

## Notice of a public meeting of

### Shareholder Committee

**To:** Councillors Lomas (Chair) and Kilbane

**Date:** Monday, 22 June 2026

**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 the discussion or vote; and leave the meeting unless you have a dispensa*

*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 - 18)

To approve and sign the minutes of the last meeting of the Committee held on Monday, 2 February 2026.

#### **4. Exclusion of Press and Public**

To consider excluding the public and press from the meeting during consideration of Agenda Item 7, Annex B and Item 8, Annex C 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, 18 June 2026**.

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://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**

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#### **6. Yorwaste Ltd Finance Update** (Pages 19 - 24)

This report considers reports from Yorwaste providing a trading update for the 2025/26 financial year as well as a general update on the business.

**7. Work with York Ltd** (Pages 25 - 38)

This report is to consider and receive:

- i. The Work with York Ltd Performance Update June 2026
- ii. The Work with York Ltd Finance Update June 2026\*

**8. City of York Trading Ltd Update** (Pages 39 - 52)

This report is to consider and receive:

- i. Brand Information Update for City of York Trading Ltd June 2026
- ii. Shareholder Value Update for City of York Trading Ltd June 2026
- iii. Confidential Performance and Finance Update City of York Trading Ltd June 2026\*

\*Private due to the commercial sensitivities.

**9. Veritau Limited Business Update** (Pages 53 - 60)

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 2026.

**10. Work Plan** (Pages 61 - 62)

To consider the Committee's work plan for the 2026-27 municipal year.

**11. Urgent Business**

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

Democracy Officer: Ben Jewitt

Contact details:

- Telephone – (01904) 553073
- Email – [benjamin.jewitt@york.gov.uk](mailto:benjamin.jewitt@york.gov.uk)

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

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

Contact details are set out above.

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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



City of York Council

Committee Minutes

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Meeting	Shareholder Committee
Date	2 February 2026
Present	Councillors Lomas (Chair) and Kilbane
In Attendance	Councillor Ayre (Leader of the Lib Dem Group)
Officers Present	Helen Whiting – Chief Human Resources and Support Services Officer Patrick Looker – Assistant Director of Finance Dan Moynihan – Senior Lawyer (Contracts and Commercial) and Deputy Monitoring Officer Andrew Laslett – Head of Strategic Community Services
External Visitors	Sarah Loftus – Managing Director (Make It York Ltd) Blessing James – Head of Finance (Make It York Ltd) Sandy Boyle – Managing Director (Yorwaste Ltd) Karen Bull – Managing Director (City of York Trading Ltd and Work with York Limited) Simon Hill – Managing Director (YPO Ltd) Max Thomas – Chief Executive (Veritau Ltd)

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## **21. Apologies for Absence (4:36pm)**

No apologies for absence were received.

## **22. Declarations of Interest (4:36pm)**

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.

**23. Minutes (4:36pm)**

Resolved: That the minutes of the last meeting held on Monday, 13 October 2025 were approved and then signed by the Chair as a correct record.

**24. Exclusion of Press and Public (4:37pm)**

Resolved: That the public and press be excluded from the meeting during consideration of Agenda Item 7, Annex D; Agenda Item 9, Appendix 1 and Agenda Item 11, 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 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.

**25. Public Participation (4:38pm)**

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

**26. Yorwaste Limited Update (4:38pm)**

The Managing Director of Yorwaste Ltd provided the committee with information on the company's latest financial and non-financial performance for the 2025/26 financial year. The report also considered ongoing issues facing the company as part of setting a budget for 2026/27.

It was noted that:

- 559 days for no Lost Time Reports (LTR) and 1000 days Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and the incidents which ended this were minor. Disappointing that this had ended but encouraging to see they were being properly recorded.

- Yorwaste's financials were due to come out on budget at £700k or maybe slightly higher due to accounting adjustments.
- Members asked if there were active Trade Union safety representatives on-site. The Managing Director said they did not exclude TU reps and they had been used in the past. Across the sites there were supervisors that were health and safety trained, there was a health and safety manager and a health and safety advisor. Members suggested that having a fully trained TU representative made a big difference. The managing director assured members that both of their reps were fully trained, although members noted that TU ones were independent.
- The business had lost drivers, partly due to time of year. Now they were making up for lost time.
- Fires in Refuse Collection Vehicles (RCVs) and compactors had occurred due to Lithium-Ion batteries. Wires and cables needed to be isolated, and the fire service had needed to out. The risk was minimised in compactors as the fire service could just spray water in. There had also been several instances of compost fires.
- Members asked why compost fires may have happened in December. The Managing Director suggested that compost kills pathogens and the external temperature was not particularly relevant.
- RCV cabs were insulated to keep waste teams safe; these incidents had happened in North Yorkshire rather than York. but picking up commercial waste and the batteries in there can increase chances of these incidents.
- The business had swallowed so many costs, and the living wage had gone up. There were expenses linked to Household Waste Recycling Centres such as more concrete needed to store compost, fridges needing protection as rainwater coming down them is technically contaminated.

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

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

## **27. City of York Trading Limited Update (4:51pm)**

The Managing Director of City of York Trading Ltd (CYT) provided the committee with an update on the performance of the company.

It was noted that:

- The statutory accounts for last year indicated an overall small loss of £1.3 million. However, the month after this, CYT Ltd shareholder funds were reduced due to a loan to WorkWithYork Ltd which reduced funds.
- CYT Ltd trading as WorkWithSchools had undergone budgetary pressures as a result of schools budgetary pressures.
- There had been changes in front line teams across the business' various brands, but they were now doubling down on unique selling points within the various teams, capitalising on long-standing relationships with local schools, running internal payroll etc.
- Reference was made to a National Education Union report with eye-watering turnover for competing national agencies which are sometimes used in academised schools in York where the decisions are made outside of York.
- CYT Ltd trading as WorkWithYorkshire continued and was providing staff to a large historic site.
- With regard to shareholder value, the company remained committed to employing local people at the living wage foundation rate, and to providing training and workforce opportunities. It rented a council-owned building and used council-owned supply of IT and business services. Castlegate office acted as a donation point for York Food Bank.
- Regarding audit, the business was set to undergo an annual audit from APSCO in March and had recently submitted a tender for the new Crown Commercial Framework, due to be announced in May.

[Between 4:58 pm and 5:16 pm the press and public were excluded from the meeting during consideration of Annex D to the report].

Resolved:

- i. To note the statutory accounts for City of York Trading Ltd for the financial year 2024/25 attached at Annex A to this report.

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

- ii. Note the Brand Information Update for City of York Trading Ltd February 2026 attached at Annex B to this report, the Shareholder Value Update for City of York Trading Ltd February 2026 attached at Annex C to this report, and the the confidential Performance Update and Finance Update for City of York Trading Ltd February 2026 attached at Annex D to this report.

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

## **28. Work With York Update (5:17pm)**

The Managing Director of Work with York Limited provided the committee with an update on the performance of the company. It was noted that:

- Work With York Ltd was defined as the company providing mostly temporary and interim staff to City of York Council, established in April 2025, as a result of Teckal requirements.
- The business was set up under agreement that 80% of staff provided should be to the council. In order to establish Teckal exemption compliance, CYT Ltd made a loan to Work with York Ltd to enable initial setup and continuing payroll costs.
- The business had been much busier in the past year, with staff covering manual work, social care, seasonal work for green bin customer support and there was a small, efficient team providing staffing.
- They had conversations regarding permanent recruitment for the council where it had struggled to recruit directly. In some cases WorkWithYork had successfully filled these posts.
- They had been in touch with accreditation body APSCO for legal and advice sessions. WorkWithYork ahead of budget mainly due to council demand being ahead of expectation.

- Members noted that the loan from CYT was accruing interest, asking when this loan would be repaid. The Managing Director answered that it was possible some repayment would be made at end of the current financial year.
- She further added that the business paid salaries out weekly and WorkWithYork Ltd invoiced the council monthly before waiting for payment; consequently they were currently bridging this cashflow, paying staff before the business got paid. If the council were able to reduce this demand, WorkWithYork Ltd would be able to make greater progress with its loan repayment.
- Members suggested the Finance Team could look at this, and the Assistant Director of Finance, CYC agreed to look at the cashflow here and explore a solution, if it was in the interest of both the business and the council.

Resolved: To note the Performance Update from Work with York Ltd attached at Annex A to this report.

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

## **29. Make It York Update (5:25pm)**

The Managing Director and the Head of Finance, Make It York (MIY) Ltd provided the committee with an update on the company's financial and non-financial performance since the last report.

It was noted that:

- It had been another solid year at MIY, with investment into the Shambles Market and international marketing.
- The business was delivering against all key performance indicators; reporting to council was more transparent and robust, with documentation to evidence performance outputs and outcomes against strategic linkages in the SLA. There was a strong risk register in place against targets set by the council.
- The Christmas Market in 2025 had gone well and the new layout had been positively received. There had been fewer complaints

about this. Lots of conversations had been undertaken with buskers to make sure crowds were not too bad in potential bottlenecks.

- The Star in York campaign had been held up as good DMO practice by Visit Britain.
- The Residents Festival had been a massive success, with 98,000 visits to the website against a population of 210,000.
- They had worked with the council on the marketing strategy for the Shambles Market, which was performing really well, and were about to produce the action plan for the board to increase investment to the Shambles Market.
- They were planning new trail for 2026, working closely with the Minster and Mystery Plays, which was not reliant on sponsorship. They understood that residents appreciated the trails and were therefore investing in these.
- The business was financially sound, with the right procedures in place and they were looking forward to planning for next year's events.
- Members noted that they were now able to fulfil previous council requests to do more for residents, acknowledging that what was good for residents was also good for tourists.
- Members asked about 3% of the Christmas market spend being on transport and the Managing Director clarified that this figure represented overall visitors to York. This Christmas Market survey was undertaken online, and she would prefer face to face in future – since online tends to have a bias toward visitors.
- The Managing Director acknowledged Aesthetica and their UNESCO. Expo, short film festival which attracted people from all over the globe.

[Between 5.36pm and 5.47pm the press and public were excluded from the meeting during consideration of Appendix 1 to the report].

Resolved:

- i. To note the MIY Shareholder Report at Annex A and the supporting documents including Appendix 1 to 5 supplied by MIY.

- ii. To approve the payment of the £50,000 to the Council referred to under Annex A.

Reason: To ensure the Council is updated on the financial and non-financial performance of Make It York, its business plan and the SLA performance.

### **30. YPO Update Report (5:48pm)**

The Managing Director, YPO Ltd provided the committee with an update on the performance of the company.

It was noted:

- That YPO Ltd has three main elements; the education resources trading business; the public sector contracting framework business and the limited company that sells to private organisations and individuals.
- That the business operated on a calendar financial year, so for the purposes of this meeting it was good timing to be looking at an overview of the year just completed.
- Education spending was down; the business had never needed to discount prices so much in past 15 years, but they had managed to retain their market share.
- Public sector contracting had involved expanding portfolio of framework contracts and acknowledging the tough market conditions to get as close as possible to expectation.
- The business was holding its own while Education spending is down despite sales being slightly down against budget and against the previous year.
- Budget own brand versions of a lot of products were performing very strongly, and this was a win caused by adversity. Money here recycled back into public purse.
- Public Sector Contracting performing very well - £8.5m rebate figure forecast this year, the highest the business had ever achieved.

- Had deployed a team of Business Engagement Managers. To sell framework contracting more than previously with a focus on the 13 founder members.
- Cost Control – savings of £2m against forecast budget. Peak period is 6 weeks prior to summer holidays so the business is able to defer planned expenditure to second half of the year.
- The report stated YPO Ltd would achieve a profit figure of £12m, in fact this had gone up a little with year end audit. Subject to financial audit, the figures would be presented to YPO audit committee in June.
- Market had closed during covid but overheads still existed, the business had fought back since then.
- Lots of work on IT, rewriting legacy systems in a secure way. ISO2031 accredited.
- Stated plans for 2026: an upgrade to financial, warehouse and CRM systems; lease due to expire on a warehouse, meaning YPO will either purchase the site or spread.
- Looking at local spends they recruited new team and carried out bespoke procurement packages with certain authorities. Training and New Procurement Act 2023 to increase familiarity for partners. All this relates to the public body.
- £84k+ plus loyalty vouchers to schools in York, creating £1.23m of social impact in York.
- Members asked about YPO's work alongside the Mayoral Combined Authorities in member areas. The Managing Director advised that he had spoken with York and North Yorkshire and West Yorkshire Mayoral Combined Authorities.

Resolved: To note the content of the report from YPO Ltd.

Reason: To ensure the Council is updated on the performance of YPO Ltd, of which York is one of thirteen founder members of the governing Joint Committee.

### **31. Veritau Limited Business Update (6:02pm)**

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

It was noted that:

- Middlesborough council had now joined Veritau Public Sector. Existing member councils were all now under Veritau Public Sector.
- Veritau Public Sector (jointly controlled by member councils) and Veritau Ltd (commercial company) were now both owned by York and North Yorkshire.
- There were two dormant subsidiary companies: Veritau North Yorkshire Ltd was in the final processes of being wound up with a final dividend being paid, and Veritau Tees Valley would continue to run for a few more months, before it too was wound up.
- Veritau Ltd had made steady growth since October; mainly through schools, but it had also received contracts from councils and charities had signed up for DPO services.
- The financial position forecast small profits for both businesses. A business plan had been prepared for both companies which anticipated a profit for the next year. This also summarised key business objectives and priorities.
- In response to member query, he clarified that forecast profits were enough to keep the business in good health, although Veritau Public Sector was being run as a not for profit, so it would be brought in as close as possible to cost.
- There was nothing to discuss from the confidential annexes.

Resolved: To note the performance of both Veritau Limited and Veritau Public Sector Limited since the last business update report.

Reason: To enable members to assess the performance of Veritau against the 2025/26 business plan.

**32. Work Plan (6:08pm)**

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

Resolved: That the committee's draft work plan for 2026/27 be noted.

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 4.36 pm and finished at 6.09 pm].

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## Shareholder Committee

22 June 2026

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 2025/26 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 recyclates, 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 1<sup>st</sup> June 2026) Cllr A. Baxter and the Director of Environmental and Regulatory Services, Dave Atkinson. The company is a Teckal company whereby over 80% of its revenues come from its local authority owners.

#### Key Company Matters

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.

<b>Author:</b>	<b>Chief Officer responsible for the report:</b>			
Patrick Looker Assistant Director of Finance Email patrick.looker@york.gov.uk	Patrick Looker Assistant Director of Finance			
	<b>Report Approved</b>	x	<b>Date</b>	10 June 2026
<b>Wards Affected:</b> <i>All</i>				
<b><i>For further information please contact the author of the report</i></b>				

Annex 1 – Yorwaste Headline Performance Review.

**YORWASTE – CYC SHAREHOLDER COMMITTEE REPORT 22-06-26****1. Delivering Shareholder Value**

As a Teckal company, Yorwaste delivers shareholder value through a combination of financial, contractual and broader operational support to its owners. Value is generated directly through reducing the cost of service provision to the shareholding authority and through the generation of profits that are returned to shareholders. This is supported by commercial activities which contribute to offsetting operating costs and enhancing overall financial performance.

In addition, the Company supports the optimisation of shareholder returns from the Allerton Waste Recovery Park (AWRP) by ensuring delivery against contractual volume and pricing mechanisms. There is also a wider, less tangible benefit in the Company's ability, as a wholly owned entity, to provide additional services and operational support to shareholders on either a cost or no-cost basis where appropriate.

The Company continues to balance these elements carefully to ensure the delivery of a cost-effective and value-for-money service for the local taxpayer.

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**2. Out-turn for Financial Year 2025/26**

The Company delivered a resilient performance during the year, against a backdrop of ongoing inflationary pressures, particularly in labour costs, alongside competitive conditions in commercial markets and continued financial constraints across the local authority sector.

Safety remains the Company's highest priority. Two RIDDOR-reportable incidents occurred during the year following a prolonged period of strong performance. Both incidents were relatively minor, and appropriate corrective actions have been implemented. The Company has continued to invest in safety improvements, including the introduction of FHOSS proximity warning technology across key areas of the operation. Recognition of this commitment is reflected in the award of a seventh RoSPA Gold Award.

The Company also made progress in its people agenda, achieving Investors in People Silver accreditation, which reflects its ongoing commitment to workforce development and wellbeing.

Operational governance and risk management remain strong. The Company continued to invest in its IT infrastructure to mitigate cyber security risks and retained Cyber Essentials Plus accreditation. In addition, it maintained ISO certifications across environmental management, quality, health and safety, and energy management standards.

Financial performance remained robust overall. Turnover increased during the year to £47.23 million (2025: 45.26 million), with growth in commercial activity partially offset by the loss of key third-party recycle processing arrangements against a more price competitive market. Income from power generation remained broadly stable, with pricing improvements offsetting gradual reductions in volumes. The Company also continued to meet its contractual obligations in respect of AWRP, ensuring that full value was delivered to shareholders.

Cost pressures increased as a result of external factors, including changes to employer National Insurance contributions and increases in the National Minimum Wage, alongside associated supply chain cost impacts. Given the Company's funding structure, the majority of these pressures were absorbed rather than passed through.

Notwithstanding these challenges, the Company maintained effective control over its underlying cost base. Additional expenditure associated with service developments, including the implementation of Simpler Recycling requirements and expansion of food waste services, was managed within overall financial controls. A reduction in the landfill aftercare provision amortisation provided some offset to wider cost pressures.

Profit Before Tax for the year was £0.95 million (2025: £1.65 million), reflecting the impact of inflationary cost pressures partially mitigated by revenue growth and ongoing efficiency measures. Cash generation remained strong, supporting continued investment in fleet and infrastructure, with capital expenditure of £5.7 million (2025: £5.2 million).

The Annual Report and Accounts will be made available following approval at the Company's AGM and subsequent filing.

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### **3. Current Year Performance**

In the context of continued financial pressures facing local authorities, the Company has agreed a break-even budget position for the current financial year. This reflects a pragmatic approach while a broader review of the Teckal funding model, which accounts for the majority of the Company's income, is undertaken.

This position is being actively managed. Some pressures remain from external factors, including fuel price volatility, and the Company is continuing to focus on maintaining cost discipline and identifying opportunities to increase commercial income where appropriate.

The Company retains a strong balance sheet and cash position, providing resilience and the ability to manage short-term financial pressures without the need for additional borrowing.

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#### **4. Outlook**

The Company has demonstrated resilience in navigating a challenging operating environment while continuing to support its shareholders. Engagement with stakeholders is ongoing to ensure that future funding arrangements remain appropriate and support long-term sustainability.

The operating environment continues to evolve, with government policy initiatives such as Simpler Recycling expected to influence future service delivery. The Company is working closely with local authorities to support implementation and has already expanded its food waste and recycling service offer.

At the same time, there remains a degree of uncertainty within the regulatory and policy landscape, particularly in relation to implementation timelines and funding mechanisms. Recycling markets also continue to exhibit variability in both pricing and material quality, which can influence income streams.

Labour market conditions remain tight in certain operational areas, and the Company continues to focus on workforce development and retention as a key enabler of service performance.

The Company maintains its focus on operational resilience, continuing to invest in IT and cyber security while retaining key accreditations including Cyber Essentials Plus, Investors in People and the Good Business Charter.

Strategic options relating to recycle processing and green waste handling remain under consideration through established governance processes. These are being progressed as part of a structured options appraisal, although they are not expected to conclude within the current financial year.

Overall, the Company remains financially stable, with strong cash generation supporting ongoing investment in operations and infrastructure. The focus for the period ahead will be on maintaining service performance, managing cost pressures, supporting shareholders and continuing to develop sustainable commercial income streams.



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**Shareholder Committee****22<sup>nd</sup> June 2026**

Report of the Chief Officer Human Resources and Support Services

**Work with York Ltd Update June 2026****Purpose of Report**

1. To consider and receive the Work with York Ltd Performance Update June 2026 provided as **Annex A**.
2. To consider and receive the Work with York Ltd Finance Update June 2026 provided as **Confidential Annex B**
3. The Finance Update is private due to the commercial sensitivities.

**Recommendations**

4. Note the Performance Update from Work with York Ltd attached at **Annex A** to this report.

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

5. Note the Finance Update from Work with York Ltd attached as **Confidential Annex B**

Reason: To ensure the Council is updated on the 2025/26 draft outturn and 2026/27 budget for Work with York Ltd.

**Background and analysis**

6. Work with York Limited (“WwY”) was formed in October 2024, following a Council Executive Decision in July 2024, as a Teckal Company compliant with Reg. 12(1) of the Procurement Regs and Schedule 2, Part 1, Para 2 of the Procurement Act 2023.

7. Work with York Limited's sole shareholder is City of York Council.
8. Work with York Limited started trading on 1<sup>st</sup> April 2025 providing staff to City of York Council, the previous contract for the direct engagement of candidates and the supply of agency worker services dated 7th September 2023 with City of York Trading Ltd having been novated to Work with York Limited in line with July 2024's Executive approval.
9. Work with York Limited provides temporary, interim and casual agency staff to the Council, in a wide range of roles and across many Council services.
10. Work with York Limited also has second tier contracts with a small number of specialist agencies to support the Council.
11. Work with York Limited's services to the Council include support with hard-to-fill and/or senior permanent recruitment.
12. WwY's Board of Directors comprises Karen Bull (Managing Director) with Non-Executive Directors, Cllr Claire Douglas, Cllr Ian Cuthbertson, Cllr John Moroney, Lisa Wood and Chloe Kerridge-Phipps (currently on maternity leave) and usually meets monthly to consider financial and performance reports and plan future strategy.
13. 2025/26 was WwY's first year of trading and profitable. An audit of these accounts will take place in late June 2026, and audited accounts will be presented to a future Shareholders meeting. For 2026/27 WwY to date is ahead of budgeted revenue.

## **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.

<b>Author:</b>	<b>Chief Officer responsible for the report:</b>		
Karen Bull, MD Work with York Limited	Helen Whiting Chief Human Resources and Support Services Officer		
	<b>Report Approved</b>		<b>Date</b> 10 <sup>th</sup> June 2026
<b>Wards Affected:</b>	<i>All</i>		
<b>For further information please contact the author of the report</b>			

**Annex A**– Work with York Ltd Performance Update June 2026

**Confidential Annex B** – Work with York Ltd Finance Update June 2026

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**Annex A**

**Shareholder Committee 22<sup>nd</sup> June 2026**

**Report of the Managing Director of Work with York Limited**

**Performance Update**

**1. Delivering Shareholder Value**

Shareholder value is typically delivered in a number of ways including through non-tangible benefits. Work with York Limited now delivers shareholder value to the Council through:

- Employment opportunities for local residents at all levels - though most roles are temporary, this fits with other staff commitments and many agency staff stay registered over many years enabling them to move between assignments.
- WwY temporary staff who have experience of Council systems and processes and are often suitable applicants for contractual vacancies within Council, and transfer fees are fixed for the duration of the current contract.
- A cost-effective recruitment service which supports the Council in the efficient and effective delivery of its services to the residents of York, provides the Council with resilience and supports the Council in meeting its financial challenges.
- The ability to respond quickly to the Council's changing operational and staffing needs and priorities. WwY recruitment staff advise Council managers on market conditions and payrates to enable appropriate authorisation for new roles and to maximise the chance of securing suitable candidates.
- The experienced WwY recruitment team have both Council and specific sector knowledge enabling them to match candidate skills to temporary Council roles.
- The provision of Interim and Specialist staff in a wide range of professional and technical disciplines to support CYC's strategic plans, projects and objectives.
- Support by Work with York Limited with hard-to-fill permanent

roles, with headhunting, direct candidate sourcing and full recruitment campaign options available. Source information reporting enables return on investment considerations for future recruitment. Very competitive permanent fees are fixed for the current contract.

- Management by Work with York Limited of all second-tier agency staff suppliers, ensuring a high level of compliance, standardisation of contract terms and charges and a significant cost saving on transfer fees.
- WwY staff complete training on the Council's training portal Mylo, ensuring consistency with permanent staff. Renewals/training updates are managed by the WwY recruitment and compliance teams.
- A weekly in-house payroll run for temporary staff (not using an umbrella payroll company). The online timesheet system (available on a mobile app or accessible from Council computer desktops) so timesheet hours logging for staff and authorisation by CYC managers is simple.
- Though candidates are paid weekly, the Council is invoiced monthly. Charge rates are agreed annually and are competitive and all-inclusive of pay, employer's NI, employer's pension, holiday pay, apprenticeship levy, payroll and timesheet costs and agency fees.
- An ethical approach demonstrated by this in-house payroll (ensuring high levels of compliance and avoiding candidate deductions for umbrella costs), in addition and in line with Council commitments WwY pays all staff at Living Wage Foundation rates or above.
- Work with York Limited provides its temporary workforce with access to an Employee Assistance Scheme and Occupational Health support where needed – both purchased from the Council's service supplier.
- Work with York Limited took a loan in April 2025 from City of York Trading Ltd to cover initial overhead and payroll costs, and pays interest payments to CYT monthly.

- When profits and loan repayments allow, Shareholder dividends will be paid by Work with York Limited to the Council.

## **2. Update on current performance**

In April 2026, the Work with York Limited team (and other colleagues) relocated from 29 Castlegate to West Offices. For Work with York Limited in particular, this has been excellent for both planned and “on the hoof” meetings with CYC client managers and the team are pleased with the new location.

Over 20,000 hours have been covered by WwY agency staff working in the Council during April and May 2026.

38 new temporary/interim bookings have been filled by the WwY team during this period as follows:-

### **Adult Social Care and Integration**

- Adult Hospital Social Worker, 3 Adult LD Social Workers, Adult Safeguarding Social Worker, Adult MH Social Work Team Leader, Adult Social Care Community Team Manager, Adult Social Care Personal Support Services Team Leader, Adult Social Care Head of Service, Adult Social Care Improvement Lead.

### **Children and Education**

- SEN Support Physical and Health Needs Teaching Assistant

### **Housing and Communities**

- 3 Customer Services Complaints and Feedback Advisors, Community Involvement Interpreter, 3 York Learning Adult and Community Education Tutors, York Learning and Skills Tutor, Mansion House Visitor Assistant, Building Services Repairs Planner.

### **City Development**

- Interim Head of Capital Programme Assurance, Communications Officer, 5 Road Safety Instructors

### **Environmental and Regulatory Services**

- Waste Services HGV Driver/Waste Loader, Waste Services Technical Waste Officer, Public Realm Garden Assistance Scheme Operative, Local Land & Property Gazetteer Officer,

### **Finance**

- Income Officer, 4 Cleaners

### **Human Resources and Support Services**

- Business Support Legal & Enforcement Assistant

In addition, over 1000 shifts have been filled by WwY during this time (mainly Adult Social Care but also within Children's Residential Care and Supported Accommodation, Housing and Homelessness).

During April and May 2026 5 WwY staff have transferred to contracted roles within the Council.

After two months of the financial year, Work with York Limited is ahead of budget to date.

WwY now has 184 mainly 5-star [Google Reviews](#) with more excellent feedback from candidates recently placed in work:-

*"I registered with WorkwithYork and within a matter of days was contacted with a job offer. Andrew Parkes who reached out to me was incredibly helpful and encouraging. With his support I was able to find a placement with City of York Council. I would certainly recommend this recruiter. 5\*" **May 2026***

*"Would love to say my experience with Work with York so far couldn't have been anymore helpful! All staff members are super friendly and very helpful with any inquiries you may have about starting work, would highly recommend to anyone anywhere! Also a special mention to Kathryn who made everything smooth and stress free! Really helped with getting me started and prepared for working again!" **May 2026***

*"I have never used a recruitment agency before and honestly was a bit put off using one due to stories I'd heard about poor treatment, ghosting or exploitation. When I was recommended WorkWithYork by a friend I figured it would cost me nothing to just enquire. I'm so glad that I did. I was called soon after submitting my enquiry and had a job lined up within two weeks as a Complaints and Feedback Adviser with the City of York Council. After a decade in good, stable work, my confidence in myself and my abilities was certainly knocked when faced with unemployment. Andrew has been friendly, communicative and transparent in all of our interactions. Everything has been well explained at every stage and the support has been fantastic. I feel like my skills and experience are recognised and that I can be confident in my own professional worth again." **May 2026***

*"I've just been set up to start a role with Work with York, and it has all gone really well. I had great communication with Andrew throughout. I had a temporary role at York some years ago through a social work agency, but I think going through Work with York is better. I'd recommend going with Work with York, as I found the process to be transparent and fair throughout." **May 2026***

*"I've had a very positive experience with 'Work with York'. Kathryn has been extremely helpful and supportive from dealing with my initial enquiry with the agency to sorting out a temporary role for me within 'temporary accommodation'. Kathryn has been very professional, excellent communication and liased with both my new employer and myself every step of the way in my new journey. Please can I take this opportunity to thank you for your continued support." **April 2026***

*"Having just secured a temporary contract with City of York Council, facilitated by Steve Horne at WorkwithYork, I couldn't be any happier. The entire process from initial contact with Steve, right through to getting the job, then induction on day one with CYC, was extremely straight forward and well communicated. I would highly recommend WorkwithYork to anyone*

*looking for work in York. Thank you, Steve.”* **March 2026**

*“I work in City of York council as a bin men employed under Work with York. They have helped me with housing references to rent a property and employment references when I applied for other roles. Moreover my recruitment consultant Stephen Horne is so helpful and I am fortunate and glad working under them.”* **March 2026**

### **3. Looking forward**

The Company is looking carefully at the likely effects of the Employment Rights Act especially in relation to mandatory offer of guaranteed hours, will be responding to the current consultation and is closely following APSCo’s reports and guidance.

WwY KPI’s support continuous improvement of management, Board, and customer reporting, with the Work with York Limited recruitment and back-office teams tasked with efficiently filling every booking and shift received from the Council without delay.

As Work with York Limited is Living Wage employer for all temporary staff, the Company will be looking to obtain Living Wage Accredited Status and Good Business Charter Accreditation later this financial year.

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of the Local Government Act 1972.

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**Shareholder Committee****22<sup>nd</sup> June 2026**

Report of Chief Officer Human Resources and Support Services

**City of York Trading Ltd Update June 2026****Purpose of Report**

1. To consider and receive
  - a. Brand Information Update for City of York Trading Ltd June 2026 provided as **Annex A**.
  - b. Shareholder Value Update for City of York Trading Ltd June 2026 provided as **Annex B**.
  - c. Confidential Performance and Finance Update City of York Trading Ltd June 2026 attached as **Confidential Annex C** to this report
2. The Performance and Finance Update is private due to the commercial sensitivities.

**Recommendations**

3. Note the Brand Information Update for City of York Trading Ltd June 2026 attached at **Annex A** to this report, the Shareholder Value Update for City of York Trading Ltd June 2026 attached at **Annex B** to this report, and the the confidential Performance and Finance Update for City of York Trading Ltd June 2026 attached at **Annex C** to this report.

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

**Background and analysis**

4. 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.
5. The Council is the sole shareholder of the Company which started trading on 1<sup>st</sup> June 2012.

6. CYT no longer provides staff to the Council (this work was transferred to Work with York Limited from 1<sup>st</sup> April 2025) since when CYT has traded as WorkwithSchools, a specialist education recruiter, and initially also as WorkwithYorkshire, which has operated in the commercial sector.
7. CYT’s Board of Directors comprises Karen Bull (Managing Director) with Non-Executive Directors, Cllr Claire Douglas, Cllr Ian Cuthbertson, Cllr John Moroney, Lisa Wood and Chloe Kerridge-Phipps (currently on maternity leave) and usually meets monthly to consider financial and performance reports and plan future strategy.
8. In April 2026, CYT staff moved from 29 Castlegate to West Offices.

**Risk Management**

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

**Implications**

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

<b>Author:</b>		<b>Chief Officer responsible for the report:</b>	
Karen Bull, MD CYT Ltd		Helen Whiting Chief Human Resources and Support Services Officer	
		<b>Report Approved</b>	<b>Date</b> 10 <sup>th</sup> June 2026
<b>Wards Affected:</b>			<i>All</i>
<b>For further information please contact the author of the report</b>			

- Annex A - City of York Trading Ltd Brand Information Update June 2026
- Annex B - City of York Trading Ltd Shareholder Value Update June 2026
- Annex C–City of York Trading Ltd Confidential Performance and Finance Update June 2026

**Report of the Managing Director of CITY OF YORK TRADING LTD  
22<sup>nd</sup> June 26**

**City of York Trading Ltd Brand Information Update**

**1. WorkwithSchools**

WorkwithSchools is City of York Trading's (CYT's) specialist education recruiter, providing supply teachers, teaching assistants and other schools support staff mostly on a temporary basis to local schools, colleges and nurseries.

WorkwithSchools hold [APSCo Compliance+ accreditation](#) – the best practice quality standard for recruitment companies operating in the education sector, with members going beyond statutory safeguarding standards and aiming for excellence in competency, selection and service quality and subject to an annual APSCo audit. These standards were developed by APSCo with external stakeholders including from the National Association of Head Teachers, and the Association of School and College Leaders and mirror recruitment standards for schools' own staff.

Competing with local, regional and national suppliers, WorkwithSchools view APSCo accreditation a significant competitive advantage, as the only local agency to hold this accreditation, and one of only 30 agencies nationwide.

WorkwithSchools have held Crown Commercial Service Framework Supplier status for supply staff since the framework's inception in 2018 and a small number of local schools book supply staff using this framework. As part of this CCS framework requirement, CYT has also held Cyber Essentials accreditation since 2018.

After successfully tendering for the new Government Commercial Agency Supply Teacher Framework, CYT is now working with colleagues in the Council ICT dept to further separate files/servers/network connections from those at CYC in order to obtain Cyber Essentials 2026 and to formalise WorkwithSchools' place on the new Framework.

The DFE are mandating this new framework to Academies from September 2026 (in the absence of a procurement framework of a similar quality and value).

CYT (WorkwithSchools) run payroll in house (not using Umbrella payroll companies), the WorkwithSchools team also know all the staff they send out personally, having interviewed them, and kept in touch—APSCO Compliance+ means that if a member of staff doesn't work for 12 weeks WorkwithSchools have to ask them what they have been doing, and verify this with a reference or other independent evidence.

WorkwithSchools' reputation has been built up over more than 25 years, has had to change and adapt many times, but is still a valuable local resource, supporting many schools, employing a specialist and local workforce, as well as the wider team within CYT which enables this.

## **2. WorkwithYorkshire**

During 2025/26 WorkwithYorkshire serviced a range of clients but this business is mothballed from April 2026 to enable CYT to concentrate on WorkwithSchools.

## City of York Trading Ltd Shareholder Value Update

### 1. Delivering Shareholder Value

Shareholder value is typically delivered in a number of ways including through non-tangible benefits. CYT delivers shareholder value to the Council through:

- Supply of temporary teaching and support staff to local schools, by WorkwithSchools - a Crown Commercial Framework supplier, and soon to be confirmed as a Government Commercial Agency Supplier holder of [APSCO Compliance+ Audited](#) status and excellent [Google reviews](#), some recent examples of which are shown below :-

*“WorkwithSchools was the first supply agency I contacted after leaving full time teaching and they have been excellent. Ellis and the team have been really helpful and supportive throughout. Ellis has taken the time to get to know me and my circumstances and I have really enjoyed the placements she has secured on my behalf.” May 2026*

*“Work with Schools are an excellent supply agency to work with. The company and staff are proactive in finding work that matches your expertise and preferences. I received such kind support and genuine advice when starting my career as a supply teacher and finding my feet in York. Alongside their support and how quick the team are to find you work, they held multiple CPD sessions to support my professional development. Overall a great agency to work through.” May 2026*

*“I had a really positive experience with WorkwithSchools and would highly recommend them to anyone looking for work in education. When I first moved to York, they were incredibly helpful in finding me work quickly and making the whole transition feel much less stressful. The team are genuinely friendly, approachable, and always willing to help with any questions or concerns. One thing that really stood out to me was the sign-up process, as it was done in person and felt very personal. They took the time to get to know me, made sure I was fully informed every step of the way, and really listened to my preferences in terms of roles and schools. Throughout my time with them, their communication has been excellent. They regularly check in to see how things are going and are always proactive in making sure each placement is the right fit. It never felt like I was just being placed anywhere- they clearly care about matching you with roles that suit you. Overall, a fantastic agency that genuinely supports you and looks out for your best interests. Highly recommend!” May 2026*

*“WorkwithSchools and Ellis Campbell have been really supportive of me*

*through an injury that has prevented me from working as a teacher and TA in schools and helped me find work that I can do with my injury through WorkwithYork, their sister agency.” April 2026*

*“The team at Work With Schools are caring, professional and supportive. They are really positive and their communication is excellent. I would highly recommend Work With Schools if you're looking to do some supply work in the York area!” March 2026*

- A comprehensive WorkwithSchools training programme, tailored bespoke Continuing Professional Development courses specifically designed for supply teachers and teaching assistants in consultation with local schools and provided free of charge for WorkwithSchools agency staff. This includes Safeguarding, Prevent and FGM mandatory training, Early Career Teacher training, Teaching Assistant “taster” courses aimed at candidates new or returning and subject/key stage specific training, both in person and online.
- CYT’s support for apprenticeships and staff training within its own staff team, which has three current staff completing apprenticeships. As well as recruitment training, staff undertake other industry accredited qualifications and training, including in business support, payroll, compliance and marketing. All the WorkwithSchools staff complete Safeguarding Training, with relevant staff completing Safer Recruitment and Designated Safeguarding Lead training annually.
- Providing employment opportunities for local residents, though some roles are temporary, this often fits with commitments and lifestyle choices and some agency staff stay registered over many years enabling move between assignments, and into more permanent roles;
- CYT’s weekly in-house payroll for temporary staff, company ensuring high levels of compliance and avoiding candidate deductions for umbrella costs. With an easy to use online timesheet system (also available on a mobile app) so logging timesheet hours for staff and authorisation by schools clients is simple and pay and charge rates transparent. The Company invoices schools clients monthly with competitive, all-inclusive rates, consisting of pay, employer’s NI, employer’s pension, apprenticeship levy, holiday pay, payroll and timesheet costs and agency fees.

- CYT only recruits roles which are at Living Wage Foundation payrates or above and may consider an application for Living Wage Accredited Status and Good Business Charter Accreditation in the next financial year. Consultants have a bespoke approach to both clients and candidates, using their specific local and sector knowledge, for instance three of the WorkwithSchools team are qualified teachers.
- CYT provides both its permanent and temporary workforce with access to an Employee Assistance Scheme and Occupational Health support where needed – both purchased from the Council's service suppliers.
- The Company employs fifteen people within its staff team, most working on a hybrid basis. Some staff work wholly or in part for Work with York Limited on Council business, and their costs are recharged where relevant.
- The Company currently rents desks and a meeting room at West Offices. CYT pays ICT costs at market rate to the Council for hardware, network and systems access and advice
- CYT made a loan in April 2025 of £600k to the Council's new Teckal Company, Work with York Limited, enabling this company to service the Council's temporary staffing requirements and to cover initial overhead and payroll costs.
- CYT has previously made charitable donations from fundraising activities by team staff and temporary workers, including to York Foodbank, the Island, and York Hungry Minds Appeal. CYT staff team have volunteering opportunities as part of Company's Corporate Social Responsibility.
- When profits allow, Shareholder dividends have been paid by the Company to the Council, and to date CYT dividends paid to the Council have exceeded £1m.

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**Shareholder Committee****22 June 2026**

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 2026.

**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 in 2025/26 and the current financial year.*

**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. Annex 1 to this report provides an update on the performance of both Veritau companies in 2026/27 to date and details of the draft financial results for 2025/26. Annex 1 also contains a summary of the recent client and staff satisfaction survey results.

**Key Company Matters:-**

5. 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

- the management accounts show that Veritau Public Sector Limited achieved a surplus for 2025/26 in line with budget expectations but that Veritau Limited made a small loss due to difficult trading conditions
- client and staff satisfaction rates remain broadly unchanged from previous years

**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.

<b>Author:</b>		<b>Chief Officer responsible for the report:</b>			
Max Thomas Head of Internal Audit Tel: 01905 552940		Bryn Roberts Director of Governance Tel: 01904 555521			
		<b>Report Approved</b>	Y	<b>Date</b>	10/6/26
<b>Wards Affected:</b>					All
<b>For further information please contact the author of the report</b>					

**Annexes:**

Annex 1: Veritau business update report

**CITY OF YORK COUNCIL SHAREHOLDER COMMITTEE****22 June 2026****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 has a dormant subsidiary company, Veritau Tees Valley Limited.
- 2 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 6 member councils, CYC, NYC, Redcar & Cleveland Borough Council, Middlesbrough Council, Leicester City Council and Cherwell District Council. 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 It is expected that Veritau Limited's remaining subsidiary company, Veritau Tees Valley Limited, will be wound-up this year.

### **Finance and Performance Update**

- 6 Veritau Limited has continued to promote its services to schools, councils, charities and other potential clients. A number of academy trusts and other clients have signed up for data protection officer and internal audit services in the period. Bids have also been submitted to provide internal audit services to a number of other academy trusts. Several existing clients have also extended their current contracts.

### 2025/26 Financial Statements

- 7 The 2025/26 accounts are currently being audited. The provisional operating results for the two companies (excluding accounting and pension adjustments) are below.

	<b>Veritau Limited £ (k)</b>	<b>VPS Limited £ (k)</b>
Turnover	1,107	3,385
Cost of sales	(1,137)	(3,115)
Gross profit	<u>(30)</u>	<u>270</u>
Other income	79	12
Overheads	<u>(86)</u>	<u>(277)</u>
Net profit/(loss) before tax and dividends	<u>(37)</u>	<u>5</u>

- 8 Approximately £16k of legal costs relating to the business restructure completed in 2024 were included in overheads. As part of the process to wind-up Veritau North Yorkshire Limited, the company paid a final net dividend of £72k to Veritau Limited. There

were no other exceptional items of income or expenditure in the period.

- 9 Fee income to VPS from member councils increased due to the transfer of counter fraud services from Leicester City Council mid-year. External fee income to Veritau Limited from data protection services also increased significantly with the education and charity sectors being particularly strong areas of growth. However, the loss of our contract to provide internal audit services to the Mid-Kent Audit Partnership (due to the contract being re-tendered) and capacity issues within the internal audit service meant that fee income in respect of internal audit services was down. There was also less demand for counter fraud services from councils and housing associations. Total external fee income was therefore marginally down on the previous year and less than budget.
- 10 Salary and overhead costs increased more than budget due to a number of factors, including:
- the TUPE transfer of counter fraud staff from Leicester City Council
  - the impact of the increase in employers' NI
  - the local government pay award being higher than expected
  - some limited changes to the pay and grading structure for manager/supervisor posts to help support recruitment and retention
  - recruitment of additional staff ahead of anticipated new contracts starting in 2026/27
  - higher than expected increases in some overheads due to ongoing inflationary pressures
- 11 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

- 12 We have completed a restructure of our senior leadership team. The Office of the Small Business Commissioner has also awarded us the Bronze Award under the Fair Payment Code.

#### Client Satisfaction Surveys

- 13 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 14.3% (2025 – 17.6%) and 4.5% (2025 – 3.1%) respectively.

14 The headline results from the first survey were as follows:

<b>Overall rating for the service</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
Internal audit	14	9	0	0
Fraud	4	3	1	0
IG	3	7	2	1
<b>Total</b>	21	19	3	1
<b>%</b>	48%	43%	7%	2%

The corresponding results in 2025 were:

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

15 The headline results for the schools DPO survey were:

<b>Overall rating</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<b>Total</b>	34	11	2	0
<b>%</b>	72%	24%	4%	0%

The corresponding results in 2025 were:

<b>Overall rating</b>	<b>Excellent</b>	<b>Good</b>	<b>Satisfactory</b>	<b>Poor</b>
<b>Total</b>	23	6	0	0
<b>%</b>	79%	21%	0%	0%

- 16 Client retention has also remained strong with 98% (2025 - 99%) of clients indicating that they would continue to purchase services from Veritau in 2026/27.

Staff Satisfaction Survey

- 17 We also received the results of our annual staff survey. The response rate was 51% (2025 - 59%). The headline results were:

<b>Very satisfied</b>	<b>Satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Dissatisfied</b>	<b>Very dissatisfied</b>
19	21	14	2	0
34%	37%	25%	4%	0%

The corresponding results in 2025 were:

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

**Recommendations**

- 18 That the shareholder committee:
- a) notes performance since the last business update report in February 2026

**Appendices**

None

**Further Information**

Contact: Max Thomas – Chief Executive [max.thomas@veritau.co.uk](mailto:max.thomas@veritau.co.uk)

## Shareholder Committee Draft Work Plan 2026/27

Training/briefing events will be held at appropriate points in the year to support members in their role on the Committee.

Item	Lead officers	Contributing Organisations	Scope
<b>June 2026</b>			
Veritau Limited business update	Bryn Roberts	Veritau	To receive an update on performance of the company
Yorwaste Ltd finance update	Patrick Looker	Yorwaste	To receive annual reports 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
<b>October 2026</b>			
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
<b>February 2027</b>			
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)