are installing infrastructure adequate for the task. Providing domestic vehicle charge points is key to promoting electric vehicle adoption. Furthermore the provision of domestic charge	15-Feb-2019

Title	Format of compliment	Description	Received Date
		points in new build homes puts the cost with the developer and not the taxpayer.	

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OVERVIEW AND SCRUTINY COMMITTEE – REPORT FROM THE CHAIRMAN

13 JUNE 2019

Scrutiny Reviews Progress Report and Identification of Future Topics

Members are asked to identify any specific areas which they believe should be considered a priority for future reviews.

The table below summarises the reviews which have been undertaken in recent years.

Date	Report	Link to final report
2013	Scrutiny Review of Members Involvement in Outside Bodies and as Member Champions	Link
2015	Scrutiny Review of Fuel Poverty in Ryedale	Link
2016	Scrutiny Review of Assets	Link
2016	Scrutiny Review of the Council's Role in Flood Management	Link
2017	Scrutiny Review of Meeting Start Times and Management of Meetings	Link
2017-19	Scrutiny Review of Staff Survey Results	
2018	Scrutiny Review of Provision of Swimming Lessons in Ryedale District Councils Swimming Pools	Link
2018	Scrutiny Review of Governance Arrangements for Services with North Yorkshire County Council	
2018-19	Scrutiny Review on Climate Change	Link

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Policy and Resources Committee

Held at Council Chamber, Ryedale House, Malton
on Tuesday 28 May 2019

Present

Councillors Steve Arnold (Vice-Chairman), Burr MBE (Substitute), Delaney, Docwra, Duncan (Chairman), Frank, King, Potter (Substitute), Thackray and Wass

Overview & Scrutiny Committee Observers: Councillors Brackstone and Clark

In Attendance

Tony Galloway, Anton Hodge, Nicki Lishman and Phillip Spurr

Minutes

1 Apologies for absence

Apologies for absence were received from Councillor J Andrews, Councillor Potter substituted and Councillor Riby, Councillor Burr substituted.

2 Declarations of Interest

There were no declarations of interest.

3 Minutes

Decision

That the minutes of the meeting of the Policy and Resources Committee held on 14 March 2019 be approved and signed by the Chairman as a correct record.

Voting record

2 For
8 Abstentions

4 Urgent Business

There were no items of urgent business.

PART 'A' ITEMS - MATTERS TO BE DEALT WITH UNDER DELEGATED POWERS OR MATTERS DETERMINED BY COMMITTEE

5 Draft Revenue Outturn 2018-2019

Decision

That:

- i) The contents of the report be noted;
- ii) Surplus income from Business Rates of £760k be transferred to the Business Rates Equalisation Reserve;

iii) Remaining Surplus Balance of £631k be transferred to the General Reserve, with an endorsement that some amount of this be earmarked for economic development and it be noted that a further report on this will come back to the Committee in due course.

Voting record

8 For

2 Abstentions

6 Any other business that the Chairman decides is urgent.

There being no items of urgent business, the meeting closed at 7.10 pm.

Overview and Scrutiny Committee Forward 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
July											
24-Jul-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	02-Jul-19	15-Jul-19				WB	Y
24-Jul-19	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit and Counter Fraud Annual Report 2018/19	02-Jul-19	15-Jul-19				Veritau	Y
24-Jul-19	Overview and Scrutiny Committee	Au	Financial Services	Counter Fraud Framework Update	02-Jul-19	15-Jul-19				Veritau	Y
24-Jul-19	Overview and Scrutiny Committee	OS	Financial Services	Statement of Accounts 2018/19	02-Jul-19	15-Jul-19				AH	Y
24-Jul-19	Overview and Scrutiny Committee	A	Financial Services	Risk Management	02-Jul-19	15-Jul-19				AH	Y
24-Jul-19	Overview and Scrutiny Committee	A	Delivery & Frontline Services	Report on the fifth year of the Everyone Active Leisure Contract	02-Jul-19	15-Jul-19				JH	Y
August											
September											
October											
03-Oct-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	11-Sep-19	24-Sep-19				WB	Y
03-Oct-19	Overview and Scrutiny Committee	OS	Deputy Chief Executive	Delivering the Council Plan	11-Sep-19	24-Sep-19				TG	Y
03-Oct-19	Overview and Scrutiny Committee	OS	Chief Executive	LGO Annual Review Letter 2019	11-Sep-19	24-Sep-19				AJ	Y

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
03-Oct-19	Overview and Scrutiny Committee	OS	Customer Services	Customer Complaints and Compliments Q1 2019-20	11-Sep-19	24-Sep-19				AJ	Y
03-Oct-19	Overview and Scrutiny Committee	OS	Deputy Chief Executive	Scrutiny Reviews Progress Report	11-Sep-19	24-Sep-19				TG	Y
24-Oct-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	02-Oct-19	15-Oct-19				WB	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Annual Audit Letter 2018/19	02-Oct-19	15-Oct-19				Grant Thornton	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Audit Progress Report and Sector Update	02-Oct-19	15-Oct-19				Grant Thornton	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	2019/20 Audit Fee Letter	02-Oct-19	15-Oct-19				Grant Thornton	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Annual Update of the Internal Audit Charter	02-Oct-19	15-Oct-19				Veritau	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	First Internal Audit and Counter Fraud Progress Reports 2019/20	02-Oct-19	15-Oct-19				Veritau	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Treasury Management Annual Report 2018-19	02-Oct-19	15-Oct-19				AH	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Treasury Management Mid-Year Review	02-Oct-19	15-Oct-19				AH	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Chief Executive	Timetable of Meetings 2020-21	02-Oct-19	15-Oct-19				SC	Y
24-Oct-19	Overview and Scrutiny Committee	Au	Financial Services	Corporate Risk Management Update	02-Oct-19	15-Oct-19				AH	Y

November

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
21-Nov-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	30-Oct-19	12-Nov-19				WB	Y
21-Nov-19	Overview and Scrutiny Committee	OS	Chief Executive	Delivering the Council Plan	30-Oct-19	12-Nov-19				TG	Y
21-Nov-19	Overview and Scrutiny Committee	OS	Customer Services	Customer Complaints and Compliments Q2 2019-20	30-Oct-19	12-Nov-19				AJ	Y
21-Nov-19	Overview and Scrutiny Committee	OS	Customer Services	Safer Ryedale Progress Update	30-Oct-19	12-Nov-19				AJ	Y
21-Nov-19	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Scrutiny Reviews Progress Report	30-Oct-19	12-Nov-19				BB	Y
21-Nov-19	Overview and Scrutiny Committee	A	Financial Services	Risk Management	30-Oct-19	12-Nov-19				AH	Y
21-Nov-19	Overview and Scrutiny Committee	A	Delivery & Frontline Services	Standards Complaints Overview and Annual Report	30-Oct-19	12-Nov-19				AW	Y
21-Nov-19	Overview and Scrutiny Committee	A	Delivery & Frontline Services	Monitoring of the member reporting on Outside Bodies	30-Oct-19	12-Nov-19				SC	Y
21-Nov-19	Overview and Scrutiny Committee	A	Delivery & Frontline Services	Implementation of Recommendations of the Climate Change Scrutiny Review	30-Oct-19	12-Nov-19				JH	Y
December											
January											
23-Jan-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	01-Jan-20	14-Jan-20				WB	Y
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Certification of Grant Claim - Annual Report	01-Jan-20	14-Jan-20				Grant Thornton	Y
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Audit Plan	01-Jan-20	14-Jan-20				Grant Thornton	Y

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
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Technical Update	01-Jan-20	14-Jan-20				Grant Thornton	Y
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit Progress Report	01-Jan-20	14-Jan-20				Veritau	Y
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit Plan - Consultation	01-Jan-20	14-Jan-20				Veritau	Y
23-Jan-20	Overview and Scrutiny Committee	Au	Financial Services	Treasury Management and Investment Strategy	01-Jan-20	14-Jan-20				AH	Y
23-Jan-20	Overview and Scrutiny Committee	OS	Deputy Chief Executive	Delivering the Council Plan	01-Jan-20	14-Jan-20				TG	Y
23-Jan-20	Overview and Scrutiny Committee	OS	Customer Services	Customer Complaints and Compliments Q3 2019/20	01-Jan-20	14-Jan-20				AJ	Y
23-Jan-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Scrutiny Review Progress Report	01-Jan-20	14-Jan-20				TG	Y
23-Jan-20	Overview and Scrutiny Committee	A	Legal Services	Report on the use of RIPA Powers by the District Council	01-Jan-20	14-Jan-20				AW	Y
February											
13-Feb-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	22-Jan-20	04-Feb-20				WB	Y
13-Feb-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Progress of Scrutiny Review Actions	22-Jan-20	04-Feb-20				WB	Y
March											
26-Mar-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	04-Mar-20	17-Mar-20				WB	Y
26-Mar-20	Overview and Scrutiny Committee	OS	Customer Services	Safer Ryedale progress with Delivering the Community Safety Plan	04-Mar-20	17-Mar-20				AJ	Y

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
26-Mar-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Scrutiny Reviews Progress Report	04-Mar-20	17-Mar-20				TG	Y
April											
23-Apr-20	Overview and Scrutiny Committee	OS	Delivery & Frontline Services	Review of Workplan	01-Apr-20	14-Apr-20				WB	Y
23-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit and Counter Fraud Progress Report 2019/20	01-Apr-20	14-Apr-20				Veritau	Y
23-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Internal Audit, Counter Fraud and Information Governance Plans 2020-21	01-Apr-20	14-Apr-20				Veritau	Y
23-Apr-20	Overview and Scrutiny Committee	Au	Financial Services	Grant Thornton Audit Progress Report and Sector Guidance	01-Apr-20	14-Apr-20				Grant Thornton	Y
23-Apr-20	Overview and Scrutiny Committee	A	Delivery & Frontline Services	Progress on the implementation of Recommendations of the Climate Change Scrutiny Review	01-Apr-20	14-Apr-20				JH	Y

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