



**Notice of meeting of
Community Engagement Task Group**

To: Councillors Barnes, Runciman (Chair), Steward and Wiseman

Date: Wednesday, 20 February 2013

Time: 4.45 pm

Venue: The Guildhall, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare:

- any personal interests not included on the Register of Interests
- any prejudicial interests or;
- Any disclosable pecuniary interests

Which they may have in respect of the business on this agenda.

2. Public Participation

It is at this point in the meeting that members of the public who have registered their wish to speak can do so. The deadline for registering is by 5pm on **Tuesday 19 February 2013**. Members of the public can speak on agenda items or matters within the remit of the Task Group.

To register please contact the Democracy Officer for the meeting, on the details at the foot of this agenda.

3. Interim Report (Pages 1 - 46)

The Task Group are asked to consider the interim report and agree a method for concluding their work on the review.

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

Democracy Officer: Jill Pickering

Contact Details:

Telephone – (01904) 552061

Email – jill.pickering@york.gov.uk

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

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports



Community Engagement Task Group

20 February 2013

Improving Community Engagement Scrutiny Review – Interim Report**Background to Review**

1. In September 2012, having considered a scrutiny topic submitted by Cllr Barnes on 'Engaging the Disaffected', the Committee agreed to undertake a scrutiny review to look at the issues affecting levels of community engagement across the city, in the following three areas:
 - i. Community Engagement
 - ii. CYC Customer Services
 - iii. Financial Inclusion
2. A Task Group was set up to scope and carry out the work on the review on behalf of the full committee.

Information Gathered

3. Members agreed it would be useful to carry out a comparison between two wards with differing levels of deprivation and reasons for lack of engagement, and agreed to focus their review on Heworth & Rural West wards.
4. Initially, the Task Group considered profile information on the two wards and compared levels of deprivation across those wards identified from the initial findings from the Big York Survey 2012.
5. The Big York Survey 2012 (BYS)
The BYS is a key component in meeting the objective in the council plan of being completely in touch with our communities. The results of the survey also provide key insight into the progress, understanding and public perception of the council's work to deliver the council plan priorities, and are used to help inform decisions around the allocation of resources and budget setting.

6. Due to the low number of responses from the two chosen wards, the Task Group agreed to group those two wards with similar wards, and use findings from those ward groupings to support their work on the review – see agreed ward groups below:

Rural Wards

Bishopthorpe

Wheldrake

Rural West

Skelton, Rawcliffe & Clifton Without

Strensall

Highest Deprived Wards

Clifton

Guildhall

Heworth

Hull Road

Westfield

7. In December 2012, the Task Group looked at the detailed results from the BYS 2012 together with a Cabinet report highlighting the concerns arising e.g.:

- Understanding of Protecting Vulnerable People priority - A higher than anticipated proportion of 'don't know' responses in relation to perceptions of progress on some of the council's priority areas, particularly around protecting vulnerable people.
- Supply of affordable housing - 46% said that the supply of affordable decent housing needed improving.
- Jobs Progression Options - one third of people were concerned that people had to commute out of York to work and 45% felt they would personally have to commute out of the York area to develop their career.

8. The Task Group learnt that action was already underway to address those concerns and therefore agreed there was no need for scrutiny to duplicate that work.

9. However, the BYS also showed that in regard to 'Influence on local area', only 29% of people agreed they could influence decisions affecting their local area, compared to 42% who disagreed, with 28% being neutral on the matter. The Task Group were therefore keen to understand how the Council planned to address this, particularly in wards containing Parish Councils, where there are no plans to develop a Community Contract (see paragraphs 23-25 below).

10. As a result on their initial investigation, the Task Group agreed the following review remit:

To identify ways of empowering people and improving community engagement

Objectives:

- a. To improve communications between CYC and Parish Councils
- b. To improve communications in non-Parish Council areas.

i - Community Engagement

11. Community engagement is very important to a healthy political system. The more engaged a community is in how it is governed, the more it is likely to get out of those who govern it.
12. Parish Councils and other local councils i.e. town, village, community or neighbourhood councils, are local authorities in their own right. They generally have a much closer relationship with the community than a Local Authority has. However, parish councillors and ward councillors frequently complain about how difficult it is to get their community involved in their council's business. It is often said, no-one is interested. However, major planning proposals, waste incinerators and such like are usually pretty effective in filling local council meetings with members of the public anxious to know how they might be affected.
13. In York, residents with concerns about social, environmental and economic issues in their area are encouraged to engage with their ward meetings. The Council welcomes suggestions from anyone who lives or works in a ward including young people.
14. Currently, the Communities and Equalities Team (formerly Neighbourhood Management Unit) is working on ways of improving residents' access to information and ways of:
 - Encouraging people to bring forward ideas for their community
 - Fostering a greater understanding of local community issues
 - Getting people involved in their community and in voluntary activity
 - Making sure that what gets done is what the community most wants
 - Helping people see how their council tax is being used
 - Getting involved in local decision making on issues affecting their local area
15. In areas with parish councils, residents are also being helped and encouraged to:
 - Understand how parish business affects them
 - Stand for election as local (parish) councillors
16. Parish Council Engagement
There are 31 Parish Councils in the York area:

Acaster Malbis	Haxby Town Council	Osballdwick
Askham Bryan	Heslington	Rawcliffe
Askham Richard	Hessay	Rufforth with Knapton
Bishopthorpe	Heworth Without	Skelton
Clifton Without	Holtby	Stockton-on-the-Forest
Copmanthorpe	Huntington	Strensall with Towthorpe
Deighton	Kexby	Upper Poppleton
Dunnington	Murton	Wheldrake
Earswick	Naburn	Wigginton
Elvington	Nether Poppleton	
Fulford	New Earswick	

17. CYC maintains a close working relationship with those 31 parish councils through the Yorkshire Local Councils Association. York Branch (YLCA) is a membership organisation and nearly all of the local councils within the City of York area are members of that organisation. In particular CYC liaises with local councils through the Parish Council Liaison Group. The membership of the group is 5 local council representatives selected through the YLCA branch meetings, and an officer from the CYC Communities and Equalities Team. There is an open invite to the CYC portfolio holder to attend liaison group meetings. The purpose of those meetings is to provide regular contact between CYC and local councils to pick up key issues and to ensure ongoing dialogue. The liaison group also has responsibility for the Parish Charter. Those local councils who are not members of the YLCA are contacted directly by the Communities and Equalities team with key messages which are pertinent to all or groups of local councils.
18. In January 2013, the Task Group received a copy of a Charter agreed by CYC and the YLCA on behalf of the 31 local/parish councils in York, which sets out how they will work together. The charter:
- includes a commitment to the principles of democratic local government;
 - acknowledges and recognises that parish and town councils are the grass roots level of local government. By working with local and parish councils CYC aims to act in partnership with local communities, while balancing the needs of the wider locality;
 - recognises that parish councils offer a means of shaping the decisions that affect their communities and of revitalizing or sustaining local communities;
 - recognises the strategic role of CYC and the equitable distribution of services which it has to achieve.

19. Residents Associations

A Residents' Association is a group of local people who meet regularly to talk about things that affect them. They play an important role in building local communities by highlighting community concerns such as the environment and crime, and contributing to the making of policy that delivers services to tenants e.g. housing repairs. Anyone who is a resident within an RA's boundary can join, regardless of whether they are a council tenant or own their house.

20. There are currently 20 associations recognised by the council serving residents across the city, each with its own geographically defined area – see list of RAs in Annex A. The Task Group noted that Residents Associations tend to be formed in non-parish council areas. A list of the current Residents Associations, together with information on how they are organised and work etc is shown at Annex A.
21. The Task Group were pleased to learn that information on the Residents Association Federation is being provided online via the council website, to encourage more individuals to get involved. They agreed it would be helpful if the same information could also be made available offline for those residents with no internet access.
22. The Task Group was informed that overall feedback from Residents Associations in the York area showed a need for improved communication between them and wards councillors.
23. Community Contracts & Action Plans
As Ward Councillors, the Task Group was already aware that Community Contracts were in development in many wards, enabling communities to have a greater understand of their ward, the challenges within the ward, services and facilities, as well as how to actively become involved . Also, that new methods of communication were being trialled, including the use of social media and Your Ward Online.
24. In December 2012 the Task Group considered the Ward Action Plan for Heworth together with information on how it was created and evidence used in support. At the same time, it was confirmed that none of the wards in the rural group (see paragraph 6 above) have an action plan in place. The Head of Neighbourhood Management confirmed she had met with the parish councils in those wards, to learn how they currently engage with their community on issues within their parish, and to encourage the introduction of action plans. However the general consensus of Parish Councils was that they already had a good understanding of the challenges within their parishes, and therefore could see no benefit to producing an action plan. The Task Group acknowledged their view.

25. However, the Task Group recognised the benefit of improving community involvement in ward action planning and service monitoring, and agreed that over time it could lead to an increase in the number of residents who felt they could influence decisions in their local area, thereby improving the figures in the BYS findings shown in paragraph 9 above.

26. Ward Budgets

At a national level, the Coalition Government's promotion of the "Big Society" idea is leading them to take an interest in many aspects of local activism, local self help and community engagement and so there is a strong governmental interest in participatory budgeting, which York has a successful track record in.

27. Each year the wards in York are given a budget to fund initiatives and projects which will support their ward priorities and lead to improvements in their local area. In 2012-13, to make sure that budget made a real difference in the wards, CYC launched an online survey for residents to identify their ward concerns. This was also made available through community builds in a hard copy format. This together with statistics and feedback from service providers will help shape ward priorities for their ward for 2013-14.

28. The Task Group queried whether all Parish Councils and Residents Associations had a clear understanding of how Ward processes worked within their ward, in relation to setting ward priorities, working collectively on the community contract and identifying relevant resources.

29. Ward Team Meetings

The Task Group learnt that the Communities and Equalities Team was currently developing a number of documents to support Councillors in their ward team meetings e.g.:

- A generic list of interested parties, from which Ward Councillors could tailor their invitees to a meeting based on the issues to be discussed. The list should include all the appropriate individuals/organisations to support ward councillors in their consideration of the issues around the priorities they have set as part of their ward action plan, including representatives from any local Parish Councils and Residents Associations where they exist within the ward
- An information sheet on each ward and its Ward Councillors for new attendees/interested parties at ward team meetings.

30. Overall, the Task Group recognised that across all wards, Parish Councils, Residents Associations, and other local bodies such as Neighbourhood

Watch Groups, Gardening Clubs, Planning Panels etc (any organisations that bring together groups of residents), had much to offer in the way of community liaison. And, that they were a source of local information that could be better utilised to inform discussions around Community Contracts and local priorities etc. They therefore agreed it would be useful for representatives from those bodies to participate in ward team meetings and/or ward meetings to contribute to those discussions.

ii – CYC Customer Services

31. CYC Customer Contact Centre

To ensure a fair comparison of the information provided in support of this review, the same ward groupings shown in paragraph 6 above were used when considering statistical information from CYC's Contact Centre.

32. In January 2013 the Task Group received information on the number and type of issues being reported via the Contact Centre, showing the level of community engagement across the relevant wards during 2012 – see Annex B. They recognised the need for the Contact Centre to be able to access up to date information on council services to allow them to respond accurately and thoroughly to enquiries at first contact stage.
33. Having considered the channels used and the number of CRM interactions in 2012, the Task Group queried the use of fax as a first point of contact. They learnt that residents often fax their documents in support of their benefit claims. The majority of the fax interactions reported were for CIS Checks (73%) and change of circumstances (24%). In many cases, a resident may call first but then be asked to fax their documents, which creates 2 contacts. The Contact Centre do not promote that access channel as a first point of contact choice, however they do need to keep it especially as some of the older people in the deaf community still prefer to use that method over mini-com or Type-talk.
34. In regard to the Council's website, the Task Group recognised the need to increase the options for self serve, and encourage more residents to register for online accounts. They agreed the look and feel of the council's website needed improving and suggested lessons could be learnt from the Family Information Service website.
35. **CYC Community Services**
The Task Group were interested to learn whether residents ever seek information/advice on council services via other routes (other than the Customer Contact Centre). In particular, they questioned whether users of the following mobile community services ever sought information (other than Youth Services information) from the following service providers:

36. URBIE – The Task Group learnt that information received from ward team meetings, PCSO's, local members of the community and other CYC Services was being used to determine the group(s) targeted by URBIE.
37. In the north of the city, the URBIE bus goes out three times a week:
 - Tuesday 4.00pm till 6.30pm at Orchard Park. It then moves onto Strensall from 6.30pm until 9.00pm
 - Wednesday 6.00pm – Haxby/Wiggington (no end time as yet due to being a new session)
 - Thursday 6.30pm – Tang Hall (no end time as yet due to being a new session)
38. In the south of the city, the URBIE bus is currently limited due to staffing issues, and only goes out twice a week (Thursday 4:00- 6:00pm and 7:00- 9:00pm). The early session can vary in where it goes but the later session goes into Foxwood.
39. Feedback on requests made to URBIE officers for information on other Council services is being gathered, and will be tabled at this meeting.
40. Mobile Library Services - The Task Group received information on the mobile library service which provides a range of books for adults and children, including large print books, audio books and language courses. Many of the same services offered through local libraries are also offered through the mobile library service, such as access to community information and children's activities e.g. Summer Reading Challenge. The vehicle also has disabled access. Timetables for each ward indicating where and when the mobile library is in the area, can be accessed via the council's website – see:
<http://www.york.gov.uk/info/200428/libraries-location-and-opening-hours/475/libraries-location-and-opening-hours/14>
41. Feedback on requests for information about other council services, made to the Mobile Library Services Team, will also be provided at this meeting.
42. Toy Bus - The Task Group learnt there had been no requests for other council services via the Toy Bus, which is a friendly and fun mobile toy library service visiting communities in and around York. The purpose built bus is used by childminders, playgroups, nurseries and other groups that involve children. It offers a range of good quality toys, books and play equipment (age range from 0 to 5 years), and advice and information on play and toys. The Toy Bus visits areas around the city and surrounding

area - see timetable on the council's website:
<http://www.yorkchildrenscentres.org.uk/toybus>

iii – Financial Inclusion

43. In regard to forthcoming benefit changes i.e. the introduction of Universal Credits, the Task Group were pleased to note the pro-active approach being taken by CYC's Contact Centre to contact residents ahead of those changes taking affect, to help them understand its affect on the benefits they would receive in the future. The Contact Centre hoped it would reduce the number of residents who were unaware of the forthcoming changes and allow them to direct affected residents to the appropriate support and guidance.
44. The Task Group also received information on a recent community based project offering financial support to residents in the Heworth Ward area:

York Citizens Advice Bureau (CAB) – Prosperous Communities Project

The aims of the project was to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. The mission was to empower clients by giving them the information they needed, so they could decide how to resolve their own problems.

The project (funded through Community York Grant -CYC voluntary sector funding)_created an Advice Hub at Tang Hall Community Centre to pilot an innovative, multi-disciplinary approach to providing the advice residents need, under one roof. Led by CAB but with workers from Housing Options, North Yorkshire Credit Union, Future Prospects and an experienced CAB adviser, the project provided advice on claiming in and out of work benefits, prepared residents to meet the challenges and opportunities of Universal Credits, helped resolve debt problems and provided money management advice including budgeting, financial planning and making informed decisions.

Tang Hall Community Centre was chosen as the venue for the drop-in sessions, as it complimented plans to establish a Health and Wellbeing Centre on the site with York Mind, and a whole series of sport and social activities located at the Centre.

45. The Task Group were pleased to learn that since the Hub started in September 2012, there had been 11 x 2.5hr sessions and a total of 33 clients had been seen and assisted with their problems. They also

acknowledged the success of the Hub, which up to December 2012 had identified and assisted with the claiming of £21,043.36 of previously unclaimed benefits, and helped clients to deal with £42,062.19 worth of personal debt. The Task Group questioned whether there would be opportunities in the future to extend the project to cover other areas in the city, and it was confirmed that Community York Grant would be available again in the next financial year.

Concluding the Review

46. To conclude the work on this review, and to address the objectives shown in paragraph 10, it is suggested that the Task Group meet with the Parish Council Liaison Group and the Residents Association Federation to discuss the review findings to date, and to:
- Share information on how ward processes work in relation to setting ward priorities, working collectively on the community contract and identifying relevant resources, and how they might participate in that process
 - Gather their views on what if any, are the barriers preventing their organisation and residents in general, from influencing decisions affecting their local area
 - Discuss how best to improve communications between their organisation and Ward Councillors, by agreeing some principals around understanding individual roles; behaviour; engagement and communication
47. The next informal meeting of the Residents Association Federation is on Thursday 7 March at 11am. And, the next meeting of the Parish Council Liaison Group is on Wednesday 13th March at 2.00pm.
48. The review findings together with the feedback from those meetings will inform the recommendations arising from this review.

Options

49. Members may:
- i) Choose whether or not they wish to meet with the Parish Council Liaison Group and the Residents Association Federation to gather their views, as outlined in paragraph 46 above
 - ii) Agree revisions and/or additions to the review findings to date as shown in paragraphs 11-45 above

- iii) Identify and agree the draft recommendations arising from this review

Implications

- 46. Implications associated with the recommendations arising from this review will be identified and included in this report, once the Task Group have agreed the recommendations they wish to propose to the Corporate & Scrutiny Management Committee.

Council Plan 2012-15

- 47. A core capability of the Council Plan is for the Council to be completely in touch with its communities. To achieve this, and be a city of active and self reliant communities, the Council is introducing new ways for residents to interact with the Council and improving communications. The aim of this review is to identify ways of optimising that communication and improving levels of engagement with local communities across both rural and suburban areas of the city.

Risk Management

- 48. Without full and proper engagement of local communities across the city, there is a risk that the services provided by the Council will not fully reflect the needs of those communities. Any improvement to ways of engaging with residents identified as a result this review will assist in mitigating that risk.

Recommendations

- 49. Members are recommended to:
 - i) Meet with the Parish Council Liaison Group and the Residents Association Federation to gather their views (as outlined in paragraph 46 above)
 - ii) Agree any changes required to this report so that it may form the final report arising from this review.

Contact Details

Author:

Melanie Carr
Scrutiny Officer
Scrutiny Services

Tel No.01904 552063

Chief Officer Responsible for the report:

Andrew Docherty
AD Governance & ICT

Report Approved

Date

10 February 2013

Wards Affected:

All



Annexes:

Annex A – Information on Residents Associations

Annex B – Statistical Data from Customer Contact Centre for 2012

Residents' Associations

Setting Up a Residents Association (RA)

For an RA to be recognised by the council it has to fulfill certain conditions to ensure it is democratic and representative of its community i.e.:

- holding an inaugural public meeting when all residents are invited
- adopting a recognised community group constitution
- adopting the council's equal opportunities policy
- holding an annual general meeting to which all members are invited
- electing a committee

The Council offers help through each step of setting up and establishing an RA. They are encouraged to adopt a committee structure, where members are nominated for key posts such as chair, secretary and treasurer. A number of 'ordinary members' can also be elected although this is not always necessary.

In regard to the Rural West Villages, the Council is currently looking for volunteers who are willing to get involved and set up RAs in those communities.

Funding

Recognised RAs receive a support grant to pay for running costs such as meeting room hire, newsletters and stationery, a yearly estate improvement grant and a small training budget to send members on external training courses. The amount of those grants depends on the number of tenants in the RA area.

CYC Support

The Council supports the work of RAs in a number of ways. For example, it produces a bi-monthly magazine 'Working Together' containing news about residents' associations and training opportunities that residents and tenants might benefit from. Some of that training is free or is offered at a subsidised rate.

The Council's neighbourhood management officers also helps to identify issues in an area and come up with solutions that can be implemented. Councillors, council officers, estate managers and the safer neighbourhood police team will often attend meetings (when invited) to aid RAs in their consideration of those issues.

York Residents' Federation

York Residents' Federation is an umbrella group for Residents' Associations (RAs) in York. It aims to represent the interests of residents and to promote their right to be involved in developing policies on housing and other issues. It gives help and support to RAs as well as encouraging the establishment of new associations. It also works as a sounding board for service improvements and encourages local initiatives.

The Federation holds formal public meetings on the 3rd Thursday of each month starting at 7pm, and meets informally on the 1st Thursday of each month. Any resident can attend the formal meetings. Although the meetings are mainly about issues of concern to council tenants, there are often guest speakers talking about more general topics. For example, recently there have been topics on cold calling zones and the work of the Older Citizens Advocacy York.

The Federation raises issues of common concern across RAs. It also helps to identify training needs among RA members and works with other local, regional and national organisations to provide external training and education to meet those needs.

CYC Funded RAs	Ward	RA Information
Bell Farm	Heworth	Do not engage very well but ongoing work with the Association to merge groups with the management committee - action plan in development
Dodsworth		Well run and engage locally, confident group
Muncaster		Well run, engage locally and well represented with the Fed so has knowledge of contracts
Tang Hall	Heworth & Hull Rd	Needs to increase membership. The chair engages well and attends the Fed
CAMLOW	Micklegate	Needs to increase membership but good knowledge of the area
Clementhorpe		Needs to increase membership. Meets jointly with Nunnery
Nunnery		Well run that engages locally and attends the Federation
Carr	Acomb	Not constituted. Needs to attract new members. Plans to organise an open event
Chapelfields	Westfield	Has merged with the Management committee and a good experienced committee
Cornlands & Lowfields		A new group who have made massive steps in funding and tackling local issues and attend the Fed
Foxwood		Very experienced and doing lots in the area and attend the Fed
Kingsway		Needs to increase membership but moving in the right direction. Attends the Fed
Clifton	Clifton	Well run and well attended and very active, attends the Fed
Copmanthorpe	Rural West	Needs to increase membership. Engages well with the Fed but not the ward
Dringhouses	Dringhouses / Woodthorpe	Experienced and well run and understand the contracts, just attended their first ward team
Dunnington	Derwent, Heslington & Osbaldwick	Needs redirection and focus to increase wider engagement - would benefit from same support recently provided to Groves RA (see Case Study below)
Fulford	Heslington & Fulford	Needs to increase membership but the chair engages well and attends the Fed
Groves	Guildhall	Did intense work with this group and they are now self sufficient, engage well and benefit from good Ward Cllr engagement. Chair attends the Fed
Navigation & Walmgate		Experienced and well run and understand the contracts and attend the Fed
Lindsey	Holgate	Improved and engaged more in the past year and attend the Fed

Private RA's Supported by CYC	Ward	
Sovereign Park	Acomb	Engage well within their own community, excellent volunteers and lots of partnership working that we have helped facilitate. Attend the Fed
Chase	Dringhouses/Wood	Engage well locally, aware of whats going in by ward and some active volunteers that we managed with settingup their constitution etc
Badger Hill	Hull Road	Set up to tackle local issues and MS meeting them about funding
Claremont Terrace	Guildhall	Set up to challenge local issues with students etc but attend fed meetings

Community Engagement Scrutiny Review

Groves Resident Association - Case Study

There was an increase in ASB, crime, litter and student relations were not good. The chair of the failing RA attended a public meeting because he wanted to make the area a better place but was not getting responses from partners. The Chair needed a body to facilitate and form some sort of structure – that's where the Neighbourhood Management Team stepped in.

The Neighbourhood Management Team took the decision to offer some intense training and support to the Groves Residents Association and its partners. This included:

- Securing a regular Meeting place for informal meetings
- Providing:
 - i. Contact details for CYC officers in EPU, SEO, Licensing and RA are now dealing with them directly.
 - ii. Support and encouragement to enable RA members to:
 - Speak at Ward Committee meetings.
 - attend the York Residents Federation meetings which they now attend regularly and find extremely useful and enjoyable
 - iii. Advice and guidance on:
 - various constitution matters i.e. how this can be changed and developed to suit the aims and objectives of the group
 - good practice on committee and officer roles in the RA
 - running an effective committee meeting
 - setting up their own Facebook page and Residents Association email address
 - iv. Various training opportunities to all the Groves RA members a – this will continue throughout the year
 - v. Funding from the RA Support budget for help with Admin costs for the group.

In addition, the Neighbourhood Management Team worked with residents to design, publish and deliver a 'Groves' Newsletter. They also helped the committee design a Residents Logo – see examples below.

Positive Outcomes

- The Groves RA membership has gone from 3 to 25 people

- The group now engages with the Federation
- RA members attend regular training programmes e.g. recently attended equality training.
- The group are active within their ward and work alongside their ward Cllrs
The group had an input into the community contract for the Guildhall ward
There are also numerous examples of partnership working, and they now have a good working relationship with York St John University.

Neighbourhood Management Team continues to meet with the group informally (on a monthly basis) to keep on top of any issues in between the formal RA meetings.



Groves News



YOUR MANOR?!

We all deserve to live in a place we can **ALL** be proud of.

What does your local residents' association actually do?



Since September 2011 we have...

- Extra general waste communal bins, delivered before Christmas
- Removed the bench on Lowther Street near the Indian restaurant, bench to be relocated at a later date; due to misuse of alcoholic drinkers.
- Fencing/gating around Crathorne House, Jackson Street and Selby House, Townend Street.
- Dog warden re: waste bins/fouling (any problems please contact the local council with regards to dog fouling on foot paths)
- Working with York St John regarding noise/littering and building relationships between the residents and students. They are going to increase noise patrols, Monday/Wednesday/Saturday from 10am to 3pm.
- Leigh Hankinson will put a little bit in our newsletter; Leigh Hankinson Student President [L.Hankinson@yorks.ac.uk]



NO DRINK ZONE:

Ongoing talks with the council and relevant bodies about having a no drinking zone in the Groves, as you can see from the York Press 20/1/2012 they are looking at having it in the whole of York. Please keep passing on any problems you continue to have as it helps use to build up a picture of what continue to happen.

ZEBRA CROSSINGS:

Contacting relevant departments with regards to this matter.

What we are doing in our area...

- Building relationships with the local police / local churches/York St Johns University/Housing department to build relationships



- Improving recycling
- Lottery funding; Community project for “dig deep” for wildlife and vegetables for all to get involved, enjoy and learn new skills
- It is our turn to have **YORKPRIDE** £ and we want to hear how you want it spent, so far; gates/fencing around all blocks, do you want security codes?
- RSPB- bird and bat boxes for our area
- Improve green areas, make them for residents only
- Open day
- Working with the community pay back and young offenders team
- Litter picking project

POLICE IN YOUR AREA:

Police will also put something in ask, Ray Milligan

Ray.Milligan@northyorkshire.pnn.police.uk

Sean Simpson is a PSCO

Sean.Simpson@northyorkshire.pnn.police.uk



The Groves Residents' Association**DO YOU HAVE PROBLEMS WITH NOISE?**

Neighbourhood noise contact: Council Noise Patrol is 01904 551555, weekend service 9pm until 3am Friday, Saturday – deal with noise from households council and private and Pubs etc and also contactable from 9am until 5pm Mon – Fri.

Student noise: Telephone 101 and give the details of what is happening and ask for it to be logged. This will then be past to the police in our area who can lease with York St John's University.

Stand up and have your say, we want to listen**Next meeting:**

When: Wednesday 15th Feb 2012,

Where: St Thomas with St Maurice Church Hall and 6.30pm

Police will be attending.

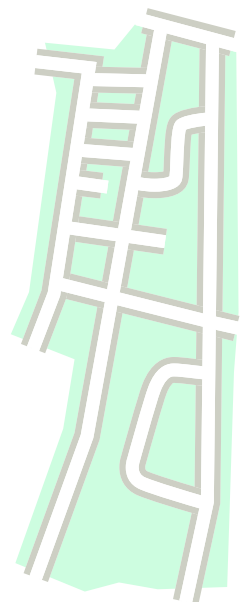
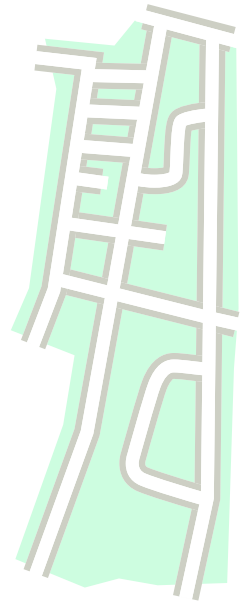
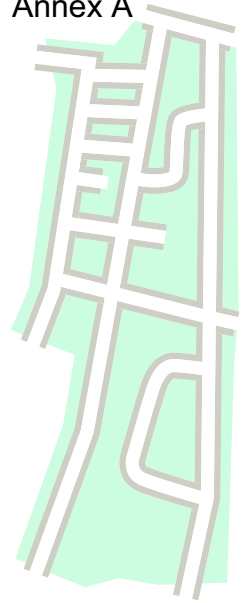
We always want to hear your views and always want people to get involved please
contact;

Cindy Benton or Michal Czekajlo Neighbourhood Services Team

Email address: cindy.benton@york.gov.uk/ Michal.czekajilo@york.gov.uk

Facebook: [facebook.com/cityofyork](https://www.facebook.com/cityofyork)

Telephone number: 01904 551813 or 01904 551841



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YORK FEDERATION OF RESIDENTS ASSOCIATIONS

MEETING - THURSDAY 22ND NOVEMBER 2012

MINUTES

1. WELCOME. The Chair welcomed everybody to the meeting and asked them all to introduce themselves round the table for the benefit of newcomers.

2. APOLOGIES. Apologies were received from Cllr Simpson Laing, Greta Kenis and Margaret Sharkie.

3. ATTENDANCE. Those present at the meeting were; Anne Smith, Chair, Terry Mc Laughlin, Secretary, Barbara Broadbent, Chair Monastery, Trevor Potter, V/chair Muncaster, Maureen O'Hare, Chair NAWCA, Shirley Gumley, Chair Foxwood, Barry Bothamley, Chair Tang Hall, Ann Major, Secretary Cornlands / Lowfields, Marge Sharp, Chair Clifton, Wendy Clarvis, Clifton, Mick Green, Chair NARA, Rene Barcarse, KARA, Sandra Waddington, V/chair KARA, Patricia Palaeologina, KARA, Peter Barton, Chair Fulford, Cindy Benton, photographer!!! CYC, Brian Ledger, Chairman Copmanthorpe, Mary Bailey CYC, Dorothy Senior, Treasurer Cornlands Lowfields, Truda Counsell, V/ chair Lindsey, Julie Hood, CYC, Zoe Crisp, Secretary Sovereign Park, Jo Ingerson, Groves, Joy Jones, Chair Groves.

4. MINUTES. Copies of the minutes of the previous meeting had been circulated to the members. They were accepted as a true record of events. There were no matters arising.

5. OVERVIEW. The Secretary gave a brief overview of the agenda stating that there would be two speakers Mary Bailey and Julie Hood. Questions would be welcomed by the Speakers. As the Agenda was full and there were a number of items on Any Other Business, the Secretary asked for members to keep questions down to one per person.

6. SCRUTINY PANEL Etc. Julie Hood gave a short resume of the meeting held on 6th November for those people who had put themselves forward for the Scrutiny Panel. Thirteen people had attended and Julie felt that the meeting had been informative as to what might be expected from the Panel once it was up and running. Feed back from the day had been positive. The next meeting when it was hoped to set up the membership of the Panel would be held on Monday 10th December 2012. Invitations to all those interested will be sent out in the near future.

A.S.B. A meeting will be held at the Guildhall on Wednesday 5th December at 6.0pm., for those who are interested.

YORK HOUSING WEEK. Because the Coffee Morning held at York Enterprise was not as successful as was hoped and very few members of the public attended. Julie thought it may be advisable if the Residents Associations themselves held Coffee Mornings next year and possibly the Federation could hold one as well. Terry replied that this would need to be discussed fully by both groups. Julie agreed to bring it back to the Federation early in 2013.

7. COMMUNITY CONTRACTS. Mary Bailey from CYC had been invited to give an update of the process of setting up Community Contracts. Mary has just taken over this job and is still finding her way around. She passed out copies of a booklet giving an example of what the Ward Committees think should be done and explained that there is room for suggestions and improvements should members of the Federation and Residents Associations wish to propose them. Dates and venues for future meetings have been forwarded to those who wish to be included. Cindy informed the Dringhouses members that venues would be within the Ward. This had been causing some concern. Patricia asked that before the final printing

of the booklet it should be written in plain English, and not has she said Beaucroatic Jargonese. Mary agreed that it should be done. The Secretary asked if Mary could return to the Federation with a view to devoting more time to the subject. It was suggested that either the Cluster Group Day or the AGM would be the most suitable.

Anne thanked both Julie and Mary for coming and talking to us.

8. TRAINING. Cindy gave a brief report on the number of applications received from people wishing to take up the offer to attend the various training courses. The response had been good, but there was still room if anybody else wanted to apply. The feed back from some of those who had already taken part was very encouraging. Barry had attended the course on Trustee Management. He had found it both informing and interesting, He was looking forward to the next session.

9. CLUSTER GROUPS. The date and venue for this event is Thursday 31st January 2013, at the NHS Social Club, Whitecross Road, 10am – 3pm. Councillor Tracey Simpson Laing and Sally Burns of CYC Have accepted our invitations to come along and talk to us. Any suggestions for helping the day to be entertaining will be most welcome.

10.A.G.M. The A.G.M., will be held on Thursday 21st February 2013, if members requires an item added to the Agenda please advise either Cindy or Terry no later than Thursday 17th January 2013. Any alterations to the Constitution must be submitted to Cindy no later than December 20th 2012. Any nominations for Officers please ask the nominee first if He/She is willing to stand. Nominations can be put forward on the night before the meeting begins. Anne Smith who has been our Chair for the past five years announced that she wants to stand down. She said that 5 years was long enough and it was only right that someone else be given the chance to Chair the meetings.

Anne has been Chair for the past five years and in that time has done a great job. She has been gentle but firm without being heavy handed. During her tenure an increase in attendance at our meetings has taken place, as well as a pleasant atmosphere. This has allowed business to be dealt with efficiently and calmly. As a result of Anne always wanting an answer to the many questions raised, there has been quite a noted increase in the amount of Council Officers attending and explaining in detail what is going to happen or hoped will happen. She has been an outstanding Chair for the Federation and deserves our heartfelt thanks for a job well done.

11. ANY OTHER BUSINESS. 11.1. Barry reported that there had been a number of Wheelie bins set on fire in the Tang Hall area. These had been dealt with by the Emergency Services, but He wondered if there had been instances of this nature in other R.A., areas. Jo ingerson said that there bin fires reported in the Groves.

11.2. Trevor asked if the Illuminated/flashing speed control sign had been erected in Dodsworth Avenue. A grant towards the cost had been made from the £30k pot in 2011. Cindy will make enquiries.

11.3. Patricia wished to know about the Councils Housing Allocations Policy. Terry replied that this was something that should be brought to the Federation because it was part of Housings remit and until such time as the Scrutiny Panel was on board there was nobody to deal with it. Cindy will invite Yvonne Burns to talk to us.

11.4. Brian had been receiving a lot of nuisance telephone calls re mis-sold Insurance, He realised that this was something that a large number of people were experiencing. Although not a lot was being done about it He recommended that members should advise people to contact their local M.P., and put pressure on the Government to take action.

11.5. Ann Major informed the meeting that thanks to their grant from the £30k pot Cornlands had now been able to have Fencing erected in two areas.

11.6. Cindy had three items to mention, i. All those wishing to meet the Civic Party on 20th December should meet at the Mansion House at 4pm. This would be followed in the Guildhall with a slightly less formal meeting.

- ii a visit to the new West Offices is being organised, Cindy will keep us informed.
- iii. Four Laptop Computers have now been ordered. Allocation of these will be discussed by the Federation at our next meeting.

11.7. Constitution. Terry said that in view of Anne standing down at the AGM, he had been reading through the Constitution and discovered that in the latest edition there was no proviso for a time limitation applying to officers. In previous editions officers were elected annually but could not serve for more than three years in the post they were elected to. This limit could be extended provided that no member of the Federation wished to take up office when elections were held at the AGM. In His capacity as Secretary he felt that the three year clause should be re-introduced into the Constitution. He asked the meeting for this to be placed on the Agenda for the AGM in February. It was agreed that it should.

There was no further business to discuss, the Chair thanked everybody for attending then declared the meeting closed.

DATES OF NEXT MEETINGS.

FEDERATION MEETING - THURSDAY 20TH DECEMBER 2012, 7.0PM. Guildhall.

ORGANISING MEETING - THURSDAY JANUARY 3RD 2013, 10AM.

FEDERATION MEETING - THURSDAY 17TH JANUARY 2013, 7.0PM.

CLUSTER GROUP DAY - THURSDAY 31ST JANUARY 2013, 10AM. NHS Social Club.

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MINUTES OF THE FOXWOOD RESIDENTS ASSOCIATION HELD ON WEDNESDAY 16 JANUARY 2013 AT FOXWOOD COMMUNITY CENTRE AT 7PM

Present: Shirley Gumley, Chair, Sue Galloway, Cllrs Jeffries and Williams

Apologies: Joyce Hardy, Stacey Gibson PCSO

Matters arising: Sadly, since the last meeting John Sadler had passed away. Eve Jackson had also decided to resign from the Committee and a card and a plant had been sent to thank her for her past contribution.

Council matters: No report as Emma Thorpe CYC Tenancy Manager not present. However the following was reported:-

Sue Galloway said that as of 31 December 2012 she had reported 13 lighting faults within Foxwood estate and, as there had been no response, these had been escalated to a Stage 1 complaint. The latest position appeared to be that there was only 1 outstanding fault at 23 Doherty Walk where the light was within a garden and access was difficult.

Shirley said that on the walkabout on 3 January, apart from the refuse, the estate was pretty tidy but issues had been picked up at a house on Walker Drive (now with Environmental Health) and in Lydham Court where it was suggested that the grass verge be removed – possible Estate Improvement.

Police Matters – no report

Correspondence – nothing to report

Treasurer's report: £1198 current balance

Federation report: AGM coming up and Foxwood nominated Terry McLaughlin for Chair and Shirley Gumley for Vice Chair. The issue of the refuse collection service over the Christmas period would be discussed at the Federation meeting on 17 January. The Cluster Group would be on 31 January and Shirley would be giving a presentation on what we had been doing. The Scrutiny Panel had met once but nothing to report as yet.

Management Committee: There had been a good discussion about the Housing Advice and Benefits Advice sessions held at the Centre with representatives from the Council. Housing Advice sessions are to continue on a Wednesday morning and there will be a phone installed in the foyer with a direct link to the Benefits advisors. We also now have a roll up banner advertising ourselves and the Centre which we can use at community events.

AOB

AGM – 10 April with speaker the new Police and Crime Commissioner Julia Mulligan Updated Foxwood RA constitution to be discussed at this meeting.

Residents newsletter now in production will be issued February

Plant sale booked for 17 May

Askham Bryan College had been asked to help with the planting of the land in Huntsmans Walk and a decision was awaited.

Date for garden competition likely to be during w/c 1 or 8 July

Coffee morning on 1 March 10am – 11,30am when we will be making the bunting for the summer fair

Design brief for Foxwood Park competition had been written and we were awaiting results of funding application to Westfield First Panel

Tubs outside flats had been tivated in readiness for a good summer display and we were looking forward to seeing crocus in bloom.

Next meeting: 20 February 2013 at 7pm



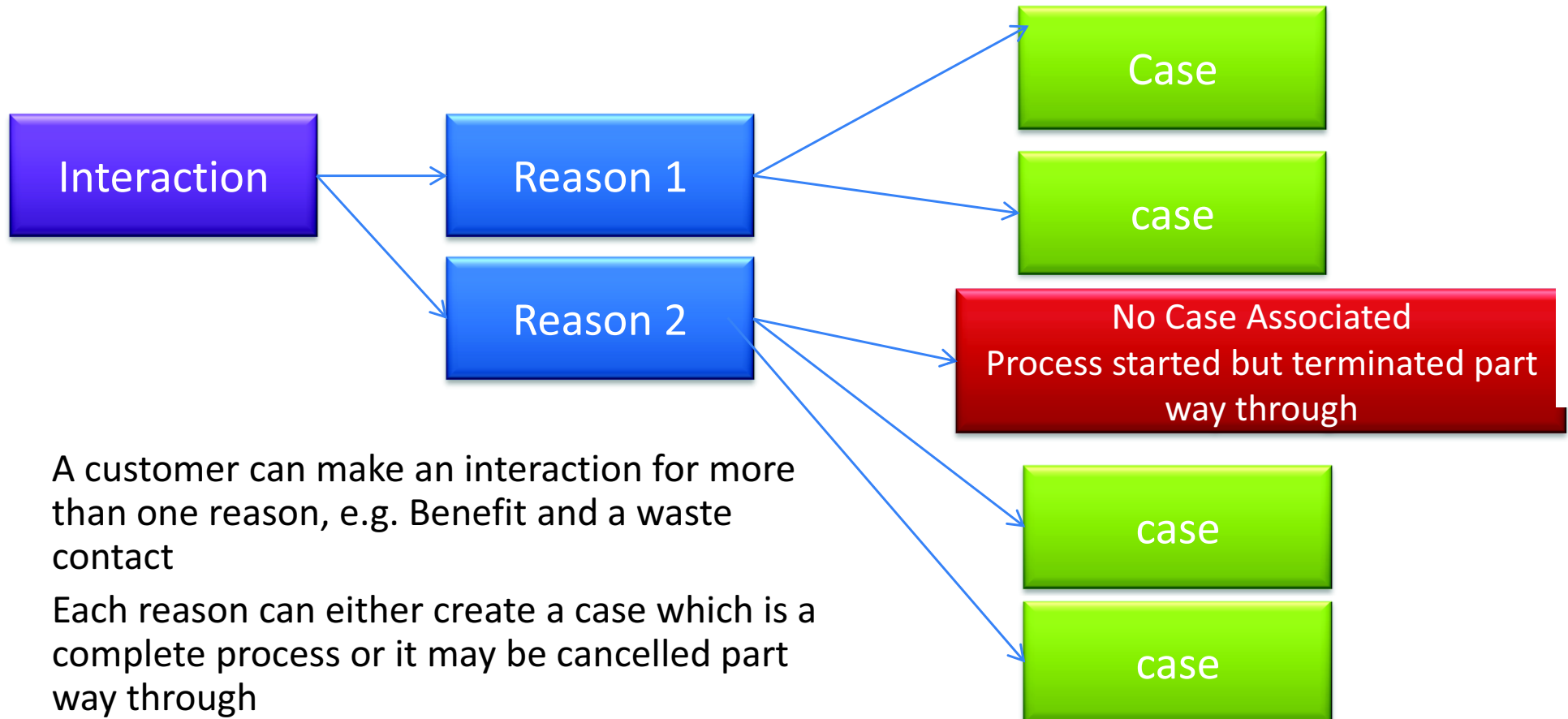
Community Engagement Scrutiny Review

Customer Contact Centre - Statistical Data for 2012

Introduction

- Around 235,000 records have been analysed between Jan and Dec 2012
- Each contact has been linked to a ward via the person making the call (interaction address)
- From this you can see:
 - The channel used for the interaction
 - The reason for the call
 - Whether a case has been created, some contacts get terminated or abandoned half way through. This could be due to eform problems or customer changing mind.
- Note:
 - some contacts come from outside the York area.
 - Not all contacts to the council are recorded on the CRM
 - Some contacts don't get recorded on LAGAN

Understanding CRM Process

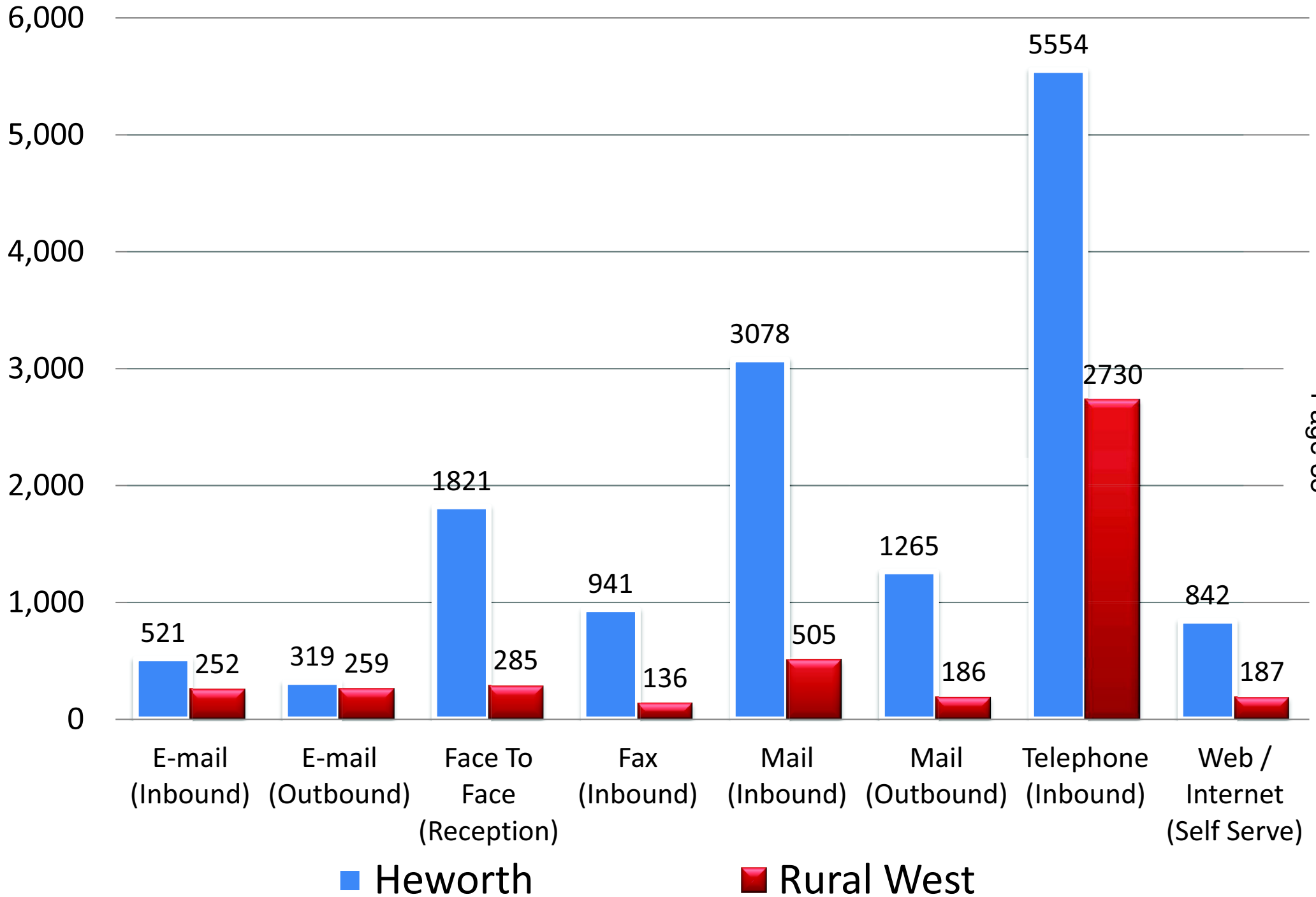


- A customer can make an interaction for more than one reason, e.g. Benefit and a waste contact
- Each reason can either create a case which is a complete process or it may be cancelled part way through
- Each reason could create several cases, e.g a benefit call may create a change of address and a new claim.

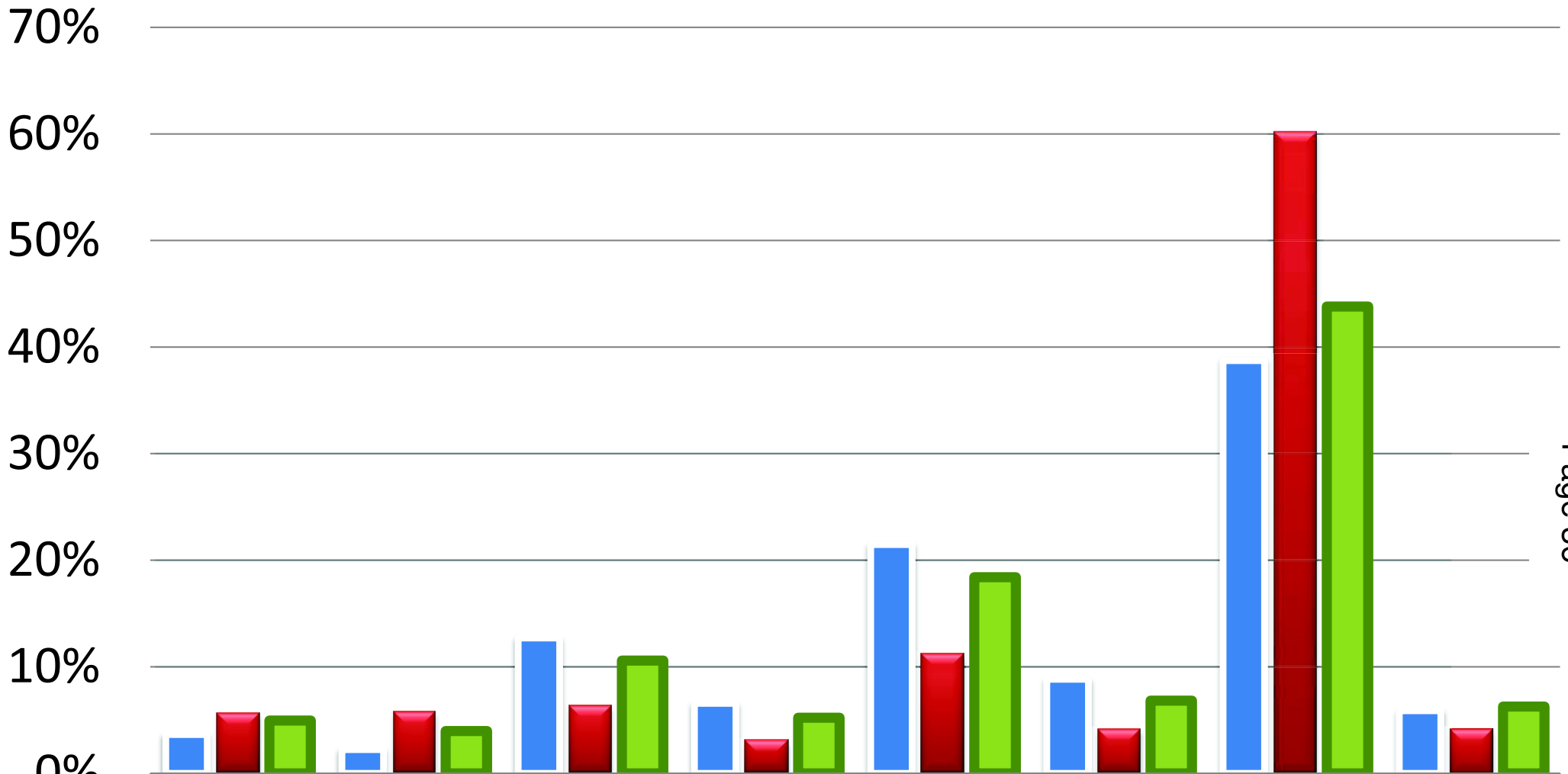
Summary

- Heworth generates 3 times the amount of contact compared to RWY (14342 vs. 4541 interactions)
 - Considering Heworth has 13,725 people in the ward and Rural West York has 10,518, then the level of contact from Heworth is significantly higher per 1000 population
 - Heworth Contact = 1045 per 1000 population
 - Rural West York = 432 per 1000 population
- 60% of contact comes via the telephone in Rural West York compared to 38% in Heworth ward
- Postal Mail proportion in Heworth is double, e.g. due to the type of contact (i.e. Benefit claims).
- A higher proportion self serve in Heworth, e.g. again due to type of contact (e.g. Student discount self serve)
- Face to face visit proportion is double in Heworth, e.g. due to closer proximity to city centre
- Slightly more contact comes in between 9am and 11am for Rural West.

CRM Number of Interactions by channel 2012



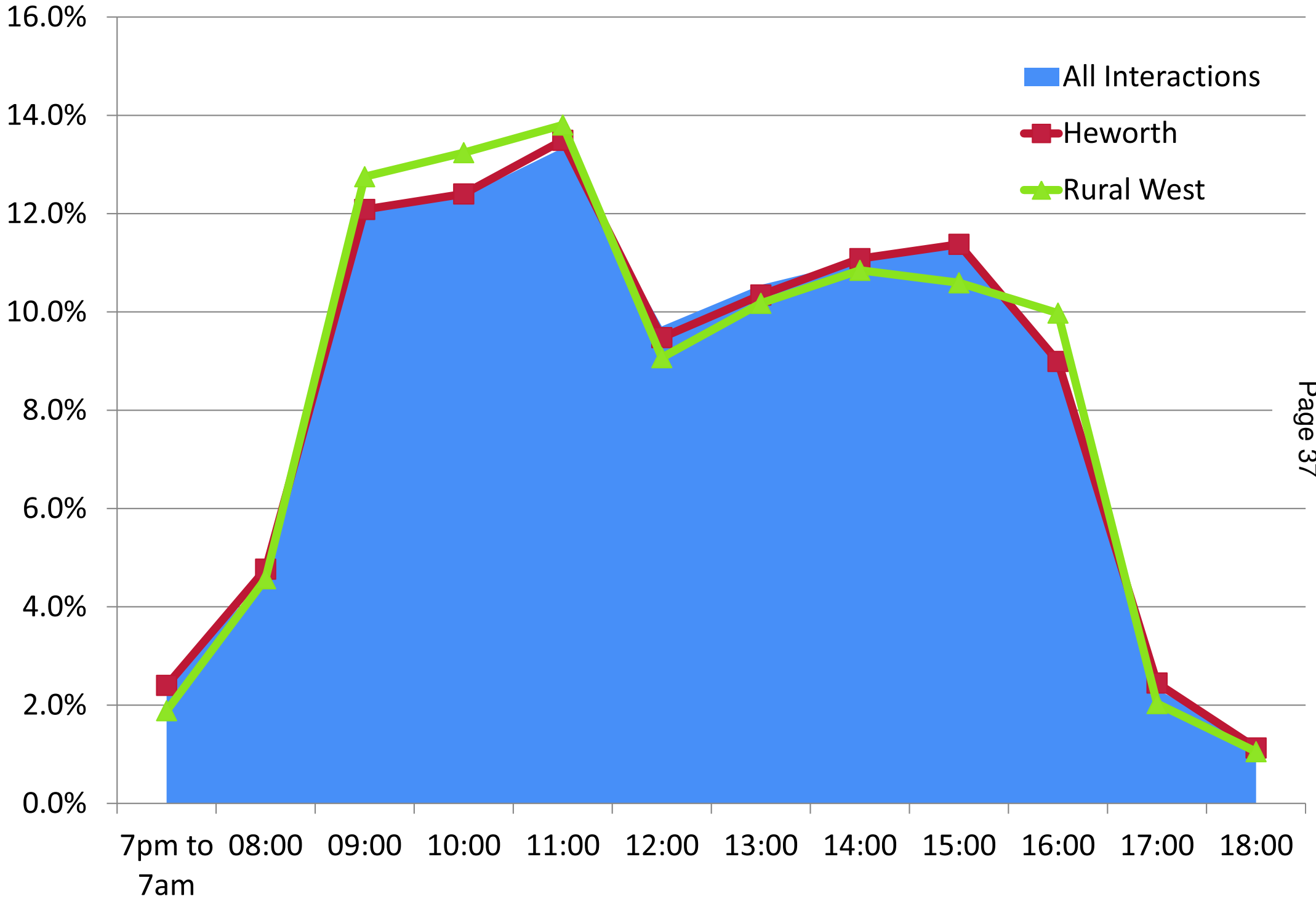
CRM – Proportion of Interactions by channel 2012



	E-mail (Inbound)	E-mail (Outbound)	Face To Face (Reception)	Fax (Inbound)	Mail (Inbound)	Mail (Outbound)	Telephone (Inbound)	Web / Internet (Self Serve)
Heworth%	3.6%	2.2%	12.7%	6.6%	21.5%	8.8%	38.7%	5.9%
Rural West%	5.5%	5.7%	6.3%	3.0%	11.1%	4.1%	60.1%	4.1%
York%	5.0%	4.0%	10.6%	5.2%	18.4%	6.8%	43.8%	6.3%

■ Heworth% ■ Rural West% ■ York%

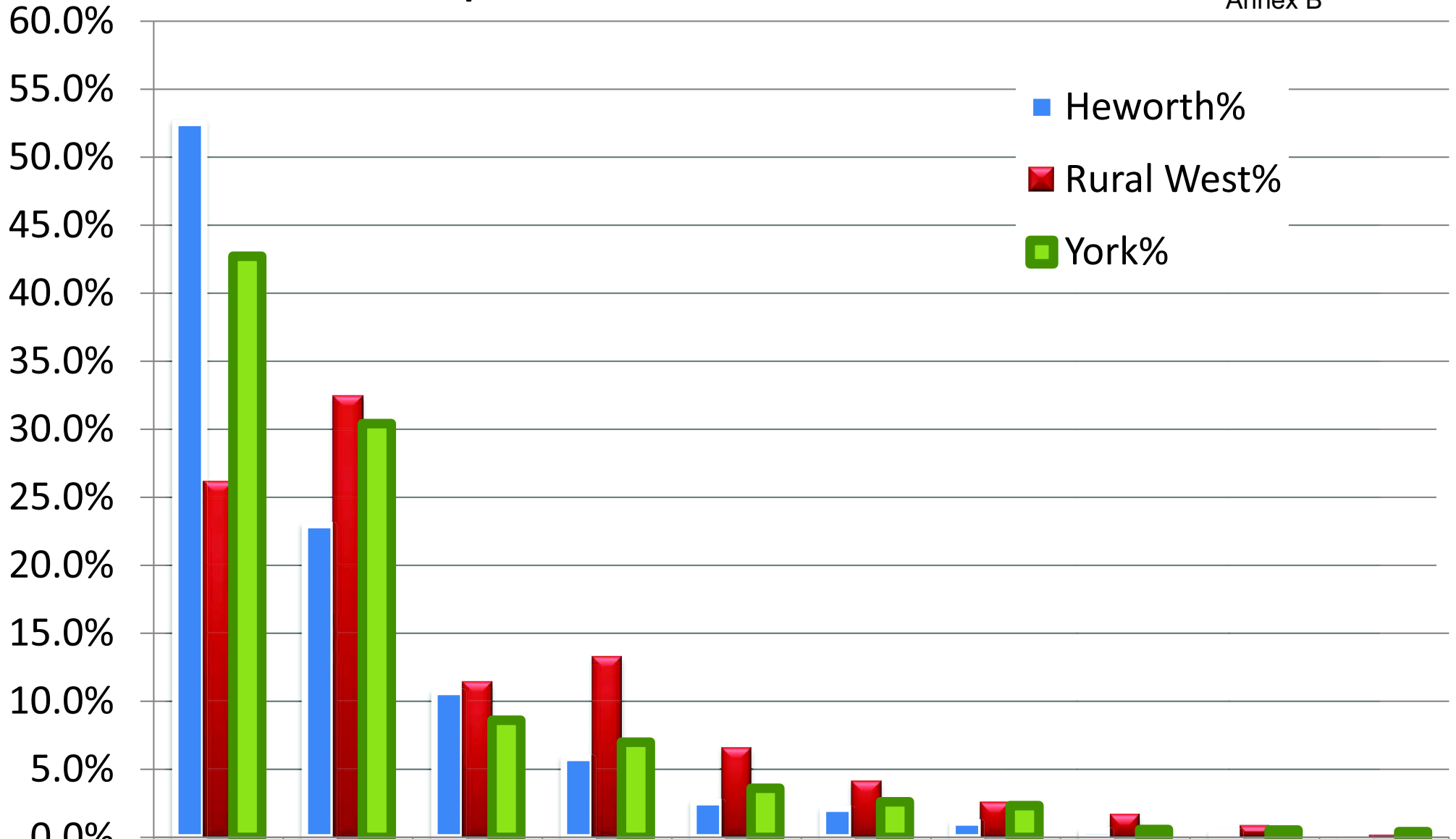
Timeline of contacts for 2012



Reason Summary

- People living in Heworth ward tend to contact more for benefit reasons than those in Rural West York
 - Benefit contact takes up just over 52.5% of contact in Heworth compared to Rural West York at 26.1%
- People living in Rural West York tend to contact more about environmental issues than Heworth.
 - 13.2% contact about rubbish, waste or recycling in Rural West York compared to 5.8% in Heworth
 - 6.6% contact about roads, highways and pavements compared to 2.6% in Heworth
 - 2.5% contact about street care compared to 1.1.% in Heworth
- Council tax takes up the highest proportion in Rural West with 32.4% of contacts compared to 23% in Heworth

Top 10 Reasons for Contact 2012



	Benefits	Council Tax	Sign Posting	Recycling Rubbish & Waste	Roads Highways And Pavements	Feedback	Street Care And Cleaning	Environmental Health	Complaint	Spam
Heworth%	52.5%	23.0%	10.7%	5.8%	2.6%	2.1%	1.1%	0.5%	0.4%	0.1%
Rural West%	26.1%	32.4%	11.3%	13.2%	6.6%	4.1%	2.5%	1.6%	0.8%	0.2%
York%	42.7%	30.4%	8.6%	7.0%	3.6%	2.6%	2.3%	0.6%	0.5%	0.4%

Top 10 Reasons for Contact in 2012

Reason	Heworth	Rural West	York	Heworth%	Rural West%	York%
Benefits	8661	1440	99967	52.5%	26.1%	42.7%
Council Tax	3785	1786	71195	23.0%	32.4%	30.4%
Sign Posting	1762	625	20141	10.7%	11.3%	8.6%
Recycling Rubbish & Waste	962	729	16365	5.8%	13.2%	7.0%
Roads Highways And Pavements	425	362	8435	2.6%	6.6%	3.6%
Feedback	346	226	6113	2.1%	4.1%	2.6%
Street Care And Cleaning	179	139	5447	1.1%	2.5%	2.3%
Environmental Health	79	88	1360	0.5%	1.6%	0.6%
Complaint	68	44	1259	0.4%	0.8%	0.5%
Spam	24	9	983	0.1%	0.2%	0.4%
	16492	5514	234040	100.0%	100.0%	100.0%

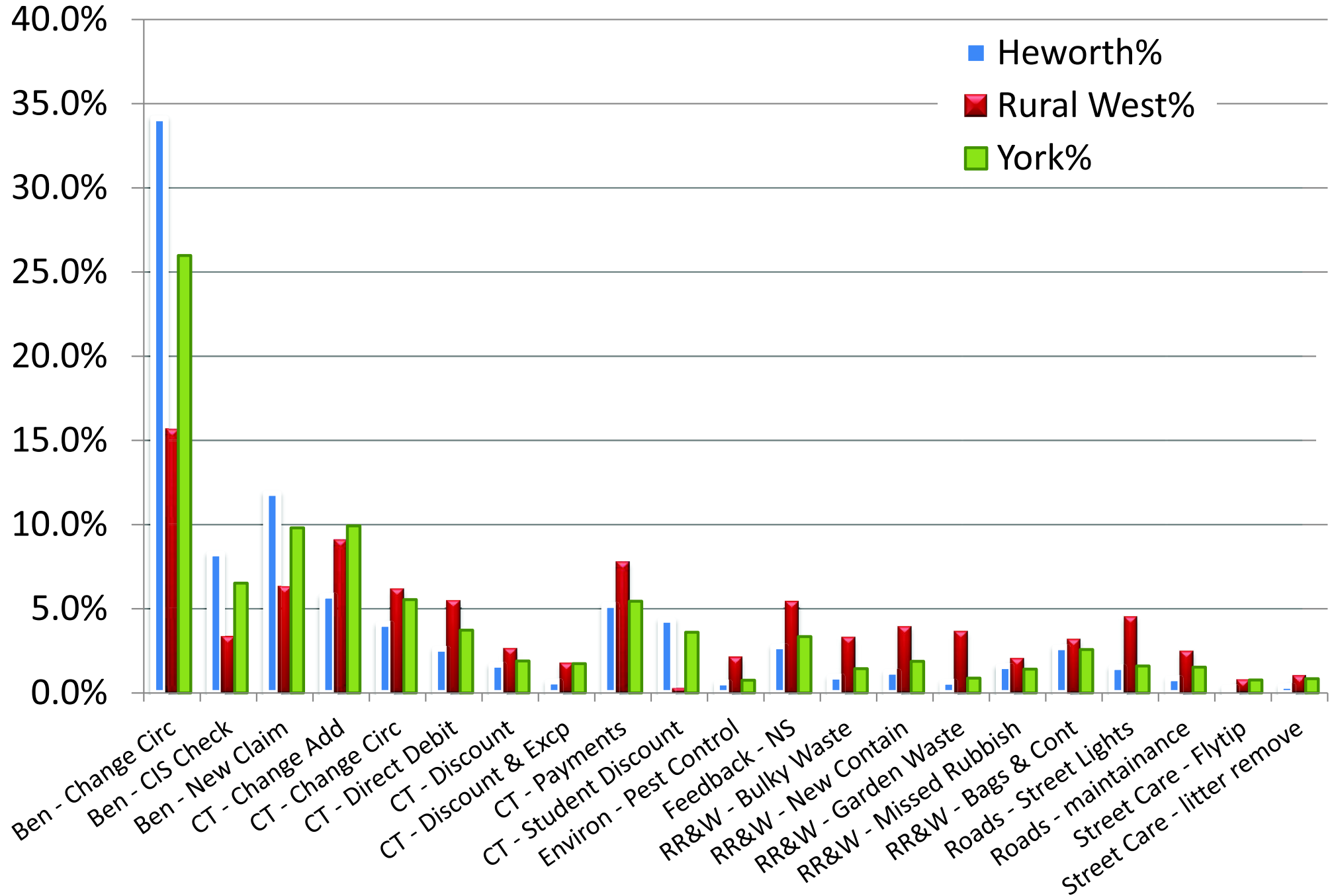
Top 10 Reasons for Contact in 2011

Reason	Heworth	Rural West	York	Heworth %	Rural West%	York%
Benefits (200008)	8633	1736	109639	43.5%	25.9%	40.2%
Council Tax (200028)	2867	1622	60927	14.5%	24.2%	22.3%
Sign Posting (800001)	5204	1277	45002	26.23%	19.1%	16.5%
Recycling Rubbish & Waste (200084)	1262	911	20130	6.4%	13.6%	7.4%
Feedback	530	259	8843	2.8%	3.9%	3.2%
Roads Highways and Pavements (200083)	523	240	8119	2.6%	3.6%	3.0%
Customer Portal	282	166	7015	1.4%	2.5%	2.6%
Street Care And Cleaning (200089)	135	169	5808	0.7%	2.5%	2.1%
Environmental Health (200040)	110	115	1742	0.6%	1.7%	0.6%
Complaint	68	54	1253	0.3%	0.8%	0.5%
Grand Total	19841	6692	272749	100.00%	100.00%	100.00%

Cases Created Summary

- The following looks at the top 20 types from cases created for the whole of York and how this compares in RWY and Heworth
- Just over 90% of cases created comes from these top 20 types
- The biggest type for both is a change of circumstance contact for benefits with a higher proportion in Heworth than Rural West (26% vs 16%)
- New benefit claims makes up 11.9% of cases compared to 6.3% in RWY.
- A higher proportion of council tax payment and direct debit cases are created in Rural West York.
- As you would expect student discount cases take up a much higher proportion of cases created than RWY – due to high student population.

Top 20 cases created by type



Top 20 Overall Cases (by type) created

Annex B

Cases Created - Top 20	Type	Heworth	Rural West	York	Heworth%	Rural West%	York%
Benefits (200008)	Change Of Circumstance	4136	641	46149	34.1%	15.6%	26.0%
Benefits (200008)	CIS Check	1004	136	11580	8.3%	3.3%	6.5%
Benefits (200008)	New Claim	1439	258	17425	11.9%	6.3%	9.8%
Council Tax (200028)	Change of address	700	371	17634	5.8%	9.0%	9.9%
Council Tax (200028)	Change Of Circumstance	497	252	9852	4.1%	6.1%	5.5%
Council Tax (200028)	Direct Debit	318	224	6626	2.6%	5.5%	3.7%
Council Tax (200028)	Discount	203	108	3380	1.7%	2.6%	1.9%
Council Tax (200028)	Discount And Exemptions	82	71	3095	0.7%	1.7%	1.7%
Council Tax (200028)	Payments	633	317	9673	5.2%	7.7%	5.4%
Council Tax (200028)	Student Discounts And Exemptions	526	10	6400	4.3%	0.2%	3.6%
Environmental Health (200040)	Pest control	75	85	1339	0.6%	2.1%	0.8%
Feedback	Neighbourhood Services	336	222	5950	2.8%	5.4%	3.4%
Recycling Rubbish & Waste (200084)	Household Waste - bulky waste collection	117	134	2563	1.0%	3.3%	1.4%
Recycling Rubbish & Waste (200084)	Household waste - new containers	153	160	3339	1.3%	3.9%	1.9%
Recycling Rubbish & Waste (200084)	Household Waste Collection - Garden Waste	80	149	1561	0.7%	3.6%	0.9%
Recycling Rubbish & Waste (200084)	Household Waste Collection - Missed Rubbish	193	83	2516	1.6%	2.0%	1.4%
Recycling Rubbish & Waste (200084)	Recycling - Bags and Containers	329	129	4583	2.7%	3.1%	2.6%
Roads Highways And Pavements (200083)	Lighting - Street Lights	186	184	2844	1.5%	4.5%	1.6%
Roads Highways And Pavements (200083)	Road maintenance	106	101	2727	0.9%	2.5%	1.5%
Street Care And Cleaning (200089)	Flytipping	40	31	1363	0.3%	0.8%	0.8%
Street Care And Cleaning (200089)	Refuse - Litter - Removal	51	40	1501	0.4%	1.0%	0.8%
	Top 20 % of total	11204	3706	162100	92.4%	90.3%	91.3%
Total Types	Grand Total	12120	4106	177610	100.0%	100.0%	100.0%

Overall Summary

- Due to the different demographics in each of these wards you would expect the type and channel of contact to be different
 - Far more students and lower income residents live in Heworth therefore as you've seen benefit calls are high
 - More houses in Rural West York have gardens therefore generating more calls about bulky and garden waste.
 - The proximity of Rural West to York and the nature of their contact also makes residents more likely to call and email the council.

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