



Notice of a public meeting of

Economy, Place, Access and Transport Scrutiny Committee

To: Councillors K Taylor (Chair), B Burton, J Burton, Fenton, Healey (Vice-Chair), Hook, Whitcroft, Steward, Vassie and Merrett

Date: Tuesday, 28 January 2025

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 5 - 6)
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.
- 3. Minutes** (Pages 7 - 18)
To approve and sign the minutes of the Economy, Place, Access, and Transport Policy and Scrutiny Committee meetings held on 26 November 2024 and 10 December 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 Friday 24 January 2025.

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.

Written representations in respect of items on this agenda should be submitted to Democratic Services by 5.00pm on Friday 24 January 2025.

5. Garden Waste Collections: Review of Implementation of Charging Arrangements (Pages 19 - 46)

This report focusses on the implementation of the fully chargeable garden waste subscription scheme which was launched in July 2024 with an operational go live date of 5th August 2024.

6. Neighbourhood Caretakers: Proposal Development (Pages 47 - 72)

This report seeks the Committees views and ideas on how a Neighbourhood Caretaker model may be developed.

7. Work Plan (Pages 73 - 76)

Members are asked to consider the Committee's work plan for the 2024/25 municipal year.

8. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democratic Services officer:

Name:

Robert Flintoft

Contact details:

- Telephone – (01904) 555704

- Email – Robert.flintoft@york.gov.uk

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

- Registering to speak
- Business of the meeting
- Any special arrangements
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- For receiving reports in other formats

Contact details are set out above.

Alternative formats

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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 (ہولی) 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.

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City of York Council

Committee Minutes

Meeting	Economy, Place, Access and Transport Scrutiny Committee
Date	26 November 2024
Present	Councillors K Taylor (Chair), B Burton, Healey (Vice-Chair), Hook, Steward, Vassie, Merrett and Waller (Substitute)
Executive Members in Attendance	Councillors Kent and Ravilious
Officers Present	Julian Ridge – Sustainable Transport Manager Tom Horner – Head of Active Travel and Sustainable Transport Ben Grabham – Head of Environmental Services Rebecca Copley – Business Manager, Environmental Services Jodie Dunn – Environmental Services Officer
Apologies	Councillors J Burton, Fenton and Whitcroft

24. Apologies for Absence (17:30)

Apologies for absence were received from Cllr J Burton, Cllr Whitcroft, and Cllr Fenton. It was noted that Cllr Waller was present as substitute for Cllr Fenton.

25. Declarations of Interest (17:30)

Members were asked to declare at this point in the meeting 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, although in relation to agenda item 5 (Travel to School) given that the report referred to parking near schools, Councillors Taylor and Waller noted in the interests of transparency that they lived next to schools.

26. Minutes (17:32)

Resolved: That the minutes of the meeting of the committee held on 22 October 2024 be approved as a correct record and signed, subject to the following amendment:

- That resolution ii. to minute 21 (City centre access: reviewing the implementation), be amended to read:
'To recommend that the Executive explore all possible options to ensure blue badge access to the city centre during the period of the Christmas market, including reviewing the layout of future Christmas Markets.'

27. Public Participation (17:33)

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

28. Travel to School (17:33)

The committee considered a report setting out the current approach to home to school travel in York and inviting members' views on options available to make journeys safer, increase active travel, and reduce congestion and air pollution around school sites.

Officers provided an overview, and in response to members' questions it was noted that:

- Options included a programme of data collection, promotion of sustainable transport, enacting School Streets schemes and capital measures, although funding would need to be found for this work. These were used in conjunction by some local authorities and in other European countries where there was more active travel.
- At present there was a light programme of school engagement although levels varied and were often dependent on there being a staff member with an interest in active travel. Granular data collection would provide information from all schools on the interventions they would appreciate; currently only partial information was available from individual schools.
- There were no current plans to bring back mobile camera vans. If ANPR equipment was installed as part of a School Streets scheme there was a six-month period before enforcement was permitted; fines could potentially cover the cost of investment but this would be case specific. Traffic enforcement was by consent and care would be needed in the introduction of any fines.

- School travel plans in place under section 106 agreements were monitored through Planning; it was suspected that those done outside these agreements would have lapsed. Funding for a Sustrans school travel plan officer had expired in 2021. Bikeability training was offered in every school, if not always taken up by all pupils.
- Where schools had a wider catchment where car sharing was appropriate this option could be promoted although school-specific information was needed.
- Several members emphasised the need to focus on successfully delivering a small number of tangible, practical schemes. The Executive Member for Transport noted that she would welcome members' views on what should be prioritised and deprioritised within transport budgets and suggested that a task and finish group might consider this once there was greater clarity around funding.
- Members agreed that school travel should be a priority, and noted that while prioritising the smaller number of secondary schools could be more efficient than concentrating on the larger number of primary schools, working closely with the latter could help ingrain active travel habits earlier in childhood.
- A review of capital projects would be undertaken to remove those which were not matched to funding, this would entail difficult choices but would help deliver a several schemes more quickly. This process would be informed by the Local Cycling and Walking Infrastructure Plan. Funding would then be pursued, and feasibility work would need to be done carefully. An anticipated structural shift in ways of working would see a move away from issues being raised and added to a longlist, to evidence-based thresholds for action akin to the system used in highway maintenance.
- With reference to spreading journeys across the day, traffic peaks were settling after being quite dynamic over the last few years; York was unusual in having a morning peak of 7am-8am, rather than 8am-9am, which suggested this was pre-school traffic, whereas the school afternoon peak was now often higher than the traditionally evening commute peak.
- The current transport funding landscape was uncertain, although there had been successes on bidding for funds for specific kinds of projects such as bus electrification. Multi-year funding settlements would ease some challenges. The Mayoral Combined Authority was a possible source of funding, and it was anticipated that Mayoral transport powers would be expanded in forthcoming legislation, and work was already being done with the Combined Authority on projects including EV charging.

Resolved:

- i. To encourage the Executive Member and officers to prioritise the successful delivery of a smaller number of tangible and timely schemes.
- ii. To encourage data gathering from individual schools to understand what they wanted and inform a longer-term view.
- iii. That it was the committee's view that school travel should be a priority, both in the developing transport plan and in bids for funding.
- iv. That the committee would support an approach for a strategic bid for Mayoral Combined Authority funding taking in both capital and revenue aspects.

Reason: To support the ambition of making travel to school safer, increasing active travel, and reducing congestion and air pollution around school sites across York.

29. Update on Recycling (19:09)

Members considered a report outlining existing recycling practices and performance in comparison to nearby local authorities, including recommendations for further work to increase recycling rates across York.

Officers provided an overview and in response to questions from the committee it was noted that:

- As the city grew there were limited options for expansion at York's two existing recycling centres; household waste would be considered by the project board looking at options for a green energy park, whilst expansion or relocation of the operating depot currently situated at Hazel Court could also be considered.
- It remained important to separate recycling; it was acknowledged that residents in certain areas had had waste mixed in the past due to a vehicle limitation, this was no longer the case. While it could appear that recycling was being mixed, in practice crews used separate assistance bins for different materials.
- It was suggested that clear communication about what happened to the recycling residents put out for collection should be included in the consultation, and noted that work was underway with Web Services to improve communications including around the process after collection. Officers would follow up on an offer of support with video production. The Christmas waste calendar would be ready

imminently; campaign materials were being finalised and would be communicated to members.

- Replacement boxes and lids for kerbside recycling were available for free and could be collected from household waste sites.
- Currently some communal bins were serviced by the commercial waste round for operational reasons. The government's upcoming recycling reforms presented an opportunity to reduce co-mingling of recycling in the Council's commercial and communal collections, although some details around the implications for business waste and producer labelling responsibilities were still awaited. Waste Services would look to ensure all businesses were supported to understand what the changes would mean for them.
- The majority of the Council's commercial waste customer base were microbusinesses, including many in the city centre who other providers would not service due to physical limitations; bag collections were used in these cases.
- Garden waste collection would be extended to several newer housing developments in 2025, including Langley Gate and parts of Germany Beck which had not previously had this option.
- East Riding of Yorkshire Council, which performed very highly for recycling and composting, collected food and garden waste together all year round and employed a two-strike enforcement system to limit contamination. York's approach focused on encouragement rather than enforcement with fines used as a last resort, although the enforcement function was under consideration as part of the budget process.
- Evidence from a trial of city centre recycling bins in Leeds suggested that without staff directing their use, around 80% of recycling collected was contaminated.
- Members enquired about the feasibility of collecting all household waste and recycling together on a fortnightly basis rather than alternating weeks; the current collection system had been designed to maximise operational efficiency but this option could be considered in an upcoming exercise in round optimisation.

Resolved:

- i. To support the list of recommendations given at paragraphs 12.1 to 12.13 of the report.
- ii. To request that consultation on recycling options be linked to education around what happened to materials during and after collection.
- iii. To request that consideration be given to the feasibility and comparative cost of collecting all household waste and recycling together.

- iv. To request that the Council encourage the government to set out enforcement measures for compliance with waste regulations, and to encourage the Council to continue to work with small and microbusinesses to encourage them to recycle.

Reason: To support the ambition of increasing recycling rates across the city.

30. Work Plan (20:05)

Members considered the committee's work plan for the remainder of the municipal year.

Resolved: That the chair and vice-chair liaise to consider suitable items for the committee's upcoming meetings.

Reason: To keep the committee's work plan updated.

Cllr K Taylor, Chair

[The meeting started at 5.30 pm and finished at 8.06 pm].

City of York Council

Committee Minutes

Meeting	Economy, Place, Access and Transport Scrutiny Committee
Date	10 December 2024
Present	Councillors K Taylor (Chair), B Burton, J Burton, Fenton, Healey (Vice-Chair), Hook, Whitcroft, Steward and Merrett
Officers in Attendance	Patrick Looker - The Head of Service Finance Claire Foale - Interim Director of City Development Simon Brereton - Head of Economic Growth
In Attendance	Councillor Kilbane Executive Member for Economy and Culture

31. Apologies for Absence (17:31)

The Committee did not receive any apologies for this meeting.

32. Declarations of Interest (17:32)

Members were asked to declare, at this point in the meeting, any personal interests not included on the Register of Interests or any prejudicial or disclosable pecuniary interest that they might have in respect of the business on the agenda. None were declared.

33. Public Participation (17:32)

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

34. 2024/25 Finance and Performance Monitor 2 (17:33)

The Head of Service for Finance introduced the report and gave the Committee an overview of the Finance and Performance Monitor for Quarter 2.

The Committee considered the report and raised several questions relating to the Council's performance, as well as, investigating the data provided. Members enquired about how the data quantified affordable housing and how reliable the data was in relation to this. Officers noted that the data showed an increase in affordable housing supply but that with this including both City of York Council and private developments he would seek to investigate this further and see if additional information can be shared with the Committee.

Members enquired about how the roll out of electric vehicle charging was going and it was confirmed that roll out of more charging points continued and the Council was receiving grant funding from the LEVI programme to support this. The Committee also asked if rent level information could be included within the report and more up to date bus passenger figures. Officers confirmed that they would enquire regarding what additional data regarding rent and buses were available to be included.

The Committee raised questions relating tree planting and tree removals and whether there was currently a net gain within the city. Officers confirmed that they would investigate this and feedback to the Committee on net tree gain. Members also raised questions about the figures regarding waste used for energy recovery and waste sent to landfill which appeared to fall outside of the pattern of data from previous years. Officers confirmed they would investigate the figures relating to waste and feedback to the Committee. Officers confirmed they would also investigate the increase in fatalities and serious injuries in accidents following members enquiring about the increase in 2024/25 compared to previous years.

Members enquired about the challenges in recruitment in Building Control. Officers noted that the Head of Planning was reviewing recruitment in this area and that it was a national challenge around recruitment. Members raised the increase in Universal Credit claimants by 500 and asked whether this were new applicants or individuals that had been converted from old schemes. Officers confirmed that they would investigate how many new claimants were transferred from older schemes to Universal Credit.

Resolved:

- i. To provide further information to the Committee on the number of housing building consents in York are for affordable housing;
- ii. That information on the trend of private sector rent levels to be included in future finance and performance monitors;
- iii. To seek more up to date bus patronage figures and share with the Committee;

- iv. To provide further information to the Committee on the gross number of trees planted against those removed and reasons for removal;
- v. To provide further information to the Committee around how many people are moving from other welfare schemes to Universal Credit;
- vi. To review and feedback to the Committee regarding the amount of waste went to landfill and how much was used for energy recovery;
- vii. To provide further information to the Committee regarding the increase in road accidents stats in 2023/24 compared to previous year.

Reason: To ensure the Committee remain updated on the Council's Finance and Performance.

35. Economy Strategy update (18:01)

The Committee were joined by Andrew Leeming the Head of Strategy at York and North Yorkshire Combined Authority.

The Interim Director of City Development introduced the report on the Council's Economic Strategy. The Executive Member for Economy and Culture outlined how the Council's relationship with North Yorkshire Council and the Combined Authority would ensure they all were aiming for the same goals regarding economic development. He noted they all had similar targets relating to reaching net zero carbon emissions, housing, and transport. Both York and North Yorkshire he stated also suffered from being viewed as affluent areas despite having large pockets of deprivation.

The Committee discussed the joint working with North Yorkshire and the Combined Authority in relation to growing the regions economy. Members enquired about what was to be focused on and officers confirmed that with the Combined Authority the local growth plan sought to identify areas which the reason could have an economic advantage to invest into. They confirmed that this would not be about excluding sectors but finding where York and North Yorkshire could target for growth which included areas such as food, farming, engineering, and biosciences. Members asked how the regions aims would fit with the Governments national industrial strategy and the Executive Member for Economy and Culture noted that the Council and the Combined Authority would continue to engage with Government to influence national strategies.

Skills and training were discussed by the Committee. It was confirmed that the Council would receive funding as part of the Governments trail blazers

scheme to get people back into work. The Council was also pushing ahead with its Innovation Hub to support lifelong learning in the city.

The Committee enquired about how the Council can tangibly measure the outcomes of its actions on York's economy. They used the example of being Purple Flag accredited and how does the Council measure whether this increases tourism. The Executive Member for Economy and Culture stated that in relation to things like being Purple Flag accredited, he felt it was less the accreditation itself that attracted tourism but the things the Council invest in for the accreditation that creates a safe city that tourists wish to visit for York's night life.

Members discussed the prospect of a tourism tax/levy, it was confirmed that this was not something the Council had powers to impose but that it could be implemented with an agreement with the hospitality sector. It was highlighted that there were challenges in relation to getting to an agreement with the sector, which had concerns relating to short-term lets and or some industry members not engaging. The Executive Member for Economy and Culture confirmed that they would continue to lobby Government for additional powers to be held at a local level for a tourism levy that would see money reinvested into the local area.

Resolved:

- i. To request that any work undertaken to get people back to work acknowledges the impact of individuals mental and physical health can have on work.

Reason: To ensure individuals are adequately supported while searching for work.

36. Work Plan (19:21)

The Committee considered its work plan for 2024/25 and were invited by the Chair to consider what other items the Committee should focus on. Members raised the prospect of items looking into the gender pay gap, the Council's parking review, tree management, and the retendering of the city's park and ride sites in 2026. Members also noted the planning review white paper released by Government and the use of Section 106 monies as potential future items.

Resolved:

- i. Noted the Committee's 2024/25 work plan.

Reason: To ensure the Committee maintains a programme of work.

Cllr Taylor, Chair

[The meeting started at 5.30 pm and finished at 7.30 pm].

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Meeting:	Economy, Place, Access, and Transport Scrutiny Committee
Meeting date:	28 January 2025
Report of:	James Gilchrist, Director of Environment, Transport and Planning
Portfolio of:	Executive Member for the Environment and Climate Emergency (Cllr J Kent)

Garden Waste Collections: Review of Implementation of Charging Arrangements

Summary

1. Waste Services are responsible for the collection of all household waste across the city, as well as operating a commercial waste service for business customers.
2. Members have asked for a briefing on the collection of garden waste. This report compares previous collection methods with current practices and evaluates the performance of garden waste collections.
3. This report focusses on the implementation of the fully chargeable garden waste subscription scheme which was launched in July 2024 with an operational go live date of 5th August 2024.

Service Background (Garden Waste)

4. The separate kerbside collection of garden waste commenced in York in 2005. When the kerbside garden waste service was introduced in 2005, the Council did not offer it to some terraced areas, predominantly due to the common misconception that terraced properties typically have paved yards instead of gardens.
5. In April 2013, following a period of public consultation, Cabinet approved a charge for 'additional garden bins' only. Residents were entitled to free collection of their first garden bin, whilst additional

bins were charged at £35 each. This charge increased annually, reaching £46.50 per bin for the 2024 garden waste season.

6. Before this scheme was replaced with the new fully chargeable garden waste subscription scheme, the 'additional bin scheme' had 1,433 subscriptions in the 2024 season and generated £60,961.50 in income. All administration of the scheme, including letters and labels were produced in house. The scheme closed in May 2024.
7. St. Nick's also provide a garden waste collection service to some of the properties they collect from in the city centre. This service is excluded from the garden waste subscription scheme and remains free for residents due to the very low level of garden waste presented for collection.
8. Until July 2024, the garden waste service was provided free of charge to approximately 66,163 households across the city. Collections were undertaken on a fortnightly basis (for a 40 week season) across the city and residents could present multiple green wheelie bins for collection (the majority of green bins are 180 litre bins; however, there are a number of 240 litre bins in circulation across the city).
9. As the garden waste subscription scheme was introduced part way through the year, everyone who had already had an existing 'additional garden bin' subscription, were contacted proactively and provided with a replacement sticker for their bin and transferred over to the new scheme (equivalent to the number of subscriptions held).
10. In recent years, the Council has not been able to offer garden waste collections to new housing developments (e.g. parts of Germany Beck, Langley Gate development, etc.) as there was no capacity on the operational rounds to take on these additional collections.

Decision to Introduce a Garden Waste Subscription Scheme

11. The decision to implement a fully chargeable garden waste subscription scheme was taken by Executive in January 2024 and agreed at full Council, as part of the budget process, in February 2024. The collection of garden waste is not a statutory service under the 'Controlled Waste Regulations 2012', therefore local authorities do not have to provide a garden waste collection and the service is not directly included in the Council Tax bill.

12. Executive approved the introduction of an annual garden waste subscription scheme with a fee of £46.50 in 2024. Executive also approved a 50% discount for residents in receipt of Council Tax Support. Delegated authority was given to the Director of Transport, Environment and Planning and in consultation with the Chief Finance Officer, to use the Waste Reserve and take all steps necessary to procure, award, and enter into contracts to deliver and effectively implement the new service.
13. Executive also approved, as a one-off, a free collection of garden waste bins from those households not wishing to subscribe to the new garden waste collection service (it is likely residents will need to register for this collection which will happen in late 2025).

Development of the Garden Waste Subscription Scheme

14. An internal Project Board was established to take forward the implementation of the garden waste subscription scheme. The Board involved representatives from Environmental Services, ICT, Customer Services, Communications, Business Intelligence and Web Services. The team worked tirelessly to deliver the garden waste subscription scheme and ensure the service could go live from summer 2024.
15. The scheme was developed to provide residents with multiple options regarding the implementation of the garden waste subscriptions. This approach aimed to ensure flexibility and accommodate varying needs. Residents were given the opportunity to:
 - Subscribe to the service at the full fee of £46.50 (pro-rata'd to £21 from 5th August to 6th December 2024).
 - Subscribe to the service at a 50% discounted fee if the resident(s) were in receipt of Council Tax Support. The reduced fee would have been £23.25 (pro-rata'd to £10.50 from 5th August to 6th December 2024).
 - Share a subscription with a neighbour (to reduce the cost of the service).
 - Purchase a home composter from one of the Council's Household Waste Recycling Centres (HWRC's) at a specially discounted price (for a one-off fee of £12.75) to compost at home.
 - Take garden waste materials to the HWRC's, free of charge.

16. To ensure the effective delivery of the scheme, online forms were developed to enable residents to subscribe to the service. The Council is currently transitioning to a new customer relationship management system (Granicus), and the garden waste subscription scheme was the first web form implemented on this platform. This transition required significant time investment from Waste Services, ICT, Customer Services, Business Intelligence and Web Services.

Communications Campaign

17. The garden waste subscription scheme was open to the 66,163 households that were in receipt of a kerbside garden waste collection service. All eligible households received an information pack which contained a garden waste letter, information leaflet, a set of frequently asked questions and a separate recycling leaflet. The envelope was clearly marked with important information about your garden waste collections. Please see image below:

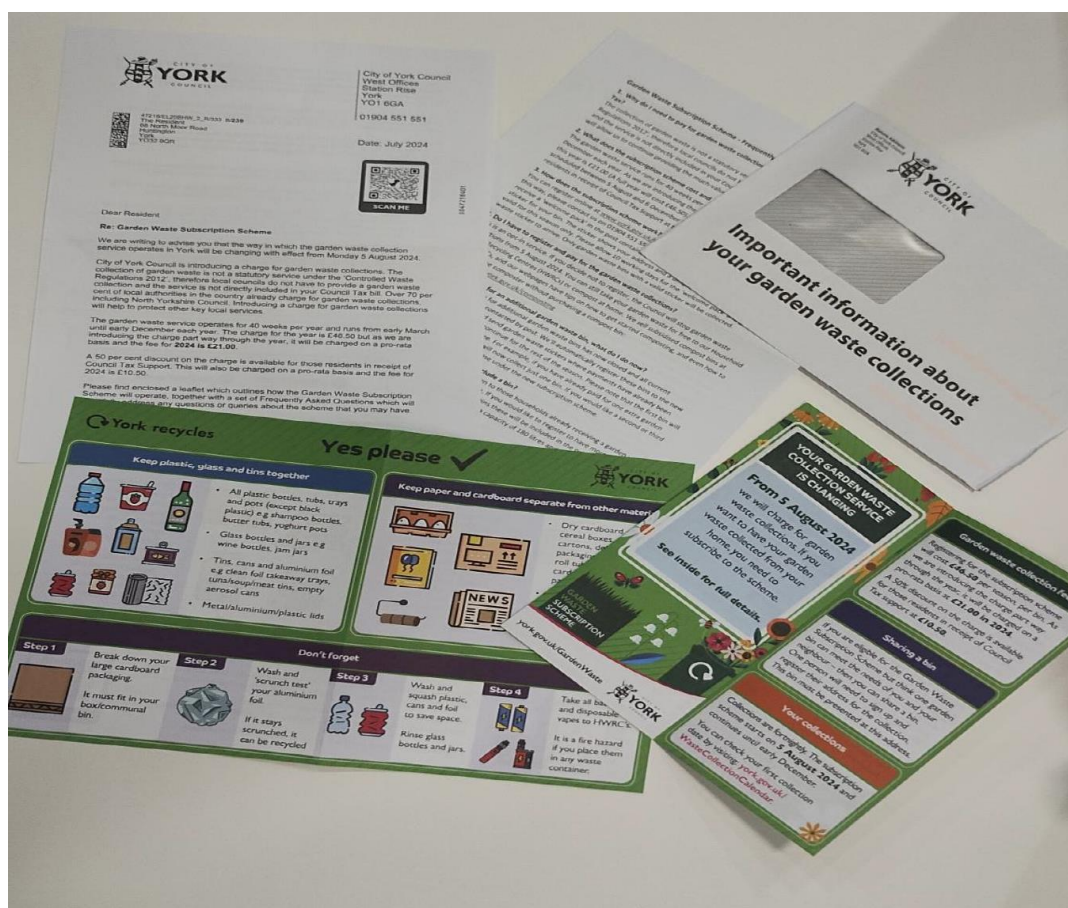


Image 1: Welcome pack for GWSS 2024 season

18. A communications plan was delivered from early July 2024 to mid-August 2024 to ensure that the message was effectively

communicated to all residents. This included: print, broadcast and digital and non-digital campaigns. The following is an example of some of the methods used to promote the garden waste subscription scheme, including their effectiveness:

Facebook

Various paid posts were promoted through Facebook between 8th July and 5th August. These achieved 355,803 impressions and a reach of 196,337. The posts had 762 reactions, 2,660 comments, 284 shares, engagement was 52,860 and 38,243 clicks to Council subscription webpage.

'X' (formerly Twitter)

Various posts were promoted through 'X' between 8th July and 5th August. These achieved 22,629 impressions, 914 engagements with 310 clicks to Council subscription webpage.

Instagram

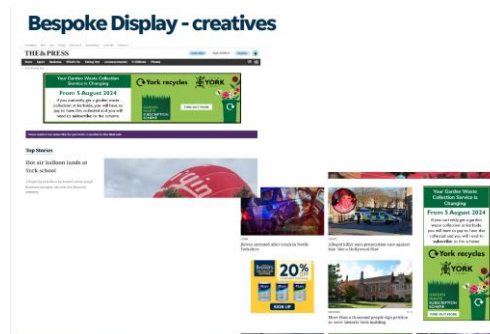
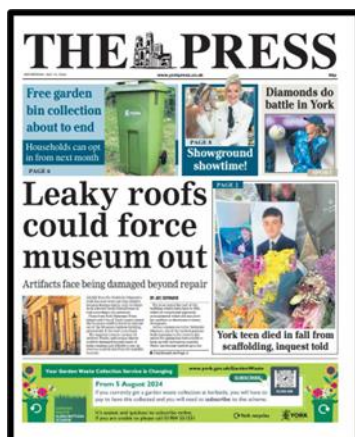
Various posts were promoted across the platform and it achieved 3,958 reach, 2,867 impressions and 2,079 reels were played.

'Next Door'

Various posts were promoted across the platform and it achieved 14,165 impressions.

York Press

A front-page strapline and full page advert was printed on 10th July 2024 with a further full page advert printed on 13th July 2024. Although no exact figures can be produced for who saw the advert the readership of the York press is 83% among adults.



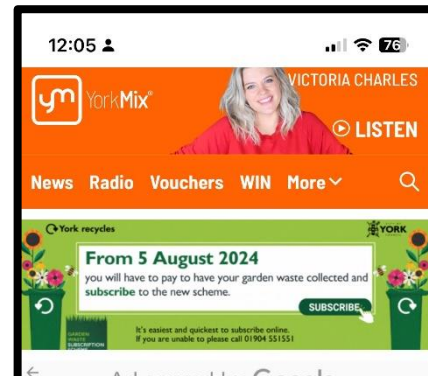
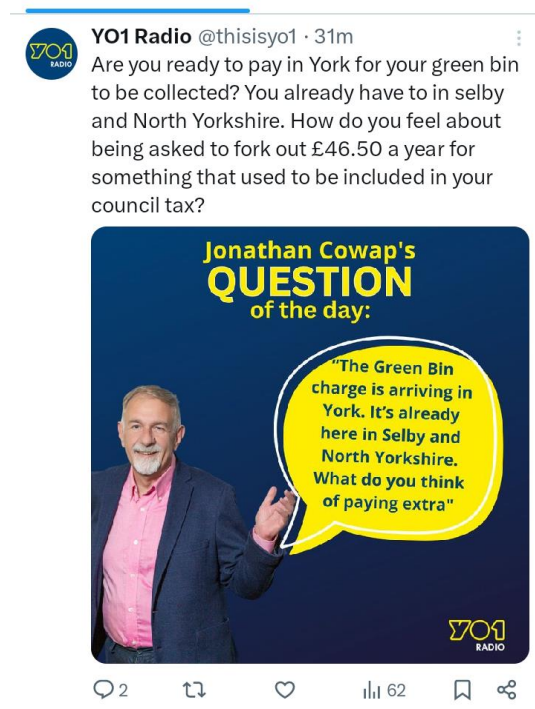
Radio adverts:

A radio advert was recorded for Greatest Hits radio for 3 weeks and was aired 10 times a day which has a reach of 43,404. The same advert was run on YO1 radio and aired 480 times between 8th and 28th July. The station has a weekly audience of 61,500 listeners across York and Selby and a reach of 27%.

An advert for York Mix radio was recorded and aired 210 times during the same 3 weeks campaign period. The station has 105,000 listeners per month.

Digital advertising:

Digital advertisements ran between 8th and 28th July on YO1 radio which had 69,687 impressions and 87 clicks. Adverts also ran on York Mix including 168 ads between 8th and 28th July and this delivered 210 ads in total (42 for free).

York Mumbler

A bespoke digital campaign was run by York Mumbler for 3 weeks including Instagram stories which generated a 2,100 reach, newsletters sent to 5,334 subscribers (achieving a 48.4% open rate for newsletter 1 and 50.9% for newsletter 2) and a reach of over 20,900 on Facebook.

Non Digital Communications

40 printed posters with information about the garden waste subscription scheme were delivered to local Councillors and Parish Councils to share in wards. Posters were erected in 50 locations by the Communities Team and Local Area Co-ordinators and posters were also displayed at 16 Libraries and Explore centres across the city.

19. In May 2024 the Council introduced a waste edition of the 'Our City' e-newsletter, which is distributed through e-mail via the Gov Delivery (Granicus) platform. The first edition was sent on 20 May 2024 to 32,222 recipients. It had a 65% open rate (the national benchmark is 42%) and a unique click rate to garden waste webpages of 8% (the national benchmark is 6%).
20. A special waste e-newsletter was issued on 8 July to complement the hard copy information packs sent out via Royal Mail. The e-newsletter was sent to 33,251 addresses. The open rate of 76% compares very favourably to the national average of 42%. The newsletter achieved a click rate of 25%. Further e-newsletters were issued on 23rd July and 5th August with emails attracting a greater than 73% open rate. Only 57 people unsubscribed from future updates.
21. The communications campaign for the garden waste subscription scheme was awarded as the digital communications campaign winner in the Granicus 2024 Digital Public Sector Awards.

Take Up of the Garden Waste Subscription Scheme

22. Subscriptions were opened to the public on 8th July 2024, following an initial testing phase. Over 32,200 garden waste subscriptions were sold in advance of the operational 'go live' date of 5th August 2024.
23. By the close of the 2024 season on 31st October 2024, a total of 39,301 subscriptions were purchased, reflecting a subscription uptake of 59.4%. Please note that these figures include the circa 1,434 households that previously paid for a 2nd or 3rd garden waste bin under 'additional garden bin' scheme.
24. Residents subscribed to the garden waste scheme, either online or through the Council's contact centre. 84% of residents subscribed

online with the remaining 16% subscribing over the phone through the contact centre. More than half of the total subscribers needed some form of help from customer services, before, during or after subscribing online.

25. The garden waste subscription scheme generated a total income of £824,842 (this figure includes 1,434 households that paid for an additional garden waste bin under the previous scheme). Of the 39,301 subscriptions, 2,167 subscriptions were purchased at the discounted rate (50% discount) for those residents in receipt of Council Tax Support (CTS).
26. The costs associated with the set up and operational running of the garden waste subscription scheme was £195k (this covers ICT development costs, communications costs, additional customer services staff, licence production and postage etc). Please note that the figure above does not include the significant amount of staff resource that was required across Waste Services and Corporate Services to be redirected to deliver the scheme. In addition, please note that we envisage communications costs to reduce in 2025 onwards as we transition towards e-mail as the preferred method of communication.
27. The wards with the highest garden waste subscription rates (as a percentage of eligible properties in their wards) were Copmanthorpe (74%), Rural West York (73%), and Bishopthorpe (70%). In contrast, the wards with the lowest subscription rates were Westfield (43%), Clifton (41%), and Guildhall (30%). However, the highest absolute number of subscriptions was recorded in the Haxby and Wigginton ward. A full breakdown of garden waste subscriptions, is included in Annex 1.

Operational Analysis of the Scheme and its impact on Related Services

28. Following successful subscription, residents received sticker(s) through the post to be affixed on the back of their garden waste bin(s).



Image 2: Subscription sticker 2024 season

29. During the weeks commencing Monday 5th and Monday 12th August 2024, crews were instructed to empty all garden waste bins. If any garden waste bins did not have a valid sticker, crews affixed an



“Oops sticker” to the bin as a last visual reminder to residents that they needed to subscribe if they wished to continue to have their garden waste collected at the kerbside.

Image 3: ‘Oops’ sticker 2024 season

30. From the week commencing 19th August 2024, all garden waste bins without valid stickers were not collected by the collection crews.
31. To address the expected increased demand for contact through the Council’s contact centre, 5 temporary Customer Service Representatives (CSR’s) were employed for a period of 3 months.

Demand was greater than expected, therefore additional CSR's were hired for 4 weeks. Members of the core customer services team were also deployed which created some other service pressures.

32. The table below details the v]call volumes to the garden waste subscription scheme line from 1 July to 31 August 2024. The majority of the 10,000 calls were received within the first two weeks of the scheme opening on 8 July when only 5 staff were in situ. 49% of calls were unanswered in July.

Month	Calls offered	Calls handled	Average speed of answer (hh:mm:ss)	Average handling time (hh:mm:ss)	Abandon %	Service level %
July	10458 ¹	5317	00:09:13	00:06:12	49.1%	35.0%
August	1641	1637	00:00:11	00:05:45	0.2%	97.8%

Table 1: Volume of calls received to CSR July – August 2024

33. For 2025, additional temporary contact centre staff will be employed for the start of garden waste subscription.
34. Whilst the introduction of the garden waste subscription scheme has been broadly positive, there were a number of issues identified in the subscription process as payments were opened to the public. This led to an increase in work for the 'back office' team in Waste Services. These included:
- Payment failures/cancelled transactions on the Granicus form leading to increased demand on manual processing of cheques.
 - 'Ghost subscriptions' created in Waste Services internal system. If cancelled or incomplete, a subscription was still created which prevented another being purchased or a discount applied.
 - 'Stuck' payments – these occurred when a licence remained in 'held' draft status in Granicus. This happened when the licence is paid for, but the background process is not completed by returning to the browser, preventing the API from triggering correctly.
 - Quarantined Licences in Permiserv (provider of stickers) due to address issues and 'typo's' in the Granicus form completed by residents.

¹ An unknown quantity of these calls will be from repeat callers, if more calls were answered first time the overall volume of calls will have been less.

- Property not on a garden waste round in Waste Services internal system.
35. There were limited incidences where the garden waste collection schedule failed to display correctly, especially where a resident checked their collections a number of times. This is due to a 'caching issue'. The ICT team addressed these issues by clearing the system cache overnight to resolve issues displaying collection data.
 36. Given the high demand for subscriptions, it was necessary to work quickly to both understand the causes of these errors and develop workarounds. The ICT team, along with the temporary staff brought into the Contact Centre to handle subscriptions, played a critical role in this process, providing fantastic and timely support to the Waste Team. On average, implementing the workarounds detailed in Annex 2, required at peak times, 4 to 6 hours of an Environmental Services Officer's time each day.
 37. During the subscription process, we identified public caretaking activities such as residents maintaining grass verges and community gardens. Waste Services and Public Realm assessed requests for free subscriptions on a case-by-case basis and, where appropriate, took the maintenance back in-house. For areas where in-house maintenance is not feasible (informal community gardens for example), Waste Services have made reasonable adjustments and issued a limited number of free subscriptions.
 38. During the subscription process, some residents with 100% Council Tax relief due to severe mental impairment (SMI) approached us for clarification as they are fully exempt from Council Tax and this was not included in the discount criteria. This has been addressed for 2025 (please see later in the report).
 39. During the early part of 2024 (prior to the launch of the subscription scheme), there were on average a report of 9 missed garden waste bins per week. Following the implementation of the scheme, the reported occurrences of missed garden waste bins increased significantly, averaging 30 per week. This is likely due to residents feeling more motivated to report such issues now they are paying for the service and a re-collection is possible (it is worth noting that the same collection crews are collecting garden waste bins as part of the subscription scheme so it indicates the propensity to report a missed collection is linked to paying for a service).

40. Waste Services team observed a slight increase in the ordering of garden waste bins following the launch of the scheme in August 2024. Additionally, reports of damaged containers remained stable after the introduction of the charge.

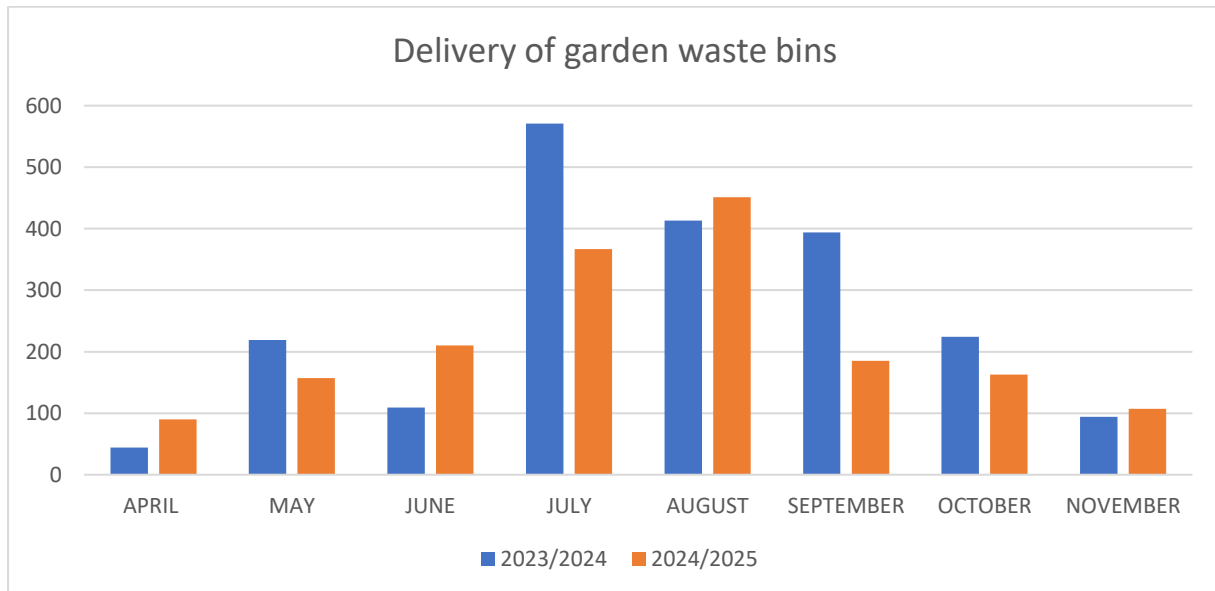


Chart 1: Number of garden waste bins delivered

41. A total of 679 sticker re-prints were requested from the go live date. The majority of sticker replacements were attributed to bin damage reported by collection crews. It should be noted that damage to garden waste bins remain notably higher compared to refuse bins, primarily due to the nature of the waste placed in them. Garden waste bins are often overfilled and heavy, leading to breakage during collections. This behaviour is consistent with common practices observed among other local authorities nationwide.
42. Concern was expressed that moving to a garden waste subscription scheme could result in an increase in complaints. The information below shows complaints between July and November for the last three years where you can see a considerable decrease in the number of complaints in 2024/25 regarding Waste Services (these are the number of complaints at all grades):-

Year	Jul	Aug	Sept	Oct	Nov	Total
2024/25	46	60	57	63	46	272
2023/24	146	100	53	31	33	363
2022/23	174	184	137	107	69	671

Table 2: Total complaints regarding Waste Services Jul – Nov 2022-2024

Impact of the Transition to a Garden Waste Subscription Scheme

43. When the garden waste subscription scheme was introduced, there was concern expressed over what would happen to garden waste for those households that did not subscribe to the garden waste subscription scheme. The information below addresses areas of concern expressed.

Home Composting

44. In the financial year 2023/24, the Council sold 165 home composters exclusively from Hazel Court HWRC. However, between April and the end of November 2024, a total of 240 home composters were sold across both HWRC sites. The compost bins were sold at a specially discounted price of £12.75 each. In the 2025 season, the price per compost bin will increase to £15 to ensure that the Council covers the cost of the unit price of the bins.

Fly Tipping

45. The service did not observe an increase in the volume of reports of fly-tipping of garden waste, with a total of 43 reports received between June and October 2024. In fact, there were 4 fewer reports in 2024 compared to the same period in the previous year. A full breakdown of fly-tipping of garden waste from the Business Intelligence Team is included at Annex 3.

Household Waste Recycling Centres (HWRC's)

46. In May 2024, the HWRC at Hazel Court changed its opening times and has been closed on Wednesdays since 8th May 2024.
47. As it was impossible to forecast demand on the HWRC's around the introduction of the garden waste subscription scheme, pro-active traffic management arrangements were put in place at both Hazel Court HWRC and Towthorpe HWRC. The traffic management arrangements were different at each site with three-way traffic lights deployed at Towthorpe (2 weeks) and traffic marshals at Hazel Court (4 weeks). The arrangements were deployed for 2 additional weeks at Hazel Court as this is the busier site.
48. During the 8-week period following the introduction of the garden waste subscription scheme (5th August to the end of September), we observed 2,215 fewer visits in 2024 compared to the same

period in 2023 (30,239 visits in 2024 compared to 32,454 visits in 2023). Please see the table below for the number of visits per week since the start of the 2024 season:

Hazel Court			
2024 (week commencing)	2023	2024	Difference
29/04/2024	3,909	4,364	455
06/05/2024	4,024	4,642	618
13/05/2024	4,427	4,509	82
20/05/2024	4,469	4,264	-205
27/05/2024	5,134	4,792	-342
03/06/2024	4,527	4,600	73
10/06/2024	3,957	4,010	53
17/06/2024	4,383	4,334	-49
24/06/2024	4,874	4,784	-90
01/07/2024	4,716	4,507	-209
08/07/2024	4,372	4,014	-358
15/07/2024	4,193	4,658	465
22/07/2024	5,012	5,213	201
29/07/2024	Data error ²	4,919	N/A
05/08/2024	5,062	4,847	-215
12/08/2024	4,654	4,493	-161
19/08/2024	4,835	4,636	-199
26/08/2024	5,155	4,763	-392
02/09/2024	4,423	3,719	-704
09/09/2024	4,387	3,627	-760
16/09/2024	3,938	4,154	216
TOTAL	90,451	88,930	-1,521

Table 3: ANPR details for site users of Hazel Court HWRC April – September 2024 (note: Where there is a data error (i.e. camera system was not operational, the week's data for both years has not been counted to ensure there is fair comparison).

Garden Waste and Other Tonnages

49. Between 2020 and 2024, over 70,000 tonnes of garden waste were collected through kerbside collection, compared to over 180,000 tonnes of general refuse collected during the same period. Please note that garden waste tonnage fluctuations generally reflect the weather conditions year to year (as evidenced in the table below).

² technical error in number plate recognition cameras.

50. Residual waste shows a decrease in tonnage, indicating that residents who did not subscribe to the scheme were not using refuse bins to dispose of their garden waste as a matter of course. The table below details the annual tonnages for the last five seasons:

Year	Garden Waste Tonnes	Refuse Waste Tonnes
March 20 - Dec 20	13,242	37,750
March 21 - Dec 21	15,341	38,179
March 22 - Dec 22	13,922	36,037
March 23 - Dec 23	15,452	35,233
March 24 – Dec 24	13,791	33,273

Table 4: KPI tonnages of Garden Waste and Refuse Waste collected at Kerbside, 2020-24

51. The chart below shows a drop in garden waste tonnages collected at the kerbside following the introduction of the scheme in August 2024, compared to the same period in the 2023 season (however, as noted in para 48 above, there is considerable annual fluctuation due to weather conditions and the 2024 figure is in line with comparable figures for 2020 and 2022).

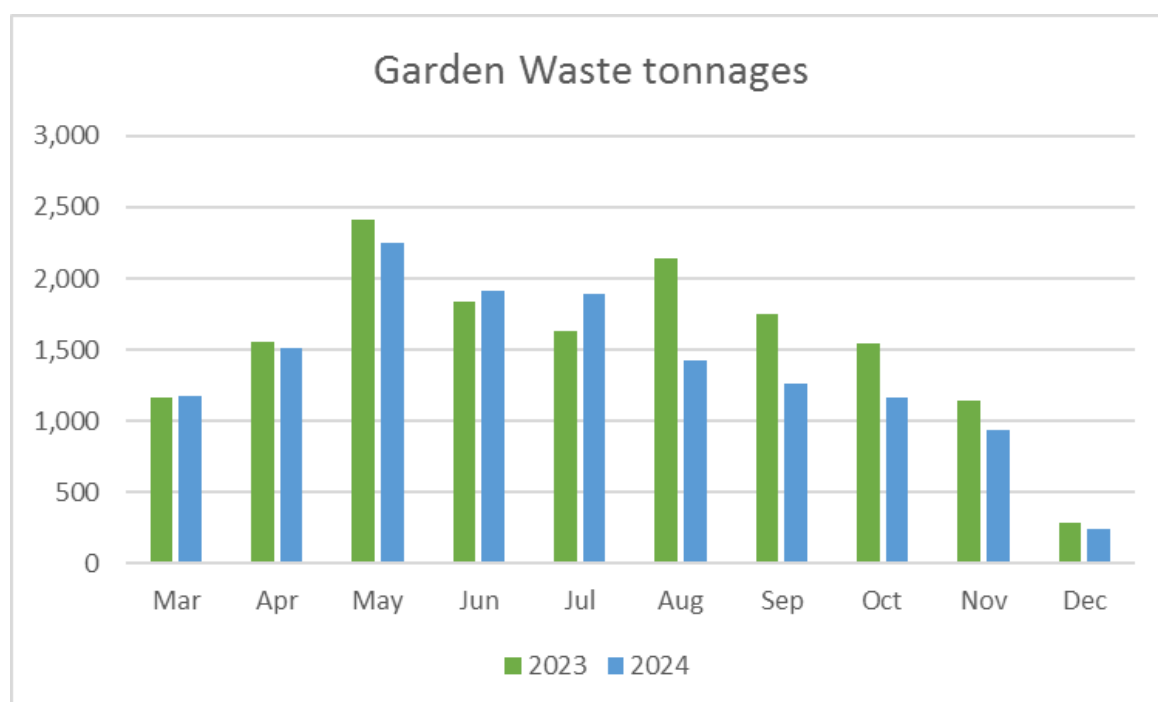


Chart 2: Comparison of garden waste tonnages 2023 versus 2024.

52. Tonnages of garden waste collected through HWRC's have slightly increased over time with the largest rises seen at Towthorpe. Between 2021 and 2024 7,634 tonnes of garden waste was collected.

Towthorpe					Hazel Court			
	2021	2022	2023	2024	2021	2022	2023	2024
Jan		27.88	34.48	48.44		91.02	82.08	62.38
Feb		23.78	64.64	64.64		71.98	105.3	102.42
Mar		44.26	59.92	69.17		133.92	67.26	94.42
April	56.28	36.44	71.94	91.24	107.66	100.14	93.02	98.2
May	33.28	61.72	82.52	107.43	89.2	113.12	140.26	138.78
Jun	69.74	53.24	87.08	101.86	153.8	129.86	120.44	175.38
Jul	72.04	65.66	78.54	61.36	156.8	127.92	134.5	163.4
Aug	79.08	72.46	74.48	91.1	161.06	120.28	162.06	181.82
Sep	59.72	55.66	97.9	77.22	130.46	111.06	143.94	149.74
Oct	38.12	53.78	44.24	63.96	108.78	72.3	119.08	117.84
Nov	23.6	49.3	34.26	61.06	85.78	82.3	89.46	93.16
Dec	24.66	38.96	51.96	22.96	72.86	43.52	53.24	58.42
Total:	456.52	583.14	781.96	860.44	1066.4	1197.42	1310.64	1435.96

Table 5: Tonnages of garden waste collected through HWRC's 2021-24.

Lessons Learnt

53. As outlined earlier in the report, there was some confusion over eligibility for discounts in respect of the garden waste subscription scheme when it launched in 2024. In 2025, the 50% discount will apply for residents who are (i) in receipt of Council Tax Support and (ii) registered as SMI (severe mental impairment). Wording has been updated on the online form and in the FAQ's document issued to subscribers. In addition to this, a letter was issued to some residents in January who claimed for discount in 2024 when they were not eligible.
54. For the 2025 season, further improvements have been made to the online forms which should reduce the amount of intervention required within the Waste team to apply workarounds. Full integration to the Council Tax system through an API is not available in 2025 but is on the roadmap for future developments.
55. ICT are working to rectify the 'caching' issue in respect on the online calendar so that the calendar will show the correct information for all collections regardless of when some subscribes (auto-population).

56. The Waste Team will need to administer the bin request that come from the additional 216 properties that will be added for garden waste collections in 2025. This is likely to require a level of manual intervention that will not be required for those properties that already subscribed in 2024. Processes have been developed to manage this requirement within current resources.

Garden Waste Subscription Scheme 2025

57. The subscription process opened to residents on 13th January 2025. All subscribers will receive either an e-mail or a hard copy letter (depending on their stated preference) outlining the charge for the 2025 together with a leaflet about the garden waste subscription scheme, an FAQ document and a handy recycling guide.
58. The new garden waste season will start on 3rd March 2025 and will operate for 40 weeks ending on 5th December 2025. The subscription fee in 2025 will be £49 (with a discount to £24.50 for those residents in receipt of Council Tax Support or registered as SMI).
59. An additional 216 properties that have never been served by a kerbside garden waste service will be offered the opportunity to subscribe to the scheme. Dedicated letters and an information pack about garden waste collections will be sent to these properties advising them of this development.
60. In 2025, the garden waste sticker will change colour (to pink) and the sticker colour will change each year to make it easy for operational crews to identify valid subscriptions. An 'oops' sticker will be used again in 2025 as a visual reminder to residents of the need to subscribe.
61. In 2025, the Council is seeking to roll out 'bags to bins' to a number of households across the city. Therefore, it is hoped that in the future we may be able to extend the garden waste service further to these and any other suitable properties (either for the 2025 or most likely the 2026 garden waste scheme).

Conclusion

62. The garden waste subscription scheme has been a great success. It provides residents with the opportunity to participate in kerbside collections of garden waste whilst there are other alternatives open to the public if they choose not to subscribe. A great deal of hard work was undertaken by many officers across the Council in establishing the scheme and this should be recognised. The sign-up rate of 55% of households and over 39,000 subscriptions compares very favourably with other local authorities and has generated an income of £824k which can be used to support other Council services.

Recommendation

63. To note the update on the implementation of charging arrangements for garden waste collections.
64. Reason: To ensure the Committee remain updated on garden waste collections.

Contact details

For further information please contact the authors of this report:

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Report approved:	Yes
Date:	14.01.2025

Background

<https://www.wastedataflow.org/reports/default.aspx>

[https://hubrs.york.gov.uk/ReportServer?/reports/KPI_Machine/KPI_Men
u&rs:Command=Render&rc:Toolbar=false](https://hubrs.york.gov.uk/ReportServer?/reports/KPI_Machine/KPI_Men
u&rs:Command=Render&rc:Toolbar=false)

Annexes

Annex 1 - Breakdown of garden waste subscriptions.

Annex 2 - Waste Team workarounds.

Annex 3 - Fly-tipping of Green Waste Jan 2023 to Oct 2024

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Garden Waste Subscriptions for the 2024/25 season to 05/11/2024

	Permits issued			Households							
	Under the Additional Bin Scheme	Under the new Permit Scheme	Total number of permits issued	All subscribers					Council Tax Support only		
Ward				Number of households eligible for a subscription	Number of households subscribing	% Households subscribing	Number of households with more than one subscription	% Households subscribing with more than one subscription	Number of households eligible for a subscription and in receipt of Council Tax Support	Number of households claiming Council Tax Support subscription discount for their first permit	% of households claiming Council Tax Support subscription discount
Acomb	39	2,109	2,148	3,636	2,061	57%	83	4%	291	151	52%
Bishopthorpe	93	1,346	1,439	1,869	1,304	70%	122	9%	97	67	69%
Clifton	14	1,026	1,040	2,449	999	41%	38	4%	428	133	31%
Copmanthorpe	105	1,352	1,457	1,771	1,303	74%	140	11%	64	34	53%
Dringhouses & Woodthorpe	105	3,197	3,302	4,935	3,141	64%	147	5%	334	161	48%
Fishergate	9	863	872	1,664	846	51%	23	3%	70	21	30%
Fulford & Heslington	48	1,000	1,048	1,688	957	57%	83	9%	73	22	30%
Guildhall	1	164	165	511	155	30%	9	6%	24	1	4%
Haxby & Wigginton	144	3,439	3,583	5,174	3,369	65%	195	6%	216	135	63%
Heworth	31	2,100	2,131	4,740	2,057	43%	71	3%	551	168	30%
Heworth Without	63	1,290	1,353	1,905	1,255	66%	93	7%	65	44	68%
Holgate	39	1,730	1,769	3,192	1,681	53%	80	5%	213	83	39%
Hull Road	11	1,479	1,490	3,270	1,457	45%	31	2%	308	115	37%
Huntington & New Earswick	64	2,904	2,968	5,187	2,852	55%	111	4%	494	276	56%
Micklegate	15	626	641	1,361	616	45%	22	4%	83	22	27%
Osballdwick & Derwent	84	2,208	2,292	3,454	2,153	62%	124	6%	171	94	55%
Rawcliffe & Clifton Without	65	2,847	2,912	5,211	2,774	53%	122	4%	255	102	40%
Rural West York	264	2,473	2,737	3,240	2,349	73%	353	15%	149	86	58%
Strensall	85	2,047	2,132	3,358	1,989	59%	135	7%	172	89	52%
Westfield	51	2,507	2,558	5,695	2,430	43%	117	5%	939	322	34%
Wheldrake	104	1,151	1,255	1,680	1,111	66%	137	12%	72	41	57%
Unknown ward / Other	0	9	9	165	7	4%	2	29%	0	0	0%
Total	1,434	37,867	39,301	66,155	36,866	56%	2,238	6%	5,069	2,167	43%

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Annex 2

Errors and Workarounds

Issue Title	Issue detail	Workaround	Scale / Impact	Time	
				Peak	Off-peak
Payment failures/ cancelled transactions	If a payment fails or a customer wishes to cancel the subscription process it can trigger a licence being produced without payment. This appears to affect payments taken by CSRs and not those completed online. It can happen if the CSR chooses the wrong closure reason or it can happen automatically with payment failures as the screen is re-routed.	<p>x2 Officers checking daily for failed payments, reconciling across the systems:</p> <ul style="list-style-type: none"> • Civica • Granicus • Permiserv • Collections. <p>This is time consuming.</p> <p>Requires additional training and reminders for CSRs to ensure cases are closed correctly.</p>	<p>Peak - Matt Stroud (MS) and 2xESOs working together as the issue was discovered in real-time – this involved reviewing 90 cases against</p> <ul style="list-style-type: none"> • CivicIcon17 • Granicus • Permiserv • Collections <p>This also required problem solving and time spent correcting errors on all systems.</p>	3 hrs/day	15 min/day
			Sliding scale of work required as number of subscriptions reduced.		
			Off-peak (current) – 1xESO daily checking failed and successful payments.		
			Additional issue created: Ghost subscriptions (explained below)		

Licence 'Ghost subscriptions' on Collections and Incab	<p>If a subscription is cancelled or incomplete, an 'FS-Case-xxxxxxx' is created in Collections which feeds back into the information shown on the customer Granicus form - this confuses the customer as the subscription process notes that they already have a subscription.</p> <p>It also prevents the system from allowing the Council Tax Support discount from being available, as it can only be applied to the first subscription purchased, and the system is unable to detect that the information is incorrect.</p> <p>The subscription details require manually clearing from Collections (by ESO/TO) with urgency so the Granicus form can be correctly completed, payment taken, and the API process triggered successfully.</p>	<p>'Ghost Subscriptions' also appear on the collection rounds that the crews see on the InCab units. Rounds in InCab tell the crews which properties to collect from, attempting to collect waste from Ghost Subscription properties will create operational inefficiencies.</p> <p>Once added to Collections, it is unlikely they can be identified, to date we don't have a process to identify and remove them. Eliminating the cause of Ghost Subscriptions before they are created in Collections is the desired solution.</p>	<p>Peak – 10 incidents/day Off-peak – 2 incidents/day</p>	<p>1 hr/day</p>	<p>15 min/day</p>
Stuck Payments with Licence 'held' in Granicus	<p>This occurs when a customer completes the Granicus form and payment section via Civica but does not return to the browser page to complete the form and therefore, does not trigger the API that produces information in Granicus, Collections or Permiserv.</p> <p>This results in payment being taken but no licence created until a manual intervention is carried out. Apart from adding a message on the Granicus form, human error is unavoidable and manual checks will still be required in 2025.</p> <p>Other reasons for stuck payments include missing fields from the Granicus form e.g. nothing listed for method of payment. To avoid these errors in 2025, all fields on Granicus form should be mandatory.</p>	<p>Initially this involved ESO responding to CSR request following contact/complaint from resident and then manually adding a subscription to Permiserv and Collections.</p> <p>Now ESO to check cases using spreadsheet created by MS to compare payment information from CivicalCON17 against subscriptions on Permiserv. Then request action from ICT support and CSR inform customer of issue and resolution.</p>	<p>Peak – MS and 1xESO to review and resolve backlog of cases, as issue was identified.</p>	<p>7.5 hrs/day</p>	<p>1h/wk</p>

Quarantined Licences in Permiserv	<p>Incorrect or blank lines in address lines will move permit licences into a quarantined section of Permiserv, which means they are suspended until further action is taken. This can occur for multiple reasons:</p> <p>1) Incorrect free text within address used when creating a York account</p> <p>2) Use of free text when licence delivery address is outside of York</p> <p>3) Incorrect or incomplete data from LLPG</p>	Manual intervention required to assess and correct data and then unquarantine the permit and move into the print queue in Permiserv.	Peak – once Permiserv changed initial parameters for quarantining stickers, reduced to 20/day, Off-peak – 2/day	1.5 hrs/day	few minutes/ day
Property not on a round in Collections	<p>Some properties do not have an allocated garden round as the existing GW collection is completed by a refuse round (R21) or the property has been missed off an existing garden waste round.</p> <p>If the round is not present on Collections then the property does not appear as eligible on the Granicus form and means the resident cannot subscribe online or via CSR. Issue must be raised with Waste team to investigate and rectify.</p>	<p>Manual intervention. Investigation on a case-by-case basis, then adding to round as appropriate. Contacting resident to confirm added or explain decision not to add.</p> <p>Additional actions: New round 41 created by SH to allow medical round properties (R21) to subscribe and properties allocated.</p>	<p>Peak – 25 per day enquiries.</p> <p>Typical queries include:</p> <p>a) 2 properties per street not on GW collection when all others are.</p> <p>b) property/street needs adding to newly created Round 41</p> <p>c) review case with Ops team when no trails are apparent, or property presents GW on another street</p>	1.5 hr/day	1 hr/day
			<p>Off-peak – 10 per day enquires including more complicated requests for commercial, holiday lets, churches, church halls, Scout Groups etc. 1xESO</p>		
Processing Cheques	Checking cheques which have been manually processed in West Offices to ensure they have a valid 'FS-Case-xxxxxx' and are on both Permiserv and Collections.	<p>1xESO complete checks daily against Permiserv and Collections.</p> <p>Amending 'FS-Case-xxxxx' reference numbers – we found that a significant number of people who paid via cheque had unsuccessfully attempted to pay via card which created issues in Collections (as explained in Payment failures/ cancelled transactions section above)</p>	<p>Peak – 1xESO - 45 cheques/wk.</p> <p>Time taken depends on accuracy and amount of information provided with payment details.</p>	ad-hoc	ad-hoc
	Initially cheques only had manually uploaded address details which often had typos, missing post codes or payee address details from outside of York (purchasing remote licences on behalf of York address). This added significant delays to cross-checking against CivicCON17, Granicus and Collections.		<p>Off-peak – 1xESO, 16/week.</p>		

	FS-Cases added to cheque details from week 3				
Sticker replacement requests	This occurs when subscriber reports damaged bin through CSR process, or crews report to ESO/TO .	Actions: ESO/TO manually checks on Permiserv if/when original permit was issued to avoid duplicates – if property records look ok they then order replacement permit.	One area where workload is increasing during off-peak , with most common reason being requests for replacement of damaged garden waste bin since the service has begun, <u>meaning a replacement licence is required for new container.</u>	ad-hoc	ad-hoc
			Replacement requests via crews are issued to the customer via a postcard and then processed by 1xTO ; and recorded via Workflow.		
			Current – 10/day being processed by 1xESO .		

FLY-TIPPING OF GREEN WASTE IN THE WHOLE OF YORK

January 2023 to date

Ward Area	2023												2024 to date									
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct
Acomb	1	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Bishopthorpe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Clifton	0	2	0	1	0	0	1	2	1	1	0	0	0	2	1	0	0	1	0	1	1	1
Copmanthorpe	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
Dringhouses and Woodthorpe	1	0	0	0	0	0	0	0	1	1	0	0	0	0	2	0	2	1	1	1	0	2
Fishergate	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0
Fulford and Heslington	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Guildhall	0	0	1	0	0	1	1	0	1	1	0	0	1	0	0	2	0	1	4	1	0	1
Haxby and Wigginton	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
Heworth	0	0	0	2	0	0	2	1	0	1	0	0	0	0	1	0	2	1	0	0	0	1
Heworth Without	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0
Holgate	1	0	0	4	0	0	0	1	2	1	0	1	1	1	0	2	1	0	0	1	1	0
Hull Road	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	0
Huntington and New Earswick	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2	2	1	0	0
Micklegate	1	1	1	2	1	1	0	0	1	2	0	0	0	1	2	0	1	1	1	2	0	1
Osbalwick and Derwent	0	0	0	0	2	2	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0
Rawcliffe and Clifton Without	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0
Rural West York	0	1	0	0	0	1	2	1	1	1	1	1	0	0	0	0	1	0	0	0	1	0
Strensall	0	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	1	1	0	1	0	1
Westfield	0	0	0	1	0	0	2	1	3	3	0	0	2	0	1	0	0	0	1	0	0	2
Wheldrake	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Grand Total	4	5	3	10	6	5	12	7	11	12	2	2	4	6	8	4	9	10	10	9	5	9

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Meeting:	Economy, Place, Access, and Transport Scrutiny Committee
Meeting date:	28 January 2025
Report of:	James Gilchrist, Director of Environment, Transport and Planning
Portfolio of:	Executive Member for the Environment and Climate Emergency (Cllr J Kent)

Neighbourhood Caretakers: Proposal Development

Summary

1. Executive and officers are keen to seek Scrutiny Committees views and ideas on how a Neighbourhood Caretaker model may be developed.
2. Attached as Annex A is a presentation of thoughts and ideas so far.

Background

3. Within the Council Plan is a commitment to Develop a “Caretaker” proposal to reflect pride-in-place priorities in neighbourhood plans.
4. It is important that the policy approach to caretaking is defined in terms of the outcomes to be achieved, members will set the policy direction and how to resource services. This then allows officers to determine the way the teams are most effectively deployed.
5. Scrutiny are being asked to explore both the policy and outcomes alongside how to resource a Neighbourhood Caretaker model. Officers are outlining different approaches to how they might be deployed most efficiently.

Consultation

6. At this early stage engagement has been with Executive Members. There has not been public engagement.

7. In terms of developing an approach and policy to the development of a Neighbourhood Caretaker scrutiny committee are being invited to review and help develop the policy.
8. A presentation is attached to help frame discussion with scrutiny committee – see annex A.

Options

9. A number of services already focus on cleaner and greener neighbourhoods. Public Realm undertake grounds maintenance and street cleansing of public areas. Housing Services manage housing area and the Communities Team engage with communities to maximise and co-ordinate volunteering activity.
10. This model seeks to develop a team to specifically focus on local priorities that emerge from ward walk abouts but are not picked up by existing service delivery.
11. A balance will need to be struck as clearly the objective is to deliver this model in the most efficient way possible. When deploying resource to undertake physical works such as public realm and grounds maintenance there is a balance to be struck in the way resource is deployed.
12. The more localised a resource becomes it reaches a point where it becomes inefficient. For example the Council has two large mechanised sweepers for the city. These work around the city, to take this task to a hyper local ward would require significantly more sweepers or complicated sharing of resource which would not drive efficiency.
13. In the same way a workforce whose tasks are very broad and not defined can mean that core elements of service begin to fail. For instance a emptying litter bins is a task based on a route. If that team are also tasked with other things e.g. removing graffiti then they may not complete their round within the allotted time and then the bins are not emptied and over flow.
14. Therefore any proposals for Neighbourhood Caretakers needs to work alongside existing services and balance up the most efficient way to deliver services.

Council Plan

15. Within the Council Plan is a commitment to Develop a “Caretaker” proposal to reflect pride-in-place priorities in neighbourhood plans.

Implications

- **Financial**

Within the proposed budget there is a proposal for Neighbourhood Caretakers - £150k to improve public realm spaces in our communities by improving services across departments, tapping into local knowledge and expertise and maximise the impact of volunteering.

- **Human Resources (HR)**

Any staffing changes would need to follow the normal staff change process and consultations with affected staff and trade unions would be part of this.

Risk Management

16. The proposals seek to mitigate the risks of a service becoming inefficient and how to prioritise. Scrutiny are asked to consider how these risks could be further mitigated.

Recommendations

17. Scrutiny are asked to:

- i. Consider the presentation and make recommendations on the development of policy and outcomes for a Neighbourhood Caretaker Model.

Reason: to inform and advise the Councils policy development for Neighbourhood Caretakers

- 18.

Contact details

For further information please contact the authors of this report:

Authors:

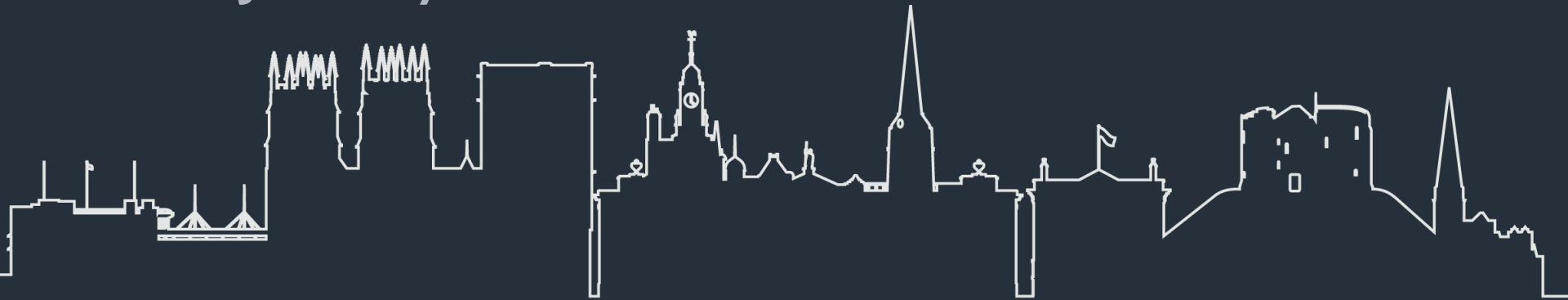
Name(s):	<ul style="list-style-type: none">• James Gilchrist - Director of Environment, Transport and Planning• Laura Williams – Assistant Director Customer and Communities
Contact:	James.gilchrist@york.gov.uk
Report approved:	Yes
Date:	20.01.2025

Annexes

Annex 1 – Presentation on Neighbourhood Caretakers

Neighbourhood Caretakers

Economy, Place, Access and Transport
Scrutiny Committee – Tuesday 28
January 2025



Council Plan

The Council Plan includes a commitment to:

‘Develop a “Caretaker” proposal to reflect pride-in-place priorities in neighbourhood plans.’

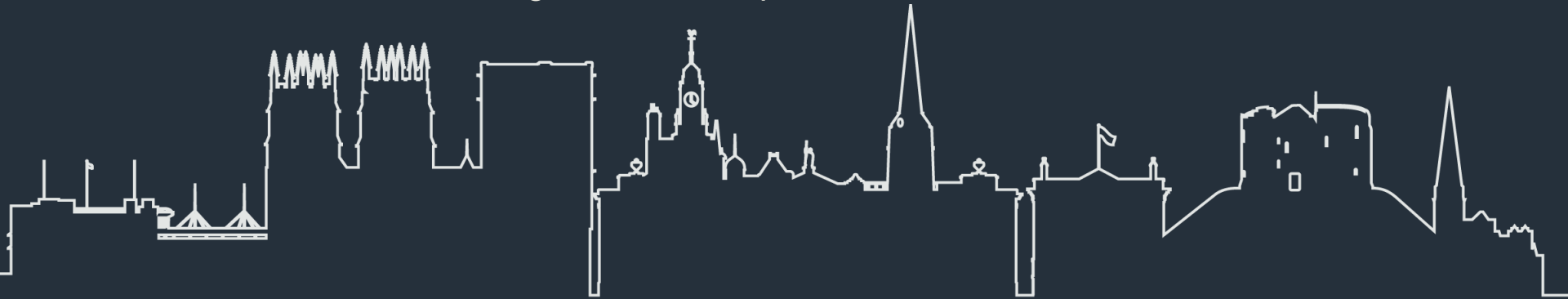
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Working together to improve and make a difference

Desired Outcomes

- **Outcome 1** - Delivering a locally proactive service and tangible improvements in public realm for local communities. Developing and tapping into local knowledge and expertise
- **Outcome 2** - Better working between departments
- **Outcome 3** - Working with volunteers in a more creative way to maximise impact; mapping where volunteer activity exists, coordinating City Wide call outs for GBSC and Autumn leaf clear ups at a minimum, and filling gaps where volunteers are low or non-existent
- **Outcome 4** - Supporting resident led initiatives such as Adopt a Verge, Weed Spraying opt-outs and tree planting to help deliver Council Plan priorities of increased biodiversity and climate adaption/mitigation
- **Outcome 5** - Delivering services in the most efficient way possible, value for money
- **Outcome 6** - Addressing Council Plan priorities.



Current Public Realm Team

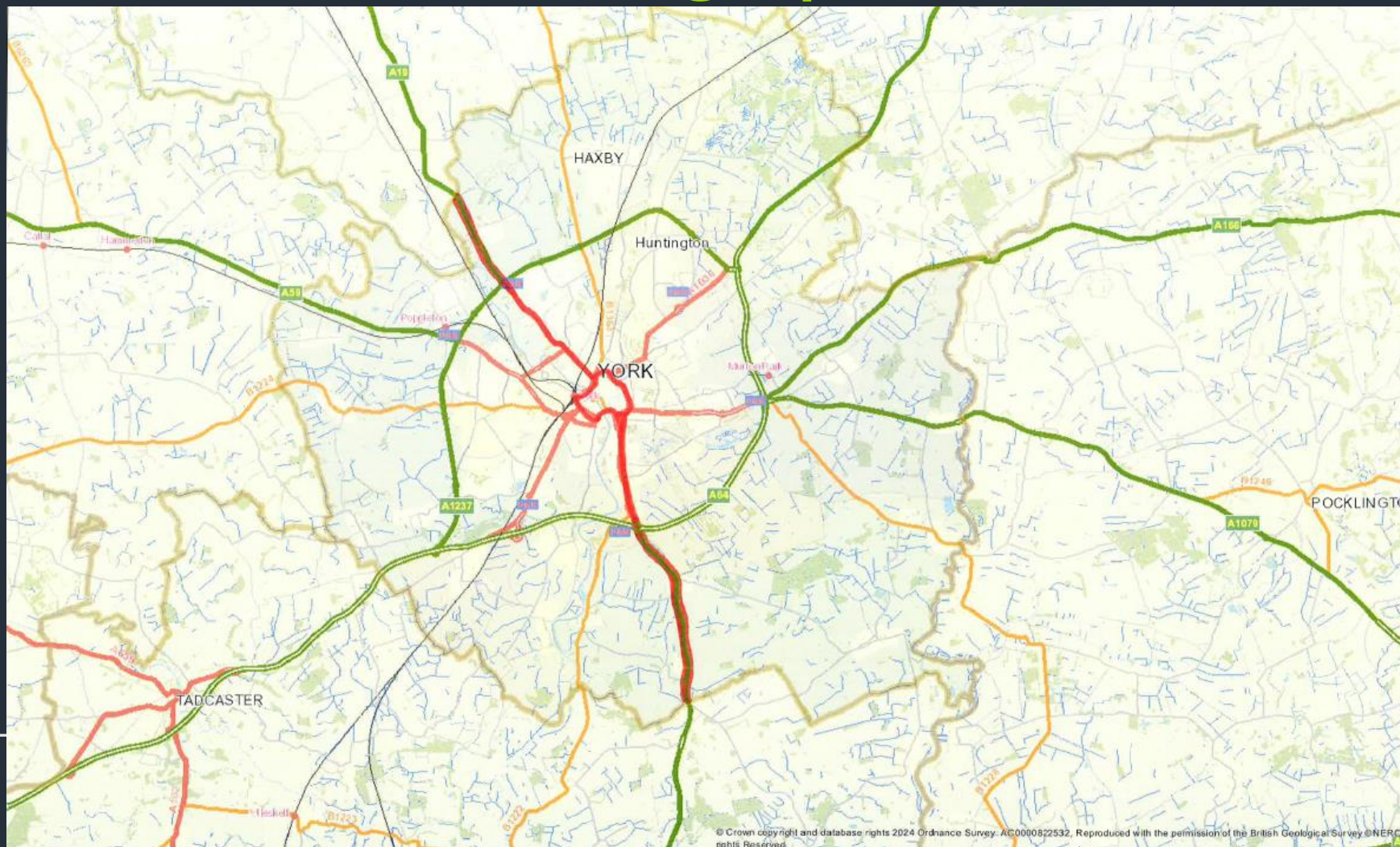
Public Realm are currently primarily geographically split.

- Staff are currently split across three teams, city centre, then an East and West teams focused on their large neighbourhood area. They undertake the grass cutting, emptying of dog and litter bins, litter picks, hedge cutting, sweeping, de-leafing, rapid response etc to customer reports etc
- All staff are based at Hazel Court except the City Centre team who are based at Silver Street.

Public Realm Geographies

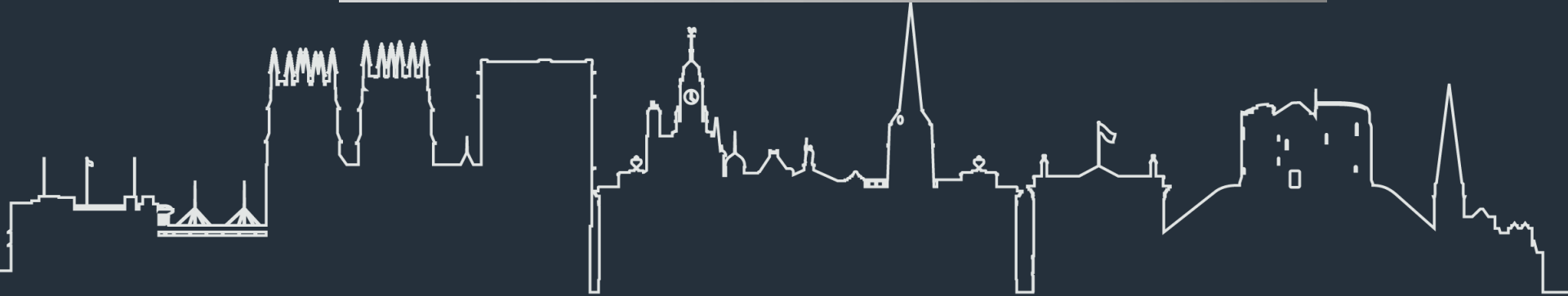


CITY OF
YORK
COUNCIL



External contracts

- Two external contracts support public realm:
 - highway rural grass cutting using a large flail is circa £30k per annum
 - weed killing contract (quad bike mounted) is circa £56K for two sprays a year.
- These are intensive seasonal tasks at the peak of our own resource deployment, i.e. whilst we are intensively grass cutting.
- These two services also have significant capital equipment requirements, that would not be used for the remainder of the year.
- Trying to recruit seasonal staff has not historically worked.
- As an illustration - weedkilling would require 6 staff per year circa £210k plus the quad bikes at £60k. This service needs very close management given the risks and liability, so would also require more supervision. Contractor is 6:1, public realm is on average 20:1. **Officers do not recommend bringing this in house.**
- Rural grass cutting requires expensive equipment and consequently is similarly **not recommended to be brought in house**



Outcome 1 - Delivering a proactive service and tangible improvements in public realm for local communities. Developing and tapping into local knowledge and expertise

- Local focus, and use of local knowledge, improves pride in place and community satisfaction and enables greater partnership working between CYC and residents, to show that the council cares.
- To be effective this needs to be a multi-agency approach, and the powers and resources best placed to resolve the issues need to work well together.
- Ward councillors and resident voices can help inform this, with shared understanding and support from public realm and Eco teams.

Outcome 2 - Better working between departments

- The relationship between public Realm and highways is well developed with no silos. For instance, highways inspect the footways in parks and open spaces, highways run the graffiti teams as it is linked with the drainage crews, public realm cut hedges on the highways etc.
- Housing fund the routine maintenance in estates by funding a dedicated team within Public Realm - Estate workers. As part of budget savings these became roaming staff about 5 years ago.
- The current approach on housing could be improved as housing colleagues retain the management, budget and spend decision and Public Realm are in effect a contractor. This can lead to discussions about who does what and who decides etc. Housing and Public Realm are trialling a revised approach in respect of estate workers and areas of focus (this is in its very early days)
- Increased coordination between communities, Eco teams, public realm and housing will lead to better, localised outcomes.

Outcome 3 - Working alongside Residents

- The City's communities already do some amazing work in terms of care taking of our city, in the form of civic societies, friends of groups, individuals, and also the corporate social responsibility activity of the city's employers.
- Volunteer activity is led by the ECO officers within communities who have an existing close working relationship with Public Realm in terms of the identification of tasks.
- There is an opportunity to expand this work and bring it together, identify gaps in the City where volunteering is lower, and focus this civic effort and a resource and opportunity in these areas, as well as increased attention to housing estates working alongside residents. There was clear support for increased volunteer activity in public realm in the budget consultation.



Outcome 4 - Supporting resident led initiatives such as 'Adopt a Verge', weed spraying opt-outs, and tree planting to help deliver Council Plan priorities of increased biodiversity and climate adaption/mitigation

- By joining up community requests and priorities with ECO, public realm and communities officer inputs, local communities can be better supported to help deliver local and City-wide priorities as a whole team, working together.
- Areas highlighted by residents include a more bespoke approach to verge and weed management in some areas, and targeted improvements to e.g. playground or community areas.

Outcome 5 - Delivering services in the most efficient way possible with value for money

- Work already planned includes rolling out 'bags to bins' for the remaining properties where this is viable, 'routing and rounding' to ensure greater efficiency of journeys/fuel in a way that is fit for our expanding city and more closely aligning the follow up of street cleaning after waste collections.
- Officers/Scrutiny to look at next steps in terms of models to drive performance and efficiency, drawing on best practice elsewhere and looking at new models of working.

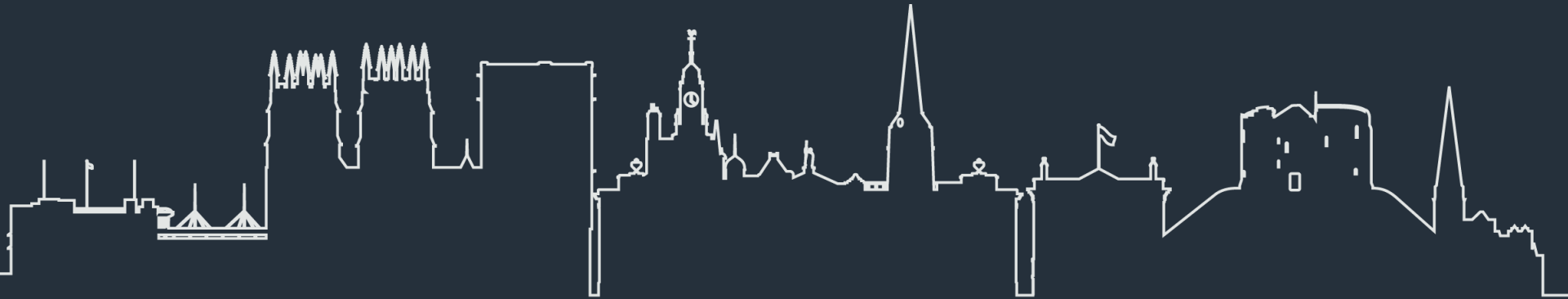
Outcome 6 - Addressing Council Plan priorities

- Active Travel Route Maintenance: some of the routes are not on the highway and can be through parks and open spaces or private land. Their maintenance in terms of surface and vegetation varies across land holdings and we need more consistency.
- Housing Estates Areas that are not on the schedules for maintenance can go unattended and are not always picked up until problems have escalated.
- The Council Plan requires more activity in place making whilst also helping to deliver the Pollinator and Climate Adaptation and Mitigation Strategies with more planting, both of trees and sustainable pollinator friendly plants, and ensure this happens whenever repairs or changes are made to public realm or highways. Surface permeability should also be a focus with increased surface water flooding events.
- Improved resident satisfaction: as evidenced by improvement in % of people who think the council and partners are doing well at improving the quality of streets/public/green spaces.



Officer Response

- Officers have put together a list of interventions.
- They are a menu of options for discussion.



Strand I – Ward Walkabouts

- The significant benefit of being place based is a deeper understanding of communities and their areas. Underpinning everything is a principle of neighbourhood walkabouts, to look at specific projects or areas of concern as a community.
- This should involve people from across all services, housing, communities LAC's, Ward Councillors, community safety, public realm and highways from the council, also residents, Parish Councils and Resident's Associations, 'Friends of' groups and the police.
- This would help identify issues and who is best placed to respond.
- The walkabout can be done within existing resource, the work as a result will be picked up in other proposals

Strand 2 - Neighbourhood Caretaker Groups

- We currently have a range of very specific volunteers such as snow wardens, litter pickers, gardeners etc. There is strong support for increased community volunteer coordination in the budget consultation.
- These could be rebadged as Neighbourhood Caretakers or Caretaker Groups, to include many aspects of public realm, as desired by the volunteers, but potentially including weed control, additional verge maintenance, planting, painting and improvement days, composting, community food growing champions etc as well as existing roles.
- The Eco Team could lead the Neighbourhood Caretaker Groups, with a series of clean up days in each ward. Bi-annual Call outs ensuring activity around Great British Spring Clean and Leaf Clearing, at a minimum.
- Community Payback could form part of the activity and become an integral part of the neighbourhood caretaker model.

Strand 3 - Staff Culture and Reporting

- A neighbourhood caretaking proposal would mean that services would own issues that are reported to them and actively report issues they identify.
- Teams are currently very good at dealing with issues within their service e.g. Public Realm removing a fly tip or cutting back an obstruction when identified. Reporting issues to other service area could be improved. This is easy to do with our webforms etc
- A culture change programme: “Let’s all look after this Place/York” like the ‘See it, Say it, Sorted’ type messaging used by the Rail Industry.
- All members of CYC are clear they are responsible for issues in all neighbourhoods – we all want York to shine.

Strand 4 - Community Safety and Environmental Protection

Explore whether these staff could become part of the neighbourhood care taking model

Explore using other staff to highlight problems – e.g. parking enforcement officers?



Strand 5 – A new ‘Neighbourhood Caretaking Team’ across the Council

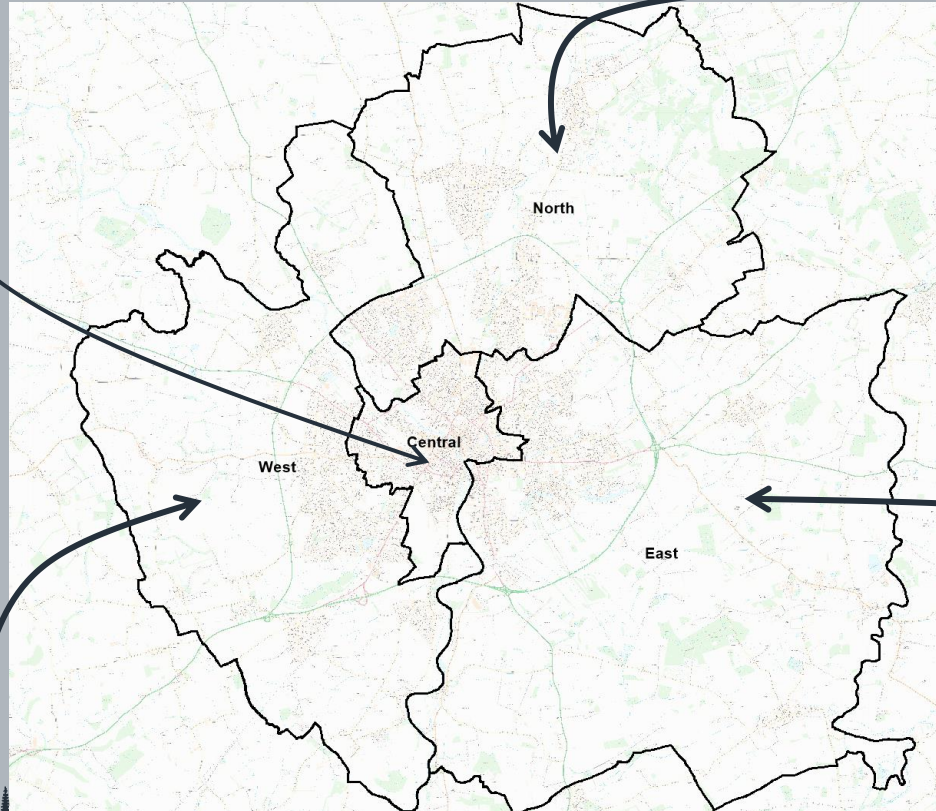
- Create a Neighbourhood Caretaking team from across the Council, this would be made up from all the teams who currently play a part such as housing, public realm, communities, community safety.
- Their work will be coordinated by an area manager, informed by local knowledge and priorities identified on ward walkabouts.
- This will be a combination of existing staff (who will remain within their services but be matrix managed to deliver caretaking outcomes) and several new roles within a range of services paid for with the proposed budget growth of £150k (as per Exec Papers).
- There will also be an additional mechanical sweeper, meaning a sweeper for each of the new areas (see map).
- The team and vehicles could be branded ‘Neighbourhood Caretaking Team’ to ensure maximum visibility in wards.

Neighbourhood Caretaker Team Deployment

- A model that will tie in with our development of a York Neighbourhood Model /Integrated Neighbourhood Teams (Design principles approved as policy at December Executive)
- A ward walk-about will take place on a regular basis led by an area manager along with HMO/Housing Repairs/Place/Eco-Officer/Police and other relevant parties to identify priority ward improvements.
- These issues/improvements will be then be prioritised for each area (as per the Neighbourhood Model North/East/West and Central) by the area manager and relevant officers.
- If an identified issue can be resolved by a core service, it will be passed over. If not, it will then inform the ongoing work of the new 'Neighbourhood Caretaker Team'.
- The lists will also feed into community action days/weekends encouraging participation in 'Taking care of your Community' which appeals to all ages and demographics, targeted at the lower-level issues such as litter picking, painting fences etc. (with something for every ability). Action days would also include community payback and would be a noticeable presence within communities

CENTRAL

48,816 population
1x Family Hub
1x Mental Health Hub
11 GP branches
2,538 CYC homes
2x in bottom 20% deprived
areas nationally



NORTH

44,870 population
1x Family Hubs
8 GP branches
19 CYC homes
0x in bottom 20% deprived
areas nationally

WEST

51,345 population
2x Family Hubs
1x Frailty Hub
1x Mental Health Hub
(proposed)
9 GP branches
2,559 CYC homes
3x in bottom 20% deprived
areas nationally

EAST

59,520 population
2x Family Hubs
1x Mental Health Hub
(proposed)
12 GP branches
2,040 CYC homes
1x in bottom 20% deprived
areas nationally

Questions for discussion

- Given limited resource, how are the issues identified by each ward prioritised?
- With the additional resource (if approved) how do we ensure improved and equitable outcomes across the city.

Economy, Place, Access, and Transport Scrutiny Committee Work Plan

Quarterly finance and performance monitoring reports:

To include along with papers for the relevant committee date, but not to be treated as a substantive agenda item. We can still raise questions/comments about them though by exception if Members wish to; perhaps then following up with specific agenda item in future.

Possible Task and Finish Groups to run in parallel. *Detailed scope needs working out between interested Members prior to committee approval.*

- Grass verges, etc?

Interested Members: Cllrs Hook, Steward, and Taylor.

- Broadband installation issues?

Interested Members: Cllrs Hook and Nelson

Role of Executive Members:

- Expected to attend items relevant to their portfolio area

- Committee Members to maintain sight of Executive business and flag up specific issues/reports to bring to committee for scrutiny, pending space on the workplan.

Other notes for info:

To give sufficient notice we should aim to confirm these no later than 2 calendar months prior to each meeting. We should aim to keep to two substantive items per meeting to give the Committee sufficient time to properly consider an item.

Theme	Item	Lead Officer	Scope
25 February 2025			
25 March 2025			
	(Q3) Finance and Performance Monitoring Report	Patrick Looker	
29 April 2025			
	Review of bags to bins		

Potential Scrutiny agenda items suggested by Committee Members not currently on the work plan:

Economy

- York's Gender Pay Gap
- Tourism Levy: what's being done elsewhere, what is possible here?
- Focus on Council-owned / part-owned companies?

Place

- Planning Enforcement / Member involvement in Planning
- Make It York - normally receive annual update but - *what would we specifically want from them? Possibly something on relationship with market traders and plans for the market.*
- York BID - normally receive annual update - as above, and is the scrutiny of their business membership sufficient given our limited meeting time?
- York Central: once the Master Developers start progressing their plans, could this committee have a role in giving early steer on them for relevant items?

Access

- Age Friendly York: Can Scrutiny assist their Evolving Action Plan?

Transport

- Buses: network coverage and frequency, BSIP plan implementation and use of funding, improving the Enhanced Bus Partnership, Integration with Railway Station / Park & Ride, Bus Stop improvements, Passenger Information
- Car Parking: provision across the city covering public, private and Park & Ride, income received, use, impact on closing Castle Car Park on the wider estate, wider aims e.g. shifting to less polluting vehicles.
- Bus lane enforcement on Coppergate - drop between July 2023 and October 2023 / ANPR enforcement across the city.
- Review of Council's pedestrian crossing policy
- Travel to School – plans for each school to make daily journeys safer, increase active travel, reduce congestion and air pollution around school sites

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