

<b>Scrutiny Review of Sickness Absence 2009-10</b>	
<b>Recommendations - O&amp;S 19th August 2010</b>	<b>Progress 15.06.2011</b>
That the procedures should be expanded on to ensure they are user friendly and meaningful	A manager's toolkit has been developed to support the procedures within the current policy.
The policy and procedures need to be adopted consistently across the authority	The Management Team have continued to encourage the management of attendance on a consistent basis across the authority. Human Resources advise managers and make them aware if there approach is not consistent with the rest of the authority.
The triggers points within the policy should remain as they are	Trigger points remain the same as under the preceding policy.
Sickness monitoring should also include positive reporting	This is being done and sent to managers and unison on a regular basis.
The formation of a Health and Well being Group	The Health and Wellbeing Group was formed and have met to agree terms of reference for the group. They are currently working towards producing a Wellbeing Strategy along with a Health and Wellbeing programme. A number of initiatives have been run already e.g. Health and Wellbeing Event for all staff to attend
Ryedale should explore ways of celebrating those staff and departments who have no sickness absence in the year	This is encouraged through the six monthly appraisals, along with general reporting of statistics of employees with no sickness through Human Resources' regular reporting.
Regular training should be given to staff	Training on the revised Managing Attendance Policy was given to all supervisors and managers. Further training is regularly reviewed through six monthly appraisals.
Induction programme to be extended to cover the Absence management policy and procedures	Part of the current induction programme includes advising employees of absence reporting procedures, along with familiarisation of all relevant policies, including the Managing Attendance Policy
A review should take place on flexi time and annual leave	Revised Flexible Working Guidelines were introduced in April 2011. Annual leave is being reviewed.
Currently sickness absence should not have a direct link to pay progression	Sickness absence continues to not have a direct link to pay progression.

<b>Scrutiny Review of Waste Management 2008-2009</b>	
<b>Recommendations; CSL 26.03.09</b>	<b>Progress</b>
Addressing the Climate change agenda should be the primary basis on which the Council makes decisions on the waste management services it offers. This is emphasised by the new National Indicators and by the forthcoming Comprehensive Area Assessment	Achieved-Reduction of waste to landfill reduced emissions levels actions include, High levels of recycling, reduced mileage due to 4 day working, Euro 5 engines, monthly garden waste in winter, new transfer station. New initiatives include Revised routing on rounds, trackers and EDA units on vehicles
Overall, on household waste Ryedale has adopted the right approach and residents have supported it. As a result we are ahead of the game nationally but must recognise that others are now rapidly catching up. It will be difficult to move further forward without substantial investment for what would be a relatively small performance improvement;	Investment has been made re Plastic bottles and Cardboard collections in the Autumn
Whilst the council has been required to focus on recycling because of government targets this is not necessarily the best environmental approach within a sparsely populated rural area. The reduction of waste and the re-use of materials offer a better opportunity to reduce the environmental impacts of waste. For example, recycling plastic bottles is a better option than seeing them sent to landfill but the re-use of plastic bottles would mean further energy would not be required to re-make them. However, this requires change at an industry level;	Outside of RDC control. Re use initiatives encouraged by the partnership. RDC has instigated the highly popular Give and Take Days
If the Council wishes to increase further its already high recycling rate then the preference would be for a co-mingled recycling system including the addition of plastics and cardboard across the entire district. This would deliver improved levels of recycling, much of the scale depending on the sophistication of the MRF. It would be a simpler system for residents that could further increase participation and result in higher recycling levels. Following the WYG report more analysis is required to determine its cost/benefit potential	Co mingled collection has been investigated but not as cost effective as source separated. The new collection system in Autumn will include for 3 stream collections, Glass, Paper and Card and Cans and Plastic bottles. In addition economies have been achieved following development of new transfer station which will reduce mileage and co2 and increase income through sale of material
Given the difficulty of achieving further recycling gains in the immediate future coupled to the risks of a volatile recycle market a more pragmatic approach for the council is to: seek to maximise engagement of households in the kerbside recycling scheme; concentrate on reducing household waste, especially food waste, through campaigns and information to residents;	The new kerbside scheme will start in Autumn. Reduction of food waste has been addressed through the Love Food Hate Waste Campaign, coupled with a variety of waste minimisation campaigns. This is a YNYWP initiative supported by RDC officers.
Members gave a resounding no to charging households for kerbside waste services; however, this needs to be reviewed following the results of further trials about to start across the country;	This has been addressed nationally and is not supported by the coalition Government. Emphasis is now on reward for recycling. The waste strategy 2011 encourages the reward approach.
Support by the Council of markets, farmers markets and local shops offers an opportunity to reduce the amount of packaging going to landfill and at the same time to significantly assist the local economy and this should be recognised;	RDC supports the farmers markets and local shops in our market towns as much as possible.

<p>Educating the public locally about waste and recycling should be seen as an important activity. Maintaining a best in class approach using the Council's own website, through campaigns and through work with schools is a priority. There are currently limited resources to deliver this and opportunities to increase capacity should be explored wherever possible;</p>	<p>The councils recycling officer has a programme regarding going into schools to help with education. In addition the partnership has developed a teaching pack to fit in with the schools curriculum. This has been tailored specifically for Ryedale schools regarding Ryedale data and systems etc</p>
<p>The Council should consider providing training to all staff to make sure they understand the value of reuse and recycling so that they may act as ambassadors for the council;</p>	<p>Depot staff have been trained regarding recycling and reuse.</p>
<p>Aiming to reduce rather than recycle waste in the first instance should bring significant environmental benefits from reduced production and transport costs;</p>	<p>Reduction is key regarding the waste strategy and is addressed through partnership waste minimisation campaigns</p>
<p>Support should be given where possible and practicable to local plastic bag reduction initiatives in the market towns, as a means of highlighting the need to minimize waste from the weekly shop;</p>	<p>RDC supports as possible</p>
<p>Members were very keen to support the re-use of goods. Some updating of the Council's website may be required to facilitate this. Other ideas were for a:</p>	<p>Reuse initiatives include the Give and Take days. There initiatives include the partnership Harrogate fashion show regarding clothes re-use supported by RDC officers achieved - see above The website has been promoted plus other initiatives as available/possible</p>
<p>Spring clean day or Ryedale Re-use Day – households put out items that others are welcome to take but if left then take it back in. Concerns about people falling over items left on pavements, electrical goods etc. Need to assess and mitigate risks involved; hold first Saturday of May on the Bank Holiday weekend. Advertise it in press, send notice with council tax demand in March; include County Household Waste sites. Explore potential of using Ryedale House Car Park. (Note - there is a National Recycle Week, promoted by WRAP (Waste and Resources Action Programme) held 2-6 June 2008).</p>	
<p>Promote Freecycle website; <a href="http://www.freecycle.org/">http://www.freecycle.org/</a> There is a local group covering Scarborough and Whitby. It's a grassroots and entirely non-profit movement of people who are giving (and getting) all sorts of things for free in their own towns and thus keeping it out of landfill.</p>	
<p>Promote local charity shops across the district, furniture store in Malton;</p>	
<p>Advertise exchange websites, second hand,</p>	
<p>Members felt that their needed to be a cultural change not only within the council but also in the wider community and this may best be achieved through focused activity during the year as outlined above.</p>	<p>see above</p>
<p>Consideration should also be given to re-titling the Bulky Household Waste Collection service to emphasise the potential for re-use.</p>	<p>The service remains as previous with the introduction of collection of WEE items</p>
<p>The Committee recognised the need for recycling arrangements to achieve an appropriate balance of recyclable material to achieve statutory recycling targets, be acceptable to the public and offer convenient, reliable collection services;</p>	<p>Achieved</p>
<p>There are difficult choices to be made in respect of the current recycling trials. There is support for plastics, cardboard and trade waste recycling but the costs inhibit a full roll out and the marginal benefits to recycling rates do not outweigh the costs to the environment;</p>	<p>Plastic bottles and glass are to be rolled out in the autumn</p>

<p>The current kerbside cardboard and plastics recycling trial is not considered sustainable with significant issues if the Council were to roll it out further across Ryedale.</p>	<p>The revised scheme achieves economies of scale due to the collection of 3 stream system on one vehicle per collection round (as opposed to two as per the trial). This was not possible at the time of the report as vehicles had some years of life before they could be changed. New vehicles have been procured and are set for delivery in Autumn</p>
<p>Members believe the farm compost scheme should be encouraged and expanded and not reduced. Strong objections should be raised if DEFRA proceed with any proposed licensing changes in future;</p>	<p>Defra have changed the licence, however RDC working with Defra has ensured that the scheme can be continued. RDC has just let the tender for garden waste achieving efficiency savings in the process.</p>
<p>The extent of home composting in Ryedale may make it difficult to make much further impact but the promotion of home composting should continue;</p>	<p>This is the case. RDC is the leader in the partnership regarding levels of home composting and also removal of garden waste from Landfill</p>
<p>Consideration should be given to the use of bin stickers (eg using no entry sign on residual waste bin) to emphasise what materials should be recycled.</p>	<p>Considered but difficult to administer to existing bins</p>
<p>Residents have hit our recycling targets well in advance of requirements. We do not wish to see their efforts penalised by the long-term disposal options ultimately chosen. Although some re-assurances have been received from discussions with North Yorkshire County Council, it is a developing area that the Council needs to take a continuing and keen interest in;</p>	<p>Recycling plans will continue</p>
<p>The Council should carefully consider the implementation of any further major changes to the waste management service prior to the roll out of the new disposal regime by NYCC.</p>	<p>Changes have been considered and are compatible with the NYCC solution</p>
<p>The trial trade waste recycling scheme in Malton and Norton has been successful and consideration should be given to its introduction in Pickering;</p>	<p>Initially trade waste was due to be sold due to increased landfill costs due to LATS costs negatively effecting trade. Following negotiation by the HOE with NYCC LATS costs have been reduced. Coupled with a VAT windfall RDC trade waste is again able to compete with the market During 2011/12 the unit will be considering the potential of increasing trade collection capture within this the potential for increased trade recycling will be considered where cost effective</p>
<p>The Council should initially retain its trade waste service but be prepared to explore further options in line with the WYG report</p>	<p>see above</p>
<p>Locally raise the awareness of the consumer on packaging issues by placing relevant information on the council website and producing sponsored information ties for domestic bins;</p>	<p>Potential changes to packaging have been announced in the new 2011 waste strategy.</p>
<p>Keep under review opportunities for the cost effective recycling of food waste. Separate food waste collections offer the biggest potential for improving recycling rates and for meeting targets for reducing how much is landfilled;</p>	<p>Separate food waste collections are costly and require an anaerobic digestion facility not currently available within Ryedale. This will be kept under review</p>
<p>There are difficult choices to be made in respect of the current recycling trials. There is undoubted public support for plastics, cardboard and trade waste recycling but the costs inhibit a full roll out and the marginal benefits to recycling rates do not in themselves outweigh the costs to the environment.</p>	<p>New scheme due to be rolled in autumn</p>

Additionally, there are risks highlighted by recent falls in the value of recyclates;	
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<b>Scrutiny Review of Complaints Procedures 2008</b>	
<b>Recommendations: O&amp;S 21.02.08; P&amp;R 17.04.08</b>	<b>Progress</b>
The Council should be asking for compliments as well as complaints in order to highlight areas of good practice.	Although compliments are recorded on Covalent although does still need to be added to leaflet & website
Comments, compliments and complaints received should be used to generate positive press coverage	Although compliments are recorded on Covalent although still needs publicising
The information available on the web site should be updated to reflect this new approach	Although compliments are recorded on Covalent although does still need to be added to leaflet & website
Explore placing a message on the out-of-hours telephone to say 'look at the web site if you can as the information you want may be provided there';	
Make use of the intranet to provide information so that internal staff are better able to handle questions from the public;	Ongoing via communications steering group
Staff should be encouraged to handle all enquiries only once and to agree to ring customers back if an answer is not available immediately;	Avoidable contact
When dealing with any enquiry staff should be clear what the problem is before even considering transferring people to someone else. Where appropriate the enquirers phone number should be taken and someone able to answer their enquiry should ring them back within 24 hours.	
Training for current staff and as part of the induction process for new staff should be regularly provided	
Formal evaluation of complaints is required by Unit Managers and this should be fed into learning and considered with a view to learning from it and this should be shared at CMT and Team improvement; any formal complaint investigated by a Director should be Brief on a regular basis;	
A reference number should be provided to each formal complainant to be quoted if they need to contact us;	Reference numbers on Covalent and electronic version
The complaints procedure needs to become a wider comments, compliments and complaints procedure;	Leaflet updated in 2008 by transformation & currently being updated again.
the Complaint Procedure leaflet should be redesigned to incorporate more information;	Leaflet updated in 2008 by transformation & currently being updated again.
The distinction between formal and informal complaints is considered to be irrelevant and the procedure needs to have greater clarity;	Procedures reviewed in 2008 informal level removed

<p>The complaints process should be reduced from a three stage to a two stage process in order to simplify and move more quickly to a result for the complainant; the first stage to be investigated by the unit manager; the second stage is referred to a Director; the Chief Executive to maintain an overview;</p>	<p>Procedures reviewed in 2008 informal level removed</p>
<p>A clear statement on compensation or gestures of goodwill where a complaint is found to be justified should be made;</p>	<p>Leaflet updated in 2008 by transformation &amp; currently being updated again.</p>
<p>A clearer complaints guide for both the public and staff should be produced that also incorporates how persistent and vexatious complaints will be dealt with and in what circumstances complaints may be referred elsewhere</p>	<p>Procedures reviewed in 2008 informal level removed</p>
<p>Included within any form and guide should be clear opportunities for advocacy</p>	<p>Procedures reviewed in 2008 informal level removed</p>
<p>Specifically ask in the complaints form if the complainant has any special requirements or needs, for example, if English is not their first language or they have a disability;</p>	<p>back of leaflet regarding other languages</p>
<p>Emphasise the confidentiality of information provided and be clear to the complainant as to who will see the complaint; public concern at a perceived lack of confidentiality might deter them from making a complaint;</p>	<p>Leaflet updated in 2008 by transformation &amp; currently being updated office.</p>
<p>Confidentiality issue also impacts on the level of detail that can be provided in reports to Members as they are publicly available through agendas; however, more information should be provided of the complaint rather than the broad category it falls into and it should also focus on any learning or improvement that has occurred;</p>	<p>Leaflet updated in 2008 by transformation &amp; currently being updated office.</p>