

Notice of a public meeting of

Shareholder Committee

To: Councillors Lomas (Chair) and Kilbane

Date: Monday, 23 June 2025

Time: 4.30 pm

Venue: West Offices

AGENDA

1. Apologies for Absence

To receive and note apologies for absence.

2. Declarations of Interest

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.

(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 unless*

you have a dispensation.

*Other Registrable
Interests (Directly
Related)*

OR

*Non-Registrable
Interests (Directly
Related)*

*Disclose the interest; speak on the
item only if the public are also
allowed to speak but otherwise not
participate in the discussion or
vote; and leave the meeting unless
you have a dispensation.*

*Other Registrable
Interests (Affects)*

OR

*Non-Registrable
Interests (Affects)*

*Disclose the interest; remain in the
meeting, participate, and vote
unless the matter affects the
financial interest or well-being:*

*(a) to a greater extent than it
affects the financial interests 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
only if the public are also allowed
to speak, but otherwise not do not
participate in the discussion or
vote, and leave the meeting,
unless 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.*

3. Minutes

(Pages 7 - 12)

To approve and sign the minutes of the last meeting of the

Committee held on 3 February 2025.

4. Exclusion of Press and Public

To consider excluding the public and press from the meeting during consideration of **Agenda item 7, confidential Annexes A and B**, on the grounds that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information). This information is classed as exempt under Paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

5. 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 19 June 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 <http://www.york.gov.uk/webcasts>.

6. Yorwaste Ltd Finance Update

(Pages 13 - 18)

To consider a report from Yorwaste providing a trading update for the 2024/25 financial year as well as a general update on the business.

**7. City of York Trading Ltd and Work with York (Pages 19 - 28)
Limited Update June 2025**

To consider and receive the City of York Trading Ltd Performance Update June 2025 provided as confidential Annex A and the Work with York Limited Performance Update June 2025 provided as confidential Annex B.

8. Veritau Business Update Report (Pages 29 - 38)

To consider a report providing an update on the performance and trading activities of Veritau Limited and Veritau Public Sector Limited (VPS) since the last meeting of the Committee in February 2024.

9. Work Plan (Pages 39 - 40)

To consider the Committee's work plan for the 2025-26 municipal year.

10. Urgent Business

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

Democracy Officer: James Parker

Contact details:

- Telephone – (01904) 553659
- Email – james.parker@york.gov.uk

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

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- Business of the meeting
- Any special arrangements
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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 (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

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City of York Council	Committee Minutes
Meeting	Shareholder Committee
Date	3 February 2025
Present	Councillors Lomas (Chair) and Kilbane
In Attendance	Councillor Ayre (Leader of the Lib Dem Group)
Officers Present	Helen Whiting, Chief Officer HR and Support Services (remote) Patrick Looker, Head of Service Finance Andy Laslett, Strategic Services Manager Dan Moynihan, Senior Lawyer (Contracts and Commercial) and Deputy Monitoring Officer
External Visitors	Sandy Boyle, Managing Director (Yorwaste Ltd) Karen Bull, Managing Director (City of York Trading Ltd) Sarah Loftus, Managing Director (Make It York) Tony Spinks, Head of Finance (Make It York) Max Thomas, Chief Executive (Veritau)

19. Apologies for Absence (16:31)

No apologies for absence were received.

20. Declarations of Interest (16:31)

Members were asked to declare at this point in the meeting any disclosable pecuniary interests or other registerable interests 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.

21. Minutes (16:31)

Resolved: That the minutes of the last meeting held 14 October 2024 were approved and then signed by the Chair as a correct record.

22. Exclusion of Press and Public (16:32)

Resolved: That the public and press be excluded from the meeting during consideration of:

- Agenda item 8, Annex B on the grounds that it contained information relating to any individual. This information is classed as exempt under Paragraph 1 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.
- Agenda item 7, Annexes A and B; Agenda item 8, Appendix 1; and Agenda item 9, Appendices 1 and 2, on the grounds that they contained information relating to the financial or business affairs of any particular person (including the authority holding that information). This information is classed as exempt under Paragraphs 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to information) (Variation) Order 2006.

23. Public Participation (16:33)

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

24. Yorwaste Ltd Finance and Performance Update (16:33)

The Managing Director of Yorwaste Ltd provided the committee with an update on the company's financial and non-financial performance for the financial year 2024-25. During the discussion it was noted that:

- The company continued to prioritise safety and to date had gone 364 days without a Lost Time Injury (LTI).
- In terms of financial performance, while there had been a fall in gas revenue and reduced volumes in third-party recycle processing, this had been offset by increased commercial activity including an increase in lifts. The increase in lifts (or collections) reflected that waste was being collected from a higher number of customers, rather than more waste per customer. There was no definitive measure of market share but the company was doing well in comparison to competitors.
- A final decision from North Yorkshire Council on its Simpler Recycling strategy was expected before the next meeting of the committee; expansion of the existing facility might need to be considered as a result.

- The company was proceeding with a planning application for phases 1 and 2 of the Harewood solar site. A specialist consultant was doing work to address 'glint and glare' objections to phase 3, which could be reviewed and pursued at a later date. Given the cost of grid connection the viability of phase 3 would need to be considered, as with annual efficiency gains by 2035 it might be possible to achieve a better return from a smaller site.
- Year-end profits for 2024-25 were expected to be broadly in line with last year at around £1.5m. Above inflation costs for next year were expected from the increase in employers' National Insurance contributions and the Living Wage Foundation living wage, which the majority of Yorwaste staff were close to. It was expected that the company would still be profitable in 2025-26 but at a reduced level compared to recent years. Work to finalise the budget was ongoing, but £500,000-700,000 would be needed to maintain a cash-positive position.

Resolved: To note the reports from Yorwaste Ltd attached at annex 1 to the report.

Reason: To ensure the Council is updated on the financial performance of Yorwaste Ltd.

25. City of York Trading Ltd and Work with York Limited Update (16:45)

The Managing Director of City of York Trading Ltd (CYT) provided members with an update on the performance of CYT since the last meeting of the committee, as well as an update on Work with York Limited. She noted that she was currently the sole director of Work with York Limited, which had been set up in October 2024, and that preparations were underway for the company to begin providing service to the Council from 1 April 2025. As part of this work, the committee were being asked to approve the appointments of Non-Executive Directors to the board of Work with York Limited.

[Between 16:47 and 17:07 the press and public were excluded from the meeting during consideration of Annexes A and B to the report].

Resolved:

- i. To note the confidential Performance Update from City of York's Trading Ltd attached at Annex A to the report.

Reason: To ensure the Council is updated on the performance of City of York Trading Ltd.

- ii. To note the confidential Update from Work with York Limited attached at Annex B to the report.

Reason: To ensure the Council is updated on the plans of Work with York Limited.

- iii. To approve the appointment to the board of Work with York Limited as Non-Executive Directors, those current Non-Executive Directors of City of York Trading Ltd and delegate authority to the current director of Work with York Limited to make all necessary filings with the Registrar of Companies and all necessary updates to the statutory registers, letterhead, website, etc. of the Company in relation to said appointments.

Reason: To ensure Work with York Limited has an appropriate number of Non-Executive Directors on its Board as required by the Work with York Limited Shareholders Agreement.

26. Make It York Update (17:09)

The Managing Director and Head of Finance of Make It York (MIY) provided members with an update on the company's financial and non-financial performance since the last meeting of the committee. They highlighted successes over recent months including the Christmas Market, Residents Weekend and Ice sculpture trail. It was noted that MIY was working with officers on developing a new layout for next year's Christmas Market. There had been 110,000 visits to the MIY website to book tickets for Residents' Weekend events, and 63,000 visits to the Ice Trail website, up from 37,000 last year. Consultations with Shambles Market traders had been recognised by the National Association of British Markets as an example of good practice. While a profit was still expected in the next financial year, it was not likely to be as strong as the last two years due to the impact of Christmas Market changes and a move away from print.

In response to members' questions it was noted that:

- Of a total of 13 complaints received about the Christmas Market, only one related to insufficient Blue Badge access, and none to provision of public toilets. Additional provision of the latter had worked effectively. While there had been some disappointment at the closure of the market for a day during Storm Darragh, this had been necessary for safety reasons.

- A risk score for emergency and continuity planning was not included in the risk register at Appendix 4 to the report but would be provided for members.

[Between 17:18 and 17:28 the press and public were excluded from the meeting during consideration of Appendix 1 and Annex B to the report].

Resolved:

- i. To note the MIY Shareholder Report at Annex A and the supporting documents including Appendix 1 to 4 supplied by MIY.
- ii. To approve the appointments of the new chairperson and non-executive director to the MIY board.

Reason: To ensure the Council is updated on the financial and non-financial performance of Make It York, its business plan, and the ratification of the written resolution in relation to board members.

27. Veritau Business Update (17:29)

Members considered an update from the Chief Executive of Veritau on the performance and trading activities of Veritau Limited and Veritau Public Sector Limited (VPS) since the last meeting of the committee.

It was noted that one new member council, Cherwell District Council, had been admitted to VPS, and a number of new clients had been gained. The company was working at capacity and was having to be selective in taking on new work. New redaction software had been successfully implemented and would increase efficiency, especially in processing subject access requests. Good Business Charter accreditation had been retained and a small profit across the two companies was expected for 2024-25.

In response to questions it was noted that most growth was on the commercial side of the business, with a range of clients including councils, schools, charities, and sports governing bodies interested in the services offered by Veritau.

[Between 17:34 and 17:42 the press and public were excluded from the meeting during consideration of Appendices 1 and 2 to the report].

Resolved:

- i. To note the performance of both Veritau Limited and Veritau Public Sector Limited since the last business update report in October 2024.
- ii. To approve the 2025/26 business plans (and budgets) for both Veritau Limited and Veritau Public Sector Limited.

Reason: To enable members to assess the performance of Veritau against the current business plan and to approve the business priorities for each company for 2025/26.

28. Work Plan (17:42)

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

Resolved: That the committee's work plan for 2025/26 be noted and approved.

Reason: To ensure the committee received regular reports in accordance with the functions of an effective Shareholder Committee.

Cllr K Lomas, Chair

[The meeting started at 4.30 pm and finished at 5.43 pm].



Shareholder Committee

23rd June 2025

Report of the Assistant Director of Finance

Yorwaste Ltd Finance Update

Purpose of Report

1. To consider reports from Yorwaste providing a trading update for the 2024/25 financial year as well as a general update on the business.

Recommendations

2. Note the reports from Yorwaste Ltd attached at annex 1 to this report.

Reason: to ensure the Council is updated on the financial performance of Yorwaste Ltd

Background and analysis

3. Yorwaste was established as a Local Authority Waste Disposal Company owned fully by North Yorkshire County Council in 1991 to manage the council's landfill sites. In 1996 as part of Local Government Review City of York Council became a 22.27% shareholder of the company. The company provides services to York relating to Transfer Stations, processing recycles, garden waste and management and transport of waste at the two Household Waste Sites. They also provide similar services within North Yorkshire Council.
4. The Yorwaste board is made up of council representatives of the two authorities and also independent board members. The representatives from City of York Council are currently (from 1st June 2025) Cllr K. Taylor and the Director of Finance, Debbie Mitchell. The company is a Teckal company whereby over 80% of its revenues come from its local authority owners.
5. The latest trading update for the company is shown at Annex 1 including the provisional outturn position.

Risk Management

6. There are no specific risk issues arising from this report.

Implications

7. There are no financial, legal, HR, equalities, crime and disorder, information technology, property or other implications arising from this report.

Author:	Chief Officer responsible for the report:			
Patrick Looker Assistant Director of Finance Email patrick.looker@york.gov.uk	Patrick Looker Assistant Director of Finance			
	Report Approved	x	Date	13 th June 2025
Wards Affected: <i>All</i>				
<i>For further information please contact the author of the report</i>				

Annex 1 – Yorwaste Headline Performance Review.

Shareholder Committee 23/06/2025

Annex 1

Report of the Managing Director of Yorwaste

1. How Yorwaste delivers shareholder value.

As a Teckal company, Yorwaste delivers shareholder value in a number of ways:

Directly through either a reduction in the cost of service provision to the shareholding authority or in the generation of profits which accrue to the shareholding authority. This value is enhanced by the operation of commercial activities which can offset operating costs to the authority or enhance the generation of profits.

Indirectly through the shareholders' investment in Allerton Waste Recovery Park (AWRP) by maximising their potential financial return from volume related contractual terms.

Intangibly in that, because of its shareholding ownership, additional ad-hoc services and assistance to the shareholding authority are provided at either cost or zero charge.

The challenge for Yorwaste is to balance the above factors to deliver a cost effective, tax efficient, value for money solution for the local taxpayer.

2. Outturn for Fiscal Year 2024/25.

The Company had another successful year both operationally and financially.

Risk & Compliance

The Company had no Lost Time Incidents in the fiscal year (first time ever) and has had no RIDDORs for more than 2 years. The Company's continued focus on safety was recognised with a ROSPA Gold Medal award.

In respect of vehicle compliance the Company maintained its "Green-Green" OCRS status for its transport operations. The Company had no Environment Agency enforcement notices in the year.

The Company maintained its Cyber Essentials Plus accreditation and had no data breaches or data losses.

Operations

The Company saw an increase in its Commercial revenues whilst keeping costs tightly controlled. This has been helped with increased marketing supported by better on-line customer onboarding process which now accounts for the majority of new signings.

The Company upgraded its Materials Recycling Facility (MRF) operations to handle increased volumes and improve recyclate quality, the combined impact of which has increased the value of recyclate rebate to its Local Authority customers. The Company also retained significant volumes of third-party recyclate processing albeit at slightly reduced margins.

The recent requirement of the Environment Agency to separately collect and handle POPs (Persistent Organic Pollutants) has placed additional strain on HWRCs and Waste Transfer stations due to the need for increased segregation as well as increased the number of transport lifts. Whilst this new waste stream has been successfully accommodated some sites are now near capacity and medium term additional investment may be required should further waste segregation be required.

Planning approval for the solar farm at Harewood Whin has been granted and the Company is working with City of York Council on how to best to proceed. Whilst Yorwaste has a need for up to 1MW of capacity on the site (to meet its Net Zero commitments to the shareholder), the remainder is reserved for CYC.

Financial Performance

Company turnover for the year was broadly flat at £46.1m with reductions in revenues from landfill gas generation offset by revenue increases in its core waste management activities. This was achieved on a reduced operating cost base of c. £0.3m resulting in an increased Profit Before Tax of £1.65m (vs prior year).

The Company continues to maintain adequate provisions to meet its FRS12 landfill aftercare liabilities.

As in previous years the Company delivered on its full volume and price targets to maximise the shareholders' return from their investment in Allerton Waste Recovery Park.

As agreed in a previous Shareholder Committee, a copy of the Annual Report and Accounts will be included as an appendix once they have been approved at the Company's AGM and filed with Companies House.

3. Current Performance

With only a couple of months trading the Company's year-to-date trading is marginally behind that of the prior year, however it is too early to make any meaningful predictions on what this means for full year.

The Government's "Simpler Recycling" strategy came into effect on 1st March which has increased the requirement for commercial recyclate and food waste collections. The impact of this won't be fully understood until we reach a steady state as the commercial sector is still in a period of transition to the new collection model.

The Company has introduced a new safety measure to reduce the risk to staff on waste transfer stations. This new measure, which is fitted on heavy plant, will significantly reduce the risk of collision with personnel walking in the area of operation (this being one of the reasons for fatalities in the waste industry).

In recognition of the Company's continuous improvement strategy and commitment to its employees wellbeing Yorwaste was recently awarded Investors in People Silver accreditation.

4. Looking Forward

Whilst there are no imminent large scale changes anticipated on the near horizon, there are a number of medium term strategic questions being explored with the client-shareholder. These include future MRF requirements, the need for capacity expansion at Waste Transfer Stations, and the potential impact of changing EA regulations on HWRCs.

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Shareholder Committee**23rd June 2025**

Report of the Chief Officer HR and Support Services

City of York Trading Ltd and Work with York Limited Update June 2025**Purpose of Report**

1. To consider and receive the City of York Trading Ltd Performance Update June 2025 provided as confidential **Annex A** and the Work with York Limited Performance Update June 2025 provided as confidential **Annex B**. The performance updates are private due to the commercial sensitivities.

Recommendations

2. Note the confidential Performance Update from City of York's Trading Ltd attached at **Annex A** to this report.

Reason: To ensure the Council is updated on the performance of and plans for City of York Trading Ltd.

3. Note the confidential Performance Update from Work with York Limited attached at **Annex B** to this report.

Reason: To ensure the Council is updated on the performance of and plans for Work with York Limited.

4. To approve the appointment to the board of Work with York Limited as Non-Executive Director, Councillor Claire Douglas and delegate authority to the managing director of Work with York Limited to make all necessary filings with the Registrar of Companies and all necessary updates to the statutory registers, letterhead, website, etc. of the Company in relation to said appointment.

Reason : To ensure Work with York Limited has an appropriate number of Non-Executive Directors on its Board as required by the Work with York Limited Shareholders Agreement.

5. To nominate Councillor Claire Douglas as Chair of the Board of Directors of City of York Trading Ltd, the previous Chair Cllr Ian Cuthbertson having on 6th June indicated to the CYT Board his intention to step down as chair, though to continue as Non-Executive Director.

6. To nominate Councillor Claire Douglas, once appointed as a Non-Executive Director in line with Recommendation 4 above, as Chair of the Board of Directors of Work with York Limited, the previous Chair Cllr Ian Cuthbertson having on 6th June indicated to the Work with York Limited Board his intention to step down as chair, though to continue as Non-Executive Director.

Background and analysis

7. City of York Trading Limited (“CYT”) was formed in 2011 with the intention of supplying temporary staff to the Council, to local schools, and permanent and temporary staff to other outside organisations. From 1st April 2025, CYT no longer provides staff to the Council, and currently trades as WorkwithSchools WorkwithYorkshire and Williams & Anthony in the commercial recruitment market.
8. Since 1st April 2025, Work with York Limited has supplied temporary staff to City of York Council, the previous contract with CYT having been novated. Work with York Limited has taken over second tier contracts with a small number of specialist agencies to support the Council. Work with York Limited’s service to the Council also includes hard-to-fill and/or senior permanent recruitment, including a current campaign for Assistant Director of Housing.
9. Final accounts for City of York Trading Ltd for 2024/25 are not yet available, with a planned audit taking place in July 2025.

Key Company Matters 2025/26 and Current Workplans

10. CYT’s Board of Directors comprises Karen Bull (Managing Director) with Non-Executive Directors, Cllr Claire Douglas, Cllr Ian Cuthbertson, Cllr John Moroney, Ann Vickers, Lisa Wood and Chloe Kerridge-Phipps and usually meets monthly to consider monthly financial and performance reports and discuss strategy going forward.
11. Work with York Limited’s Board of Directors currently comprises Karen Bull (Managing Director) with Non-Executive Directors Cllr Ian Cuthbertson, Cllr John Moroney, Ann Vickers, Lisa Wood and Chloe Kerridge-Phipps and also meets monthly to review performance and discuss strategy.
12. Key Performance Indicators for both CYT and Work with York Limited are monitored on weekly and monthly basis.

13. Marketing activities continue, including utilisation of CYT's brand and Work with York Limited websites and relevant social media channels.

Risk Management

14. There are no specific risk issues arising from this report.

Implications

15. There are no financial, legal, HR, equalities, crime and disorder, information technology, property or other implications arising from this report.

Author:		Chief Officer responsible for the report:			
Karen Bull, MD CYT Ltd and Work with York Limited		Helen Whiting Chief Human Resources and Support Services Officer			
		Report Approved		Date	11 th June 2025
Wards Affected:					<i>All</i>
For further information please contact the author of the report					

Annex A– CYT Performance Update June 2025 **CONFIDENTIAL**

Annex B – Work with York Limited Performance Update June 2025 –
CONFIDENTIAL

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Shareholder Committee**23 June 2025**

Report of the Director of Governance

Shareholder Committee Report: Veritau Business Update Report**Purpose of Report**

1. This report provides an update on the performance and trading activities of Veritau Limited and Veritau Public Sector Limited (VPS) since the last meeting of this Committee in February 2024.

Recommendations

2. The Shareholder Committee is asked to:
 - a) note the performance of both Veritau Limited and Veritau Public Sector Limited since the last business update report

Reasons:

To enable members to assess the performance of Veritau against the 2024/25 and 2025/26 business plans.

Background and analysis

3. The Shareholder Committee is responsible for overseeing and monitoring the performance of the council's owned companies. The committee is also responsible for discharging the shareholder functions of the Council under the Companies Act 2006. This includes determining and approving matters reserved to the Council as shareholder.
4. The original 2024/25 Veritau business plan was approved by the Shareholder Committee on 19 March 2024. The establishment of a new Teckal company, Veritau Public Sector Limited (VPS), was then approved by the Council's Executive on 9 May 2024. VPS started trading on 1 August 2024. The current 2025/26 business plans for both companies were approved at the last meeting of this Committee.
5. Annex 1 to this report provides an update on the performance of both companies to date and details of the draft financial results for 2024/25.

Annes 1 also contains details of the recent client and staff satisfaction survey results.

Key Company Matters:-

6. Points of note from Annex 1 include the:

- continued expansion in the provision of internal audit and data protection officer services to the education and charity sectors
- retention of Cyber Essentials accreditation and registration with the Armed Forces Covenant
- draft accounts show that Veritau Limited has achieved a small profit for 2024/25 in line with budget expectations
- draft accounts show that VPS has achieved a surplus for 2024/25 in line with budget expectations

Risk Management

7. There are no specific risk issues arising from this report.

Implications

8. There are no financial, legal, HR, equalities, crime and disorder, information technology, property or other implications arising from this report.

Author:		Chief Officer responsible for the report:			
Max Thomas Head of Internal Audit Tel: 01905 552940		Bryn Roberts Director of Governance Tel: 01904 555521			
		Report Approved	Y	Date	9/6/25
Wards Affected:					All

For further information please contact the author of the report

Annexes:

Annex 1: Veritau business update report

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CITY OF YORK COUNCIL SHAREHOLDER COMMITTEE**23 June 2025****Veritau Business Update****Introduction**

- 1 Veritau Limited is a shared service company jointly owned by City of York Council (CYC) and North Yorkshire Council (NYC). The company was established in 2009. The company currently has one active subsidiary company, Veritau Tees Valley Limited and one dormant subsidiary company, Veritau North Yorkshire Limited.
- 2 A new company, Veritau Public Sector Limited (VPS) was established in May 2024 and started trading on 1 August 2024. The company is limited by guarantee and currently has 5 member councils, CYC, NYC, Redcar & Cleveland Borough Council, Leicester City Council and Cherwell District Council. Middlesbrough Council is expected to join VPS in the next few months. VPS is a 'not for profit' Teckal company which provides assurance related services to its member councils. The member councils maintain control of the company through the articles and members' agreement with all key business decisions listed as reserved matters.
- 3 Veritau Limited provides services on a commercial basis to multi-academy trusts and schools, housing associations, charities and other public sector organisations. The company has clients across the United Kingdom.
- 4 VPS delivers shareholder value to its member councils through:
 - economies of scale resulting in lower unit costs – the costs to each member council would be higher for an equivalent quality of service if delivered in-house or if the service was fully outsourced
 - increased efficiencies, resilience and flexibility – standard working practices ensure there is less duplication of effort and the larger workforce allows greater flexibility to manage demand
 - improved access to specialist resources (for example data analytics, risk management and counter fraud specialists) which would not otherwise be available to in-house teams or smaller shared services

- improved service continuity and less reliance on key members of staff for service delivery. The opportunities offered for career progression and development also make it easier to recruit and retain staff
 - the ability to invest in new technologies and working practices
 - greater depth of knowledge and expertise – staff have more insight due to the experience gained through working for multiple clients. We can also more easily support our staff to gain specialist qualifications and to become subject matter experts.
- 5 Once Middlesbrough Council has obtained the necessary approvals to join VPS then both of Veritau Limited's existing subsidiary companies will be wound-up.

Finance and Performance Update

- 6 Since the last meeting of the Shareholder Committee on 3 February 2025, Veritau Limited has continued to promote its services to schools and other potential clients. A number of schools, sport's governing bodies and charities have signed up for data protection officer and internal audit services in the period. A number of existing clients have also extended their current contracts.

2024/25 Financial Statements

- 7 The 2024/25 accounts are currently being audited and the results reflect the split of the business since 1 August 2024. The provisional operating results for the two companies (excluding accounting and pension adjustments) are below. Approximately £33k of costs associated with the business restructure are included in overheads.

	Veritau Limited £ (k)	VPS Limited £ (k)
Turnover	1,912	1,986
Cost of sales	(1,680)	(1,792)
Gross profit	232	194
Other income	14	5
Overheads	(214)	(179)
Net profit/(loss) before tax and dividends	32	20

Veritau Limited paid £40k in dividends to its shareholders in 2024/25.

- 8 Further accounting adjustments are possible as a result of the audit. The final results will therefore be reported to the next shareholder committee meeting.

Other developments

- 9 During the period, Veritau has signed up to the Armed Forces Covenant and our Cyber Essentials accreditation has been renewed.

Client Satisfaction Surveys

- 10 We issued our annual client satisfaction surveys in March. The first was sent to senior managers at all our clients and the second to schools who receive our DPO service. The response rates for each survey were 17.6% (2024 - 9.8%) and 3.1% (2024 - 2.7%) respectively.
- 11 The headline results from the first survey were as follows:

Overall rating for the service	Excellent	Good	Satisfactory	Poor
Internal audit	18	12	2	0
Fraud	11	4	0	0
IG	9	10	0	1
Total	38	26	2	1
%	57%	39%	3%	1%

The corresponding results in 2024 were:

Overall rating for the service	Excellent	Good	Satisfactory	Poor
Internal audit	7	8	1	0
Fraud	1	3	0	0
IG	4	6	0	0

Overall rating for the service	Excellent	Good	Satisfactory	Poor
Total	12	17	1	0
%	40%	57%	3%	0%

- 12 The headline results for the schools DPO survey were:

Overall rating	Excellent	Good	Satisfactory	Poor
Total	23	6	0	0
%	79%	21%	4%	0%

The corresponding results in 2024 were:

Overall rating	Excellent	Good	Satisfactory	Poor
Total	16	8	1	0
%	64%	32%	4%	0%

- 13 Client retention also remained strong with 99% (2024 - 99%) of clients indicating that they would continue to purchase services in 2025/26.

Staff Satisfaction Survey

- 14 We also received the results of our annual staff survey. The response rate was 59% (2024 - 56%). The headline results were:

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
18	31	4	4	2
30%	53%	7%	7%	3%

The corresponding results in 2024 were:

Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
21	23	7	1	0
41%	44%	13%	2%	0%

Recommendations

- 15 That the shareholder committee:
- a) notes performance since the last business update report in February 2025

Appendices

None

Further Information

Contact: Max Thomas – Chief Executive max.thomas@veritau.co.uk

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Shareholder Committee Plan 2025/26

Item	Lead officers	Contributing Organisations	Scope
13 October 2025			
Yorwaste Ltd Update	Patrick Looker	Yorwaste	To receive an update on performance of the company
Make it York Finance Update	Andrew Laslett	Make it York	To receive an update on performance of the company and annual accounts
City of York Trading Ltd Update	Helen Whiting	CYT Ltd	To receive an update on performance of the company
Work with York Ltd	Helen Whiting	Work with York Ltd	To receive an update on performance of the company
YPO finance update	Debbie Mitchell	YPO	To receive an update on performance of the company and the annual accounts
Veritau Limited Business Update	Bryn Roberts	Veritau	To receive an update on performance of the company
2 February 2026			
Yorwaste Ltd Finance Update	Patrick Looker	Yorwaste	To receive an update on performance of the company

Veritau Limited Finance and Business Plan	Bryn Roberts	Veritau	To receive annual reports and annual accounts from companies.
City of York Trading Ltd Business Plan	Helen Whiting	CYT Ltd	To receive annual reports and annual accounts
Work with York Ltd	Helen Whiting	Work with York Ltd	To receive annual reports and annual accounts
Make it York Business Plan	Andrew Laslett	Make it York	Approval of the annual business plan (in light of agreed SLA priorities)