



Notice of a public meeting of

Corporate Services, Climate Change and Scrutiny Management Committee

- To:** Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre, B Burton, Coles, Crawshaw, Healey, Melly, Rose, Rowley, Waller, Widdowson and Whitcroft
- Date:** Monday, 11 November 2024
- Time:** 5.30 pm
- Venue:** West Offices - Station Rise, York YO1 6GA

AGENDA

- 1. Apologies for Absence**
To receive and note apologies for absence.
- 2. Declarations of Interest** (Pages 1 - 2)
At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see the attached sheet for further guidance for Members.]

- 3. Minutes** (Pages 3 - 16)
To approve and sign the minutes of the meeting held on 07 October 2024 and the Joint Committee meeting of Corporate Services, Climate Change and Scrutiny Management Committee and Audit and Governance Committee held on 26 February 2024.

- 4. Public Participation**
At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.
Please note that our registration deadlines are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is **5:00pm on Thursday 7 November 2024.**

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

Webcasting of Public Meetings

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have given their permission. The meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we made some changes to how we ran council meetings, including facilitating remote participation by public speakers. See our updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

- 5. City of York Council Annual Complaints Performance and Service Improvements Report April 2023 - March 2024** (Pages 17 - 84)
This covering report provides a snapshot of the full Annual Complaints Report April 2023 to March 2024.

- 6. Progress on the Workforce Strategy and Workforce: Performance Update Report for Information Only** (Pages 85 - 90)
This report provides an overview of the Council's Workforce Strategy.
- 7. Budget Scrutiny** (Pages 91 - 108)
This report outlines the Council's proposed approach to balancing the 2025/26 budget.
- 8. Monitoring and Tracking of Approved Council Motions** (Pages 109 - 130)
This report provides information on approved Council motions since May 2024, when this Committee last considered an update.
- 9. Schedule of Petitions** (Pages 131 - 158)
Members are invited to scrutinise the updated schedule of petitions and to consider any next steps such as may be appropriate.
- 10. Work Plan** (Pages 159 - 166)
To consider the committee's work plan and the scrutiny overview work plan.
- 11. Urgent Business**
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:
Jane Meller

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For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

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We can also translate into the following languages:

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

Declarations of Interest – guidance for Members

- (1) Members must consider their interests, and act according to the following:

Type of Interest	You must
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) OR Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) OR Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations,

and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

City of York Council

Committee Minutes

Meeting	Corporate Services, Climate Change and Scrutiny Management Committee
Date	7 October 2024
Present	Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre (until 7.30 pm), B Burton, Coles, Crawshaw, Healey, Melly, Rose, Waller, Whitcroft, Steward (Substitute for Cllr Rowley, from 5.35 pm) and Mason (Substitute for Cllr Widdowson, until 7.31pm)
Apologies	Councillors Rowley and Widdowson
In attendance	Cllr Lomas, Executive Member for Finance and Major Projects
Officers Present	Debbie Mitchell, Director of Finance, Sec 151 Officer Ian Cunningham, Head of Business Intelligence Hub Lindsay Tomlinson, Head of Democratic Governance and Deputy Monitoring Officer

19. Declarations of Interest (5.33 pm)

Members were asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on the agenda, if they have not already done so in advance on the Register of Interests.

None were declared.

20. Minutes (5.33pm)

Resolved: That the minutes of the last meeting held on 09 September 2024 were approved as a correct record.

21. Public Participation (5.33pm)

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

22. Finance and Performance Monitor 1 2024/25 (5.33 pm)

The Director of Finance (DoF) introduced the outturn report for 2023/24, noting that whilst the outturn had improved considerably, an overspend remained.

The DoF and the Head of Business Intelligence Hub answered questions from Members covering the underspend in HR, national or regional comparators for EHC benchmarking, current data for carbon emissions, analysis of the impact of holding vacancies, average sick days, the social and demographic profile of the Talkabout panel, the number of 'difficult' calls to the call centre, the underspend in the Corporate, Customer and Communities Directorate and the loss of external payroll contracts.

Officers reported that the Corporate Management Team (CMT) had not received concerns from managers relating to the holding of vacancies. The Medigold scheme was assisting in the management of staff sickness and long-term sickness remained at a steady level. The Talkabout panel was geographically balanced, and efforts were ongoing through comms, social media and the Youth Council to engage u18's. Call centre recruitment and retention had improved, and information provided on the website was also better at meeting resident needs. The loss of external payroll contracts was largely due to multi academy trusts using their own payroll systems, external payroll contracts were not actively sought as it was difficult to be competitive.

The officers went on to introduce the Finance and Performance Q1 report for 2024/25. The DoF explained that there was a forecast overspend of £3m, reduced from £11m, and that cost control measures would continue.

Members asked a number of questions covering the data in the report, the number of complaint closures and how these were measured, the renting out of West Offices, full time or full time equivalent staff numbers, meeting strategic priorities, the processing of housing benefit claims and the data provided relating to information and governance.

Officers reported that:

- They were investigating why complaints, although completed in service areas, had not been closed down on IT systems as had happened previously.
- The DoF would review the figures for the rental of West Offices to ensure they were not over-estimated. The offices were nearly full, and the remaining space was more difficult to rent out.

- They were not aware of any difficulties with Housing Benefit claims, noting a commendation on the performance had been received from the Department of Work and Pensions.
- The data for the closure of Fols was a year-on-year comparison.

Resolved:

- i. That the finance and performance information be noted.
- ii. That the ongoing work to mitigate the overspend be noted.

Reason: To ensure that expenditure was kept within the approved budget.

23. Budget Setting Process (6.12 pm)

Members also received a report from the Director of Finance outlining the budget setting process. She highlighted the financial challenges facing all local authorities, stating that £30m must be saved over the next three years. She confirmed that once proposals were ready for consideration, a further report would be brought to scrutiny.

Questions from Members included the timescales of the budget consultation, council communications and the response from social media, the cost of consultation and HR support for cut service areas.

It was confirmed that:

- The proposals would be brought forward for consultation at November's scrutiny meeting of the Corporate Services, Climate Change and Scrutiny Management Committee. The proposals would be published in October, these would be suggestions and therefore would not be fully costed.
- The council communications team and external facilitators would be used to articulate the difficult messages regarding the budget.

Cllr Lomas, Executive Member for Finance and Major Projects outlined phase one of the consultation and confirmed it had proved useful, especially the workshops which allowed for more detailed communication. Responses from social media were being collated and fed into the findings. She acknowledged the importance of clear messaging, noting that cuts were related to the revenue budget whereas direct funding was given for a specific purpose and would have to be returned if not spent.

Resolved: That the report be noted and to receive a budget proposal report in November.

Reason: To keep the committee informed of any financial issues.

24. Review of the Scrutiny Function (6.52 pm)

The Head of Democratic Governance introduced the latest update to the review of the scrutiny function and reported that the cost of an independent, evidence-based review, led by the Centre for Governance and Scrutiny (CfGS) was £17k. Funding of £7k had been secured through the Local Government Association (LGA) and the Director of Finance had agreed funding for the balance, as the review was linked to the corporate improvement plan.

Members asked a number of questions concerning the structure of the review, timescales and outcomes. The following was reported:

- It was anticipated that the review would start in November and a draft report should be available by early 2025.
- Both Officers and Members would be included in the review process.
- A variety of methods would be used to secure feedback, including email, focus groups and one to ones. The choice would be led by Member preference.
- The review would not include external feedback due to the additional cost involved.
- Officer support for scrutiny would be considered alongside the review, the outcome of which would drive the resourcing of the scrutiny function.

Members were broadly in support of the proposal for the review of the scrutiny function and it was:

Resolved: That the report be noted.

Reason: To keep the committee updated.

25. Work Plan (7.30 pm)

Members considered the Scrutiny work plan for the four scrutiny committees.

Resolved: That the work plan be noted.

Reason: To ensure an overview of the scrutiny work programme.

Cllr S Fenton, Chair

[The meeting started at 5.32 pm and finished at 7.35 pm].

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Meeting	Joint Committee, Corporate Services, Climate Change and Scrutiny Management Committee and Audit and Governance Committee
Date	26 February 2024
Present	Councillors Ayre, Baxter, J Burton, Clarke, Fenton, Fisher, Healey, Hook (Substitute for Cllr Widdowson), Kelly, Mason, Melly, D Myers, Nelson (Substitute for Cllr Taylor), Rose, Rowley, Steels-Walshaw, Waller and Whitcroft
Apologies	Councillors Hollyer, Merrett, Taylor and Widdowson Mr M Binney, Mr J Leigh, Independent Persons
External Attendee	Rachel Antonelli, Head of Legal and Interim Monitoring Officer of York and North Yorkshire Combined Authority
Officers Present	Bryn Roberts, Director of Governance & Monitoring Officer Dawn Steel, Head of Democratic and Scrutiny Services

5. Election of Chair (5.33 pm)

Resolved: That Councillor Fenton be elected as Chair of the meeting.

6. Declarations of Interest (5.33 pm)

Members were asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on the agenda, if they had not already done so in advance on the Register of Interests.

None were declared.

7. Minutes (5.34 pm)

Resolved: That the minutes of the last meeting, held on 15 January 2024 be approved as a correct record, subject to the insertion of the word 'proposed' at minute 4, line 10, to read 'Members proceeded to review the draft constitution raising concerns and **proposed** amendments'.

8. Public Participation (5.35 pm)

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

9. Combined Authority Governance: Development of the Constitution for the Combined Authority (5.35 pm)

The Chair outlined what had happened at the meeting of the York and North Yorkshire Mayoral Combined Authority held on 22 January 2024 noting that the recommendations, made at the joint committee meeting, 15 January 2024 had been presented in full.

Members proceeded to review those parts of the draft constitution that had not been covered in the previous meeting (Parts 6 and 7), raising concerns and proposed amendments as they went through the document by section.

The following was agreed by Members:

Part 6 – Financial procedures

Section A

- Para 1.3 – amend to read “The Section 73 Officer, as the officer responsible for the proper administration of the Y&NYCA's financial affairs, shall report to the Y&NYCA **and the Audit & Governance Committee** any significant failure to comply with these Regulations which comes to his/her attention.”
- Para 3.5 – reference here and elsewhere to the 'Audit Committee' should be revised to read 'Audit & Governance Committee'
- Para 5.2 – members commented that business plans should be available to Audit & Governance and the public for oversight.
- Para 6.2.4 and 6.2.5 – members requested clarification on the circumstances in which the Mayor's proposed budget could be

vetoed, and whether any subsequent revision made by the Mayor would need to meet some form of materiality threshold before the Y&NYCA is obliged to approve it.

- Para 7.3.2 – amend to read “For revenue expenditure any likely overspending shall be reported by Officers **to the Y&NYCA and the Audit & Governance Committee** as soon as practicable to the Section 73 Officer. Where it is not possible to finance an overspending by a transfer between expenditure heads (see virements below) the matter shall be referred to the Mayor for consideration.”
- Para 7.4 – remove reference to ‘Y&NY Districts’
- Para 8.3 – there is reference to seeking the prior approval of the Y&NYCA or the Mayor, but there needs to be clarity about the circumstances in which prior approval will be sought from the Y&NYCA and the circumstances in which prior approval will be sought from the Mayor.
- Para 11 – members asked that the text here be amended to incorporate CYC’s ethical investment policies, or at the very least a commitment to ‘have regard to’ these policies.
- Para 11.1.2 – clarity needed as to who will receive reports on treasury and investment management policies.
- Para 13.7 – amend to read “In respect of any item acquired by lease the inventory must be marked with the **value of the lease, the name of the leasing company and the date of expiry of the lease agreement.**”
- Para 13.17 – amend to read “The Section 73 Officer shall be authorised to write off or make adjustments in respect of deficiencies or surpluses of stock. Requests to write off items more than £50,000 must be reported to the Y&NYCA **and the Audit & Governance Committee** for information.”
- Para 14.6 - members queried the basis on which £100k has been set as the threshold value above which all requests to write off any individual debt must be referred to the Y&NYCA for information. This seems high.
- Para 14.6 – amend to read “The Section 73 Officer shall be authorised to write off bad debts. Requests to write off any individual

debt more than £100,000 must be referred to the Y&NYCA **and the Audit & Governance Committee** for information.”

- Para 16.2 – amend to read “Officers shall be responsible for the identification, classification and control of all risks falling within their areas of responsibility. The risks identified shall be included in the Corporate Risk Register which will be subject to periodic review **by the Audit & Governance Committee**. Officers should notify the Section 73 Officer, in writing of any loss, liability or damage or any event likely to lead to a claim.”
- Para 17.1 – amend wording to make it clear that the provision of an internal audit service is a necessity.
- Para 19 (payment of accounts) – members asked for more detail to be included here.
- Para 20.1 (petty cash) – members asked that the wording used here be simplified.
- Para 22.1 – amend to read “The Section 73 Officer is responsible for ensuring that the financial management of the Y&NYCA is adequate and effective and that there is a sound system of internal control and sound procedures for the management of risk. The responsibility for maintaining and reviewing the system of internal control rests with the Y&NYCA, **with the involvement of the Audit & Governance Committee**.”

Section B

- Para 3 – members asked that a cross reference to the Scheme of Delegations is added.
- Para 3 – members asked that it be made clearer what information will be shared with the Audit & Governance Committee in relation to the use of waivers.
- Para 5.1 (final bullet) – members queried why it appears that arrangements need to be put in writing only if the total value of a purchase exceeds £50,000.
- Para 7.1.1 – members queried the inclusion of a reference to OJEU.

- Para 8.1.4 – amend to read “Where the Total Value exceeds £50,000 the Procurement Team ~~should~~ **must** be consulted prior to the commencement of the procedure.”
- Para 8.4 – in relation to consultancy contracts, members queried whether the rules cater for the possibility of an individual or organisation securing multiple separate commissions which individually are below the statutory threshold, but together would exceed it.
- Paras 8.1 and 8.4 – members asked that the presentation of the information in the tables be made more consistent.

[6.31-6.34 pm Cllr Rowley left the meeting. 6.34-6.38 pm, Cllr Nelson left the meeting.]

- Para 18.2.2 – it states here that all contracts must be concluded formally in writing, which is not consistent with the wording used in para 8.1.4. This suggests that para 8.1.4 needs amending to ensure consistency.

[7.05-7.09pm, Cllr Kelly left the meeting.]

- Para 18.3.3 – is the threshold for Sealing £75k or £250k?
- Para 23.1 – members asked that the Audit & Governance Committee have sight of the Grant Award Procedure.

[7.19 – 7.30pm, the meeting was adjourned.]

Part 7 – Code and Guidance

General comments

- Members asked that reference be made in the contents page to behaviour requirements of officers and member / officer interactions.
- The issue was raised as to the need for clarity for members when undertaking Y&NYCA duties, eg are they representing CYC, or the CA, or both, etc?
- Members agreed that the £100 threshold for reporting any gift or hospitality is too high.

Section D

- Para 7.1 – amend to read “Correspondence between an individual Member and an Officer should not normally be copied (by the Officer) to any other Member. Where it is necessary to copy the correspondence to another Member, this should be made clear to the original Member. In other words, a system of ‘silent copies’ should not be employed.”

Section E

- Para 3.13 – amend to read “The Y&NYCA’s decision making process will adhere to the principles of good administrative law, **the advancement of respect for human rights and equalities** and demonstrate rationality, legality and natural justice.”
- Para 4.2 – amend to read “Decisions taken by the Y&NYCA subject to limited exemptions, are made in public, minuted (alongside the reasons and the evidence considered) and information relating to those decisions is made available to the public. This includes access through live webcasts of the public part only of the Authority, Police Fire and Crime Panel, **Audit & Governance, Transport** and Overview and Scrutiny meetings which remain online for six months.”
- Para 5.12 – there is reference to the adoption of a ‘Social Value Framework’ and members asked that there is a cross-reference to the Contracts section of the Constitution so it is clear how this is reflected in the CA’s procurement policies.
- Para 5.12 – members commented that the wording used seems very generic and needs a sense check.

Part 8 – Members allowances

- General point - allowances to be considered, as appropriate, by an independent review panel, given the additional workloads to be placed on those appointed to the CA and its committees.

The Interim Deputy Monitoring Officer for the Combined Authority confirmed that she would take the suggested amendments forward for consideration during the re-draft process.

Resolved: That a summary of the proposed amendments, as outlined above, be submitted to the Combined Authority Monitoring Officer.

Reason: To ensure that the proposed amendments are considered for future updates of the Combined Authority Constitution.

Cllr S Fenton, Chair

[The meeting started at 5.32 pm and finished at 8.02 pm].

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***Corporate Services, Climate Change and
Scrutiny Management Committee***

11 November 2024

Report of the Director of Governance

**City of York Council Annual Complaints Performance and Service
Improvements Report April 2023 – March 2024**

Summary

1. This covering report provides Committee with a snapshot of the full Annual Complaints Report April 2023 to March 2024 which is provided in full at Annex 1.

Background

- 2.1 The council produces and publishes the annual report covering
 - complaints about adult (including Public Health) and children social care services which are dealt with under two separate pieces of legislation
 - complaints about other council services dealt with under the council's corporate complaints and feedback procedures
 - Ombudsmen cases – both the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS)
 - other feedback including compliments received.
- 2.2 This annual report will also be shared with the council's Governance Risk and Assurance Group (GRAG) and Council Management Team (CMT) and to the next Audit and Governance Committee.

Children's social care overview

- 2.3 Whilst the council's Corporate Governance Team (CGT) reports on compliments received about these services in the annual report, we know that many more are received that are either not recorded or

passed onto the CGT. However, some examples from page 13 in the annual report are shown below:

- *We couldn't have got to this point without workers patience, kindness and support - what a rollercoaster of a year - but we finally feel we are finally exactly where we are supposed to be.*
- *I am so grateful you've given this opportunity. The change is unreal, adapted his sessions to needs. Given child self confidence, a smile on their face and pride in themselves.*
- *Thank you for all help & support you have given us over the past year while covering the role of supervising social worker when our last one left.*
- *Thank you for calling, I felt more relaxed and all I ever wanted was to be listened to. Thank you for helping.*
- *Staff worked incredibly hard building a trusted relationship quickly and intensely. Thank you.*
- *Thank you for helping us get this far, with your hard work and patience.*
- *Social worker went above and beyond to ensure a child was placed with family rather than going into care.*
- *Thanks for hard work and dedication and going the extra mile.*
- *Thanks to social worker for all their support with the family*

2.4 In Children's social care complaints, the CGT conduct an assessment of the issues raised including severity, complexity, risk to the customer and other customers, risk to the authority, history of similar complaints and likelihood of future similar complaints to grade the complaint into Stage 1, 2 or 3. Other considerations include, the outcomes wanted to resolve the complaint, who is best placed to consider and effectively respond to the complaint and the complainant's views of how the complaint should be dealt with.

2.5 There was a reduction in the total number of complaints under the children's social care procedure during 23/24 compared to the number received the previous year. It fell from 46 to 40.

2.6 It is important to note though numbers of complaints received can fluctuate each year and is typical of social care complaints received across Yorkshire and Humberside.

2.7 From work undertaken to understand this decrease, we determined there were a few factors involved. These include actions taken as a

council and in the service area, following the public maladministration report from the LGSCO a few years ago. Part of this was providing a programme of staff training and awareness sessions to increase their understanding of the procedure and how they can ensure children and young people are aware of and can be supported, to make complaints.

- 2.8 Feedback from complaints especially where there are related themes, provides the service area with invaluable information to review and improve the services they provide. The main theme this year as in previous years is about the quality of communication and work continues to be undertaken with the service area to address and improve these ongoing areas of concern. Details about lessons learned and improvements are set out in section 23 of the report at Annex 1.

Adult social care complaints overview

- 2.9 Whilst the CGT reports on compliments received about these services in the annual report, we know that many more are received that are either not recorded or passed onto the CGT. However, some examples from page 25 and 26 in the annual report are shown below

- *Thank you for the help and support the family has been provided with funding*
- *It's been a big help for us to have access to care, to assess what is needed.*
- *Thank you help and support with direct payment.*
- *Thank you for organising the access step.*
- *Thanks for lifeline install.*
- *Social worker has been really helpful and has made life brighter.*
- *Thank you for all support, hard work, finding information, kindness and understanding.*
- *The care and compassion shown to whole family has been so welcome.*
- *Thanks for all your hard work, professionalism and care. You really have made us feel supported during this emotional process and please don't underestimate the difference you have made.*

- 2.10 In adult's social care complaints, we must use the Department of Health's tool for grading or assessing the seriousness of complaints and to decide the relevant action. This is shown in section 26 of the report at Annex 1.

- 2.11 There was an increase in the total number of complaints in 23/24 compared to the previous year that were dealt with under the legislative adult's social care complaints requirement – it rose from 40 to 44.
- 2.12 It is important to note though that receiving larger numbers of complaints is not always a negative, because it can partly be a reflection that the procedures we have in place, are accessible and customers are supported to make complaints which provide invaluable feedback.
- 2.13 Feedback from complaints especially where there are related themes, provides the service area with invaluable information to ensure any lessons are identified and service improvements made where necessary. In this annual report concerns are identified about the number of complaints which were not responded to in this period and the CGT have been working with managers in adult services to address this. Details about lessons learned and improvements are set out in section 39 of the report at Annex 1.
- 2.14 Complaints about services related to the functions of Public Health also fall under the legislation “Local Authority Social Services and National Health Service Complaints (England) Regulations 2009” and are therefore dealt with in the same way as those for adult social care services. There were no complaints in this area in 23/24.

Corporate Services, including housing services overview

- 2.15 The corporate 4Cs policy and procedure is used for all complaints about council services where there is no statutory procedure or legal/appeal process.
- 2.16 Whilst the CGT reports on compliments received about these services in the annual report, we know that many more are received that are either not recorded or passed onto the CGT. However, some examples from page 37 and 38 in the annual report are shown below
- *The trainer was absolutely wonderful, friendly and professional and I feel thoroughly supported.*
 - *Bin men faced a challenge and I wanted to say how amazing they were on the round today. We had rubbish all over the street and*

they just got on with clearing the best they could along with the residents.

- *Thank you to the bin ben that provided customer son with a bin toy.*
- *Thanks for litter picking the road looks much better.*
- *Joiner fitting some rails to a property - very friendly and clearly knows what they are doing.*
- *Repairs carried out and the contractors was their work was exemplary. They cleared up behind themselves, for which I am very grateful*
- *Just wanted you to pass on our thanks to the two joiners who attended relatives property to replace the bedroom floor. Their professional, tidy, and prompt approach was very much appreciated. Big thank you to them both.*
- *Highways department was absolutely wonderful, listened to my concerns about the disabled bay process, immediately spoke to a manager about it and acted quickly to make changes to the process when he realised it could be improved.*
- *Appreciate guidance, help and support applying for benefit.*
- *I just wanted to say thank you so much for all your help regarding our planning application. You don't realise how much it means to me and my family.*
- *I reported a streetlight, someone came to repair it within a couple of days so I would like to say thank you for the prompt and efficient service which exceeded my expectations.*
- *Customer Services so helpful and went above and beyond when booking my bulky collection.*

2.17 Under the corporate 4Cs procedures for investigating and responding to corporate complaints, the appropriate grade or referral to the relevant Ombudsman is assessed by the CGT taking account of

- the risk to the customer and the authority
- the severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

2.18 The timescales for investigating and responding to corporate complaints are

- Grade One - 20 working days (10 for Housing Complaints in line with the Housing Ombudsman guidance)
- Grade Two - 30 working days (20 for Housing Complaints in line with the Housing Ombudsman guidance)

2.19 It is important to note that where there are large numbers of complaints received for a particular directorate or service area, this is where services are provided weekly to every household in York, and this means they are the most highly visible council services.

2.20 Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CGT continues to collaborate with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided. Details about lessons learned and improvements are set out in section 48 of the report at Annex 1

Local Government and Social Care Ombudsman (LGSCO) overview

2.21 The LGSCO provides an annual review letter about the council covering April to March each year which includes tables presenting the number of complaints and enquiries received about the council and the decisions the LGSCO has made during the reporting period. This is to help us assess our performance in handling complaints. It includes the number of cases where the LGSCO's recommendations remedied the fault and the number of cases where they decided we had offered a satisfactory remedy during our local complaints process. In these latter cases the LGSCO provides reassurance that we had satisfactorily attempted to resolve the complaint before the person went to them.

2.22 The LGSCO received 49 cases about the council in April 2023 to March 2024 with 41 cases being concluded within this time period. Of the 41 cases, 9 were considered as a detailed investigation and of these, 7 were upheld.

2.23 Further details about LGSCO cases are set out in section 2 of the report at Annex 1.

Housing Ombudsman Service (HOS) decided cases overview

- 2.24 The HOS publishes performance information about landlords on their website annually.
- 2.25 Whilst there was one less case in 23/24 that the HOS made a determination on, compared to the previous year 22/23, there were more findings (points of fault) and orders made for the council to put right in 23/24.
- 2.26 Further details about the HOS annual performance information and cases are set out in section 2 of the report at Annex 1.

Consultation

- 3. No consultation was undertaken for the report at Annex 1. However, feedback from regular performance reports to Audit and Governance Committee, Corporate Management Team (CMT) and meetings and discussions with managers, informs the annual report.

Options

- 4. There are no options to consider for the annual report at Annex 1.

Analysis

- 5. The analysis is detailed in the annual report at Annex 1.

Council Plan

- 6. The annual report at Annex 1 does not contain any proposals however compliance with complaints legislation and guidance aligns with the current and draft Council Plan which is part of the council's corporate code of governance. This also then aligns with the 10-year Plan (York 2032) such as performance management and service planning.

Implications

7. As the Annual Complaints Performance and Service Improvements Report April 2023 – March 2024 is for Corporate Services, Climate Change and Scrutiny Management Committee information and awareness, please see below comments regarding implications. However, work will be undertaken on any implications, including those areas where no comments are provided below, following this Committee's comments and feedback.

- **Financial** - There are no financial implications for the purposes of this report.
- **Human Resources (HR)**
- **Equalities** - There are no implications for the purposes of this report.
- **Legal** - The Council must continue to comply with statutory complaints handling procedures where applicable and is working towards implementation of the LGSCO complaint handling code for all other types of complaint. Effective learning from complaints helps the Council to fulfil its duty to continuously improve.
- **Crime and Disorder**
- **Information Technology (IT)** - There are no IT implications for the purposes of this report
- **Property** - There are no property implications for the purposes of this report

Risk Management

8. The council has a duty to comply with the relevant complaint's legislation, regulations, and Ombudsmen guidance. Failing to comply with these can result in Ombudsmen taking actions against the council such as maladministration findings, public reports, payment of recompense and financial remedies for individuals. Often these decisions and actions are published on the Ombudsmen websites, as well as doing press releases and statements. This can lead to reputational damage, reduce the council's overall effectiveness as well as a loss of trust in the council.

Recommendations

8. Members are asked to note the performance details set out in the report at Annex 1 and provide any comments or feedback.

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Report Approved	✓	Date	31 October 2024
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All



For further information please contact the author of the report

Background Papers:

No background papers but listed below are links to background information in this report

[Councils' performance - Local Government and Social Care Ombudsman](#)

[Landlords Archive - Housing Ombudsman](#)

Annexes

Annex 1 - City of York Council Annual Complaints Performance and Service Improvements Report April 2023 – March 2024

Abbreviations

CMT – Corporate Management Team

CGT – Corporate Governance Team

HOS - Housing Ombudsman Service

LGSCO – Local Government and Social Care Ombudsman

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**City of York Council
Annual Complaints Performance and
Service Improvements Report
April 2023 – March 2024**

Bryn Roberts

Director of Governance and Monitoring Officer

Cath Murray

Corporate Governance Operational Manager (which includes Designated Complaints Officer for children's social care complaints and Complaints Manager for adult social care complaints).

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1 Introduction

Complaints and feedback are managed for all council areas through the Corporate Governance Team (CGT) to ensure that comments, complaints, concerns, and compliments are dealt with in an independent and consistent way across the council.

Complaints about adult and children's social care services are dealt with under two separate pieces of legislation:

- The Children Act 1989 Representations Procedure (England) Regulations 2006
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Complaints about other council services are dealt with under the council's 4cs procedure for Complaints, Concerns, Comments and Compliments which can be found at [Raise a comment, compliment, complaint or concern – City of York Council](#). This procedure was designed using the guidance and good practice specified in the statutory procedures and by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS).

It is essential that all teams delivering services (including contractors or providers of services on our behalf) formally capture and record complaints. It is only by doing so that complaints can be tracked and where things have gone wrong, managers can ensure that matters are put right. Senior managers and the CGT therefore regularly encourage teams to recognise complaints and report these to the CGT.

Members of the CGT are hybrid workers and attend appropriate venues as needed such as deliver training sessions, conduct investigations, meet with customers etc. The hybrid working arrangements have a positive impact on the CGT's service provision as it provides the flexibility to speak to customers, key staff, and managers, at a time and in a manner convenient to all, and appropriate for the circumstances of the contact. This flexibility supports the provision of timely and thorough responses to complainants regardless of whether the complaint is upheld or not.

2 Ombudsmen investigations and annual performance

The Local Government and Social Care Ombudsman (LGSCO) can investigate complaints about council services following the conclusion of the relevant council complaints procedure. The exceptions to this are

- the Housing Ombudsman Service (HOS) is the regulator for most housing related services
- the Information Commissioner’s Office (ICO) is the regulator for all information governance complaints, including complaints about data breaches, and responses to requests under the Data Protection Act 2018, UK General Data Protection Regulation, Freedom of Information Act and Environmental Information Regulations.

The Local Government and Social Care Ombudsman

The LGSCO provides and publishes annual performance data and their annual letter to the council covering April to March, on their website at [Annual reviews of complaints - Local Government and Social Care Ombudsman](#)

In this reporting period, the LGSCO did not comment on or identify issues or areas of concern for the council in their annual letter, as they have done in previous years.

The LGSCO received 49 cases about the council in April 2023 to March 2024 with 41 cases being concluded within this time period. This includes cases which may have been received but not concluded in the previous reporting period. Of the 41 cases, 9 were considered as a detailed investigation and of these 7 were upheld. Details for the 7 upheld cases are shown at Annex 1.

LGSCO decided cases	2021 - 2022		2022 - 2023		2023- 2024	
	How many	% Rounded down to whole number	How many	% Rounded down to whole number	How many	% Rounded down to whole number
Closed after initial enquiries	29	40%	38	51%	17	41%
Referred for local resolution	14	19%	6	8%	11	26%
Advice given	4	5%	7	9%	3	7%
Incomplete/invalid	2	2%	1	1%	1	2%
Not upheld – detailed investigations	3	4%	3	4%	2	4%
Upheld – detailed investigations	19	26%	19	25%	7	17%
Total	71	--	74	--	41	--

Remedies from the LGSCO's 7 upheld decisions	How many
Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Provide training and/or guidance, Procedure or policy change/review	1
Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	2
Apology, Financial redress: Avoidable distress/time and trouble, Provide services to person affected, Procedure or policy change/review	1
Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	1
Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Provide training and/or guidance	1
New appeal/review or reconsidered decision, Apology, Financial redress: Avoidable distress/time and trouble	1
Total	7

Further details from the LGSCO's annual performance data report are provided at Annex 1 and additional highlights are shown below, as the data calculations the LGSCO chooses to publish, do not tell the full performance narrative.

- 78% of all detailed investigation were upheld. This compares to an average of 79% in similar authorities. However, as the LGSCO calculates this using only the total number of cases where their decision was to either upheld or not upheld, if calculated using the total number of cases where they have made a decision, that figure falls to 17% upheld.
- In 100% of cases the LGSCO was satisfied that the council had successfully implemented their recommendations. This compares to an average of 100% in similar authorities.
- For the *satisfactory remedy provided by the authority quoted for York of 0% with a similar organisation average of 13%*. Again, this measures only the cases with an upheld decision (so for this report, it was 7 cases) where we have not already put in place the remedies their investigation finds. Whilst they do have a recording category of "*Upheld: fault – no further action, organisation already remedied*" and "*Upheld: fault & inj– no further action, organisation already remedied,*" this was not used for any of the 7 upheld cases. However, it is important to note that of the 17 cases "*closed after initial inquiries*" with the reason of "*No worthwhile outcome achievable by investigation*", a number of these will be because the council has already taken appropriate action through our own complaints' investigations,

findings, and remedies. This may also be part of the reasons for the year-on-year decrease in cases being received by the LGSCO.

The opportunities to improve the % for *satisfactory remedy provided by the authority* will be investigated as part of the ongoing work the CGT do with service areas and managers and work will be undertaken through the LGSCO liaison worker and regional complaints group to explore any areas we can learn from to improve this.

Housing Ombudsman Service Decided Cases

There were 4 cases determined by the HOS with 10 different subject areas of complaint (A case can have more than one category).

	2022 - 2023	2023 – 2024
Determinations (cases)	4	3
Findings	6	10
Maladministration Findings	2	7
Orders made	2	12
Recommendations	5	3
CHFOs (Complaint handling failure orders)	0	0
Compensation	£200.00	£5800.00
Maladministration rate	33%	88%

This shows that whilst there was one less case that the HOS made a “determination” on compared to last year 2022- 2023, there were more “findings” which are points of fault and orders made for the council to put right in 2023-2024.

Findings by category	2022 - 2023	2023 – 2024
Severe maladministration	0	2
Maladministration	0	5
Service failure	2	0
Mediation	0	0
Redress	0	0
No maladministration	4	1
Outside jurisdiction	0	2
Withdrawn	0	0
TOTAL	6	10

The subcategory figures for 2023-2024 are

Subcategories	2022 – 2023	2023 - 2024
Delay in escalating or responding to a complaint	0	2
Noise	2	0
Responsive repairs – general	1	0
Responsive repairs – leaks/damp/mould	0	2
Decants (temp or permanent)	0	1
Transfer application	1	0
Information held on file	0	1
Other poor handling of complaint	1	1
Engagement on the complaint	1	0
Reimbursement of costs incurred by resident	0	1

The maladministration rate is calculated by the number of findings of severe maladministration, maladministration and service failure expressed as a percentage of the total number of findings and they do not count the outside of jurisdiction or withdrawn figures. If these were included the council's maladministration rate would be 70% and not 88%.

The HOS published performance highlights that compared to last year, there has been an increase in the maladministration rate nationally between landlords of a similar size and type. It also states that for the council, our maladministration rate in 2023-2024 is similar to other landlords of a similar size and type.

Whilst the increase in the council's maladministration rate is partly due to the number of findings increasing on fewer determinations/cases, we are aware that some of the issues being complained about, date back a number of years, and work has already taken place and is ongoing. This should reduce the likelihood of similar findings of fault and high maladministration rate in the future.

The total compensation paid in 2023-2024 of £5800.00 related to the below categories:

- Property condition - £3400.00
- Moving to a property - £1500.00
- Complaints handling - £900.00

The total compensation paid in 2022 – 2023 was £200.00 related to the below categories:

- Property condition - £150.00
- Complaints handling - £50.00

3 What is a Complaint?

A complaint is an expression of dissatisfaction however made, about the actions, decisions, or apparent failings of a local authority's social services provision, and/or the level or nature of a council service or policy, which requires a response. If it is possible to resolve the complaint immediately this does not need to be logged through the complaint procedure.

A complaint is not a request for a service that is made for the first time. For example, if a customer complains that a streetlight is not working, we will treat it as a service request that we aim to fulfil by repairing it within the service level agreement. If we then fail to repair it within that timescale, and the customer is still unhappy, it should then be defined and treated as a complaint

4 Effectiveness of the Procedures

The CGT offer and proactively encourage all staff and managers to participate in regular training and awareness raising, about the complaints and feedback procedures and learning lessons from complaint themes. There were 31 separate training and awareness sessions for staff covering the adult, children, and corporate procedures during the time period for this report. This also meets an agreed action from the internal audit report from February 2023.

This refresher training is important to ensure that key messages are understood by staff including:

- When and how to make people aware of the complaints and feedback procedure.
- The importance of positive messages being recorded to provide a balanced picture of services.
- Learning from complaints. Some of the key learning points include the need to:
 - Ensure people are asked if there are any support needs, they want us to be aware of and that this is clearly recorded.
 - That procedures include a process for senior managers to be able to consider any exception circumstances, so that decisions are not made in a blanket way.
 - That records are accurate and up to date, including what was considered in the decision-making process, rather than just the outcome of decisions.
 - That people are kept up to date, particularly when there may be unexpected and unavoidable delays.
 - That people are clearly told what can and cannot be achieved, with clear explanations and where relevant sign posting to other sources of support or information.

- The importance of being able to respond in a timely way to complaints and provide proportionate remedies to resolve complaints, without the need for people to escalate this to an Ombudsman.

Whilst this work is ongoing, there is evidence of a number of improvements in service areas where we have been able to deliver refresher training. This has been particularly evident in housing services, where all staff were encouraged to attend training sessions. These sessions could be attended in person or virtually and were provided at times and venues to suit the different working patterns of staff.

In addition to this, guidance is provided to assist managers in adult and children's services with completing thorough investigations and comprehensive responses including on a case-by-case basis. The CGT have continued to work with the providers of independent investigators, who have knowledge and experience of complaints across several authorities to ensure our practice and guidance is effective and appropriate to fulfil our obligations and ensure best practice in complaints handling.

We introduced a process of responding to complaints without the need for an investigation in this reporting period. This is for cases where it is considered an investigation is not necessary to identify the reasonable and proportionate outcome required to resolve the complaint in an effective and proportionate way.

Managers are given a timescale and asked to complete the action required, where this is not achieved, a more detailed investigation will take place. Customers are also invited to contact the CGT, if they do not get a response within the agreed timescale, or if anything remains outstanding.

When managers in adult and children's services provide a response to a complaint, they are asked to record what will be done to resolve it, what lessons have been learnt and what action will be taken to improve services and avoid problems being repeated, which is also in place for corporate complaints. The CGT proactively monitor the completion of both action plans and lessons learned.

A summary of the information received regarding the lessons learnt and action taken is included in this report at sections 23, 39 and 48.

5 Themes

The main themes this year continue to include the quality and timeliness of communication. Several complaints are logged as “lack of action,” which is where information has not been provided, or calls and requests for contact have not been returned.

6 Cost of delivering the complaints procedure including the corporate procedure and total payments:

There are ongoing costs to deliver an efficient and effective complaints service. These costs should be seen against the inherent costs of not providing this service such as

- customer dissatisfaction escalating
- an increase in the number of and amounts awarded as financial remedies being recommended by the Ombudsmen
- increased risk of judicial reviews
- non-compliance with legislation
- increased risk of reputational damage

The total actual spends for the full service including the Information Governance provision, salary and on-costs was £421,717.00 compared to £409,775.95 in the previous year.

The financial remedies payments made as part of the three complaints procedures are provided at sections 21, 36 and 49 in this report.

The council must provide investigating officers and independent people for social care complaints where required and the costs including the providers core costs, in this reporting period was £34,783.59. This is an increase from last year’s cost of £28,872.96 last year and similar to the costs the year before of £34,622.

Whilst there has been an increase in this reporting period from last year, this is due to the numbers, types of and complexity of complaints received and can fluctuate from year to year. It is important to note that the costs over the last 3 years remain significantly lower than they had been prior, and this is due to

- ongoing work to improve the quality and timeliness of responses in children’s services.
- CGT working with the provider and managers to understand and manage the costs without impacting on the thoroughness or independence of the investigation ensuring the efficiency around provision of information and arrangements for interviews with staff.

The total costs of payments made to individuals to remedy complaints are below and the individual case costs are shown in the later sections of this report. The total is significantly lower than last year which was £27,077.98

Childrens social care complaints	£775.00
Adult social care complaints	£350.00
Corporate complaints	£8638.00
TOTAL	£9763.00

**Children Social Care
Annual Complaints Performance and Service Improvements Report
April 2023 – March 2024**

7 Context

The following information relates to complaints made during the twelve months between 1st April 2023 and 31st March 2024 for children under the Children Act 1989 Representations Procedure (England) Regulations 2006.

Ongoing work by the CGT with managers is conducted to ensure the below messages continue to be understood

- the importance of responding appropriately to concerns
- improving customer experience
- reducing the need for avoidable complaints
- ensuring complaints are dealt with fully, without the need for them to be escalated to a higher stage unnecessarily

We are pleased to report that in this reporting period, there were no cases of complaints where a response was not provided.

A number of complaints were responded to outside timescales however this can be due to the complexity of the case and the need to ensure a comprehensive investigation and response and the CGT continues to work with the independent investigators and managers to understand and reduce delays where possible.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded, and these are:

Compliments received

16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
6	17	22	22	59	21	35	36

The CGT are aware that there will be more compliments received than are shown in the table above. The importance of recognising, recording, and reporting compliments is being emphasised in the awareness training provided so that there is a complete and more balanced picture of customers' experiences of the services they receive.

Examples of some of the compliments received:

- *Because you told me where I'm going I think it's a good move and I can make a go of this.*

- *MASH team work was absolutely exceptional and the child in question is a lot safer.*
- *Thanks for caring so much for foster child. You really are fabulous at your job.*
- *We couldn't have got to this point without workers patience, kindness and support - what a rollercoaster of a year - but we finally feel we are finally exactly where we are supposed to be.*
- *I am so grateful you've given this opportunity. The change is unreal, adapted his sessions to needs. Given child self confidence, a smile on their face and pride in themselves.*
- *Thank you for all help & support you have given us over the past year while covering the role of supervising social worker when our last one left. Thank you for calling, I felt more relaxed and all I ever wanted was to be listened to. Thank you for helping.*
- *Thanks for support for children.*
- *IRO did an incredible job of chairing lengthy and complex meeting.*
- *Thank you for attending group meeting the support has been great.*
- *Staff worked incredibly hard building a trusted relationship quickly and intensely. Thank you.*
- *Thank you for helping us get this far, with your hard work and patience.*
- *Fantastic Social Worker and a credit to the service.*
- *Social worker went above and beyond to ensure a child was placed with family rather than going into care.*
- *Thanks to the Chair of the meeting, it was really refreshing to be in such a focus and purposeful meeting.*
- *Best social worker I have had.*
- *Thanks for hard work and dedication and going the extra mile.*
- *Social worker saw parent as a person, ensuring they listened and responded to the needs of the parent to enable them to rebuild a positive relationship with their child, showing dedication and commitment to the family.*
- *Social worker is lovely and polite, been a massive inspiration to me, it's not like talking to a social worker, more like a friend.*

The legislation makes it clear that people should be able to provide feedback and have this responded to, without this being seen as a complaint and so we also record and report concerns, suggestions, and requests. The figures for this reporting period alongside previous years are shown in the table below.

Numbers of concerns, suggestions, and requests

16/17	17/18	18/19	19/20	20/21	21/22	22/23	23/24
11	26	20	33	29	19	7	8

8 Who can make a complaint

- Any child or young person (or a parent, or someone who has parental responsibility) who is being looked after by the local authority or is not looked after by them but is in need.
- Any local authority foster carer (including those caring for children placed through independent fostering agencies).
- Children leaving care
- Special Guardians
- A child or young person (or parent) to whom a Special Guardian order is in place.
- Any person who has applied for an assessment under section 14F (3) or (4).
- Any child or young person who may be adopted, their parents and guardians.
- Persons wishing to adopt a child.
- Any other person whom arrangements for the provision of adoption services extend.
- Adopted persons, their parents, natural parents and former guardians and such other person as the local authority consider has sufficient interest in the child or young person's welfare to warrant their representations being considered by them.

Where a complaint is received from a representative on behalf of a child or young person, we will, where appropriate, confirm the child or young person is happy for this to happen, and that the complaint received reflects their views.

The CGOM in consultation with relevant operational managers will decide whether the representative is suitable to act in this capacity and has sufficient interest in the child's welfare. If it is decided that a person is not suitable to act as a representative for a child or young person, they will be informed of the decision in writing by the CGOM. The complaint will then fall outside the statutory procedure however they will be able to raise the complaint through the 4Cs corporate complaints procedure.

Complaints may also be made by adults relating to a child or young person but are not being made on the child or young person's behalf. The CGOM in consultation with operational managers will decide whether the person has sufficient interest in the child or young person's welfare for the complaint to be considered. The child or young person may also be consulted as part of this decision.

9 Grading of complaints

Complaints are graded following an assessment of issues including severity, complexity, risk to the customer and other customers, risk to the authority, history of similar complaints and likelihood of future similar complaints. Other considerations include, the outcomes wanted to resolve the complaint, who is best placed to consider and effectively respond to the complaint and the complainant's views of how the complaint should be dealt with.

Stage one is dealt with by line managers of the service area the complaint is about. This includes where the service is being provided on behalf of the council by an external contractor. The expectation is that the managers will have the knowledge and understanding of the issues and delegated responsibility to be able to resolve complaints at this stage quickly, without the need for an in-depth formal investigation.

The legislation requires stage one complaints to be responded to within 10 working days. This can be extended for a further 10 working days in some circumstances, for example where further time is needed to arrange an advocate, or where staff may be away from work. This can only be extended with the agreement of the complainant.

Stage two is implemented where the complainant is dissatisfied with the findings of stage one, or where it is assessed as being appropriate to be considered and responded to at this stage, due to issues including the severity, complexity, or risk.

Stage two requires an investigation is conducted by either an internal manager who has not had any previous involvement in the complaint and has no line management responsibility for the area being complained about, or an external investigating officer. The Director of Children's Safeguarding adjudicates on the findings of the investigation.

The council must offer an advocate to assist children and young people in making a complaint and appoint an Independent Person to oversee the investigation process at this stage. Stage two complaints falling within the social services statutory complaints procedures should be dealt with in 25 days, although in certain cases this can be extended to 65 days.

Stage Three of the complaints process is the review panel. Where complainants wish to proceed with complaints about statutory social service functions, the council is required to establish a complaints review panel. The panel makes recommendations to the Corporate Director of Children and Education, who then decides and provides a written response on the complaint and any action to be taken.

Complaints review panels must be made up of three independent panellists. There are various timescales relating to stage three complaints. These are:

- setting up the panel within 30 working days.
- producing the panel's report within 5 working days of the panel; and
- producing the local authority's response within 15 days following receipt of the report.

A further option for complainants is the LGSCO who is empowered to investigate where it appears that a council's own investigations have not resolved the complaint. Whilst complainants can refer their complaint to the LGSCO at any time, the LGSCO normally refers the complaint back to the council, unless the council has been given sufficient opportunity to consider and respond to the complaint.

10 Activity

The CGT recorded 40 complaints under the children's social care procedure during this reporting period, compared with a total of 46 in the preceding year.

11 Total complaints made:

Of the 40 complaints dealt with:

- 30 were investigated at stage one of the social care procedures
- 8 complaints in total heard at stage two with 5 of these being moved straight to stage 2, due to their complexity and or severity
- 2 complaints were raised at stage 3

12 Comparison with the preceding year

The numbers of complaints being received are small and typically fluctuate each year and this is typical of social care complaints received across Yorkshire and Humberside. The figures show a decrease of 13% for this reporting period. The reasons for this are highlighted in the following tables.

13 Outcomes of complaints – total

	2020 - 2021	2021-2022	2022-2023	2023-2024
Upheld	8	3	7	8
Partly upheld	17	11	15	16
Not upheld	16	12	17	7
Not proved	0	0	0	1
Not pursued	9	5	4	5
No response	2	9	0	0
Resolved without investigation	0	0	0	1
Ongoing	3	2	3	2
Total	55	42	46	40

14 Response times

A key requirement of complaints procedures is to ensure that individuals are informed of the outcome of their complaints, in an appropriate time frame.

The timescales in working days for children’s social care complaints as set out in the regulation are:

- 10 days at Stage 1 (with a further 10 days for more complex complaints or additional time if an advocate is required).
- 25 days at Stage 2 (with maximum extension to 65 days).
- 20 days for the complainant to request a Review Panel.
- 30 days to convene and hold the Review Panel at Stage 3.
- 5 days for the Panel to issue its findings: and
- 15 days for the local authority to respond to the findings.

Details of complaints by stage

15 Stage one complaints

There were 30 stage one complaints compared to 36 last year.

We are pleased to note that as expected, the numbers during this reporting period are slightly less than those in the preceding year.

Whilst it is not always a negative to receive larger numbers of complaints, as this can show the procedure is accessible, customers are supported to make complaints and provides invaluable feedback, this does indicate that service areas are able to resolve concerns effectively without the need for them to progress to complaints.

Stage one - theme of complaint

	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024
Attitude of staff	-	1	-	0
Disagree with Policy	1	1	1	0
Disagree with Assessment	7	5	3	4
Discrimination	-	-		0
Inappropriate Action	10	5	8	8
Lack of Action	9	11	19	7
Quality of Advice/ Communication	14	8	5	11
TOTAL	41	31	36	30

You will note the highest theme this year as in previous years is about the quality of communication and this is being addressed in the training sessions to staff.

Stage one - responding in time performance

	2020 - 2021	%*	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*
Within 10 days	20	49%	11	35%	22	61%	13	43%
Within 20 days	6	15%	1	3%	8	22%	11	37%
Over 20 days	7	17%	16	52%	2	6%	2	7%
Not Pursued	8	19%	3	10%	4	11%	4	13% ^o
TOTAL	41		31		36		30	

*% figures are rounded to the nearest whole number

We are pleased that complaints continue to be responded to within appropriate timescales and the percentage of complaints responded to within 20 working days remains similar to the improved numbers from last year.

Stage one – outcomes

	2020 - 2021	%*	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*
Upheld	8	19%	3	10%	7	19%	8	27%
Partially Upheld	7	17%	7	22%	10	28%	11	37%
Not Upheld	16	39%	9	29%	14	39%	5	17%
Not Proven	0	--	0	--	0	0	1	3%
Not Pursued	8	19%	3	10%	4	11%	4	13%
Resolved without investigation	--	--	--	--	--	--	1	3%
No response	2	5 %	9	29%	0	-	0	--
Ongoing	--	--	--	--	1	3%	0	--
TOTAL	41	--	31	--	36	--	30	--

*% figures are rounded to the nearest whole number

16 Stage two complaints

There were 8 stage two complaints received and concluded in this reporting period compared to 7 last year.

It is important to remember, complaints at stage two are often complex, with several elements and there may also be the need to arrange advocates and appointments with both staff and complainants, particularly at adjudication.

Stage two - theme of Complaint

	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024
Attitude of staff		-	-	-
Disagree with Policy	-	-	-	-
Disagree with Assessment	1	-	1	1
Discrimination	-	-	-	-
Inappropriate Action	6	4	2	3
Lack of Action	2	3	3	2
Quality of Advice/ Communication	-	3	1	2
TOTAL	9	10	7	8

Stage two - responding in time performance

	2020 - 2021	%*	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*
Within 25days	2	21%	0	-	0	-	-	-
Within 65 days	-	-	0	-	0	-	-	-
Over timescale	4	44%	7	70%	7	100%	5	62%
Not Pursued	-	-	1	10%		-	1	13%
Ongoing	3	33%	2	20%	2	Over time-scale	2	25%
TOTAL	9	--	10	--	9	--	8	--

Stage Two Outcomes

	2020 - 2021	%*	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*
Upheld	-	-	-	-	0	-	-	-
Partially Upheld	6	67%	4	40%	3	43%	3	37%
Not Upheld	-	-	3	30%	2	29%	2	25%
Not Pursued	-	-	1	10%	0	-	1	13%
No response sent	-	-	-	-	0	-	-	-
Ongoing	3	33%	2	20%	2	29%	2	25%
TOTAL	9		10		7		8	

Where there are complaints showing as ongoing work will have been undertaken by the CGT to ensure they are responded to as soon as practicable.

17 Stage three complaints

There were 2 children's stage three complaint, compared with 3 in the previous reporting period.

The process at stage three of the Children's Social Care Complaints Procedure is an independent review panel that will consider whether the investigation, findings, and recommendations at stage two, were thorough, logical, and fair. The Panel then provides a report to the Corporate Director of Children and Education with their conclusions and any recommendations considered appropriate. The Corporate Director would then respond confirming whether they agree with the conclusions and any recommendations made.

Stage three - theme of complaint

	2020 - 2021	2021 -2022	2022 - 2023	2023 - 2024
Attitude of staff	-	-	-	-
Disagree with Policy	-	-	-	-
Disagree with Assessment	-	-	-	-
Discrimination	-	-	-	-
Inappropriate Action	4	1	1	1
Lack of Action	1	-	2	-
Quality of Advice/ Communication	-	-	-	1
TOTAL	5	1	3	2

Stage three - responding in time performance

	2020 - 2021	%*	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*
Within 15 days	3	60%	-	-	0	-	1	50%
Over 15 days	1	20%	-	-	3	100%	1	50%
Not Pursued	1	20%	1	100%	0	-	-	-
TOTAL	5	--	1	--	3	--	2	--

Stage Three Outcomes

	2020 - 2021	%*	2021 - 2022		2022 - 2023	%*	2023 - 2024	%*
Upheld	-	-	-	-	0	-	-	-
Partially Upheld	4	80%	-	-	2	66%	2	100%
Not Upheld	-	-	-	-	1	33%	-	-
Not Pursued	1	20%	1	100%	0	-	-	-
No response sent	-	-	-	-	0	-	-	-
TOTAL	5	--	1	--	3	--	2	--

All complaints received relating to children's social care procedures in this period were dealt with under the children's social care procedures.

18 Percentage escalation

The following table indicates how many complaints in children's services were escalated through the stages. By measuring these figures as a percentage, we can gauge the implied customer satisfaction levels.

Percentage escalation

	Number	% Escalated to next stage	% Implied customer satisfaction
Stage 1 to Stage 2	3 of 30	1%	99%
Stage 2 to Stage 3	2 of 8	25%	75%

It is important to note that whilst only a small number of complaints have escalated in this reporting period, the implied customer satisfaction needs to be considered alongside the next reporting period, particularly as 2 complaints remain ongoing.

19 Equalities monitoring information

Following the guidance produced by the Department of Health and the Department for Education and Skills, we must seek to identify who is making complaints to get a greater understanding of them. The following information was provided:

Gender

	2020 - 2021	2021 - 2022	2022 -2023	2023 - 2024
Male	24	14	16	13
Female	29	27	28	26
Male & Female	2	1	2	1
Total	55	42	46	40

20 Who made the complaints

The majority of complaints continue to be made by parents of children about the service they received from children's services, with only a small number of complaints being raised on behalf of a child, by a parent, representative or advocate.

To ensure that children are aware of and are supported to use the complaints and feedback procedure, the CGT works closely with the Children's Rights team and where appropriate, other support and advocacy services and others making a complaint on behalf of a child or young person.

The council has a statutory obligation to offer advocacy support to any child or young person making a complaint and the Children's Rights team make people aware of the options available for raising comments, concerns, complaints, and compliments and provide advocacy support to assist with this where requested.

The CGT are also available to attend meetings with staff members, children, and young people and on occasions foster carers to raise awareness of and understanding about how people can use the procedure.

An important aspect of ensuring that children are aware of the complaints and feedback procedure and how to access it, is ensuring that all staff receive refresher training. This is so staff have a clear understanding of when and how children and young people should be made aware of the procedure and their role in continuing to try to resolve concerns throughout the complaints process.

Complaints refresher training has been provided to managers in children's services over the last year. However, it is important that the CGT deliver training direct to all members of staff in these areas, to ensure messages are delivered clearly and independently. Reminders continue to be sent to managers to ensure this can happen as a priority over the next reporting period.

21 Costs and payments

The council has an obligation to ensure independence in the children's social care complaints procedure. This includes a requirement for:

- A person independent of the council to oversee all complaints at stage two made by children and young people.
- To ensure the investigator at stage two has not had any involvement in the complaint or line management responsibility for the services being complained about.
- To have a panel of three independent people at stage three.

The costs for these services are shown in section 6 of this report

In addition to this the council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that:

- the LGSCO would find that there has been maladministration by the council causing injustice to the complainant; and
- the LGSCO would recommend that financial recompense should therefore be paid to the complainant.

LGSCO recommendation – in recognition of the distress caused when the council raised her expectations because of poor communication; and	£250.00
in recognition of the significant delays during the complaint's investigation.	£150.00
Complaint Action – to replace all the damaged items, that were not taken care of properly during a move	£375.00
Total	£775.00

22 Alternative dispute resolution

The Department for Education and Skills Guidance makes it clear that nothing in the procedure should preclude Alternative Dispute Resolution and if agreed by both the complainant and the CGOM, the council should explore this option.

Alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

23 Learning lessons/practice improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint. Some of the types of action the council has undertaken to resolve complaints have been issuing apologies, meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place. This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date. The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has included the agreement to undertake the following actions, in addition to apologies and financial recompense:

- To review the guidance for unplanned ending/disruption meetings
- Develop supervision with foster carers to be more reflective and systemic
- To remind all staff about the importance of responding to complaints to responding to complaints appropriately.
- Agreement to meet with complainants to understand their experience in the development of practice.
- Updating records to ensure information is accurate
- Reminders and improved guidance to staff
- Ensure that Single Assessments are shared with parents 3 days prior to Child Protection Conferences.
- Ensure, wherever possible, that all parents have the opportunity to meet the IRO chair, in person, prior to ICPC and RCPC meetings taking place. Where this is not possible in exceptional circumstances, the reasons should be clearly explained to the parents.
- Ensure that child protection conferences are afforded sufficient time to ensure the meetings are not rushed or time limited.
- Reminder to providers of the standards of care expected when dealing with young people's belongings.

**Adult Social Care
Annual Complaints Performance and Service Improvements Report
April 2023 – March 2024**

24 Context

This report provides information about complaints made during the twelve months between 1st April 2023 and 31st March 2024 for adults under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

All timescales contained within this report are for working days. The structures for reporting have changed and are reflected in the reporting for adult service as shown in the below tables.

In addition, the numbers of compliments are also recorded were:

	2020- 2021	2021 - 2022	2022 - 2023	202- 2024
Be Independent	4	1	0	0
Commissioning & Contract Management	1	-	3	0
Community Provision	10	6	10	15
Assessment	9	-	0	0
Care Homes	5	-	0	0
Mental health Safeguarding & DOLS	19	18	12	5
Learning Disability	-	1	6	1
Older People	-	11	21	13

The CGT are aware that there will be more compliments received than are shown in the table above. The importance of recognising, recording, and reporting compliments is being emphasised in the awareness training provided so that there is a complete and more balanced picture of customers' experiences of the services they receive.

The compliments received included:

- *Thank you for the help and support the family has been provided with funding*
- *It's been a big help for us to have access to care, to assess what is needed.*
- *Thank you help and support with direct payment.*
- *Thank you for organising the access step.*
- *Thanks for lifeline install.*
- *Social worker has been really helpful and has made life brighter.*
- *Thank you for all support, hard work, finding information, kindness and understanding.*
- *The care and compassion shown to whole family has been so welcome.*

- *A wonderful job had done in helping to reduce anxiety and agitation and left feeling much calmer.*
- *Thank you for the support and attention you gave.*
- *Social worker She listened, nurtured and encouraged relative to share their thoughts.*
- *Thanks for all your hard work, professionalism and care. You really have made us feel supported during this emotional process and please don't underestimate the difference you have made.*

The legislation makes it clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

Number of Concerns, Comments and Requests received

	2020 - 2021	2021 - 2022	2022 - 2023	2023 - 2024
Be Independent	-	-	-	-
Commissioning & Contract Management	2	-	-	-
Commissioning Provision	2	-	-	2
Joint Commissioning	-	-	-	-
Assessment	2	-	-	-
Care Homes	2	-	-	-
Community Provision	3	7	2	1
Mental health Safeguarding & DOLS	5	9	4	3
Learning Disability		1	6	1
Older People		5	3	6

25 Who can make a complaint

Someone who:

- The local authority has a power or duty to provide or secure the provision of a social service for him/her and
- His/her need for such a service has (by whatever means) come to the attention of the Authority.

This definition also applies to a person acting on behalf of someone who meets the above requirements.

A complaint can be made by a representative where the CGOM receives the appropriate permission from the eligible person for the representative to make the complaint on their behalf. A representative will also be able to make a complaint

where the eligible person is not capable of making the complaint themselves, this includes when the eligible person is deceased.

The CGOM will decide if a person is suitable to act as a representative. If it is decided they are not acting in the eligible person's best interests, the CGOM will inform them in writing of the reasons for this.

If a customer is not eligible under the terms of the Act, they are able to raise it through the council's 4Cs corporate complaints procedure.

26 Grading of complaints

The Department of Health designed the following tool to assess the seriousness of complaints and decide the relevant action:

Step 1: Decide how serious the issue is

Seriousness	Description
Low	Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care. OR Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation.
Medium	Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation.
High	Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. Possibility of litigation and adverse local publicity. OR Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct, or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.

Step 2: Decide how likely the issue is to recur

Likelihood	Description
Rare	Isolated or 'one off' – slight or vague connection to service provision.
Unlikely	Rare – unusual but may have happened before.
Possible	Happens from time to time – not frequently or regularly.
Likely	Will probably occur several times a year.
Almost certain	Recurring and frequent, predictable.

Step 3: How to categorise the risk

Seriousness	Likelihood of recurrence				
	Rare	Unlikely	Possible	Likely	Almost Certain
Low	Low				
		Moderate			
Medium					
			High		
High				Extreme	

The CGT grades the complaints as:

- Low = Green - Can be resolved locally
- Medium = Amber - Needs a response from the Corporate Director
- High = Red - Needs a response from the Corporate Director

The CGT contacts complainants to design a complaint plan and agree an appropriate response timescale. This is often done through an acknowledgment letter requesting the complainant to confirm the council's understanding of the complaint and the timescale for response.

Following the response, a complainant can ask the LGSCO to investigate if they remain dissatisfied.

27 Activity

The CGT recorded 44 complaints under the adult social care procedure during this reporting period compared with a total of 40 the preceding year.

28 Comparison with the preceding year

The figures show a small increase in the number of complaints received in this reporting period compared with the preceding year through the adult social care procedures.

29 Outcomes of complaints:

	2020 – 2021	2021 - 2022	2022 -2023	2023 - 2024
Upheld	6	7	12	11
Partly upheld	6	13	13	7
Not upheld	13	17	11	11
Not proved	0	0	0	0
Not pursued	0	1	2	3
No response	3	4	1	7
Resolved without Investigation	0	0	0	5
Ongoing	0	0	1	0
Total	28	42	40	44

30 Response times

A key requirement of complaints procedures is the importance of informing service users of the outcome of their complaints, in an appropriate time frame.

The Department of Health guidance on deciding how long it should take to respond to a complaint states:

“If someone makes a complaint, your organisation has to acknowledge it within three working days. The person making the complaint will want to know what is being done – and when. However, accurately gauging how long an issue may take to resolve can be difficult, especially if it is a complex matter involving more than one person or organisation. To help judge how long a complaint might take to resolve, it is important to:

- *address the concerns raised as quickly as possible*
- *stay in regular contact with whoever has complained to update them on progress*
- *stick to any agreements you make – and, if for any reason you can’t, explain why.*

It is good practice to review any case lasting more than six months, to ensure everything is being done to resolve it.”

From the concerns about the number of complaints which were not responded to in this reporting period, the CGT have been working with managers in adult services, to address this. This includes the need to ensure all staff receive refresher complaints awareness training.

Details of complaints

31 Green complaints

There were 33 complaints graded as Green compared to 27 in the preceding year and were categorised as follows:

Com Provision = Community Provision
 MH/S/DOLS = Mental health Safeguarding & DOLS
 LD = Learning Disability
 OP = Older People

Green - theme of complaint

	Com Provision	MH/S/DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	0
Disagree with Policy	1	-	-	-	1
Disagree with Assessment	4	1	-	2	7
Discrimination	-	-	-	-	0
Inappropriate Action	-	1	1	2	4
Lack of Action	5	4	3	3	15
Quality of Advice/Communication	1	1	1	3	6
TOTAL	11	7	5	10	33

Green - response times

	Com Provision	MH/S/DOLS	LD	OP	Total
Within 10 days	5	5	1	5	16
Within 25 days	2	1	1	2	6
Over 25 days	3	1	3	1	8
Not Pursued	1	-	-	2	3
TOTAL	11	7	5	10	33

It is important to remember that the legislation and guidance for adults does not prescribe actual timescales for responses. However, we do manage and monitor performance in this area using best practice across the different complaints' legislation and guidance. The above table highlights that we are responding to most complaints at this stage within the shortest timescale (10 working days).

It is noted that 2 complaints did not receive a response. This is something which will continue to be brought to the attention of senior managers to assist with improving this for future complaints.

Green = outcomes

	Com Provision	MH/S/ DOLS	LD	OP	Total
Upheld	2	2	1	4	9
Partially Upheld	3	1	-	2	6
Not Upheld	3	2	1	1	7
No Response	1	-	2	-	3
Resolved Without Investigation	1	2	1	1	5
Not Pursued	1	-	-	2	3
TOTAL	11	7	5	10	33

32 Amber complaints

There were 6 complaints graded as Amber in adult services compared to 4 in the previous year.

Amber - theme of complaint

	Com Provision	MH/S/ DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	0
Disagree with Policy	-	-	-	-	0
Disagree with Assessment	-	1	-	1	2
Discrimination	-	-	-	-	0
Inappropriate Action	-	1	-	1	2
Lack of Action	-	-	1	-	1
Quality of Advice/ Communication	-	-	1	-	1
TOTAL	0	2	2	2	6

Amber - response times

	Com Provision	MH/S/ DOLS	LD	OP	Total
Within 25days	-	-	-	-	-
Within 65 days	-	1	2	1	4
Over timescale	-	1	-	1	2
Not Pursued	-	-	-	-	0
TOTAL	0	2	2	2	6

Amber Outcomes

	Com Provision	MH/S/ DOLS	LD	OP	Total
Upheld	-	-	1	-	1
Partially Upheld	-	-	1	-	1
Not Upheld	-	1	-	1	2
No Response Sent	-	1	-	1	2
TOTAL	0	2	2	2	6

33 Red Complaints

There were 5 complaints graded Red compared to 9 in the preceding year.

Red - theme of complaint

	Com Provision	MH/S/ DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	0
Disagree with Policy	-	-	-	-	0
Disagree with Assessment	-	-	-	-	0
Discrimination	-	-	-	-	0
Inappropriate Action	-	1	-	-	1
Lack of Action	2	1	-	1	4
Quality of Advice/ Communication	-	-	-	-	0
TOTAL	2	2	0	1	5

Red - response times

	Com Provision	MH/S/ DOLS	LD	OP	Total
Within 25days	1		-	-	1
Within 65 days	1	1	-	-	2
Over timescale	-	1	-	1	2
TOTAL	2	2	0	1	5

Red Outcomes

	Com Provision	MH/ S/ DOLS	LD	OP	Total
Upheld	1	-	-	-	1
Partially Upheld	-	-	-	-	0
Not Upheld	1	1	-	-	2
No Response Sent	-	1	-	1	2
TOTAL	2	2	0	1	5

34 Equalities monitoring information

Following the guidance and best practice, it is important to understand who is making complaints and so we seek to identify who is making complaints. Only the following information was provided:

Gender

Male: 12
Female: 32

35 Who made the complaints

Most complaints were made directly by customers themselves, however there were some made by family members supporting people using adult social care services and a small number via an advocacy service.

Following receipt of a complaint, acknowledgements are sent to ensure a clear understanding of the complaint points and outcomes wanted, before beginning an investigation. This acknowledgement also invites people to let us know if they would like any support, including things like advocacy, provision of information in their preferred accessible format.

36 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that the

LGSCO would find that there has been maladministration by the council causing injustice to the complainant with a recommendation that financial recompense should therefore be paid to the complainant.

Detail of payments made

LGSCO recommendation - for the avoidable distress and time and trouble from the failure to address the complaint about the Deprivation of Liberty Safeguards and delay in giving feedback on safeguarding enquiries.	£250.00
LGSCO recommendation - to recognise the avoidable time and trouble she went to in trying to get a response to her complaint about failures to review Direct Payment invoices as agreed.	£100.00
Total	£350.00

It is noted these payments relate to complaints not being resolved during the internal investigation process. The CGT is working with managers across all service areas, to ensure they understand the importance of offering appropriate remedies at all stages of complaints handling.

37 Alternative dispute resolution

It is important to note that the complaints regulations and guidance for adult social care complaints are that a plan needs to be agreed between the complainant and the CGOM about how the complaint will be dealt with and responded to, what outcomes are wanted and what can be realistically achieved.

Possible alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

38 Complaints dealt with by the local authority and NHS Bodies

The CGT works with contracted agencies and statutory agencies to identify the main themes concerned in a complaint. Informal agreements are in place to provide the customer with a co-ordinated response with the agency responsible for the provision of the main areas of complaint taking the lead with co-operation from the other agencies as required.

39 Learning lessons/practice improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CGOM/complaints manager is continuing to encourage work with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided. Some of the actions which have been recorded include the following, in addition to apologies and financial recompense:

- Reminders to staff to ensure recording systems are updated in a timely and appropriate way
- Reminders to staff about the appropriate procedures to follow when care support is ending
- Updating and improving information for customers moving into supported care
- Updating check lists for staff
- Providing guidance for staff
- Review and amend the policy of not completing DOLS standard authorisations while a person is in hospital

40 Public Health

Complaints about services related to the functions of Public Health also fall under the legislation "Local Authority Social Services and National Health Service Complaints (England) Regulations 2009" and are therefore dealt with in the same way as those for adult social care services.

Compliments	0
Complaints	0
Comments & Concerns	2

Corporate Services, Including Housing Services
Annual Complaints Performance and Service Improvements Report
April 2023 – March 2024

41 Context

Where there is not a statutory complaints procedures, complaints about corporate services including housing services are dealt with through the council's corporate complaints policy and procedure which can be found at [Raise a comment, compliment, complaint or concern – City of York Council](#)

There were 1391 complaints in this reporting period compared with 2054 in the preceding year and the reasons for this decrease include:

- Improved assessment and recording of complaints ensuring that it is clear investigations can only take place into potential errors, rather than disagreement with a decision where it has been made following an appropriate process.
- Actions following lessons from previous complaints. This includes the emphasis on improved communication, discussed in complaint and feedback training.

The number of comments logged were 642 compared to 724 in the preceding year.

It is noted there have been 10 complaints which did not receive a response in this reporting period, which although is a significant improvement from previous years, it is an increase on last year's performance.

We are continuing to work to ensure every complaint is responded to. Those that did not receive a response in this reporting period were due to oversights during the implementation period of updated version of the CGT's case management system and measures have been put in place for any future case management system work.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded, and these are shown below for the directorates as they were known during the reporting period.

Number of compliments received

Directorate	2020 – 2021	Directorate	2021 – 2022	2022 - 2023	2023 - 2024
CCS	34	Corporate Services	9	12	5
CEC	5	Customer & Communities	25	43	24
EAP	79	People	6	0	8
HHASC	64	Place	137	144	149
TOTAL	182	TOTAL	177	199	186

The compliments received included:

- *Appreciate all the help and support with the discretionary move.*
- *The trainer was absolutely wonderful, friendly and professional and I feel thoroughly supported.*
- *Educational Psychologist really quick to response and resolved question in a quick efficient manner absolutely no problems really is amazing.*
- *Supported by officer at SENDIASS who always remained professional and impartial, going above and beyond often outside of working hours due to staff shortages. Without their knowledge and support it would have been difficult to understand the SEN system.*
- *Bin men faced a challenge and I wanted to say how amazing they were on the round today. We had rubbish all over the street and they just got on with clearing the best they could along with the residents.*
- *Thank you to the bin ben that provided customer son with a bin toy.*
- *Thanks for litter picking the road looks much better.*
- *Thanks for tidying the area up its great work.*
- *The street cleaners around my address did a great job- Thank you.*
- *Joiner fitting some rails to a property - very friendly and clearly knows what they are doing.*
- *Repairs carried out and the contractors was their work was exemplary. They cleared up behind themselves, for which I am very grateful*
- *Thank you so much for sending such a tidy, clean worker when fitting the grab rails and it is amazing. Thank you very, very much indeed.*
- *Just wanted to say a big thank you for your support in getting the grab rail fitted*
- *Really happy with the rail that you fitted (in the rain) and wanted to give you 5-star review.*
- *Just wanted you to pass on our thanks to the two joiners who attended relatives property to replace the bedroom floor. Their professional, tidy and prompt approach was very much appreciated. Big thank you to them both.*
- *Plumber who did work on the property this morning was really tidy, he clearly cared about his job.*

- *Thanks for organising the reinstatement of the slabs in the front of our property and thanks to the contractors. Great work and everything left clean and tidy. Thanks to everyone involved. Very much appreciated.*
- *Highways department was absolutely wonderful, listened to my concerns about the disabled bay process, immediately spoke to a manager about it and acted quickly to make changes to the process when he realised it could be improved.*
- *Appreciate guidance, help and support applying for benefit.*
- *I just wanted to say a massive thank you for your help in arranging the house swap. I can't begin to tell you how much of a difference being so close to school will make for my child. It's taken a massive weight off my mind. Everything has been so easy and straightforward.*
- *I just wanted to say thank you so much for all your help regarding our planning application. You don't realise how much it means to me and my family.*
- *I reported a streetlight, someone came to repair it within a couple of days so I would like to say thank you for the prompt and efficient service which exceeded my expectations.*
- *Would like to thank you for the superb job you have done. The gulley cleaning and tree management has been carried out efficiently and professionally. Many thanks to all concerned.*
- *Customer Services so helpful and went above and beyond when booking my bulky collection.*

The good practice from the statutory processes is clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also recorded through the 4Cs corporate complaint policy and procedures, and these are shown below:

Number of Concerns, Comments and Requests

Directorate	2020 - 2021	Directorate	2021 - 2022	2022 - 2023	2023 - 2024
CCS	309	Corporate Services	58	28	24
CEC	9	Customer & Communities	203	104	60
EAP	1056	People	3	8	10
HHASC	235	Place	1062	584	548
TOTAL	1609	TOTAL	1326	724	642

42 Who can make a complaint

The council's 4Cs corporate complaint policy and procedures states we will accept complaints from

- a member of public or anyone acting on behalf of a customer with the proper authority and consent,

And using any of the following contact methods:

- in person
- by phone
- by letter
- by email
- through our website. www.york.gov.uk

43 Grading of complaints

The CGT assess the appropriate grade to investigate a complaint or to refer to the relevant Ombudsman, taking account of issues such as:

- risk to the customer and the authority
- severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

44 Response times

It is considered good practice that a key requirement of a complaint procedure is the importance of informing service users of the outcome of their complaints in an appropriate time frame. The timescales set out in the 4Cs corporate complaint policy and procedures are

- grade one - 20 working days (10 for housing complaints in line with the Housing Ombudsman Service guidance)
- grade two - 30 working days (20 for housing complaints in line with the Housing Ombudsman Service guidance)

In addition to the above all complaints under the 4Cs corporate complaint policy and procedures are investigated and responded to by the CGT which means these are conducted independently and impartially.

Details of complaints

45 Grade one complaints

Primary theme by directorate

2022 - 2023	Staff attitude	Disagree with assess - ment	Disagree with policy	Discrim ination	Inapprop riate action	Lack of action	Quality of advice, communic ation/work	TOTAL
Corporate Services	-	-	-	-	-	3	-	3
Customer & Communi ties	-	19	18	-	28	57	12	134
People	-	-	-	-	1	5	-	6
Place	-	42	77	-	66	372	33	590
Total	-	61	95	-	95	437	45	733

2023 - 2024	Staff attitude	Disagree with assess - ment	Disagree with policy	Discrim ination	Inapprop riate action	Lack of action	Quality of advice, communic ation/work	TOTAL
Corporate Services	-	-	1	-	1	1	-	3
Customer & Communi ties	-	2	9	-	19	13	6	49
People	-	-	-	-	2	5	-	7
Place	-	14	73	-	43	229	27	386
Total	-	16	83	-	65	248	33	445

Outcome by directorate

2022 - 2023	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	TOTAL
Corporate Services	2	-	-	-	1	33%	-	3
Customer & Communities	24	80	27	2	0	0%	1	134
People	2	3	1	-	0	0%	-	6
Place	196	234	116	32	3	0.5%	9	590
Total	224	317	144	34	4	0.5%	10	733

2023 - 2024	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	Resolved Without Investigation	TOTAL
Corporate Services	2	-	-	1	-		-		3
Customer & Communities	10	27	6	3	1		1	1	49
People	-	3	4	-	-	-	-	-	7
Place	187	98	73	18	4		4	2	386
Total	199	128	83	22	5		5	3	445

%* are rounded up or down to the nearest whole number

Responding in time performance by directorate

2022 - 2023	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	2		1		-	-	3
Customers & Communities	113	84%	19	14%	2	1%	134
People	6	100%	0	0%	-	-	6
Place	476	80%	82	14%	32	5%	590
Total	597	81%	102	14%	34	5%	733

2023 2024	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	1	33%	1	33%	1	33%	3
Customers & Communities	34	69%	14	29%	1	2%	49
People	3	43%	4	57%	-	-	7
Place	212	55%	156	40%	18	5%	386
Total	250	56%	175	39%	20	5%	445

%* are rounded up or down to the nearest whole number

46 Grade Two Complaints

Primary theme by directorate

2022 – 2023	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
Corporate Services	-	-	-	-	2	1	-	3
Customer & Communities	-	2	4	-	8	8	6	28
People	-	1	-	-	-	2	-	3
Place	-	35	1052	-	33	153	14	1287
Total	-	38	1056	-	43	164	20	1321

2023 - 2024	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
Corporate Services	-	-	1	-	1	-	-	2
Customer & Communities	-	1	7	-	5	4	-	17
People	-	-	-	-	1	2	-	3
Place	-	26	601	1	141	140	15	924
Total	-	27	609	1	148	146	15	946

Outcome by directorate

2022 – 2023	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	TOTAL
Corporate Services	-	3	-	-	0	0%	-	3
Customer & Communities	1	21	4	2	0	0%	-	28
People	-	3	-	-	0	0%	-	3
Place	1112	111	39	20	1	-	4	1287
Total	1113	138	43	22	1	-	4	1321

2023 - 2024	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	Resolved Without Investigation	TOTAL
Corporate Services	-	1	-	1	-	-	-	-	2
Customer & Communities	3	11	3	-	-	-	-	-	17
People	1	2	-	-	-	-	-	-	3
Place	757	102	33	24	5		1	2	924
Total	761	116	36	25	5		1	2	946

Responding in time performance by directorate

2022 – 2023	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	3	-	0	0%	-	-	3
Customers & Communities	26	93%	0	0%	2	7%	28
People	3	100%	0	0%	-	-	3
Place	1234	96%	33	3%	20	1%	1287
Total	1266	96%	33	2%	22	2%	1321

2023 – 2024	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	1	50%	-	-	1	50%%	2
Customers & Communities	10	59%	7	41%	-	-	17
People	-	-	3	100%	-	-	3
Place	816		83		25		924
Total	827		93		26		946

%* are rounded up or down to the nearest whole number

47 Learning lessons/practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

Most complaints logged at grade 2 as a disagreement with policy, are again about the current policy of advising residents that the council will not pay for a replacement bin, when they report their bin has been damaged or gone missing after being collected.

Since the implementation of the 4Cs corporate complaint policy and procedures, the CGT worked with managers in waste services resulting in identifying that:

- for damaged bins cases many of these had been caused during the emptying process by the wagon
- for lost bins cases, many occurred because of bins falling into the wagon

The new process for green bins will mean that any green bins that are lost or damaged will be replaced without the need for a complaint and it is expected this will be reflected with a reduction in complaints received in next year's report.

However, the current waste services policy means that when grey, household bins are reported damaged or lost, residents will continue to be told they must pay for a replacement. This means residents either must pay for a replacement or make a complaint to reach an appropriate resolution.

This creates additional time and trouble for members of the public, or costs for those who feel unable or unwilling to make a complaint. This is in addition to the additional work needed by council officers to respond to and resolve the complaints.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CGT is working with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided.

Some of the actions taken by services in addition to apologies and financial recompense are:

- Asking people if there are any support needs, they want the council to be aware of.

- Ensuring that support needs and vulnerabilities are clearly recorded and considered when delivering services.
- Ensuring that procedures have a process for senior managers to consider exceptional circumstances and staff can identify when to refer cases to a manager to consider.
- Improving communication to ensure people have a clear understanding of what the council can and cannot achieve, schedules of work, timescales for work and are proactively contacted with appropriate updates including where there are unavoidable delays.
- Replacement waste containers, free of charge.
- Crew reminders and monitoring.
- Review of procedures.
- Repairs completed.
- Review of staff training and guidance.
- Agreements about frequency of updates.
- Refund of charges.
- Updated public information to ensure it is clear, accurate and up to date.
- Updated recording systems.
- Ensure people's individual circumstances are recorded and considered when delivering services.
- Review of processes to ensure that complaints and repair issues are properly logged and responded to.
- Provide written information to residents.

It should also be noted that managers and staff across housing services, have effectively engaged with the CGT to ensure lessons are learnt throughout the complaints process and to work proactively to reduce the likelihood of complaint themes being repeated.

As the council is committed to transparency and where there is no conflict or risk to the complainant's interest or could compromise their anonymity, we have included the summary details of the LGSCO findings at Annex 1.

48 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's or HOS investigation, it is concluded that the LGSCO or HOS would find that there has been maladministration by the council causing injustice to the complainant; and would recommend that financial recompense should therefore be paid to the complainant. The following table sets out the payments made during this reporting period which is similar to the total amount paid in the preceding year of £8808.30

Details of payments made

HSO Order - in recognition of the distress caused by the landlord's failure to communicate the full extent of the works carried out at the scheme; and	£300.00
in recognition of the landlord's poor complaint handling and the distress and inconvenience experienced	£100.00
HSO Order - to acknowledge the distress caused by the delays in completing the identified repairs for over a year.	£3,000.00
to acknowledge the distress caused by the landlord's handing of the temporary decant and	£1500.00
to acknowledge the impact of the complaint handling failures	£400.00
HSO Order - in recognition of the inconvenience caused by its lack of follow up to damp inspections, and delays in progressing some repairs; and	£400.00
in recognition of the distress and inconvenience caused by its poor complaint handling.	£400.00
LGSCO recommendation – Failed to carry out building control site visits	£250.00
LGSCO recommendation – in recognition of the stress and frustration following the repeated failure to complete assisted waste collections	£200.00
LGSCO recommendation - to acknowledge the distress and uncertainty caused by its failure to record information correctly.	£300.00
LGSCO recommendation - failed to collect household waste on multiple occasions and ineffective monitoring to improve the situation.	£150.00
Complaint response – for the failure to complete repairs and the inconvenience caused	£50.00
Complaint response – recompense for inability to use amenities as a result of delays in completing repairs	£120.00
Complaint response – recompense for delays in completing repairs	£440.00
Complaint response – reimbursement for costs of damaged flooring during repairs.	£228.00
Complaint response - to recognise the time and trouble, inconvenience and costs experienced. In addition to waive costs of rent for the 6 weeks involved.	£100.00
Complaint response – in recognition of the inconvenience and time and trouble following incorrect action to recover council tax.	£322.50
Recompense of liability order costs of £102.50 and	£102.50
The enforcement fee	£75.00.
Complaint response - inconvenience, time trouble and upset you felt as a result of delays in responding to your complaints	£200.00
Total	£8638.00

49 Alternative dispute resolution

Based on the good practice guidance in the statutory complaints' procedures, the council also considers whether there would be an appropriate alternative way of resolving complaints rather than completing an investigation.

Possible alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, requests for service areas to action the outcomes being requested, where this is proportionate, or the possibility of contributing to the review of policies and procedures.

Cases received by the LGSCO

Category	Received
Highways & Transport	23/06/2023
Corporate & Other Services	06/04/2023
Planning & Development	12/04/2023
Housing	18/04/2023
Planning & Development	18/04/2023
Housing	20/04/2023
Education & Childrens Services	14/08/2023
Highways & Transport	12/05/2023
Highways & Transport	25/05/2023
Planning & Development	26/05/2023
Planning & Development	01/06/2023
Corporate & Other Services	14/06/2023
Education & Childrens Services	13/07/2023
Environmental Services & Public Protection & Regulation	13/07/2023
Housing	13/07/2023
Highways & Transport	19/07/2023
Benefits & Tax	26/07/2023
Benefits & Tax	31/07/2023
Highways & Transport	07/08/2023
Environmental Services & Public Protection & Regulation	16/08/2023
Corporate & Other Services	18/10/2023
Housing	14/11/2023
Adult Care Services	19/10/2023
Planning & Development	20/10/2023
Environmental Services & Public Protection & Regulation	23/10/2023
Adult Care Services	01/11/2023
Planning & Development	29/02/2024
Education & Childrens Services	01/11/2023
Benefits & Tax	21/11/2023
Adult Care Services	26/01/2024
Education & Childrens Services	13/12/2023
Education & Childrens Services	11/01/2024
Planning & Development	12/12/2023
Housing	29/02/2024
Adult Care Services	17/01/2024
Planning & Development	16/01/2024
Corporate & Other Services	15/02/2024
Education & Childrens Services	06/02/2024
Benefits & Tax	19/01/2024
Planning & Development	25/01/2024
Environmental Services & Public Protection & Regulation	31/01/2024
Highways & Transport	29/02/2024
Adult Care Services	13/02/2024
Education & Childrens Services	15/02/2024
Benefits & Tax	27/02/2024
Adult Care Services	05/03/2024
Adult Care Services	29/02/2024
Housing	04/03/2024
Environmental Services & Public Protection & Regulation	12/03/2024

Cases decided by the LGSCO

Abbreviations

Mal – maladministration

Inj – injustice

PA – person affected (customer/complainant)

Rep – representative for the PA

Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
Planning & Development	20/04/2023	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, New appeal/ review or reconsidered decision, Provide training and/or guidance, Procedure or policy change/review	The Council will remind officers dealing with complaints of the need to ensure the relevant records are checked so complaint responses do not contain inaccurate information. The Council will put a procedure in place to ensure building control officers keep clear records of visits and telephone conversations.
Adult Care Services	15/11/2023	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	The Council will review and amend its policy of not completing Deprivation of Liberty standard authorisations when a person is in hospital.
Housing	18/07/2023	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review	Review its record keeping procedures to ensure appropriate guidance and reminders are sent to relevant staff to ensure the Council updates information about risks such as domestic abuse and restraining orders on applicants' files. This is to ensure the Council is aware of such risks when properties are offered and avoids offering properties in areas where the applicant would be placed at risk of

					domestic abuse or other risks.
Adult Care Services	28/06/2023	Upheld	fault & inj	New appeal/review or reconsidered decision, Apology, Financial redress: Avoidable distress/time and trouble	
Highways & Transport	11/07/2023	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Corporate & Other Services	06/04/2023	Referred back for local resolution	Premature Decision - advice given		
Planning & Development	24/05/2023	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Housing	18/04/2023	Advice given	Signpost - go to complaint handling		
Planning & Development	18/04/2023	Referred back for local resolution	Premature Decision - advice given		
Housing	20/04/2023	Advice given	Signpost - go to complaint handling		
Education & Childrens Services	27/02/2024	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision, Provide training and/or guidance	The Council will remind relevant social workers to manage expectations and to be mindful of how they communicate with carers about financial offers which remain subject to management approval. This could be through a briefing paper, team meeting or part of a training session. The Council will remind those involved in statutory children's complaint investigations, and investigating officers, of the timescales in the statutory guidance. This could be through a briefing paper, team meeting or part of a training session.
Highways & Transport	05/06/2023	Closed after initial enquiries	Not warranted by alleged fault		

Highways & Transport	29/06/2023	Closed after initial enquiries	Not warranted by alleged fault		
Planning & Development	15/06/2023	Closed after initial enquiries	26B(2) not made in 12 months		
Planning & Development	04/09/2023	Not Upheld	Other agency better placed		
Corporate & Other Services	03/07/2023	Closed after initial enquiries	Not warranted by alleged fault		
Education & Childrens Services	22/08/2023	Closed after initial enquiries	Not warranted by alleged injustice		
Environmental Services & Public Protection & Regulation	13/07/2023	Referred back for local resolution	Premature Decision - advice given		
Housing	13/07/2023	Advice given	Signpost - go to complaint handling		
Highways & Transport	20/07/2023	Closed after initial enquiries	26(6)(c) Court remedy		
Benefits & Tax	05/09/2023	Referred back for local resolution	Premature Decision - referred to Organisation		
Benefits & Tax	13/10/2023	Closed after initial enquiries	At request of complainant		
Highways & Transport	05/01/2024	Not Upheld	no fault		
Environmental Services & Public Protection & Regulation	15/01/2024	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	The Council will share the Ombudsman's guidance on effective complaint handling for local authorities with relevant officers and managers. This will help to ensure complaints are investigated and followed up, where necessary, in a robust manner.
Corporate & Other Services	10/11/2023	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Planning & Development	20/10/2023	Referred back for local resolution	Premature Decision - advice given		
Environmental Services & Public Protection & Regulation	05/03/2024	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide services to person affected, Procedure or policy change/review	Review the Council's process for issuing reminders to the waste crews to identify any improvements in how it carries out its

					assisted collection service
Adult Care Services	04/12/2023	Closed after initial enquiries	Not warranted by alleged injustice		
Benefits & Tax	21/11/2023	Referred back for local resolution	Premature Decision - advice given		
Education & Childrens Services	16/02/2024	Referred back for local resolution	Premature Decision - referred to Organisation		
Education & Childrens Services	23/02/2024	Closed after initial enquiries	Sch 5.1 court proceedings		
Planning & Development	30/01/2024	Closed after initial enquiries	S27 not by member of the public		
Adult Care Services	28/02/2024	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Planning & Development	01/03/2024	Closed after initial enquiries	Not warranted by alleged injustice		
Education & Childrens Services	19/02/2024	Referred back for local resolution	Premature Decision - referred to Organisation		
Benefits & Tax	02/02/2024	Referred back for local resolution	Premature Decision - referred to Organisation		
Planning & Development	21/02/2024	Referred back for local resolution	Premature Decision - referred to Organisation		
Environmental Services & Public Protection & Regulation	01/03/2024	Closed after initial enquiries	Not warranted by alleged fault		
Highways & Transport	27/03/2024	Closed after initial enquiries	Not warranted by alleged fault		
Adult Care Services	13/02/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised		
Housing	06/03/2024	Referred back for local resolution	Premature Decision - referred to Organisation		

Compliance with Agreed Remedies

Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
Environmental Services & Public Protection & Regulation	202309/03/	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance New appeal/review or reconsidered decision	06/04/2023	02/04/2023	Remedy complete and satisfied
Planning & Development	19/04/2023	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Provide training and/or guidance Procedure or policy change/review	20/07/2023	29/06/2023	Remedy complete and satisfied
Adult Care Services	15/11/2023	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	15/01/2024	15/01/2024	Remedy complete and satisfied
Housing	17/07/2023	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	18/09/2023	17/09/2023	Remedy complete and satisfied
Adult Care Services	27/06/2023	New appeal/review or reconsidered decision Apology Financial redress: Avoidable distress/time and trouble	26/07/2023	09/08/2023	Remedy completed late
Environmental Services & Public Protection & Regulation	15/01/2024	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	12/02/2024	14/02/2024	Remedy complete and satisfied

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Corporate Services, Climate Change and Scrutiny Management Committee**11 November 2024**

Report of the Chief Officer HR and Support Services

Update Report for Information Only: Progress on the Workforce Strategy and Workforce Performance**Summary**

1. This report provides an overview of the Council's Workforce Strategy. The Strategy and accompanying one year action plan was approved by Corporate Management Team in June 2024.

Background

2. The monitoring of the strategy and action plan falls within the remit of the Head of Paid Services, (Chief Operating Officer) and updates are presented to corporate management team on a quarterly basis. The strategy and action plan have also been shared with recognised trade unions and staff.
3. This report provides a brief overview of the structure of the strategy to give assurance to the Committee that the strategy is focused on the key workforce challenges that the Council faces as an employer and action is taking place to embed good practice and maintain a healthy and resilient workforce to delivery services to our community.

Workforce Strategy

4. The Workforce Development Strategy (WFS) 2024-2027 and its accompanying Workforce Development Action Plan (WFP) were formulated and take into account the response to the recommendations outlined in the Local Government Association (LGA) Peer Challenge conducted in February 2024, as well as the Corporate Improvement Framework and the completion of the 2023/24 Workforce Development Plan. The action plan also has cross over links with other plans across such as the Anti Racism and Equalities action plans which have workforce priorities identified (for example training or changes to policies

for workforce practice) and the employee survey conducted earlier in 2024.

5. The new 3-year strategy also supports the aspirations set out in the council plan and core commitments (Equality, Affordability, Climate and Health - EACH).
6. The strategy is developed to make the Council fit to deliver in the context of the fiscal challenge, drive savings, and support the health and wellbeing of our employees to meet the needs of services and the community. A key element is to also embed the new leadership structure and ensure that leadership is driven throughout, this is part of the 'Let's Talk Leadership' framework. This framework shows how we will continue to develop leadership skills in our managers by developing leadership behaviours, competencies, clarifying areas of responsibility / accountability, and providing the necessary opportunities to enhance their skills to then develop the workforce. The framework also recognises that all employees are Leaders and have a role to play in growing themselves and perform their roles within expected competencies, values and behaviours.
7. The four themes of the Strategy are
 - a. Leadership and Management – our goal is to foster good leadership and management practices that promote a positive and productive culture.
 - b. Resourcing for a strong foundation_ - continuing to prioritise recruitment, retention, career development, pay, reward and recognition strategies for building a resilient and robust workforce to meet the evolving needs of our services and community.
 - c. Resilience and Wellbeing - committed to embedding good practices regarding wellbeing and engagement to promote and maintain a safe, supported resilient and skilled workforce.
 - d. Equality, Diversity and Inclusion – to address workplace inequalities, foster an inclusive, supported environment and oppose all forms of intolerance and discrimination.

Workforce Performance

8. There are numerous measures of success identified as part of the strategy and action plan which are monitored. These are reported as part of monthly performance reports presented to Corporate Management Team which are also cascaded and discussed at

departmental directorate levels too for awareness and action as appropriate. All measures of success are currently moving in a positive direction or comparable with metrics from 2023.

Theme	Measures of Success	Direction of measure as at September 2024
Leadership and Management	Performance Development Reviews Completion rates	Higher than 2023/24
	Completion rates of essential e-learning training	Higher than 2023/24
Resilience and Wellbeing	Sickness Absence Rates attrition in line with regional benchmarks	Comparable regionally and to last year
	Return to work interviews completion rate improved	Higher than 2023/2024
	Results of the employee survey improving over the next three years	Overall improvement from 2023 to 2024 survey on key metrics
Resourcing for a strong foundation	Reduction of agency spend	Significant reductions in spend and number of agency staff in comparison to 2023
	Reduction in employee turnover	Steady and comparable
	Increase in number of apprenticeships	Steady and comparable
Equality, Diversity and Inclusion	Workforce diversity data aligning to York	Comparable to last year, slight increase in declarations from staff (this is not mandatory)
	More employees choose to disclose if they have a disability or identification of ethnicity	Comparable to last year, slight increase in declarations from staff (this is not mandatory)

Options and Analysis

9. There are no formal options or analysis for the Committee to consider, the Workforce Strategy overview and Workforce information presented are for the Committee's information purposes only.

Council Plan

10. The workforce development strategy is designed to directly address the recommendations from the LGA Peer Challenge (February 2024) and the Corporate Improvement Framework. It integrates our core

commitments to Equalities, Affordability, Climate, and Health, aligning with the Council Plan 2023-27 and Equalities strategy 2024-27.

Implications

11. **Financial** Costs associated with the implementation of any aspects of the strategy and plan will be considered on an ongoing basis, will be fed through CMT and will be mindful of the current financial challenges.
12. **Human Resources (HR)** The WFS and WFP plan fits with the HR Service plan and is key to developing and ensuring that the Council has a workforce fit to deliver all its priorities.
13. **Equalities** Any aspects of the WFS and WFP that requires equality impact assessments will be considered on individual basis as part of the project planning process.
14. **Legal** The Director of Governance and legal team will provide any legal challenges associated with the individual actions associated with the strategy and plan.
15. **Procurement** The Head of Procurement and team will provide any procurement support associated with any contracts required by the HR department and WFP.
16. **Health and Wellbeing** The Director of Public Health and team will be contacted where there are any actions that require public health intervention and consideration.
17. **Data Protection and Privacy** Any aspects of the WFS and WFP that requires a DPIA will be considered on an individual basis as part of the project planning process.
18. **Communications** The Head of Communications and team will be contacted where there are any actions that require communication to the workforce.

Risk Management

19. There are no known risk implications associated with the recommendations in this report, however, it is acknowledged that the savings and financial implications ahead do have risks for employee relations, but these will be managed through good communication, engagement with recognised trade unions and ensuring managers and employees are aware of the journey and support available.

Recommendations

20. Corporate Services, Climate Change and Scrutiny Management Committee are invited to
- a. Note the Workforce Development Strategy structure and aims
 - b. Note the workforce performance (paragraph 8) and measures of success that will continue to be monitored.

The above recommendations all contribute to the effective delivery of a resilient, skilled, and capable workforce to deliver the Council Plan.

Contact Details

Chief Officer Responsible for the report:

Helen Whiting
Chief Officer HR and Support Services

Report Date 24 October 2024
Approved

Specialist Implications Officer(s)

Wards Affected: All

For further information please contact the author of the report

Background Papers: None

Annexes: None

Abbreviations

WFS – Workforce development Strategy
WFP - Workforce development action plan

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Corporate Services, Climate Change and Scrutiny Management Committee**11 November 2024**

Report of the Director of Finance

Budget Scrutiny**Summary**

1. This report outlines the Council's proposed approach to balancing the 2025/26 budget. A previous report to this Committee explained the process for budget setting, along with the key dates. This report specifically considers the proposals to meet the forecast budget gap.

Background

2. The financial pressures facing the Council are significant and have been ongoing for several years. This Council is one of the 20 lowest funded Councils in the country, with the result that we spend much less on services than many other areas.
3. Over the next few years, the Council will see some of the most significant financial challenges we have ever experienced. The delivery of current and future years budgets will be extremely challenging for residents, partners, members, and officers. It is important that we do not underestimate the scale of the challenge ahead. The level of savings required will inevitably require reductions in service levels and may result in some services stopping completely. Robust financial management, clear priorities and a focus on cost control are all essential to ensuring our continued financial sustainability and resilience.

Consultation

4. Starting back in May 2024, the council began a comprehensive budget consultation which is due to conclude in December 2024, prior to more formal public participation in Executive in January 2025 and Council in February 2025.

5. By following a staged approach, the council is iteratively building an understanding of both the impact of proposals on different demographics and community groups, together with how partners, businesses and residents can work together to deliver our shared ambitions for the city.
6. Results from the stage 2 consultation have been published on the open data platform here <https://data.yorkopendata.org/dataset/budget-consultation>. Broadly speaking, they show support for maintaining front line services supporting those people who need the most help as well as support for continued spending on maintaining highways and footpaths. A majority of responses were in support of increasing council tax to help balance the budget.
7. The stages the budget consultation is following is below, with the first two phases completed and the third in progress:

¹What	When	Purpose	Consultation activities
Stage 1 - Corporate Improvement Framework	May to June 2024	To understand how to be a more efficient and effective organisation, informing the Corporate Improvement Action Plan and Working as One City transformation programme Feedback is published on the Opendata platform: Corporate Improvement Framework Consultation 2024/25 - Datasets - York Open Data	Resident online and offline consultation Workshops with Trade Unions, staff and partners who participated in the LGA Peer Challenge
Stage 2 - Our Big Budget Conversation - ideas	July to September 2024	To understand more about what York residents and businesses believe should be the council's priorities and where they would like to see cuts or reductions in services, with all the feedback independently assessed and published on the OpenData platform	Resident and business online/offline consultations Independently facilitated workshops with residents, community groups and businesses Workshops with partners Staff ideas hub
Stage 3 - Our Big Budget Conversation - budget proposals	October to December 2024	To understand the impact and considerations of the proposed cuts or reductions in service	Resident and business online/offline consultation

¹ [Our Big Budget Conversation – City of York Council](#)

Stage 4 - Budget approval	January - February 2025.	Public participation in democratic decision making	Executive Full Council
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Analysis

8. The Council's Medium Term Financial Strategy identifies a forecast £30m budget gap over the next 3 years, as set out in the table below.

	2025/26 £m	2026/27 £m	2027/28 £m
Costs			
Pay & Prices	6.5	6	5.5
Cost of capital	1.8	1.9	2.0
Service growth incl demographics	7.9	6.5	6.5
Total costs	16.2	14.4	14.0
Income			
Council Tax	-5.9	-3.9	-3.9
Business Rates growth	-0.4	-0.5	-1
Total funding	-6.3	-4.4	-4.4
Budget Gap	9.9	10	9.6
Cumulative gap	9.9	19.9	29.5

9. The forecast budget gap is based on several assumptions for inflation, pay award and Council Tax. Current assumptions include an allowance of 3% for the pay award, and 3% for energy and other contract inflation.
10. The main assumptions included within the income budgets include a modest growth in business rates income along with a general council tax increase of 2.99% plus a 2% Social Care Precept again for 2025/26.
11. Previous reports to Executive have outlined that the strategy for identifying options to close the budget gap over a three year period will include:
- Prioritisation / service cuts.
 - A continued focus on organisational efficiency.
 - Developing the capacity to drive transformation.
 - A focus on early intervention / prevention solutions.
 - A focus on working closely with city partners.

- A focus on securing external funding.
- An ongoing review of the assumptions used in the MTFS.

Balancing the budget

- Over recent weeks officers have reviewed the assumptions used to construct the medium term forecast. Inflation has reduced and interest rates are also starting to reduce, albeit very gradually. The Council wide focus on cost control and robust budget monitoring has also reduced the current year forecast overspend, meaning that service related growth can be reduced.
- Taking all these factors into account, it is therefore considered that the amounts included for growth can be reduced by £2m in 2025/26 and £1m in 2026/27. In addition, subscriptions for garden waste collection have been above those assumed for the budget, leading to increased income. Further income has been assumed from recyclates and planning.
- In respect of Council Tax, it would also be a reasonable assumption to use a general council tax increase of 2.99% plus a 2% Social Care Precept again for future years beyond 2025/26.
- The table below sets out a summary of the remaining proposals that will be included in the final consultation phase.

Proposal	2025/26 £'000
Increased income from raising parking charges, including higher charges for visitors at weekends and during peak events such as Christmas Markets.	1,200
Increased income from raising all other fees and charges (c5% increase)	502
Improved contract management	500
Increase in external funding generated	200
Business process re-engineering and improved ways of working	600
Adult Social Care – demand management and reviews	500
Review the operation of the Hostile Vehicle Mitigation barriers	70
Review of Community Safety	65

- The proposals outlined in this report do not completely close the budget gap across the 3 year period of the Medium Term Financial Plan. It's

also important to note that, whilst the revised assumptions outlined in the report are reasonable, they are not without risk. There is still a great deal of uncertainty in public sector funding, and we will need to maintain a strong focus on controlling costs whilst at the same time delivering budget savings.

17. At the time of writing, the Chancellor has just announced the first budget of the new Government. Whilst we will need to await the draft local government settlement in December for detailed allocations of any funding to York, there was a confirmation that there are plans to reform local authority funding (especially distribution) in 2026/27 “to ensure it reflects an up to date assessment of need and local revenues”. This is both an opportunity and a risk to our medium term finances, given our position as one of the lowest funded councils in the country.
18. The proposals outlined in this report are very much early ideas for discussion and consultation and no decisions have been made at this stage. The final decision as to which proposals to put forward to Budget Council will be taken by Executive in January 2025. Other potential savings ideas are also explored in the consultation document attached at annex 1. The final proposals will be shaped by the views received over the coming weeks.
19. There is still the prospect of a spending review in the Spring and the as yet unknown settlement for future years. The impact could be positive or negative, but we can't rule out having to reconsider the proposals and the need to identify cuts in service to balance the budget. It is anticipated that the transformation work, efficiencies, and different ways of working will deliver further savings in future years. This will be alongside the continued focus on cost control, income generation and opportunities for external funding.

Council Plan

20. The Medium Term Financial Strategy aims to ensure that, as far as possible, resources are aligned to the Council's priorities.

Recommendations

21. Members are asked to consider note the information in this report and offer comments on the budget proposals contained within it.

Reason: To keep the Committee informed of any financial issues and to ensure that Scrutiny has had the opportunity to comment on the proposals

Contact Details

Author and Chief Officer responsible for the report:			
Debbie Mitchell Director of Finance 01904 554161			
Report Approved	<input checked="" type="checkbox"/>	Date	30/10/2024
Wards Affected: List wards or tick box to indicate all			All <input checked="" type="checkbox"/>
For further information please contact the author of the report			

Background Papers:

Medium Term Financial Strategy Update Executive 12 September 2024
<https://democracy.york.gov.uk/documents/s178222/Medium%20Term%20Financial%20Report.pdf>

2025/26 consultation data

<https://data.yorkopendata.org/dataset/budget-consultation/resource/db12b34d-0eb9-4237-8242-5128047b8ca8>

Annexes

Annex one – draft budget consultation

Abbreviations

LGA Local Government Association
 MTFS – Medium Term Financial Strategy

DRAFT**City of York Council Budget Consultation no2**

This draft consultation addresses the specific budget proposals developed in response to earlier feedback, allowing residents to engage directly with options for revenue generation, efficiency measures, and service prioritisation. It also emphasises transparency and partnership, aligning with the feedback from earlier phases. Target reading age of 10.

York's Budget Proposals – Shaping Our City's Future

We want all York residents to take part in our new budget consultation. This is your chance to have a say in how York's money is spent. We want to make sure the services you need continue, even though we have a £30 million money gap.

Why your voice matters

Since May 2024, we have been talking about the budget, referred to as Our Big Budget Conversation. This process will finish when this consultation closes on 31 December, leading to more public involvement in January 2025 and a council meeting in February 2025. This step-by-step approach helps everyone understand how budget decision might affect different people and groups. It also looks at how partners, businesses and residents can work together to achieve shared goals for the city.

This consultation builds on [what you have already told us](#). You told us that York is a safe and fun place to live, and you care about its quality of life. But there are some issues, like traffic and how busy the city can get, which affects our city's streets and services. We also know that some people, especially younger ones, might not know exactly what the council does. We need to work together to find a fair plan that raises money, saves where we can, and only cuts services when we really have to.

Our plan so far

Our budget plan has these goals:

Annex 1:

- **Protecting services:** We want to keep important services running, like social care, housing help, waste collection, and fixing roads. We've tried hard to plan so these services are not affected too much.
- **Raising money:** We are thinking about ideas like raising council tax, adding a fee for tourists staying overnight, and charging for traffic in the city centre. We also want to look at things like green waste collection and parking fees to bring in more money.
- **Saving money:** We are finding ways to work better and save money, which might mean having fewer staff. We know this is hard, and it could affect some services.

We need your help

This consultation explains our 2025/6 budget proposals based on feedback from the last budget consultation. We want to know your views on our plans to raise money, save costs, and keep key services running. Your feedback will help shape the final budget. Your responses will inform decisions but are not votes to adopt or reject a measure. We've aimed for clear communication to ensure that everyone can understand and take part.

City of York Council wants to know your thoughts on our budget proposals.

Please take a few minutes to respond and help us plan for York's future.

Section 1: Understanding the budget challenge

1. Before this survey, were you aware that City of York Council is facing a £30 million budget deficit?
 - Yes
 - No
2. We are planning to address the £30 million budget gap through a combination of raising money, cutting costs, and making some changes to services. Do you agree with this combined approach?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Why do you say that?

Section 2: Ideas for raising money

We have some ideas to help us raise more money. Tell us what you think about each one:

3. Council tax:

We are proposing an increase in Council tax of 4.99% in 2025/26, and the next two years. [example]

The reason for the 4.99% rise is to help us cover raising costs, like higher prices for the things we need and more people using our services. This increase will help us keep important services running without making big cuts.

How supportive are you of this measure?

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose

Why do you say that?

4. Parking fees:

We are thinking about ways to raise money from parking in York to help support the city. We know that more visitors use our car parks than residents and we could make changes like increasing weekend charges, adding costs for special events, and removing some discounts. This would protect the services that you told us in the first consultation that you value – directly helping those who need it most.

Here's how we could raise money:

- An increase in parking fees could raise £1M.

Here's what we are planning:

- Parking rate changes: The cost for the first hour in premium and standard car parks would be £5.30, the same rate for the second hour. If you stay longer, the hourly rate would drop to £4.10 after the first two hours.
- Saturday rates: There would be an extra 10% increase in charges on Saturdays.
- Residents with Minster Badges: Residents who have a Minster badge will still get a 10% discount on these rates. However, the cost of a Minster badge would go up from £30 to £45 for two years.

This approach would help ensure parking costs are fair and make family bus tickets a better value option for longer trips to the city.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Parking fees that are increased for visitors to events like the Christmas Market, could bring in £230,000.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- A 5% increase for residents' parking scheme (first car) and 10% for second and third cars could add £50,000.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Reduce the level of discount for low emission vehicles to a 20% discount for residents parking and season tickets could raise £120,000.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

Section 3: Saving money and cutting costs

The Council has some ideas for saving money. Please share your views on these:

5. Changing services and reducing staff:

We are thinking about changing some of our services to save money. This might mean fewer staff in some areas. Here are some of the changes we are considering:

Annex 1:

- Consulting with the Access Forum to determine whether we can install additional accessible CCTV cameras instead of using external contractors to enable city centre access. (£70,000 saved in 2025/26).

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Changing how we run community safety without reducing the frontline service, which could save £65,000 each year starting in 2025/26.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Removing some local recycling containers, usually sited in car parks, to focus on household recycling and save money (£88,000 saved in 2025/26). We would retain those local recycling sites which serve a specific community need.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Making “Make It York” who run the tourist information centre, some city centre events and the market on behalf of the council pay for itself through event and market fee income, so it doesn’t need money from the council.

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

6. Transport, planning and waste reductions

Our transport team oversees transportation, highways and planning to ensure the city remains accessible and well organised. Services include maintaining the highways, environmental health, waste collection and regulatory services including public health and safety.

We are looking at ways to save money by changing some services related to transport, planning, and waste. Here are some ideas:

- Spending less on road improvements which will mean less money is spent on maintaining the roads and filling potholes (£60,000 saved each year from 2025/26).

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Reducing the traffic light replacement programme which aims to replace old traffic lights (£60,000 saved each year from 2025/26).

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Removing some bus subsidies which the council do not have to statutorily provide, which will need more discussion (£720,000 saved in 2025/26).

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

- Reducing CCTV coverage, which may affect traffic and safety (£100,000 in 2025/26 and £120,000 in 2026/27).

Do you support this change to save money?

- Strongly Support
- Support
- Neutral
- Oppose
- Strongly Oppose

Why do you say that?

Section 4: Investing in the future

We are planning to invest in new projects based on your feedback to help the city in the long term.

7. **New team for change:**

The Council will create a small team, of new and existing staff, to make changes and save money over the next three years. This team will help find ways to:

- Save money in the long run
- Make services better for everyone
- Help the Council adjust to new challenges and changes in the future

Do you agree with this idea?

- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose

Why do you say that?

8. **Better contract management:**

We will add staff to help manage contracts, get best value for residents and meet legal rules.

- The council needs to follow new rules, i.e. new legislation.
- Additional support will help us continue to find the best deals and strengthen contract management.
- This will result in saving money.

Do you support this idea?

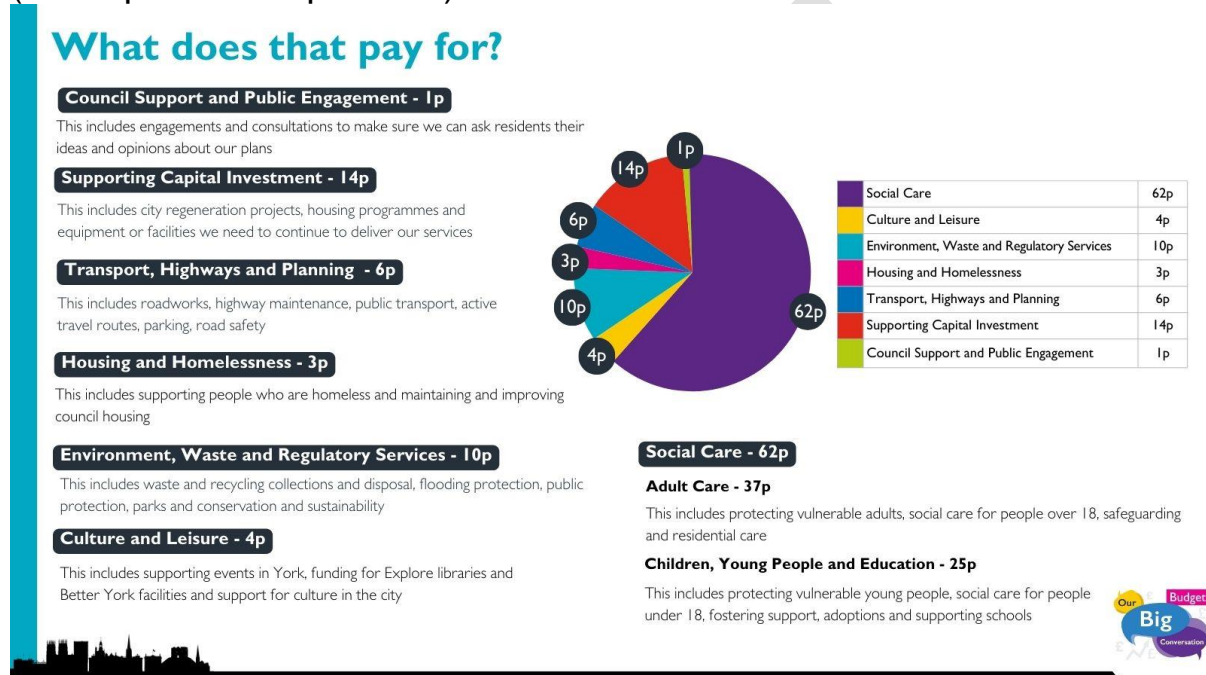
- Strongly support
- Support
- Neutral
- Oppose
- Strongly oppose

Why do you say that?

Section 5: Additional suggestions

If you did not agree with two or more of our suggestions, please tell us which services you think should be reduced to save money. We would also like to hear your reasons for these choices.

As a reminder, the budget is made up of the following areas of spend:
(insert pie chart if possible)



- **Adult social care and public health** - older people, disability, mental health
- **Young people and education** - Children, young people and education incl family support, safeguarding, fostering, adoption
- **Culture and leisure** - libraries, sport and leisure, parks and open spaces
- **Environmental, waste and regulatory services** - environmental health, waste services incl collection and regulatory services incl public health and safety
- **Housing and homelessness** - Support and services to ensure all residents have access to safe and affordable housing
- **Transport, highways and planning** - Overseeing transportation, highways and planning to ensure the city remains accessible and well organised

Annex 1:

- **Supporting capital investment** - promoting long-term economic growth and community development incl public facilities, economic growth and sustainable development as well as repayment of borrowing
- **Council support and public engagement** - a range of services to support and engage York residents and ensure that residents needs and views are at the heart of decision making

(free text)

Section 6: Feedback on communication

10. How well has the Council explained the budget challenges and proposed solutions?

- Very effective
- Effective
- Neutral
- Ineffective
- Very ineffective

If neutral to very ineffective, how could this process be improved?

11. How would you like to get updates from city of York council? (Select all that apply)

- Council website
- Council newsletters
 - Resident updates
 - Business update
 - Family
 - Climate
 - Health updates
 - Waste Update
 - Ousewem updates (flood resilience)
- Social media
 - Facebook
 - Instagram
 - X (formerly known as Twitter)
 - LinkedIn
 - Nextdoor

- Public meetings and consultations
- Collaboration with local media (e.g., radio, newspapers)
- Other (please specify)

Section 7: Add usual demographics here – please tell us a little about who you are

Thank you for your time and input. Your feedback is crucial in ensuring that we make informed and balanced decisions for York's future.

DRAFT



Corporate Services, Climate Change and Scrutiny 11 November 2024 Management Committee

Report of the Director of Governance

Monitoring and Tracking of Approved Council Motions

Summary

1. This report provides information on approved Council motions since May 2024, when the Committee last received an update. Wherever possible, the Committee endeavours to monitor approved Council Motions biannually.

Background

2. At its meeting in May 2022, the Committee confirmed its aim to ensure a transparent and regular monitoring process was in place in relation to approved Council motions. It also noted that the Council Management Team (CMT) continued to monitor motions agreed at Council meetings to ensure delivery of any agreed actions. The Committee felt that receiving a bi-annual report on progress, following on from consideration by CMT, would provide a robust and transparent platform for ensuring delivery of agreed Council motions and actions.
3. Annex A to this report includes details of motions approved by Full Council since May 2024, showing progress against implementation of any agreed actions, as well as progress on all ongoing live motions.

Analysis

4. The approved resolutions relating to motions have, where possible, been split down in Annex A into easier to read actions. Each action has been assigned a relevant directorate 'owner', and each responsible Officer has agreed to keep relevant Members informed of progress. In addition, CMT are able to review the schedule attached after every Council meeting, setting appropriate actions.

Consultation

5. CMT has been consulted on the process of monitoring approved Council motions and have acknowledged collective responsibility for ensuring appropriate implementation of agreed motions. CMT will continue to monitor the attached schedule and progress and set appropriate action owners after every Council meeting.

Options

6. This report is provided for transparency purposes and is therefore for information only.

Council Plan 2023-27

7. Whilst this report does not in itself materially affect how the work of scrutiny can support and develop the Council's overall priorities set out in the new Council Plan 2023-27, the proper and effective implementation of approved Council motions can contribute to those priorities, dependent upon the area of concern being addressed in those motions.

Implications

8. There are no financial, equalities, legal, information technology, crime & disorder, sustainability or other implications associated with the recommendations in this report. However, there may, of course, be implications associated with the implementation of any of the motions listed in Annex A, which will be addressed by responsible officers.

Risk Management

9. Clearly, if the implementation of approved Council motions is not satisfactorily monitored, there is a risk to the organisation around the delivery of democratically taken resolutions.

Recommendations

10. Members are asked to note the contents of Annex A to this report.

Reason: To ensure that processes for monitoring and implementing approved Council motion resolutions remain sufficiently robust.

Contact Details

Author:

Lindsay Tomlinson
Head of Democratic
Governance

Chief Officer Responsible for the report:

Bryn Roberts
Director of Governance

Report Approved

Date

31/10/2024

Specialist Implications Officer(s)

None

Wards Affected:

For further information please contact the author of the report

All

Background Papers: None

Annexes:

Annex A – ‘Live’ Council Motions

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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
15/12/2022	Delivering Effective Customer Services to York Residents	<p>Council resolves to request that the Executive, including as part of its current budget preparations:</p> <ul style="list-style-type: none"> publicly acknowledges the hard work of customer services staff and the impact of increased workloads on their ability to meet resident expectations, and apologises for the council’s ongoing inability to effectively respond to residents’ issues in a timely way; commits to reinstate the customer services call-back service to residents once current vacant positions are filled and new staff have been trained; commits to reviewing the functioning of the relevant council services as a priority, with a focus to include: staffing and operating hours of the customer call centre; ensuring access to non-digital council services is an easy, straightforward process; categorisation of services on, and user-friendliness of, a council website a significant number of residents struggle to navigate; a more effective and simpler system for monitoring and recording of abusive calls to staff, including a clear structure for escalation, response and staff well-being support. 	Pauline Stuchfield	<p>Call- back service on track to be back in place by early summer 2023. Regarding abusive calls the steps being taken, monitoring and a team stress risk assessment approach were all outlined at Customer & Corporate Management of Scrutiny Committee on 6th March 2023. All other elements will be built into a coproduced Customer Strategy for approval in 2024.</p> <p>Update: policy under development regarding customer behaviour. Customer strategy delayed to be built into Customer Experience work following the restructure.</p>	Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
23/03/23	Removing Barriers to an Education and Educational Attainment	<p>Council resolves:</p> <ul style="list-style-type: none"> to request the Executive commits the council to a policy of working with external organisations to provide FSM to all primary school pupils, starting with those schools most in need; 		2 Primary schools have piloted universal free school meals and free school breakfasts from January 2024. The Community Fund has been established to support the York Hungry Minds Project.	Live
		<ul style="list-style-type: none"> to write to all York secondary schools, highlighting the Child Poverty Action Group (CPAG) 'Cost of the School Day' project to ask that students eligible for FSMs are able to use their allowance at any time during the school day, and to agree to the rolling over of any unspent money to be used in the future; 	Martin Kelly / Maxine Squire / Pauline Stuchfield	York Schools and Academies Board have adopted poverty proofing as one of their priorities for 2023-24.	Complete
		<ul style="list-style-type: none"> to commit to a twin track approach of working through the LGA on FSM automatic enrolment as well as expanding eligibility for FSM by increasing the income threshold, and through the NEU on ensuring FSM provision becomes universal for every primary school child; 	Martin Kelly / Maxine Squire / Pauline Stuchfield	Auto enrolment has been piloted with two primary schools in September 2023. The council is continuing to work	Live

				<p>with the Fix Our Food Project to scale up auto enrolment to include all schools in 2023-24. Work is taking place to roll out auto enrolment across all schools for the academic year 2024-25.</p> <p>The two pilot schools are being evaluated and results reported to CCC Scrutiny on 5th November. The York Hungry Minds Steering Group is continuing to meet but evaluating future work following the current government confirming they intend a national roll out of primary school breakfasts. Future work in York will be directed by the Steering Group.</p>	
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		<ul style="list-style-type: none"> • to write, through the Corporate Director for Children’s Services, to all local authority-maintained schools and academy schools: <ul style="list-style-type: none"> – requesting information on how they are meeting Government statutory guidance on keeping school uniform affordable, and keeping branded items to a minimum, to reassure Council that schools are not excluding students based on income and are genuinely open to all; – inviting all schools to work with the local authority in developing a York protocol which describes ‘What should be ordinarily available’ for pupils with SEND ensuring there is a fair and consistent application of the SEND Code of Practice by schools to protect the rights of these pupils. 	<p>Martin Kelly / Maxine Squire</p>	<p>A letter has been sent to all schools reminding them about government statutory guidance on school uniform. Schools are following this guidance when reviewing uniform. A large number of the city’s schools have implemented school uniform exchange schemes.</p> <p>Ordinarily available provision for SEND guidance has been drafted and published via the SEND local offer. The new guidance document is being launched with all schools at the SEND conference on 20th November.</p>	<p>Complete</p>
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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
23/03/23	Council Backs Haxby Station Project	The Council therefore resolves to: <ul style="list-style-type: none"> Endorse and commit to the Haxby station project, and fully back it to ensure its success. 			Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
20/07/23	Safeguarding York's future	The council resolves to request <ul style="list-style-type: none"> that the Lord Mayor and Executive Members begin Full Council, Executive meetings and Executive Member Decision Sessions respectively by reminding Members of the remaining days until 1st January 2030, by which time we have pledged to be carbon neutral and requesting that Members keep this at the forefront of their minds when taking decisions; 		Lord Mayor at the start of every Council reminds attendees of the number of days, counting down to net zero on 1 January 2030	Live
		<ul style="list-style-type: none"> that the Executive develops a process that demonstrates clear commitment to a strengthened York 10-year Climate Change Strategy by exploring a series of intermediate carbon reduction targets, following exploration of the topic at Corporate and Climate Scrutiny Committee and following 	Executive Members / Claire Foale	Discussion to explore intermediate targets held at October 2023 Scrutiny, report going to EDMS in January 2024	Complete

		receipt of an options report to Executive;			
		<ul style="list-style-type: none"> that the Executive Member for Transport brings forward an updated Local Transport Plan that reflects the latest science and which includes ambitious targets in line with a strengthened York 10-year Climate Strategy; 	Cllr Kilbane / Neil Ferris / James Gilchrist	Report went to October Executive 2023 with Policy Focus Areas, detailed consultation will take place during winter 2023/24 on detailed policies before adoption by Exec/Council in the Summer of 2024	Complete
		<ul style="list-style-type: none"> that the Executive Members for Environment and Climate Emergency take steps to implement the actions that deliver on the Pollinator Strategy to achieve a measurable increase in biodiversity. 	Councillors Jenny Kent and Kate Ravilious	Executive Member for Environment agreed changes to public realm management in February 2024	Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
20/07/23	Highway Maintenance	Council resolves to request that the Executive: <ul style="list-style-type: none"> Expedites the review of the Highways Safety Inspection Manual. 		To be considered as part of future review of Highway Infrastructure Asset Management. Being developed for devolution and the new Mayoral Combined Authority. The legal	Live

				requirements for maintenance varies depending on the highways status.	
		<ul style="list-style-type: none"> Explores as part of this review, a change to the 'investigatory level' for potholes to 30mm vertical face depth is secured. 	Neil Ferris / James Gilchrist	Review of above will consider this	Live
		<ul style="list-style-type: none"> Ensures that the relevant scrutiny committee and special interest groups (such as those relating to cycling and disability rights) are consulted to better understand the impacts of the current approach to highway maintenance as described in the Manual. 	Neil Ferris / James Gilchrist	Adoption of the Highway Infrastructure Asset Management Plan will go through public decision making. Scrutiny agenda topics are not within officer control, but it will be suggested to the chair as part of decision making.	Live
		<ul style="list-style-type: none"> That the strategic active travel network (as identified in the draft LCWIP) is prioritised for highway maintenance treatment and allocated a specific budget to complete maintenance to a safe standard throughout the year. 	Neil Ferris / James Gilchrist	To be considered as part of future review of Highway Infrastructure Asset Management. Being developed for devolution and the new Mayoral Combined Authority. The legal requirements for maintenance varies depending on the highways status.	Live

		<ul style="list-style-type: none"> Trials a more efficient use of the Ward Highways Budget in 2023-24, reallocating it to establish a dedicated team that will have the flexibility to patch larger sections of road surface at a time, thereby delivering a longer lasting fix and better use of limited resources. 	Neil Ferris / James Gilchrist	Decision made at 20 July full council to suspend ward highway funding and spend on road repairs	Complete
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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
20/07/23	Getting York Moving Fairly	<p>For the next four-year administration, Council asks the Executive to commit to:</p> <ol style="list-style-type: none"> 1. Look wherever possible to improve the cycle network, including better linking of villages 2. Reverse the City Centre Blue Badge ban 3. Rule out a Congestion Charge 4. Address the stalled work on the dualling of the A1237 by working with stakeholders to deliver a scheme that meets the transport commitments within York's Climate Change Strategy and the emerging Local Transport Plan. 5. Calling on the new Mayoral Combined Authority, once 	Executive Members	<p>A new local transport strategy has been adopted and places cycling second on the transport hierarchy and an ongoing review of existing approaches to ensure we deliver that hierarchy at all times.</p> <p>Blue badge access has been reinstated to the footstreets through Executive decision in 2023.</p> <p>Planning permission has since been gained for the A1237 and a</p>	Complete

		established, to make taking back control of our buses a priority.		gateway review of next steps is currently underway. The devolution deal makes the Mayoral Combined Authority responsible for buses although transition arrangements are in place.	
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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
20/07/23	A city response to Food Insecurity	This council resolves to ask the Executive to: <ul style="list-style-type: none"> write a letter to the Prime Minister and relevant ministers about the importance of introducing auto-enrolment for those entitled to free school meals; 	Executive Members / Martin Kelly / Maxine Squire / Pauline Stuchfield	See below – auto-enrolment introduced.	Complete
		<ul style="list-style-type: none"> promote enrolment for free school meals to support children, young people and their families to help combat food insecurity and shortage in York; 	Martin Kelly / Maxine Squire / Pauline Stuchfield	The CYC admissions team promote FSM support for children as do schools. The scale up of auto enrolment is designed to ensure all those eligible receive the entitlement.	Complete

		<ul style="list-style-type: none"> work more closely with Parish Councils and groups like Edible York and YACIO (York Allotments Charitable Incorporated Organisation) to develop ideas for increasing the number of public green spaces available for food production by communities across York; 	Martin Kelly / Pauline Stuchfield	See below	Live
		<ul style="list-style-type: none"> request that the council's scrutiny function undertakes a review of community food growing opportunities and makes recommendations to Executive to expand these opportunities, including considering the prospects for expanding an Edible York project in Tang Hall to other parts of the city to bring more underused gardens into use for food growing. 	Martin Kelly / Pauline Stuchfield	Food Scrutiny review in progress	Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
21/09/23	Get me home safely	Council resolves to <ul style="list-style-type: none"> Fully support Unite's "Get me Home Safely" campaign; 			
		<ul style="list-style-type: none"> Request that through the Purple Flag Working Group, officers work with partners to help implement the aims of this campaign; 	James Gilchrist	The BID now lead on Purple Flag. The Bid have recently access OPFCC funding to improve and light up some of the darkest alleyways to improve safety. Looking also at short messaging videos on people getting home safely	Live
		<ul style="list-style-type: none"> Ask the Licensing Committee to undertake policy consultation work on encouraging licence holders to offer free transport to workers for getting home safely after 11pm, with a view to this recommendation being added under 'Night-time safety' provisions when the Statement of Licensing Policy is next reviewed; 	Executive Members	The Statement of Licensing Policy is currently being reviewed, a recommendation can be included with regards to having arrangements in place for workers to get home safely – this will not be enforceable.	Live
		<ul style="list-style-type: none"> Support the introduction of legal requirements for training transport workers on preventing gender-based violence, sexual assault and harassment 	James Gilchrist	Statement of Licensing Policy due to be reviewed this year – this is already included in the 'night-time safety'	Live

		on public transport and private hire vehicles;		section of the LA03 Policy with regards to staff training (and it will remain in the reviewed Policy), we encourage licence holders to engage with NYP Licensing who offer free Welfare and Vulnerability Engagement (WAVE) training. Currently safeguarding and equalities is included in taxi driver training prior to licensing. Licensed drivers must undertake refresher training every 3 years	
		<ul style="list-style-type: none"> Publicly call for improvement to late night and off-peak transport service provision to provide extra night services, as well as work with employers to discuss funding for supplementary taxi travel; 	Executive Members	First York and York University are launching upgraded late night routes connecting York University with the City Centre from 13 th September 2024.	Live
		<ul style="list-style-type: none"> Publicly call for the lowering of bus fares and opposition to any cuts to public transport funding and write to our two Members of Parliament to outline the Council's support for the Get Me Home Safely campaign and ask them to use 	Executive Members	Government have been funding £2 bus fare since Jan 2023 and runs until the end of 2024.	Live

		their positions to achieve these aims and resolutions;		CYC has reduced young persons fares to £1 per single trip to the end of December 2024 through the Bus Service Improvement Plan programme. Young people are eligible up until their 19 th birthday. We will promote continuation of reduced fares to the Mayoral Combined Authority as part of developing a BSIP for the wider York and North Yorkshire area.	
		<ul style="list-style-type: none"> Publicly call for the municipal ownership of buses to be actively considered and lessons learned from the experience of other cities and regions, including the bus franchising systems being pursued by Labour Metro Mayors in West Yorkshire, Liverpool City Region and Greater Manchester, in order to lower prices and improve service provision, especially for night-time and off-peak services; 	Executive Members		Live
		<ul style="list-style-type: none"> Make representation to appropriate sub-regional and national government to bring forward national minimum standards for taxis and private hire, as per the recommendations of the 2018 national Task and Finish Group, and in support of 	Executive Members	New Minimum Standards are in place and DfT Best Practice Guidance has been incorporated into the draft of a new taxi	Live

		<p>this motion and its demands on behalf of our local community.</p>		<p>licensing policy to go before Licensing Committee in October 2024.</p>	
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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
23.11.23	Withdrawal of the Public Switched Telephone Network	<p>Council resolves:</p> <ul style="list-style-type: none"> To ask the Corporate Services, Climate Change and Scrutiny Management Committee to include as an agenda item at a meeting of that committee or another scrutiny committee in the next three months, consideration of York's level of preparedness for this change. Participants in the discussion could include local authority, telecoms, NHS, care, voluntary sector and other partners as appropriate. 	Pauline Stuchfield		Complete
		<ul style="list-style-type: none"> To ask the relevant Executive Members to ensure that all front-line staff working with groups who may be particularly affected by this change are suitably briefed in order to be able to direct residents and their families/carers to sources of information and support. 	Pauline Stuchfield		Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
21.3.24	Safeguarding future library provision	<p>Council resolves:</p> <ul style="list-style-type: none"> To ask the relevant Executive Member and council officers to continue engaging proactively in the next three months with York Explore, service users and, through Scrutiny, elected members of all parties in order to ensure that future library provision in York continues to meet residents' needs and expectations, including reforming the mobile library service and retaining the number of staffed libraries and library services, including to outlying areas not covered by Gateway or Explore libraries across the city; 	Pauline Stuchfield		Live
		<ul style="list-style-type: none"> To request the Executive Member for Health, Wellbeing and Adult Social Care and the Leader of the Council write to the Department for Culture, Media and Sport, and the Arts Council, to clarify the council's financial position and to reassure them of the council's commitment to York's libraries and archives. 			Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
17/07/24	Ending disenfranchisement in elections	<ul style="list-style-type: none"> Ask Group Leaders to write to the Secretary of State with responsibility for Local Government and to the Minister with responsibility for elections to support the calls of the AEA in requesting a review of current postal and emergency proxy vote rules, including revising the timetable for postal vote registrations, to ensure everyone who registers can vote; Request the Government scraps the Voter ID requirement for voting completely. 	Bryn Roberts / Cllr Douglas	Draft letter prepared and circulated to Group Leaders; Conservative Group unwilling to sign in respect of second bullet point.	Live

Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
19.9.24	Community response to Israel-Gaza conflict	<p>We, the Council and people of York, in keeping with our city's status as the first Human Rights City in the UK, resolve to urgently call for:</p> <ul style="list-style-type: none"> An immediate and permanent ceasefire in Gaza and Israel based on recent peace proposals. Immediate access within Gaza to water, medical and food supplies, restoration of 	Councillors Lomas and Baxter/Pauline Stuchfield		Complete

		<p>electricity, and provision of proper shelters for all impacted by the war.</p> <ul style="list-style-type: none"> The immediate release of all Israeli hostages and Palestinian detainees. 			
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Council Meeting	Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
19.9.2024	York's Local Plan	<p>Council resolved:</p> <ul style="list-style-type: none"> To ask the Executive Member for Housing, Planning and Safer Communities to approve a council response to the Government consultation referred to above which expresses support for annual housing targets, including affordable housing targets, that are based on evidenced need, including latest household formation figures; the response should urge the government to reassess the way in which student housing is deemed to meet housing demand, given the many logical differences between the two supplies. 	Claire Foale/Cllr Pavlovic	<p>Response submitted to government following EMDS on 23 September 2024</p> <p>Agenda for Decision Session - Executive Member for Housing, Planning and Safer Communities on Monday, 23 September 2024, 3.00 pm (york.gov.uk) item 9</p>	Complete
		<ul style="list-style-type: none"> To ask the Executive Member to reaffirm his commitment, as reported in The Press on 13 June 2023 (https://www.yorkpress.co.uk/news/23583238.will-no-extra-new-housing-green-belt-says-york-labour/), that within his powers and outside of the independence of the Local Planning Authority, the only housing development allowed on green belt 	Claire Foale/Cllr Pavlovic	<p>Letter written to Deputy Prime Minister October 24, confirming commitment to permanence of green belt</p>	Complete

		land will be on those sites already allocated for development or otherwise allowed for in the Liberal Democrat-led draft Local Plan.			
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Corporate Services, Climate Change and Scrutiny Management Committee

11 November 2024

Report of the Director of Governance

Schedule of Petitions**Summary**

1. Members of this Committee are aware of their role in the consideration of petitions received by the Council. The Committee last received an updated schedule of petitions in May 2024. In accordance with the Council's Petitions Scheme and Council Standing Orders, the Committee is invited to scrutinise any actions taken in relation to petitions received and to consider any next steps such as may be appropriate.

Background

2. The Council formally adopted its Petitions Scheme at its meeting in March 2022, covering both paper and e petitions. For information purposes, that Scheme is attached at Annex A. The Scheme provides that petitions will be referred to this Committee for consideration, and historically the most opportune time for this is when actions by the relevant Directorate are finalised (e.g., to refer to an Executive Member for decision on any actions). In that way, the Committee can reasonably review whether the proposed action represented a satisfactory way in which to deal with each petition received.

Current Petitions Update

3. Annex B provides a list of all petitions recorded as received by the Council since the last report to this Committee in May 2024, with details of progress and actions since then. The schedule also lists those petitions that were presented to Council prior to May 2024 and that are still open, along with those that were open at the time of the last update report, but have since been closed.

Process

4. Members are reminded that the role of this Committee is not to determine any specific actions to be taken in relation to petitions but rather to monitor the progress of their consideration and the appropriateness of any actions planned or taken by the decision maker.
5. The Council's Petition Scheme (Annex A attached) is set out at Appendix 2 of the Constitution. Paragraph 5.2 states:

“Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Customer and Corporate Services Scrutiny Management Committee. Those that come directly into the Council Offices are also referred to the Customer and Corporate Services Scrutiny Management Committee.”
6. Members may wish to note that under the proposed changes to the Council Procedure Rules, to be considered by Council on 21 November, petitions will no longer be automatically referred to this Committee following receipt, but will instead be referred to the appropriate decision-maker (new rule B6 1).

Options

6. The Scheme sets out the options available to this Committee in reviewing petitions at paragraph 8.2 as follows:
 - a) Requesting a detailed report on the issues;
 - b) Noting receipt of the petition and proposed action;
 - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
 - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions; or
 - e) Referring the matter to Full Council for debate according to the significance of the issues.
7. Under paragraph 8.3, the Committee may call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

Consultation

8. All Councillors were involved in the decision making around the existing Petitions Scheme, given that it was subject to Full Council approval for inclusion in its Constitution. Relevant Directorates are involved in the preparation of the schedule of petitions and actions compiled at Annex B.

Implications

9. There are no known legal, financial, human resources or other implications directly associated with the recommendations in this report. However, depending upon what, if any, further actions Members agree to in respect of individual petitions there may, of course, be specific implications for resources which would need to be addressed.

Risk Management

10. There are no known risk implications associated with the recommendations in this report. Members should, however, be aware of the reputational risk to the Council if it fails to ensure appropriate consideration is given to petitions from the public.

Recommendations

11. Members are asked to:
 - (i) Note the schedule of petitions;
 - (ii) Review the petitions and actions planned or taken and identify any further actions they consider necessary or appropriate in line with the options available under the Council's Petitions Scheme, as set out at paragraphs 6 and 7 above.

Reason: To ensure the Committee carries out its constitutional role in relation to petitions.

Contact Details:

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Report Approved Date 31/10/2024

Wards Affected:

All

Background Papers: None

Annexes:

Annex A – Appendix 2 of Council Constitution – Petitions Scheme

Annex B – Schedule of petitions

Appendix 2 - Petitions Scheme

- 1 City of York Council is committed to involving local people in its decision making. For some years, it has been operating a public participation scheme enabling members of the public to attend meetings and speak on an issue. It has also responded to petitions from the public, received in an number of ways e.g. through a Ward Councillor submitting a petition on behalf of a constituent or by a resident submitting one direct to a council office by post/hand. As part of its approach to petitions, the Council has also introduced an ePetitions facility, providing another way in which a particular issue can be brought to the attention of Councillors.

- 2 Through this Petitions Scheme, the Council is making a commitment to:
 - Enable anyone who lives, work or studies in the local authority area to organise and submit a petition either on paper or electronically
 - Respond to the concerns raised within a petition
 - Review its handling of a petition where a lead petitioner believes it has not been dealt with in accordance with this scheme.

- 3 To support the scheme, the Council has:
 - Set a low threshold of ten signatures on the number of petitioners to enable as many valid local opinions to be heard as possible
 - Provided an ePetitions facility to enable those who want to, to create their petition on line and allow others to sign it electronically

4 Petitions Not Covered By This Scheme

4.1 This scheme does not cover petitions which:

- a) Relate to a planning or licensing application – in this case a petition will be referred to the relevant decision maker
- b) Relate to matters where there is a legal right to seek a review or appeal
- c) Respond to a public consultation organised by the Council – in this case a petition will be referred to the decision maker
- d) Relate to matters which are of a defamatory or discriminatory nature, personal attacks on identifiable individuals or disclosure of confidential or personal information, particularly where appropriate the lead petitioner will be directed to the most appropriate route for raising such concerns with the Council.
- e) The Council's Monitoring Officer, acting in consultation with the Chief Operating Officer, considers to be vexatious i.e. a petition with insufficient substance to merit action and the use effective use of public resource, abusive or otherwise inappropriate

4.2 In addition to these rules where a petition has resulted in a debate at a meeting of Full Council, the Council will not hold a further debate in response to a petition which the Lord Mayor considers to be substantially similar within a period of two years.

4.3 During the period leading up to a local or national election the Council may temporarily suspend the hosting of e-petitions or delay holding debates.

5 Submitting a Petition

Paper Petitions

- 5.1 Paper petitions can be submitted via a number of routes e.g. via a Ward Councillor, by post or hand delivered to the Council Offices.
- 5.2 Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Customer and Corporate Services Scrutiny Management Committee. Those that come directly into the Council Offices are also referred to the Customer and Corporate Services Scrutiny Management Committee.
- 5.3 Paper petitions should contain the details of the petition on the front of each sheet so that it is clear that each signatory has responded to identical wording.

6 ePetitions

- 6.1 All ePetitions submitted to the Council must:
- a) Include a clear and concise statement covering the subject of the Petition.
 - b) State what action the petitioners wish the Council to take.
- 6.2 The ePetition organiser will need to provide us with their name, postal address including postcode, email address and contact telephone number. The name of the petition organiser (but no other contact details) will be published alongside details of the petition.
- 6.3 The ePetition organiser will also need to decide how long their petition will be open for signatures. Most ePetitions run for six months, but it can be a shorter or longer timeframe, up to a

maximum of 12 months.

- 6.4 When an ePetition is created, it may take up to five working days before it is published online. This is because we have to check that the content of the ePetition meets the guidelines before it is made available for signature.
- 6.5 The relevant Executive Member will be advised of the publication of any e-petition relating to their service area.
- 6.6 If a petition does not follow the guidelines set out above, or if we need clarification on any issues raised within an ePetition, we will contact the ePetition organiser within 5 working days of receipt to explain.
- 6.7 We will also contact the ePetition organiser if we feel we cannot publish an ePetition for any reason, and where possible, we will offer assistance to change and resubmit it.
- 6.8 If the required clarification is not provided, or if an ePetition that we cannot publish is not re-submitted within 14 days, a summary of the ePetition and the reason why it has not been accepted will be published under the 'rejected petitions' section of the Council's ePetitions facility.

7 How to 'sign' an ePetition

- 7.1 An individual wanting to sign an ePetition, will be asked to provide their name, address and postcode, plus a valid email address. They will then receive an email containing a link which they must click on in order to confirm their email address is valid. Once this step is completed their 'signature' will be added to the ePetition.

NB: Anyone viewing an e-petition will only be able to see the names of those who have signed - no contact details will be visible.

- 7.2 All ePetitions currently available for signature on the Council's website can be viewed at:
<http://democracy.york.gov.uk/mgePetitionListDisplay.aspx?bcr=1>

8 How will the Council respond?

- 8.1 Within 5 days of a petition being received or of an ePetition being closed to signatories, we will send acknowledgement to the petition organiser, providing information on when they can expect to hear from us again and what process needs to be followed.
- 8.2 Our response will depend on what the petition/ePetition asks for and how many people have signed it but details of the petition will be referred to our Customer and Corporate Services Scrutiny Management Committee (CCSMC) who may decide a range of potential actions, including:
- a) Requesting a detailed report on the issues;
 - b) Noting receipt of the petition and proposed action;
 - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
 - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions;
 - e) Referring the matter to Full Council for debate according to the significance of the issues
- 8.3 CCSMC will have the right to call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

- 8.4 The relevant Executive Member may also be required to consider the petition to agree appropriate actions, depending upon the issues raised.
- 8.5 If the petition relates to an operational Highways matter, for example a traffic regulation order or Respark, it will be referred directly to the relevant Executive Member and will not be considered by CCSMC.
- 8.6 If the petition/ePetition is about something over which the council has no direct control e.g. the local railway or hospital, we may refer it to the Council's relevant partner organisation, and where appropriate, may work with them to respond to the petition.

9 Getting Involved When Your Petition Is Considered

- 9.1 A petitioner may choose to attend any meeting where their petition/ePetition is to be considered to listen to the debate, or register to speak at the meeting via the Council's Public Participation Scheme. This scheme enables participants to address Councillors before they debate the issues raised.

10 What happens next?

- 10.1 The petition/ePetition organiser will receive notification of the outcome of their petition. Where a petition/ePetition has been considered at a public meeting, information on the related decisions will be made available electronically via the meeting minutes published online. It will also be possible to track the implementation of any actions arising from them, via the online committee management system.

Petitions Schedule

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
195. Osbaldwick Sports Club s106 Funding. 125 signatures	ePetition – Cllr M Warters.	Becky Eades	Executive Member for Housing, Planning & Safer Communities (inc Local Plan)	16.10.23		Petition Acknowledged and report taken to Executive Member decision session 18 July 2024 explaining the agreements process, did not mean funding had actually been received and this was clarified for each agreement.	Closed
196. Additional Parking bays needed St Stephen’s Road – We the undersigned ask that as part of the local estate improvements that an additional parking bay is provided for the section of St Stephen’s Road including the block 86 o 104 St Stephen’s Road to provide sufficient parking spaces for residents. We would welcome the utilisation of eco-grid parking materials as used nearby in St Stephen’s Square. 15 signatures	Hard copy of the petition presented by Cllr Andrew Waller to CSMC on 16 October.	James Gilchrist/ Michael Howard/ Helen Vergereau	Executive Member for Economy and Transport.	16/10/23	To be considered as part of annual review as parking restrictions not being recommended for implementation. On the forward plan for Decision by Economy and Transport Executive Member on 21 May 2024 under Consideration of representations received for Annual Review of TRO requests.	Petition acknowledged Acknowledged as part of the Executive Member Decision Session on the 28 th of May 2024 as part of the Annual Review of Traffic Regulation Order Requests and a lesser restriction implemented to reduce the parking controls and lessen the need for more parking. Lining works completed in October 2024 and will continue to be monitored	Closed

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>198. We, the undersigned, call upon the City of York Council to use the Chapelfields Estate Improvement funds for more dropped kerbs on gritting, and bus routes in the estate, and to develop an estate improvement plan</p> <p>38 signatures</p>	<p>Presented to Full Council on 23 November 2023 by Cllr Waller.</p>	<p>Michael Jones / Sophie Round</p>	<p>Executive Member for Housing, Planning and Safer Communities</p>	<p>23/11/23</p>	<p>Report to be taken to EMDS Decision Session – date to be advised.</p>	<p>Not enough tenants responded to allow us to undertake a programme of works, as per the HEIP criteria.</p>	<p>Open</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>204. We the undersigned petition the council to carry out a review of road safety around Fishergate Primary School. The review should recommend improvements to road design so that children feel safe when they walk or cycle to school. City of York Council will need to identify funding for the improvements identified by the review.</p> <p>184 signatures</p>	E-Petition	Michael Howard and James Gilchrist.	Executive Member for Economy & Transport	18.01.24		<p>Petition Acknowledged</p> <p>Considered at the 19th of July Executive Member Decision Session - The Fishergate School area, including Kent Street and Blue Bridge Lane have been added into the Council's Safe Routes to School programme for 2024/25 and a feasibility study to be conducted and officers to report back once the study is completed</p>	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>207. Residents of Murton Way with frontages onto the section of road between Osbaldwick Link Road and Tranby Avenue fully agree that the problem parking associated with a business on Outgang Lane needs to be stopped</p> <p>8 signatures</p>	<p>Hard copy submitted by Cllr. Warters presented at the Executive Member for Economy and Transport Decision Session.</p>	<p>James Gilchrist Darren Hobson</p>	<p>Executive Member for Economy and Transport</p>	<p>22.02.24</p>		<p>Lead Petitioner advised the petition itself does not meet the threshold of 10 signatures.</p> <p>Considered as part of the Annual Review TRO Objections report at 28 May 2024 Decision Session and parking restrictions approved with lining works completed in October 2024.</p>	<p>Closed</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>208. We petition City of York Council & N Yorks Combined Authority to reduce traffic harm by adopting the Vision Zero target of zero filled or serious road injuries by 20230, with an intermediate target of 50% fewer vulnerable road user KSI's by 2027. We call for Safe Systems and traffic reduction; key is a 20mph default limit in built -up areas across the region and speed reduction on all road classes, including arterials where people are.</p> <p>400 signatures: 210 wet;190 digital</p>	<p>Hard Copy presented by Anna Semlyen, 20 is Plenty to Executive on 20 February 24.</p>	<p>James Gilchrist/ Michael Howard</p>	<p>Executive Member for Economy and Transport</p>	<p>20/02/24</p>		<p>Petition acknowledged</p> <p>Petition was presented at Executive and addressed agenda item on the draft Local Transport Strategy report.</p> <p>Consideration of the roll out of further 20mph is within the new Local Transport Strategy and Vision Zero adopted and approved at July Executive.</p> <p>Workshops on how this will be rolled out have commenced with the public.</p>	<p>Closed</p>

<p>211. Plant Based Council</p> <p>We the undersigned petition the council to commit to becoming Plant Based by:</p> <ol style="list-style-type: none"> 1. Ensuring food and drink provided at all internal Council meetings and events is 100% plant-based, prioritising seasonal British produce to support our farmers. 2. Prioritising plant-based menu options wherever else the Council has influence, for example in schools, leisure centres and public cafes. 3. Promoting and encouraging plant based eating to residents and removing meat and dairy advertising where the Council has an influence. <p>We are pleased that City of York Council</p>	<p>ePetition</p>	<p>Peter Roderick</p>	<p>Executive Member for Health, Wellbeing and Adult Social Care</p>	<p>18.03.24</p>	<p>Letter sent and response received.</p>	<p>Letter sent and response received.</p>	<p>Closed</p>
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<p>has committed to be carbon neutral in its own activities by 2030 and to lead by example in the city by taking significant steps to achieve this outcome. Currently, however, there is no commitment to include promoting a plant based diet to help reach this goal. This is surely an oversight, given that the climate and environmental impact of our food choices is becoming increasingly well known. The carbon footprint of a plant based diet is significantly lower than one which includes animal products. Research from Oxford University in 2023 shows that a fully plant based diet produces 75% less greenhouse gas emissions, requires 75% less land, uses 54% less water and results in 66% less biodiversity loss than a diet containing 100 grams of meat daily. By</p>							
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Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>leading the way on promoting plant based eating, City of York Council would encourage York residents and businesses to significantly reduce the climate and environmental impact of food choices. At the same time, this would help to achieve the council's net zero goal by 2030. Given that the Council has already declared a climate emergency and this issue is urgent we ask the Council to respond positively to this petition, without delay.</p> <p>33 signatures.</p>							

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>212. Tranby Avenue Parking Problems</p> <p>We the undersigned petition the council to deal with the dangerous and inconsiderate University related parking in Tranby Avenue and Cavendish Grove in Osbaldwick and Murton.</p> <p>We the undersigned call upon City of York Council as Highway Authority to stop the University related parking issues compromising highway safety and residential amenity on Tranby Avenue and Cavendish Grove, Osbaldwick and Murton.</p> <p>165 signatures</p>	<p>ePetition and presented by Cllr Warters at Full Council on 21 March 2024</p>	<p>James Gilchrist</p>	<p>Executive Member Economy & Transport</p>	<p>21/03/24</p>		<p>Petition considered as part of the Decision Session on the 19th July and a decision to introduce No Waiting parking restriction statutory consultation on Tranby Avenue between Hull Road and Baysdale was taken. Report due early 2025 on results of statutory consultation</p>	<p>Open</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>213. Reduce HMO Thresholds</p> <p>We the undersigned petition the council to reduce the HMO acceptability thresholds permitting the conversion of further HMOs.</p> <p>80 signatures</p>	<p>ePetition and presented by Cllr Wartars at Full Council on 21 March 2024</p>	<p>Tracey Carter/Alison Cooke</p>	<p>Executive Member Housing, Planning and Safer Communities</p>	<p>21/03/24</p>	<p>Petition acknowledged 9/4/24. Action will be considered as part of a report to Executive on Supplementary Planning Documents (SPD's) for the Local Plan in June 2024</p>		<p>Open</p>
<p>214. Resurface Foxwood Lane</p> <p>We the undersigned, in the light of repeated deep pothole repairs, request that Foxwood Lane is resurfaced between the junctions with Huntsman's Walk and Askham Lane to complete the resurfacing which has been done in the section leading from Gale Lane to Huntsman's Walk.</p> <p>267 signatures</p>	<p>Presented by Cllr Waller at Full Council on 21 March 2024</p> <p>Additional signatures provided by Cllr Waller 19/4/24</p> <p>71 Additional signatures provided by Cllr Waller on 13/5/24</p>	<p>Steve Wragg</p>	<p>Executive Member Economy & Transport</p>	<p>21/03/24</p>	<p>Will be considered at a future Executive Member for Economy and Transport Decision Session</p>	<p>Petition Acknowledged</p> <p>Report considered the petition at 19 July Executive Member Decision Session, and given Foxwood lane to condition and the priority of an intervention no action will be taken in terms of the scheduled highway maintenance programme at this stage, but it may receive surface dressing in the future. As the council has a backlog of maintenance and limited funding, therefore difficult decisions must be made to prolong the life of assets.</p>	<p>Closed</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>215. Resurface Corlett Court</p> <p>We the undersigned request the resurfacing of Corlett Court road surface following the increasing number of potholes, to follow on from repairs to Walker Drive and Spurr Court.</p> <p>34 signatures</p>	<p>Presented by Cllr Waller at Full Council on 21 March 2024</p> <p>Additional signatures provided by Cllr Waller 19/4/24</p>	Steve Wragg	Executive Member Economy & Transport	21/03/24	Will be considered at a future Executive Member for Economy and Transport Decision Session	Petition Acknowledged Report considered the petition at 19 July Executive Member Decision Session, and given Corlett Court's condition and the priority of an intervention no action will be taken in terms of the scheduled highway maintenance programme at this stage. As the council has a backlog of maintenance and limited funding, therefore difficult decisions must be made to prolong the life of assets.	Closed

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>216. Support Outdoor Dining in York</p> <p>We the undersigned call on the City of York Council to urgently review how pavement cafes can operate in York city centre considering the recent changes to city centre access. Many businesses are now unable to offer an outdoor dining option which will and is having significant financial consequences for local traders and small businesses.</p> <p>232 signatures</p>	<p>Presented by Cllr Mason at Full Council on 21 March 2024</p>	<p>Helene Vergereau</p>	<p>Executive Member Economy & Transport</p>	<p>21.03.24</p>	<p>Report to EMDS and Licensing Committee (including new legislation and guidance update) – Date TBC</p>	<p>Acknowledged on 26.03.24</p> <p>Petition considered as Part of Executive Member Decision Session on the 19th of July and the wider context of the new legislation on pavement cafes.</p> <p>Work to support businesses to apply and make the process more transparent has taken place.</p>	<p>Closed</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>217. Improving Cycling Facilities on Wentworth Road – We the undersigned, would welcome the opportunity to trial a bicycle storage hanger on Wentworth Road.</p> <p>12 signatures</p>	<p>Petition email to Cllr. Kilbane 11.3.24 from than Lead Petitioner.</p>	<p>Greg Morgan</p>	<p>Executive Member for Economy & Transport</p>	<p>11.03.24</p>	<p>To be considered in a future report to the Executive Member for Economy and Transport</p>	<p>Petition acknowledged, and considered at 19 July Executive Member Decision Session where it was decided a city wide approach needed to be developed. A further report will be considered early in 2025.</p>	<p>Open</p>
<p>218. Petition the Council to support calls for an immediate and sustainable ceasefire in Gaza and Israel.</p> <p>We, the undersigned concerned residents of York, are reaching out to our elected councillors in alignment with major international cities, such as Chicago, as well as UK cities, and in keeping with York's status as the first Human Rights City in the UK. We urgently call for:</p>	<p>Presented by Cllr Myers at Full Council on 21 March 2024</p>	<p>Bryn Roberts</p>	<p>Executive Leader</p>	<p>21/03/24</p>		<p>Petition acknowledged. This will be reported to the next available Corporate Services, Climate Change, and Scrutiny Management Committee, with a recommendation that it be escalated to the Leader of the Council for consideration.</p> <p><i>Motion passed by Council in September 2024 which provides: “We, the Council and people of York, in keeping with our city's status as the first Human Rights City in the UK, resolve to urgently call for:</i></p> <ul style="list-style-type: none"> • An immediate and permanent ceasefire in Gaza and Israel based on recent peace proposals. 	<p>Closed</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>1. An immediate and sustainable ceasefire in Gaza and Israel.</p> <p>2. Immediate access to medical and food supplies, restoration of electricity, and provision of proper shelters for the hundreds of thousands who have been made homeless by the war on Gaza</p> <p>3. An immediate exchange of all detainees in Gaza and Israel.</p> <p>1352 signatures</p>						<ul style="list-style-type: none"> • <i>Immediate access within Gaza to water, medical and food supplies, restoration of electricity, and provision of proper shelters for all impacted by the war.</i> • <i>The immediate release of all Israeli hostages and Palestinian detainees.</i> 	

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>220. Petition for Residents Parking Zone in Milton Street.</p> <p>We, the undersigned, call upon City of York Council to introduce a Residents Parking Zone in Milton Street and surrounding streets.</p> <p>12 signatures</p>	<p>Petition email from Cllr Tony Clarke to Highway Regulation 10 April 2024.</p>	<p>Darren Hobson</p>	<p>Executive Member for Economy & Transport</p>	<p>10.04.24</p>	<p>Report to be considered at a future session of the Executive Member for Economy and Transport</p>	<p>On waiting list of project for ResPark schemes</p>	<p>Open</p>
<p>221. Remove Huntington Road Chicanes.</p> <p>We the undersigned petition the council to Remove the chicanes near the link road roundabout and Tesco Express that only cause near misses and heavy traffic at peak times.</p>	<p>E-petition (closed 4 July)</p>	<p>Michael Howard</p>	<p>Executive Member for Transport</p>	<p>28.05.24</p>		<p>Note: our understanding is that this did not receive 10 or more signatures so should not be on the schedule</p>	<p>Closed</p>

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>222. We request that City of York Council take immediate steps to recruit a permanent Estate Manager for the Chapelfields Estate so that there is a visible presence from the Council's Housing Department which has been absent for too long in our community.</p> <p>Presented by Cllr Waller</p> <p>26 signatures</p>	Council	Pauline Stuchfield	Executive Member for Housing	17/07/24			Open
<p>223. Opposition to the proposal to locate a new McDonalds restaurant on the site of the former Iceland store off Fulford Road.</p> <p>Presented by Cllr Whitcroft</p> <p>1825 signatures</p>	Electronic	Becky Eades	Planning Committee B	17/07/24	Refer to Planning.	Passed to the relevant planning officer to be taken into account during the planning process.	Closed

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>224. Restore the condition of York's Parks and Bar Walls</p> <p>Approx 2547 signatures - not all signatories are from within the local authority area</p>	Presented at Full Council on 19 September 2024 by Cllr Mason	James Gilchrist		19.09.24		Petition acknowledged	Open
<p>225. Connexions Bus Number 16.</p> <p>We the undersigned residents of Lincoln Court, Ascot Way and Surrounding streets call on City of York Council and the Management of Connexions Bus Company to sort out the timetable and frequency of the Number 16 Bus</p> <p>47 signatures</p>	Presented at Full Council by Cllr Waller	James Gilchrist	Executive Member for Transport	19.09.24	Further monitoring taking place.	Petition Acknowledged	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status
<p>226. Restore Hull Road Park and Osabaldwick Beck to its former glory with the weirs reinstated and large pond.</p> <p>Approx 900 signatures on Change.org - not all signatories are from within the local authority area.</p>	<p>Presented at Full Council by Cllr Moroney handed in by Cllr Baxter</p>	<p>James Gilchrist</p>		<p>19.09.24</p>		<p>Petition Acknowledged</p>	<p>Open</p>
<p>227. A Community Pharmacy in Clifton, York</p> <p>Approx 644 signatures on Change.org - not all signatories are from within the local authority area.</p>	<p>Presented at Full Council on 19 September by Cllr Myers</p>	<p>Peter Roderick</p>	<p>Executive Member Health and Adults</p>	<p>19/09/24</p>	<p>Letter to be written by Director to ICB</p>	<p>Letter sent to ICB.</p>	<p>Closed.</p>
<p>228. Clifton with Rawcliffe School - Zebra crossing request (Eastholme Drive)</p> <p>362 signatures</p>	<p>ePetition and Change.org</p>	<p>Michael Howard/James Gilchrist</p>	<p>Executive Member for Transport</p>	<p>30/09/24</p>		<p>Acknowledged in site meeting with lead petitioner</p>	<p>Open</p>

**Corporate Services, Climate Change and Scrutiny Management Committee
Work Plan 2024/25**

Theme	Item	Lead Officer / Exec Member	Scope
13 May 2024			
	Ten Year Strategies	Claire Foale Cllrs Kilbane, Kent, Ravilious, Coles, Douglas	Stocktake on the status of these strategies
Regular Report	Petitions Schedule Council Motions	Bryn Roberts / Dawn Steel	Review of petitions schedule and progress with implementation of Full Council motions
10 June 2024			
	York pipeline of proposals for the Y&NY Combined Authority	Sam Blyth	
08 July 2024			
	Corporate Improvement Framework	Claire Foale Cllr Douglas	Pre-decision scrutiny
	HR policy and terms and conditions approval journey	Helen Whiting Cllr Douglas	
	York pipeline of proposals for the Y&NY Combined Authority	Sam Blyth Claire Foale Cllr Douglas	

09 September 2024			
	Acomb Front Street	Kathryn Daly/ Cllr Kilbane	Pre-decision scrutiny
	Scrutiny process – Issue arising from the LGA peer review	Lindsay Tomlinson Cllr Douglas	For information
07 October 2024			
	F&P 2023-24 Outturn	Debbie Mitchell / Ian Cunningham	
	Finance & Performance Monitor Q1	Debbie Mitchell / Ian Cunningham	
	Budget setting process	Debbie Mitchell / Ian Cunningham	Briefing paper
	Scrutiny Review	Lindsay Tomlinson	
11 November 2024			
	Annual Report Complaints/Compliments	Lorraine Lunt	
	Workforce Strategy	Helen Whiting Cllr Douglas	
	Budget proposals	Debbie Mitchell	
Regular reports	Council Motions and Schedule of Petitions	Bryn Roberts / Lindsay Tomlinson	Review of petitions schedule and progress with implementation of Full Council motions
09 December 2024			
	Finance & Performance Monitor Q2	Debbie Mitchell / Ian Cunningham	

	Procurement, Social Value Policy	Chloe Wilcox, Debbie Mitchell Cllr Lomas	
	York Climate Commission	Shaun Gibbons Cllr Kent	At the May 2024 meeting it was agreed that the committee would receive a report on the refreshed Climate Commission to better understand its role
	Major Projects - York Central	Claire Foale/James Gilchrist Cllr Lomas	Update report last received in March 2024
20 January 2025			
	Carbon Offsetting/Insetting strategy	Shaun Gibbons Cllr Kent	At the April 2024 meeting it was resolved that the strategy be brought to the committee for comment prior to approval
	Major Projects - Castle Gateway	Katie Peeke-Vout Cllr Lomas	Update report last received in September 2023
	Update re: Scrutiny process – Issue arising from the LGA peer review	Lindsay Tomlinson / Bryn Roberts Cllr Douglas	
10 March 2025			
	Finance & Performance Monitor Q3	Debbie Mitchell / Ian Cunningham	
	Intermediate Carbon Reduction Targets	Shaun Gibbons Cllr Kent	Brought back to scrutiny for comment

	Y&NY Combined Authority Net Zero Projects	Shaun Gibbons Cllr Kent	Last discussed at the December 2023 meeting at which it was resolved that the committee would monitor the progress of these and other Net Zero projects
14 April 2025			

Unallocated items

Item	Origin	Lead Officer and Exec Member	Notes
Telecoms digital switchover	Discussed at January 2024 meeting at which it was resolved that the committee receive further updates as the switchover progresses	Roy Grant / Pauline Stuchfield	2025?
Improving Customer Experience	Last discussed at the September 2023 meeting when it was resolved that a report be brought to the committee prior to approval by Executive	Pauline Stuchfield Cllr Douglas	On hold due to internal restructure.

Possible Task & Finish Groups

Topic	Aims and objectives	Membership
Procurement		
Community Infrastructure Levy	Better understand the approach to implementation of the CIL in parished and unparished areas, and in particular, what advantages parished areas might have.	
Council Communications with Residents		

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Scrutiny Work Plan

Meeting Date	Committee	Agenda Item
11/11/24	CSMC	<ul style="list-style-type: none"> • Complaints and Compliments, Annual Report • Workforce Strategy • Budget Proposals • Council Motions • Schedule of Petitions
26/11/24	EPAT	<ul style="list-style-type: none"> • Recycling (particularly garden waste / composting) and how the Council can increase rates, as well as education about recycling opportunities, across the city. • Travel to School - plans for each school to make daily journeys safer, increase active travel, reduce congestion and air pollution around school sites
03/12/24	CCC	<ul style="list-style-type: none"> • Finance & Performance Q2 (for information) • Placement Sufficiency (Update on Fostering Services, Together We Can, and Family Arrangements) • Corporate Parenting Board Annual Report
04/12/24	HHASC	<ul style="list-style-type: none"> • Finance and Performance Monitor 2 • Revised Housing Repairs Policy – final draft • Update on Void Properties
09/12/24	CSMC	<ul style="list-style-type: none"> • Finance & Performance Monitor Q2 • Procurement Social Value Policy • York Climate Commission • Major Projects - York Central

The Forward Plan can be found [here](#).

Committees

CSMC	Corporate Services, Climate Change and Scrutiny Management Committee
EPAT	Economy, Place, Access and Transport Scrutiny Committee
HHASC	Health, Housing and Adult Social Care Scrutiny Committee
CCC	Children, Culture and Communities Scrutiny Committee

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