

**Report of the Director of Customer & Business Support Services**

**Portfolio of the Executive Member for Finance and Performance**

**2016/17 Finance and Performance Monitor 1**

**Purpose of the Report**

- 1 To present details of the overall finance and performance position for the period covering 1 April 2016 to 30 June 2016, together with an overview of any emerging issues. This is the first report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.

**Recommendations**

- 2 Executive is asked to:
  - a) Note the current finance and performance information  
*Reason: to ensure expenditure is kept within the approved budget*
  - b) Agree to continue to look at options for the presentation of performance  
*Reason: To ensure performance reporting and framework is in line with models of good practice across local authorities*

**Summary**

- 3 The financial pressures facing the council are projected at £1,197k. This is an improvement from previous years where the monitor 1 forecast was £1,904k at this time last year, £2.294k in 2015/16 and £3,722k in 2013/14. In each of those years the Council actually delivered a small underspend by the year end, demonstrating a successful track record of managing expenditure within budget over a number of years.
- 4 Whilst this report highlights a number of known pressures which will need to be carefully managed, it is expected that, as a result of ongoing monitoring and identification of mitigation, overall the Council will outturn within the approved budget. Further updates on how this will be achieved will be provided in future reports.

## **Financial Analysis**

- 5 All aspects of the public sector are continuing to face challenging times in the light of the Government's commitment to reduce the national deficit as first outlined in the Comprehensive Spending Review (CSR) published in October 2010. As a result, in recent years the Council has had to deal with very large reductions in funding, combined with a range of significant pressures.
- 6 The Council's net budget is £117.9m. Following on from previous years, the challenge of delivering savings continues with £6.5m to be achieved in order to reach a balanced budget. Early forecasts indicate the Council is facing financial pressures of £1,197k and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below.

2015/16 outturn		2016/17 Forecast Variation
£'000		£'000
+791	Children's Services, Education & Skills	-58
+401	City & Environmental Services	+964
-299	Communities & Neighbourhoods	-50
-155	Customer & Business Support Services	Nil
-101	Adult Social Care	+284
+24	Public Health	+57
+283	Office of the Chief Executive	n/a
-1,820	Central budgets	Nil
-876	Total	+1,197

Table 1: Finance overview

- 7 The following sections provide more details of the main variations and any mitigating actions that are proposed.

### **Children's Services, Education & Skills**

- 8 Following the allocation of £1,930k growth funding in the 2016/17 budget to deal with a number of historic pressures within Children Looked After budgets, there are no significant pressures to report within Children's Specialist Services. There is a small net projected overspend of £95k

made up of a number of minor variations, most notably in respect of special guardianship orders and The Glen respite care home.

- 9 A significant number of posts are being kept vacant across the directorate in advance of services being reviewed as part of the directorate's transformation programme, resulting in a forecast net underspend of £195k.
- 10 There is a projected £40k pressure in respect of the costs of supporting the increased number of academy conversions being experienced, particularly for legal and other advice in respect of PFI schools.

### **City & Environmental Services**

- 11 There is a forecast shortfall from parking income of £100k, out of a total budgeted income of £6.9m. Parking income is currently at 3% below forecast, with the main shortfall being at St George's Field where the Environment Agency is using an area of the car park as part of works undertaken on the Foss barrier. Compensation for loss of income is still to be agreed.
- 12 In waste collection the main variations, totalling £300k, are additional staffing and transport costs. These are cost pressures that remain from 2015/16 and require action through round reviews/vehicles to bring the costs back within budget. A review is currently being undertaken. There are shortfalls in income at HWRCs from trade waste/customer charges (£170k) and from green waste subscriptions (£57k). There are forecast underspends on waste PPP procurement costs (£100k), savings from the Teckal changes (£80k) and increased income from sale of recyclates (£100k) and the sale of landfill gas (£60k).
- 13 There is a shortfall of £100k unachieved Automatic Number Plate Recognition (ANPR) income and increased costs of £100k for the risk and reward payment for Poppleton Bar Park & Ride. A delivery plan still needs to be agreed for a saving of £112k on fleet.
- 14 Early indications are that there will be a £300k shortfall in planning fee income due to a lower number of large planning fees. It is expected that as progress is made on the local plan then income from developers will increase. A major application can achieve significant fees, however the actual fee paid is dependent on the number of dwellings and scale of site. The additional costs of administration (£23k) are offset by the income from supporting Selby District Council planning department (£23k). It is expected that there will be shortfall of £49k in Environmental Management income and officers are looking at other ways of mitigating this shortfall. A

range of other minor underspends and proposed mitigations make up the total directorate position.

15 A range of actions are being undertaken within the directorate to try to bring expenditure within the approved budget and reduce the projected overspend as far as possible by the year end. Actions being progressed or considered include:

- The street based services review is ongoing which will help address the waste collection overspend and formulate a delivery plan to address the overspend on fleet. The outcomes of the reviews are due in the Autumn and it will be considered then if any proposals can be implemented in 2016/17 to help reduce the forecast overspend.
- Considering whether any of the existing 2016/17 efficiency savings proposals can be stretched to deliver additional short term and on-going savings.
- Considering whether any of the savings being developed for 2017-20 can be delivered earlier to generate a savings benefit in 2016/17.

### **Communities & Neighbourhoods**

16 There is a forecast underspend of £50k within Housing & Community Safety due to additional income from managing Housing Association properties (£29k) and underspends on staffing and other overheads (£53k). These underspends are offset by additional legal costs of £32k.

### **Customer & Business Support Services**

17 A range of budget variations is currently forecast however, mitigation plans are in place to ensure the directorate outturns within the approved budget. Work will continue to try and identify additional savings to help the overall position.

### **Adult Social Care**

18 Overspends are currently forecast on staffing budgets (£79k) due to additional senior practitioner hours within the occupational therapy service.

19 Delays in initiating the saving to reclaim unspent direct payments and having more customers than budgeted for results in a forecast pressure of £176k.

- 20 Projected overspends of £77k within community support budgets £31k in learning disability transport budgets, mainly due to increases in customer numbers, are being partly offset by an underspend of £56k as a result of holding posts vacant in the customer access and assessment team.
- 21 A net projected overspend of £460k is forecast within external residential and nursing care placement budgets as a result of increased residential placements (+£487k) and delays in transferring some learning disability customers to supported living schemes (+£160k), partly offset by fewer than expected nursing placements (-£187k). In addition, the on-going negotiations with external providers to establish a 'fair price for care' from 1 April 2016 are expected to result in fee increases in excess of the inflationary growth allocated in the 2016/17 budget process.
- 22 Older People Homes' budgets are projecting a net overspend of £422k. This is mainly in respect of under recovery of income (£190k) and staffing (£212k). Income has been affected by a higher than budgeted number of vacant beds. Also due to a requirement to keep some permanent posts vacant in order to facilitate staff moves resulting from the re-provision programme.
- 23 There is a net projected underspend of £191k in supported living budgets due mainly to a number of places being kept vacant in advance of the anticipated transfers of learning disability customers from external placements.
- 24 Staffing budgets are projected to overspend by a net £56k due mainly to the temporary need for additional group managers for the first half of the year.
- 25 The directorate's budget for 2016/17 included a requirement to deliver savings totalling £3m from the on-going work being undertaken on service transformation. To date savings of £1,942k have been identified and implemented, leaving a shortfall of £1,058k. Plans are in place to deliver almost all of the shortfall from 2017/18, so this is a short term pressure.
- 26 The council's former £1m care act grant was transferred to mainstream funding from 2016/17. Commitments and expenditure totalling c£600k are now expected to be made against the budget, leaving an uncommitted balance of £400k available to contribute towards other directorate pressures.
- 27 A range of mitigation options are being explored within the service to try and contain expenditure within the approved budget and reduce the projected overspend as far as possible by the year end. Dealing with the

budget pressures is a standing item at Directorate Management Team meetings with all options available to further mitigate the current overspend projection being explored. Areas being considered include the following:

- Bring the existing Older People Homes' budget back into line by the end of the year by making full use of vacant beds to reduce requirements for external long-term and respite placements.
- Review direct payment values in light of the new Resource Allocation System and consider reductions where unspent balances have already been reclaimed.
- Review the level of the care packages provided following reablement.
- Review our fairer charging rates to customers.
- Ensure top up contributions are being made where appropriate.
- Continue the restrictions on all discretionary spend and hold recruitment to vacant posts wherever possible and safe to do so.
- Consider whether any of the existing 2016/17 efficiency savings proposals can be stretched to deliver additional short term and on-going savings.
- Consider whether any of the savings being developed for 2017-20 can be delivered earlier to generate a savings benefit in 2016/17.
- Review any potential to charge costs against capital schemes.

## **Public Health**

28 Within Public Health there is a forecast overspend of £57k. The main overspend comes from the transfer of the Healthy Child Programme from York Hospital (£68k). There are further small overspends forecast in Substance Misuse (£17k) and Sexual Health (15k), although these are offset by an anticipated saving of £64k from holding staff vacancies pending a major restructure of Public Health.

## **Housing Revenue Account**

29 The Housing Revenue Account is budgeted to make an in year surplus of £2.9m. A review of the budgets in the area shows that, overall, a small overspend of £237k is forecast.

30 Repairs and maintenance is forecast to overspend by £500k. There has been an initial increase in the productivity of the workforce following the introduction of mobile working and improvements in management controls. The service anticipates being able to use this increased capacity to pick up some of the work currently allocated to subcontractors. This

reduction in subcontractor expenditure has yet to come through, the service remains confident that reductions will be made but that the full year saving will not be achieved in this financial year. A range of smaller underspends make up the overall variation.

- 31 The working balance position at 31 March 2016 is £18.4m. This is higher than forecast in the latest business plan (£16.6m) due to the underspend achieved in 2015/16.
- 32 The projected outturn position outlined in paragraph 27 means the working balance will increase to £21.1m at 31 March 2017. This compares to the balance forecast within the latest business plan of £20.2m.
- 33 Detailed information and regulations are still awaited regarding forthcoming changes to Housing Revenue Account (HRA) legislation including the sale of high value properties. While the full extent of the impact of these changes is not yet known, the HRA will be required to make significant efficiencies in order to mitigate the reduction in income without reducing the HRA balance below prudent and sustainable levels.

### **Corporate Budgets**

- 34 These budgets include Treasury Management and other corporately held funds. At this early stage in the year there is no variation to report on these budgets. However, they will continue to be closely monitored to identify any potential underspends.

### **Contingency**

- 35 As outlined in the 2015/16 Outturn report presented to Executive on 30th June there is currently a balance of £1,340k unallocated on the general contingency. Members are asked to note that this may be required to deal with some of pressures outlined in this report. Any decisions regarding the allocation of this sum will be brought to a future meeting.

### **Loans**

- 36 Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. The only loan in this category is that of £1m that was made to Yorwaste, a company part owned by the Council, in June 2012. Interest is charged at 4% plus base rate meaning currently interest of 4.5% is being charged. All repayments are up to date.

## Performance - Overview

	2015/16 Total	2016/17 Q1
<b>Service Delivery</b>		
KPIs with a stable or improving Direction of Travel	84.0%	87.9%
KPIs with a negative Direction of Travel	16.0%	12.1%
KPIs where York is ranked in the top 25% of authorities	42.8%	42.8%
KPIs where York is ranked in the bottom 25% of authorities	16.6%	16.7%
<b>Employees (Excluding Schools)</b>		
Staff FTE	2,104	2,117
Average sickness days lost per FTE (Rolling 12 Months)	10.1	10.1
Voluntary Turnover (Rolling 12 Months)	7.0%	7.4%
<b>Customers</b>		
External Calls answered within 20 seconds	88.2%	89.0%
Overall Customer Centre Satisfaction	91.5%	92.3%
Satisfaction with Face to Face services	92.3%	92.9%
Satisfaction with Call Centre services	91.3%	92.1%

## Performance – Service Delivery

### Children’s Services, Education & Skills

- 37 The number of children in care remained in line with previous trends at 187. This is within the safe and expected range, which has been stable for a significant amount of time. Placement stability is in line with the end of 2015/16. This will continue to be monitored as a key area.
- 38 The number of children subject to a Child Protection Plan at the end of June was 122, returning to similar levels seen in 2014/15. This area continues to be monitored by the extended management team.
- 39 This year saw significant changes in the way Primary school children are assessed. Early indications of results show a level of turbulence across England, which should also be expected in York. The full suite of performance indicators will be changed to mirror national reporting. More information will be available in the coming months.
- 40 16-18 year olds who are not in education, employment or training (NEET) figures remain stable at the end of June 2016. The Department for

Education (DfE) have announced that this indicator will soon change and only 16-17 year olds will be monitored.

- 41 During Q1 a consultation was launched on developing Children's Centre services into a new way of working with families, with results reported to Executive in July. The council is planning to make Children's Centre services a key part of new Local Area Teams, created to support families in the crucial early years of a child's life through into adulthood (up to 19 years old or 25, for disabled young people). This will be done by locating services in local communities - providing access to community health services, parenting and family support, early education and childcare, as well as links to training and employment opportunities for families with children aged under five. The proposals recognise that the council needs to be able to help those in most need at the earliest possible stage, so that every child in York has the best possible start in life, that issues in later life are prevented and so that the need for more intensive and high-cost interventions are reduced.
- 42 In addition children and young people are continuing to play a critical role in developing the facilities we use to engage with them, such as the development of a room in West Offices where conversations with young people can now take place confidentially in a 'young people friendly environment'. Messages from young people have also played an important part in deciding the future design of a city centre offer for this age group.
- 43 CYC and partners currently have over 70 young people directly engaged in voice groups, forums or projects across the city and their reach to other children and young people demonstrates participation from many more young York residents. Diversity of voice is strong with excellent representation from refugee and migrant communities, LGBT groups and disability groups.
- 44 The first under 18 ward team has been established and members are influencing ward priorities and their local provision, for example Canon Lee School will be the first to pilot a new Bike Library after securing Ward funding to buy 20 bikes.
- 45 The eighth York Jobs Fair was held at York Railway Institute on 14<sup>th</sup> April. The Jobs Fair is aimed at those looking for employment, considering a change of job or career and those who would like to develop new skills and gain new qualifications. The event was organised through partnerships between the council, York Learning and Job Centre Plus and was sponsored by local employer, Hiscox. 70 organisations were represented which included a range of different employers who represented the wide variety of jobs and careers available in York. Those

present included Network Rail, Primark, National Railway Museum, Royal York Hotel, Hiscox, North Yorkshire Police, NHS York Teaching Hospital and some organisations attended the Jobs Fair for the first time, such as Hampton by Hilton and Yorkshire Ambulance Service. All employers had current and future vacancies within their organisations. Around 370 jobs were available amongst the organisations attending, with an additional 860 positions predicted to arise over the next 12 to 18 months.

- 46 91.2% of pupils in the city attend a school rated by Ofsted as either good or outstanding, which remains consistent with previous years.
- 47 The 2015/16 Children in Need census has been returned to the Department for Education in Q1. This annual statutory return monitors a range of information on specialist services for young people who are 'in need'. The latest return showed there were around 140 fewer referrals to Children's Social Care compared to 2014/15, which was attributed to a review and development of the Referral and Assessment service.
- 48 Youth reoffending in York continues to be above national levels. The Youth Offending Team are working with the Office of the Police Crime Commissioner to understand and reduce reoffending in York. In order to reduce reoffending, CYC and partner agencies need to ensure interventions begin as quickly as possible after sentence and prior to a formal outcome where possible.
- 49 Following the identification and engagement of 227 Troubled Families in 2015-16, City of York Council was asked to identify and engage a further 259 Troubled Families over the 2016-17 year. During 2016-17 Q1, 39 families were identified and engaged; the local expectation for 2016-17 Q2 of a further 60-70 families will be deliverable. The demographic context of all identified families is fairly stable in each quarter: 20% come from the most deprived areas, almost half of the families are located in the West of the City, 50% live in CYC or Housing Association properties and the most frequent reasons for identification are receipt of out of work benefits, involvement with Early Help and Children's Social Care services and poor school attendance and behaviour. The successful outcomes for families is monitored on a monthly basis but remains low whilst we wait for families to sustain significant changes in behaviour. Restructure and changes to delivery models in Q3 and Q4 present challenges and risks to engagement and outcomes; significant work has taken place to include knowledge of the Troubled Families Programme in restructure planning.

## City & Environmental Services

- 50 The council is consulting between 18<sup>th</sup> July and 12<sup>th</sup> September on the Local Plan Preferred Sites document and the supporting evidence which draws upon previous work undertaken for the Local Plan. It sets out the revised housing and employment demand as well as the supply of sites identified to meet this need. A wide number of consultation events are taking place and all residents and businesses are being encouraged to participate.
- 51 A paper was presented to June Executive that outlined the next steps for York Central which included working with both local enterprise partnerships on potential further growth deal funding to unlock York Central. KPMG and Savills have been appointed to be the commercial partners for the site and ensure effective delivery and private sector buy in. James Wharton MP, Parliamentary Under-Secretary of State for the Department for Communities and Local Government with responsibility for the Northern Powerhouse, joined City of York Council leaders and partners to sign a Memorandum of Understanding for the York Central Enterprise Zone.
- 52 We are now working with partners to deliver on the eight priorities outlined in the Economic Strategy which was agreed by Executive in May and launched on the 19th July.
- 53 2015/16 was a challenging year for waste services, especially given the Boxing Day floods. The amount of landfill waste increased by 3.6% to 48,428 tonnes (from 46,740 in 2014/15). However, the residual waste per household saw a good improvement and levels fell to 565kg per household (from 598kg in 2014/15) while recycling within the city increased by 0.5% to 43.0%.
- 54 In Q1 there was an increase in missed bin collections to 56.4 per 100,000 (35.1 for the same period last year) however 79.6% of these were rectified in target time compared to 58.1% in the same period last year.
- 55 City of York Council's iTravel York invited residents and visitors to come and discover the very latest electric plug-in and hybrid vehicles at a 'Green Wheels' event. Cars of all shapes and sizes from supercars to family hatchbacks from many leading brands and dealers were available to view with help on hand for people who were thinking about switching to an electric or hybrid vehicle with information about savings, recharging and running costs.
- 56 One Planet York was officially launched on 15 June 2016 at the Ron Cooke Hub, University of York, as part of York Festival of Ideas. The

sold-out event featured a keynote speaker from Bristol's Green Capital Partnership – the largest of its type in the world and the UK's first European Green Capital. Over 20 local businesses showcased their leadership towards a more sustainable future as part of the associated One Planet York 'Expo' and York's new Mayor and civic party arrived at the event by self propelled bike bus. A free One Planet York app for smart phones and tablets was also launched which enables residents to easily check their next waste and recycling collection date. Users can also scan household products with a barcode to see if they are currently able to be recycled.

- 57 British Cycling and Sky, in partnership with City of York Council, have scheduled a series of Sky Ride Local rides in York for 2016. The rides are guided by British Cycling Ride Leaders along scenic local routes and pitched at three different levels. Rides will cater for complete beginners with easy going rides to people who like to test their skills with more challenging rides.
- 58 York is one of ten European cities to be shortlisted for the Interrail European Destination of the Year Award 2016 along with nine other competitors, including Valencia and Budapest. According to Eurail Group G.I.E. (the organisation dedicated to the management of Interrail and Eurail Passes) York is a very popular destination among all nationalities of Interrailers arriving to the UK last year.

### **Communities & Neighbourhoods**

- 59 The average void period for Council houses was 2.9 weeks in Q1. This compares to 3.5 weeks at the same point last year. From April tenancies have been recorded as starting on any day of the week (previously it was just on Mondays). This means that recorded void periods will be more accurate and truly reflect the exact number of days a property is empty. There were 172 void Council house properties during the first quarter of the year. This is slightly down from same period last year when there was 188 empty properties.
- 60 The rent arrears at the end of Q1 for current tenants (D1) were £608,706. This figure should be viewed in the context of rents moving from a 48 week charging pattern in 2015/16 (4 rent free weeks per year) to a 52 week rent pattern for 2016/17. This, together with a 1% rent decrease, means that any rent arrears should be less than a comparable deficit last year. For former tenants (D1) the rent arrears at the end of Q1 were £301,738. This is a 1% increase from the last quarter in 2015/16 when the rent arrears were £298,726.

- 61 The number of households being accepted as homeless in Q1 has increased by 12 to 28 from the previous quarter. The number of households with children being accepted has also increased by 3 to 12. The number of families in temporary accommodation has decreased to 27 (from 30) which is within the target figure. However, the number of children in temporary accommodation has seen a slight increase from the previous quarter to 48 (from 46).
- 62 Year end data for 2015/16 showed there was an 11% increase in total crime compared to the previous year and levels had reverted back to those of 2012/13. During Q1 there were a reported 2,880 crimes for the York region, this is slightly lower than the same period during 2015/16 when 2,986 crimes were reported. Q1 figures for Violent Crime, Criminal Damage and Shoplifting are in line with those reported during Q1 of 2015/16.
- 63 During Q1 there were 379 alcohol related ASB incidents, a significant reduction on the 534 reported during the same period in 2015/16. Since the ASB Hub started collecting data in February 2015, there have been 1,833 new cases recorded. Between April 2016 and June 2016, 244 new cases of anti-social behaviour were recorded – 31% are “nuisance”, 9% “personal”, 22% “environmental” and 38% categorised as “other”.
- 64 Year end data for 2015/16 reported a 4% increase in the number of incidents of Domestic Violence, with a total of 2,858 incidents (2,745 in 14/15). During Q1 there were 746 incidents of Domestic Violence reported which was in line with the same period during 2015/16 when 751 incidents were reported. There has not been a domestic violence murder recorded in York since 2008/09.
- 65 The Housing Service is currently considering how it can best deliver its responsibilities as a landlord in a changing environment. Work has started to bring forward ideas from staff that can improve front line services in the context of budget pressures looking in particular at generic local area team based working, earlier interventions and the better use of IT.

### **Adult Social Care**

- 66 Avoiding permanent placements in residential and nursing care homes is a good measure of delaying dependency. Research suggests that, where possible, people prefer to stay in their own home rather than move into residential care. At the end of Q1, the rate for Younger Adults (aged 18-64) who were assessed as requiring future residential care was 1.52 per 100,000. This is half the rate of the same period last year. If the trend is maintained this will equate to an end year position of 9.89, achieving the required target of 10. For older people the rates of those assessed as

needing to go into residential care in Q1 have improved and are significantly lower than the same position last year. At this early stage we are predicting that performance will exceed the target of 238 new placements or less (a rate of 620 per 100k or less) by end of year.

- 67 A review has been undertaken on the Actual Cost of Care, providing a proposed policy and level of resourcing between the council and independent sector residential and nursing care providers. This will determine the amount which the council pays for this provision whilst ensuring a sustainable care market in the city. A report will be sent to Executive in the Autumn.
- 68 Delayed transfers of care from hospital measures the impact of hospital services (acute, mental health and non-acute) and community-based care in facilitating timely and appropriate transfer from all hospitals for all adults. It is an important marker of the effective joint working of local partners, and is a measure of the effectiveness of the interface between health and social care services. Minimising delayed transfers of care and enabling people to live independently at home is one of the desired outcomes of social care. The number of people delayed is improving for all responsible organisations; however there has been an initial increase in Q1 compared with 2015/16. It should be noted that overall, while a small increase in people, the number of delayed days per person is significantly lower.
- 69 There is a strong link between employment and enhanced quality of life, reducing the risk of social exclusion and evidenced benefits for health and wellbeing. The Q1 position for the proportion of adults with learning disabilities in paid employment is lower than the expected target and lower than the same position last year. This is rated as a deteriorating position. This indicator has been reviewed within the directorates performance clinic and at this stage it is thought that some aspects of lower performance against the target may reflect good work that the service has done to move people with learning disabilities out of statutory services so they no longer count on the indicator. A detailed analysis of the customer group and changes will be created by the service manager in charge as part of the monthly performance improvement framework.
- 70 Evidence shows that the nature of accommodation for people with a learning disability has a strong impact on their safety and overall quality of life and the risk of social exclusion. The current outturn, while short of the year end target represents an improved position from end of year 2015/16.

- 71 The proportion of adults in contact with secondary mental health services in paid employment is a measure intended to improve employment outcomes for adults with mental health problem and accommodation status and is linked to reducing risk of social exclusion and discrimination. Supporting someone to become and remain employed is a key part of the recovery process. The performance is short of the year end target, but represents an improvement from last year.
- 72 The proportion of adults in contact with secondary mental health services who live in their own home or with family is a measure intended to improve outcomes for adults with mental health problems by demonstrating the proportion in stable and appropriate accommodation. This is closely linked to improving their safety and reducing their risk of social exclusion. There is no comparable position in the last year as data was unavailable at this time; however the outturns are significantly lower than the targets and lower than the 2015/16 year end outturns. This is a deteriorating position. The issue has been raised with our provider and ongoing monitoring of the data within monthly performance clinics as well as actively engaging with the provider is designed to drive out any recording and practice issues.
- 73 York Independent Living Network (YILN) - a local disabled people-led organisation - has received funding from the City of York Council to set up a steering group with representation from community organisations and local authorities to take the Safe Place Scheme forward in York. The nationally recognised Safe Place Scheme gives people a short term 'Safe Place' to go if they are feeling threatened when out and about in their local area. It enables public spaces (such as shops, cafés and libraries) to be designated as safe and supportive places where disabled people can go if they are having difficulty, feel lost or frightened. The steering group will develop resources for the scheme, recruit venues to become Safe Places and make recommendations to the council and the police to help maintain the Safe Place Scheme. The steering group aims to launch the York Safe Place Scheme by the end of the year.

## **Public Health**

- 74 The latest Active People survey for 2015-16 shows that York has a significantly higher participation in 30 minutes moderate intensity sport per week (47% v 37% nationally). This is the 9th highest rate in England out of 326 upper and lower tier local authorities. York also has a significantly higher % of physically active people (62% v 57%) and a lower % of physically inactive people (22% v 28%) compared with the England average. Whilst the overall figures are positive we know that participation in activity is not consistent and there are some sectors of the population

with significantly higher rates of inactivity. In York these are women and girls, older people, those with a long term limiting disability and those on very low incomes.

- 75 The rates for smoking at the time of delivery have increased recently in the Vale of York Clinical Commissioning Group area and are now significantly higher than the national average (13.5% v 10.7%). Local data obtained from York NHS trust suggests the rate in the City of York Council is slightly lower (12.7%) however there is significant variation across different children's centre reach areas (7% to 28%). This data can be used to target smoking cessation services more effectively.
- 76 Whilst performance on the suite of health visitor metrics remains below the national average, there has been a significant improvement in two of the indicators: % of births receiving a face to face visit within 14 days increased from 23% in Q1 to 74% in Q4 and % of children receiving a 12 month review by the time they turned 15 months increased from 22% in Q1 to 70% in Q4. Performance on other indicators remains low e.g. only 12% of children received a 2-2½ year review.
- 77 Data for the period April 2013 to March 2016 shows that York invited a higher proportion of the eligible population for a health check but had a lower take up rate compared with the England average. The existing arrangements for delivering health checks through GP practices ceased on 31/3/2016 and a new model for 2016/17 is being developed as part of the Integrated Wellness Service. In the interim period, activity will still be reported for York using local data from the NHS England pilot programme which is delivering health checks in the workplace to YTHFT staff.
- 78 The Chlamydia diagnostic rate in York is significantly lower for 20-24 year olds (for both males and females) and the successful completion rate from alcohol treatment has increased from 24% to 40% over the last three years since the integration of drug and alcohol services within Lifeline and the introduction of the Oaktrees rehabilitation programme.

### **Customer & Business Support Services**

- 79 The collection rate for Council Tax at the end of Q1 was 29.7% compared against a target of 30.4%. In 2015/16 the collection rate was 29.8% in Q1 with the annual collection rate of 97.5% comparing well to the national rate of 97.1%. The collection rate for Business Rates at the end of Q1 was 29.47% compared against a target of 30.7%. In 2015/16 it was 32.27% in Q1 with the annual collection rate of 98.4% comparing well to the national rate of 98.2%.

- 80 At the end of Q1, the average time it took to process a new Housing Benefit claim or a change in circumstance of an existing claimant was 6 days, which is the same as at the end of quarter 1 in 2015/16.
- 81 Figures from the Office for National Statistics showed there were 545 Job Seeker Allowance claimants in York in June which represents a fall of 30 from last month and 245 from June 2015. The claimant count for York represents 0.4 per cent of the working population, which is lower than both the regional and national figures which stand at 1.8% and 1.4% respectively. The youth unemployment figure of 0.2% falls below both regional and national figures, which stand at 1.9% and 1.3% respectively.
- 82 Data released by the Department of Work and Pensions is published 6 months in arrears - the latest data relates to November 2015. The total number of working age Benefit Claimants continues to fall (a reduction of 7.3% to 9,120 from 9,840 in November 2014). This represents 6.7% of the working age population which is lower than the regional and national figures which are 13.3% and 11.8% respectively. The reduction is predominantly due to a decrease in the number of Out of Work Benefit Claimants (an 8.1% reduction to 7,000 from 7,620 in November 2014), as there has been a slight increase in the ESA and Incapacity Benefit Claimants (a 0.9% increase to 5,430 from 5,150 in November 2014).
- 83 The York Open Data website offers residents and businesses free access to a wealth of information about their city, to help to build new solutions to all kinds of challenges such as those around sustainability, transport, energy and community engagement. The site has around 674 datasets which cover a diverse range of topics from Council and City performance, to community assets or information on individual business sectors in York.
- 84 A planning amendment to York's new Community Stadium was approved at the June planning committee and the Secretary of State notified "No call in" on the 21 June 2016. Work is now able to start on finalising all contracts with commercial, community partners and sports clubs. Once all contractual matters are finalised the development phase can commence and work can begin on the stadium.

### **Performance – Employees**

- 85 In Q1 six employees were made redundant, 4 on a voluntary basis and 2 compulsory. In 2015/16 a total of 61 employees were made redundant, 46 voluntary and 15 compulsory.
- 86 The 12 month rolling average of sickness days per FTE (excluding schools) has remained the same at 10.1 days however the 12 month

rolling average for sick days resulting from stress has reduced to 2.2 days per FTE (excluding schools) from 2.3 days in Q4 2015/16.

- 87 Overall the 12 month rolling average of the percentage of employees voluntarily leaving the organisation increased to 7.4% (from 7% in Q4 2015/16) of all leavers (exc. Schools) in Q1.
- 88 The number of people employed by the Council (excluding schools) has increased in Q1, at the end of June the headcount was 2,669 (2,117 Full Time Equivalentents) up from 2,635 in March 2016 (2,104 FTEs).
- 89 Additional salary and overtime expenditure have both decreased between Q4 2015/16 and Q1 but spend on casual employees has increased from £1.36m in Q4 2015/16 to £1.43m in Q1.

### **Performance – Customers**

- 90 York Customer Centre is the main point of contact for resident enquiries and in total 68,030 calls were received during Q1 with 95.8% answered (65,182), 76.5% in less than 20 seconds. During peak periods customers may experience increased waiting times and, although calls are typically not held in a queue for more than 42 seconds, customers can make use of the call back facility, although some choose to abandon the call. This impacts overall performance and satisfaction and call data is monitored on a daily basis to ensure a positive customer experience is maintained.
- 91 In Q1 the number of residents visiting the Customer Centre fell to 16,297 (17,055 in Q4 2015/16) and the average wait time decreased to 7.82 minutes (7.97 minutes in Q4), with 74% of customers served within the waiting time target of 10 minutes (71% in Q4).
- 92 Overall Customer Centre satisfaction increased to 92.3% in Q1 (from 91.8% in Q4 2015/16), with both Call Centre and face to face services increasing to over 92%. The latest Customer Service Excellence assessment noted that there are high levels of customer satisfaction with front facing services, particularly with the customer centre which has shown significant improvement over past few years.
- 93 The Executive decided to retain a reduced subsidy for evening bus services and a scaled back level of service on a proportion of route 20. Although this option will not achieve the savings target agreed through the Council's budget process, it will, potentially meet many of the needs identified through the public consultation.
- 94 Members of the recently refreshed Talkabout Panel were asked to take part in a resident satisfaction survey between May and June 2016, with 65% of the 752 members providing a response. Results were positive

about living in York. A high number of panellists are satisfied with both their local area (92%) and York (92%) as a place to live. Many agreed that it is important to feel citizens belong to their local area (89%) however less agreed that they actually felt they did belong (75%). A high number agree York is a good place for children and young people to grow up (80%) with slightly less agreeing that York is a place where people from different backgrounds get on well together (70%). Only 12% of the respondents disagreed that York was a safe city to live in with 77% agreeing it is safe, relatively free from crime and violence.

## **Annexes**

- 95 All performance data within this document is made available in machine-readable format through the Council's open data platform at [www.yorkopendata.org](http://www.yorkopendata.org) under the "performance scorecards" section.

## **Consultation & Options**

- 96 This report is for information so no options are presented.

## **Council Plan**

- 97 The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

## **Implications**

- 98 The implications are:
- Financial - the financial implications are dealt with in the body of the report.
  - Human Resources – there are no human resource implications to this report.
  - Equalities - there are no specific equality implications to this report, however equalities issues are accounted for at all stages of the financial planning and reporting process.
  - Legal - there are no legal implications to this report.
  - Crime and Disorder - there are no specific crime and disorder implications to this report.
  - Information Technology - there are no information technology implications to this report.
  - Property - there are no property implications to this report.
  - Other - there are no other implications to this report.

## Risk Management

- 99 The risk management processes embedded across the Council continue to contribute to managing the risk issues associated with major projects and key areas of service delivery.

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<b>Wards Affected:</b> All			
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Glossary of Abbreviations used in the report:

ANPR- Automatic Number Plate Recognition

FTE – Full Time Equivalent

GP – General Practitioner

HRA – Housing Revenue Account

HWRC – Household Waste Recycling Centre

KPI – Key Performance Indicator

LGBT - lesbian, gay, bisexual, and transgender

NEET - not in education, employment or training

PFI – Private Finance Initiative

PPP - Public –Private Partnership

YILN - York Independent Living Network

YTHFT - York Teaching Hospital NHS Foundation Trust