



**Notice of a public meeting of  
Customer and Corporate Services Scrutiny Management  
Committee**

**To:** Councillors Crawshaw (Chair), Baker, Fenton (Vice-Chair), Hollyer, Hook, Daubeney (Substitute), Musson, Norman, Pearson, Rowley and Orrell (Substitute)

**Date:** Monday, 6 September 2021

**Time:** 5.30 pm

**Venue:** West Offices, Station Rise, York YO1 6GA

**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 business on this agenda.

**2. Minutes (Pages 3 - 6)**

To approve and sign the Minutes of the meeting held on 12 July 2021.

**3. 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 have changed to 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 at **5.00pm on Thursday, 2 September 2021**.

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 on the details at the foot of the agenda.

## **Webcasting of Public Meetings**

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have given their permission.

The meeting can be viewed live and on demand at [www.york.gov.uk/webcasts](http://www.york.gov.uk/webcasts). During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates ([www.york.gov.uk/COVIDDemocracy](http://www.york.gov.uk/COVIDDemocracy)) for more information on meetings and decisions.

### **4. Public Health Update with Long Covid Modelling**

To receive a presentation at the meeting (*slides to follow*).

### **5. 2021/22 Finance and Performance Monitor 1 (Pages 7 - 16)**

This report presents details of the council's overall finance and performance position for the period covering 1 April 2021 to 30 June 2021, together with an overview of any emerging issues.

### **6. Update on Monitoring and Tracking of Approved Council Motions (Pages 17 - 18)**

This report provides further information for the Committee on the Council's monitoring and tracking practices in place for approved Council Motions.

### **7. Schedule of Petitions (Pages 19 - 24)**

This report provides information on Petitions received by the Council since January 2020.

### **8. Work Plan 2021/22 (Pages 25 - 32)**

To consider the Draft Work Plan for 2020-21.

## 9. Urgent Business

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

### Democratic Services:

Telephone: (01904) 551088

E-mail: democratic.services@york.gov.uk

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

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

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

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## Coronavirus protocols for attending Committee Meetings at West Offices

If you are attending a meeting in West Offices, you must observe the following protocols.

**Good ventilation is a key control point, therefore, all windows must remain open within the meeting room.**

If you're displaying possible coronavirus symptoms (or anyone in your household is displaying symptoms), you should follow government guidance. You are advised not to attend your meeting at West Offices.

### Testing

The Council encourages regular testing of all Officers and Members and also any members of the public in attendance at a Committee Meeting. Any members of the public attending a meeting are advised to take a test within 24 hours of attending a meeting, the result of the test should be negative, in order to attend. Test kits can be obtained by clicking on either link: [Find where to get rapid lateral flow tests - NHS \(test-and-trace.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/covid-19/testing/rapid-lateral-flow-tests/), or, [Order coronavirus \(COVID-19\) rapid lateral flow tests - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/order-coronavirus-covid-19-rapid-lateral-flow-tests). Alternatively, if you call 119 between the hours of 7am and 11pm, you can order a testing kit over the telephone.

### Guidelines for attending Meetings at West Offices

- Please do not arrive more than 10 minutes before the meeting is due to start.
- You may wish to wear a face covering to help protect those also attending.
- You should wear a face covering when entering West Offices.
- Visitors to enter West Offices by the customer entrance and Officers/Councillors to enter using the staff entrance only.
- Ensure your ID / visitors pass is clearly visible at all time.
- Regular handwashing is recommended.
- Use the touchless hand sanitiser units on entry and exit to the building and hand sanitiser within the Meeting room.
- Bring your own drink if required.
- Only use the designated toilets next to the Meeting room.

### Developing symptoms whilst in West Offices

If you develop coronavirus symptoms during a Meeting, you should:

- Make your way home immediately
- Avoid the use of public transport where possible
- Follow government guidance in relation to self-isolation.

You should also:

- Advise the Meeting organiser so they can arrange to assess and carry out additional cleaning
- Do not remain in the building any longer than necessary
- Do not visit any other areas of the building before you leave

If you receive a positive test result, or if you develop any symptoms before the meeting is due to take place, **you should not attend the meeting.**

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City Of York Council

Committee Minutes

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Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	12 July 2021
Present	Councillors Crawshaw (Chair), Fenton (Vice-Chair), Hollyer, Hook, Musson, Pearson and Rowley
Apologies	Councillors Baker and Norman

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## 8. **DECLARATIONS OF INTEREST**

At this point in the meeting, the Chair invited Members to declare any personal, pecuniary or prejudicial interests, which they had not already included in their standing register of interests. None were declared.

## 9. **MINUTES**

Resolved: That the minutes from the 14 June 2021 of the Committee be signed as a correct record, subject to, the amendment in relation to Committee places be amended to 'It was noted that following disagreement over assigned seats and substitutions at Annual Council for this Committee, Cllr Wann was asked to leave the meeting before it started.'

## 10. **PUBLIC PARTICIPATION**

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

## 11. **PUBLIC HEALTH UPDATE ON COVID-19**

The Director of Public Health provided a presentation to the Committee on public health in York in relation to Covid-19. It was noted that both York's cases and positivity rate were rising and that additional pressure was being identified in schools and in health and social care settings, with the latter described as

being as busy as usual winter levels. Updates were provided in relation to contact tracing and vaccinations, as well as, the lifting of legal restrictions by central government expected on 19 July, apart from the requirement to quarantine when testing positive or returning from a red listed country.

Members enquired about the use of Lateral Flow and PCR tests and it was confirmed that if a Lateral Flow test is positive this needs to be followed up by a PCR test to confirm the result. Positive case data is calculated from positive PCR tests. It was noted that the vaccination status of covid positive patients admitted to hospital is not routinely collected but Public Health were in discussions to acquire this data.

Members enquired about the increasing number of Covid-19 cases and whether these would increase the risk of new variants developing, especially as the burden of responsibility was moving from government led restrictions to the individual. It was confirmed that in circumstances where there are high levels of Covid-19 infection circulating in the community there is a greater chance of new variants emerging. This is why it is important to try and keep case numbers down. In relation to the ending of restrictions members were informed that the Council was working with partners about how to promote good public health post 19 July 2021. It was noted that social distancing and face coverings should still be encouraged when indoors and in poorly ventilated or crowded places to prevent the spread of Covid-19 and other respiratory infections.

Hospital pressures were discussed especially in relation to the potential number of cases predicted by central government. It was confirmed that this pressure on the NHS was a major concern and could once again affect the delivery of elective surgery and treatments. Members were also informed of concerns regarding the broader health impacts of the pandemic such as long covid, late cancer diagnoses, mental health and that modelling in relation to these health impacts could be brought to the Committees next meeting.

Resolved:

- i. That the update provided by the Director of Public Health be noted.

Reason: To keep the Committee informed of the impact of the pandemic across the city.



## 12. FINANCE AND PERFORMANCE OUTTURN 2020-21

Officers introduced the report outlining the Finance and Performance Outturn 2020-21 for the Council, it was noted that the Council had used money from its general and earmarked reserves after an overspend of £1.2 million. In relation to performance data it was noted that Covid-19 had impacted the data but officers considered that a relatively positive picture had still be achieved for the councils performance in 2020-21.

The Committee thanked officers for providing additional detail this year regarding spending and mitigations in Adults Social Care and requested that similar detail be provided for Children's Services.

The performance data provided was discussed as to how well the Council was performing, with certain data streams relating to areas such as sustainable travel, positive responses to green spaces in the city, and crime figures had all moved in a negative direction over several years. Officers did highlight that the general direction of data did not show poor performance but agreed specific areas had declined in performance.

Members enquired about the phasing out of central government grants and how robust the Council expected its revenue income to be. Officers confirmed that the end of grants related to Covid-19 would have an impact on the Council's finances and while business rates' relief would end, the Council's 2021/22 budget does not assume any increase in business rates income. They also confirmed that revenue income would likely remain as robust as the overall economy in York. In relation to the Council's reserves officers confirmed that the reserves remained robust, but that if used the Council would need to put measures in place to replenish the reserves and continued pressures in Adult and Children's Services were a concern. Members discussed the role the Contain Outbreak Management Fund had had to offset overspends in Adult Services in 2020/21 but agreed that central government policy change was required to tackle the long term funding issues of Adult Social Care.

Resolved:

- i. Note the report;
- ii. That the Committee requested that the Children, Education, and Communities Policy and Scrutiny

Committee engage with the Reducing Service Costs Board and invite officers to a meeting of their Committee to discuss mitigations against the overspend in Children's services;

- iii. That the Committee requested that the Economy and Place Policy and Scrutiny Committee review the Council's performance data in relation to improving green spaces, the sustainable transports and low user satisfaction and declining use as report on the Open Data platform.

Reason: To ensure significant financial and performance issues can be appropriately dealt with.

### **13. WORK PLAN 2021/22**

Members noted the Scrutiny Committee work plans provided in the agenda and noted that a work plan for this Committee would be brought to the Committees next meeting.

Resolved:

- i. That the work plans for the 2021/22 Scrutiny Committees be noted.

Reason: To ensure Scrutiny Committees continue to have a plan of work for 2021/21.

Councillor J Crawshaw, Chair

[The meeting started at 5.35 pm and finished at 7.07 pm].



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**Customer and Corporate Services Scrutiny  
Management Committee****6 September 2021**

Report of the Chief Operating Officer  
Portfolio of the Executive Member for Finance and Performance

**2021/22 Finance and Performance Monitor 1****Summary**

- 1 To present details of the overall finance and performance position for the period covering 1 April 2021 to 30 June 2021, together with an overview of any emerging issues. This is the first report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.
- 2 This report highlights a number of known pressures that need to be carefully managed throughout the year, with mitigation strategies being in place and regularly monitored across all directorates. Through ongoing monitoring and identification of mitigation alongside a review of reserves and other funding, the Council will continue to make every effort to reduce this forecast position but it is possible that it will not be reduced to the point that the outturn will be within the approved budget. The Council has £6.9m of general reserves that would need to be called on if this were the case.
- 3 As outlined in reports to Executive throughout the previous year, the COVID-19 pandemic continues to have a significant impact on the Council's financial position and adversely affect performance against a number of indicators.
- 4 Despite the additional funding provided by Government in both 2020/21 and the current year, an ongoing impact is to be expected due to a range of issues, including the longer term impacts on individual residents leading to an increase in the cost of care. In addition, a potential loss of both Council Tax and Business Rates income is to be expected as some businesses struggle to recover, resulting in an increase in unemployment which in turn may leave some residents unable to pay Council Tax. However, performance in collecting income continues to be positive and schemes are in place to support those who are unable to pay.

- 5 We continue to see significant and ongoing pressure across both children's and adults social care budgets in particular and an increase in social care costs directly as a result of the pandemic.
- 6 Throughout the pandemic, all Council services have gone above and beyond what can be expected. However, a huge debt of gratitude is owed particularly to those individuals who routinely put their lives on the line to keep residents and communities safe, whilst putting themselves at great risk.
- 7 It should also be noted that the pandemic is far from over in the local health sector. At the time of writing (late July) York Hospital is experiencing unprecedented demand and GPs are seeing a spike in appointments. The increased complexity of adult social care cases and a tired workforce, combined with significant pressures in the NHS and within the community, is creating pressures in the adult social care sector that need to be addressed to prevent them impacting on City of York Council's own adult social care service. These issues are not unique to York but is a national situation that is being seen in most areas across the country.
- 8 To address these challenges, whilst accepting the impact of the pandemic is still being felt across social care services, a cross-council project has been put in place to help and support adult social care teams over the coming weeks and months. By taking a staged approach as part of a co-ordinated project this will support adult's social care services, whilst avoiding introducing additional pressures or risks. This programme of work will also balance short term costs with long term savings plans and actively look to reduce costs rather than taking the more short-term immediacy approach which can have detrimental impacts in future.
- 9 Whilst the council's overall financial health provides a strong platform upon which to meet these financial challenges and good progress has been made with the achievement of savings in the year, the forecast outlined in this report remains a matter of serious concern. The ongoing pressures within social care will need to be addressed in the 2022/23 budget setting process.
- 10 With an unprecedented level of uncertainty in both the national and local economy it is therefore prudent to continue to plan on the basis of the current financial picture and begin to put in place mitigation and cost control strategies to bring the forecast expenditure down to within the current approved budgets.

## **Recommendations**

- 11 The committee is asked to:

- note the finance and performance information and the actions needed to manage the financial position

Reason: to ensure expenditure is kept within the approved budget.

## **Financial Summary**

- 12 The gross financial pressures facing the council are projected at £7.8m but after mitigation and further action it is considered that this can be brought down to a net position of £5m.
- 13 As previously reported, there are serious underlying budget pressures across both adult and children's social care. Both adult and children's social care is operating in an extremely challenging environment and as a result additional funding of £4.3m was allocated to the People directorate in the 2021/22 budget.
- 14 This report highlights a number of known pressures that need to be carefully managed throughout the year, with mitigation strategies being in place and regularly monitored across all directorates. Through ongoing monitoring and identification of mitigation alongside a review of reserves, the Council will continue to make every effort to reduce this forecast position but it is possible that it will not be reduced to the point that the outturn will be within the approved budget. The Council has £6.9m of general reserves that would need to be called on if this were the case.
- 15 A number of measures are being introduced to ensure that there are additional expenditure controls in place including a reduction in any non-essential expenditure.
- 16 York is maintaining both sound financial management, and delivering priority services to high standards, during a period of significant challenge for local government. Whilst the Council's track record of delivering savings and the robust financial management provides a sound platform to continue to be able to deal with these future challenges there remains a significant risk to ongoing service delivery and achievement of Council priorities that needs to be managed effectively.

## **Financial Analysis**

- 17 The Council's net budget is £131m. Following on from previous years, the challenge of delivering savings continues with £7.9m to be achieved in order to reach a balanced budget. Early forecasts indicate the Council is facing net financial pressures of £5m (after mitigation) and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below.

Service area	Net budget	2021/22 Gross Forecast Variation	Mitigation	2021/22 Net Forecast Variation
	£'000	£'000	£'000	£'000
People	69,592	8,313		8,313
Place	21,772	277	-277	0
Customers & Communities, Public Health & Corporate Services	22,182	0	0	0
Central budgets	18,344	-800	0	-800
Sub Total		7,790	-277	7,513
Contingency	-500		-500	-500
Use of COVID grants			-2,000	-2,000
Total including contingency	131,390	7,790	2,777	5,013

Table 1: Finance overview

## Directorate Financial Summaries

### Corporate Services, including Customers & Communities and Public Health

- 18 Overall the remaining Council services are expected to outturn within budget. There are a number of minor variations being managed and work will continue to try and identify additional savings to help the overall position.

### Corporate Budgets

- 19 These budgets include Treasury Management and other corporately held funds. It is anticipated that overall a £800k underspend will be achieved, predominantly as a result of reviewing capital financing assumptions.

## Reserves and Contingency

- 20 The February 2021 budget report to Full Council stated that the minimum level for the General Fund reserve should be £6.4m (equating to 5% of the net budget). At the beginning of 2021/22 the reserve stood at £6.9m and, as part of the budget report, approval was given to maintain this level of reserve in 2021/22 thus giving some headroom above the minimum level to take account of the continued risks facing the council, in particular the scale of future reductions on top of those already made.

- 21 Should the mitigation outlined in annex 1 not deliver the required level of savings in the current financial year then this reserve is available to support the year end position. However, in light of the ongoing financial challenges being faced by all councils it is now more important than ever to ensure the Council has sufficient reserves. Therefore, should it be the case that we need to draw down a substantial amount from this general reserve in 2021/22, some growth will need to be included in the 2022/23 budget to ensure that reserves can be maintained at an appropriate level.
- 22 In addition to the general reserve of £6.9m there are a range of other earmarked reserves where funds are held for a specific purpose. These reserves are always subject to an annual review but during this year these funds will again be reviewed on a quarterly basis and where appropriate to do so will be released to support the in year position. Whilst this is a prudent approach that will ensure the financial resilience of the Council it is not a substitute for resolving the underlying overspends but instead allows time to develop future savings proposals in a planned way.
- 23 As in previous years a contingency budget of £500k is in place and this is currently assumed to be available to offset the pressures outlined in this report.

### **Loans**

- 24 Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. There are 2 loans in this category. Both loans are for £1m and made to Yorwaste, a company part owned by the Council. The first was made in June 2012 with a further loan made in June 2017 as agreed by Executive in November 2016. Interest is charged on both loans at 4% plus base rate meaning currently interest of 4.1% is being charged. All repayments are up to date.

### **Performance – Service Delivery**

- 25 In spite of the many challenges that the organisation and City has faced over the last year, performance across the wider organisation, not just the Council plan indicators, has continued to remain high and continues to compare favourably when benchmarked against other areas with similar characteristics to York. Whilst Covid and the actions taken to tackle the global pandemic have in places affected performance in the short-term, the general pattern for data and information monitored by the Council is that levels of resident and customer satisfaction, timeliness and responsiveness, as well as various directorate and service based indicators, have remained positive.

- 26 The Executive for the Council Plan (2019-23) agreed a core set of strategic indicators to help monitor the council priorities and these provide the structure for performance updates in this report. The indicators have been grouped around the eight outcome areas included in the Council Plan. Some indicators are not measured on a quarterly basis and the DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly. It is likely that due to impacts of COVID, a number of the Council Plan indicators will see a significant change both in terms of their numbers and their direction of travel in future reporting periods. The majority of the performance measures within the Council Plan have a lag between the data being available, and the current reporting period and therefore impacts will not be immediately seen, and may occur over several years as new data becomes available.
- 27 Performance items around the Council plan topic “Open and Effective Council” are reported below, as historically other topics in the Council plan are reported to the other various scrutiny setups. See background documents for links to where this data has also been published at Executive.

An open and effective Council						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC	£1,328 (excluding contingency) (2020/21)	£7,513 (excluding contingency) (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in November 2021
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	8.81 (Q4 2020/21)	8.63 (May 2021)	➔	Quarterly	CIPD Public Sector 2020/21 8	Q1 2021/22 data available in August 2021
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:14 (Phone) (Q4 2020/21)	00:01:22 (Phone) (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
	0% (Footfall) (Q4 2020/21)	65.20% (Footfall) (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
	95.80% (Webchat) (Q4 2020/21)	94.50% (Webchat) (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	1.98 (Q4 2020/21)	3.25 (May 2021)	➔	Quarterly	Not available	Q1 2020/21 data available in August 2021
% of complaints responded to within required timescales (currently 5 days)	N/C	53.60% (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
CYC Apprenticeships	14 (Q4 2020/21)	13 (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
FOI & EIR - % In time - (YTD)	82.17% (Q4 2020/21)	78.20% (Q1 2021/22)	➔	Quarterly	Not available	Q2 2021/22 data available in October 2021
The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly. All historic data is available via the Open Data Platform						

#### Average Sickness Days per FTE - CYC (Excluding Schools)

- 28 At the end of May 2021, the average number of sickness days per FTE (rolling 12 months) was 8.63 days compared to 11.57 at the end of May 2020. Full details of activity to tackle sickness are within the main report.

#### Customer Services Waiting Times (Phone / Footfall / Webchat etc)



29 Customer Service is the main point of contact for residents and business visitors. During Q1 2021-22, the number of calls received increased to 52,708 (44,615 in Q4 2020-21), with 86% answered (45,390). 44% of calls were answered within 20 seconds. In addition, approximately 539 people contacted Customer Service for support due to the impact of COVID-19. The increase in demand was a result of council tax annual billing, issues with waste collection and elections. The reduction in performance during Q1 is a result of an increase in demand and staff attrition.

30 During Q1, 35 customers booked an appointment with Customer Service at West Offices and a further 919 'dropped by' and received support. This figure includes Probation Services, Registrars and Blue Badge assessments. The majority of people 'dropping in' can access services without having to come to West Offices. In addition to speaking to customers over the phone, the customer service team also responded to 14,371 e-mails (an increase from 12, 876 in the previous quarter). Customers are now opting to access services using alternative means:

- 8,916 customers made payments using the auto payments facility
- 16,860 people used the auto operator
- 50% of street lighting and street cleansing issues were reported by customers on-line
- There were around 2 million pages of the CYC website reviewed
- Web chat is now available for Council Tax customers, with 1,747 customers using the chat service during Q1, 95% of customers waited no more than 20 seconds for their chat to be answered and 88% said they were satisfied with the service.

**Number of days to process Benefit claims (currently Housing Benefit)**

31 Due to improvements in digital processes, performance in this area remains consistently strong in York, with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, being just over three days during May 2021. York performance is higher than the national average of 5.1 days (2019-20).

**% of complaints responded to within timescales**

32 In Q1 2021/22 the council received 138 complaints that were responded to as a Level 1 (corporate – 4Cs, Stage 1 in the statutory Childrens social care complaints process, Green in the statutory complaints process for adults social care) and responded to 53.6% of them within their required timescales. This shows a decrease for the in time performance since last reporting quarter.

33 A number of factors have contributed to this e.g. some resources still being diverted due to covid 19, a Complaints Adviser vacancy in the Corporate Governance Team (which has been filled from 12th July 2021) and also the transition period from the old to new procedures for

responding to corporate complaints. There is ongoing work to look at how this can be improved going forward.

#### **CYC Apprenticeships**

- 34 At the end of June 2021, there were 13 CYC apprenticeships (this measure excludes those within schools and looks at standalone apprenticeships only, which does not include those being completed by staff alongside an existing CYC role). The covid-19 pandemic has had a significant impact on the recruitment of new apprentices into the organisation, however, CYC continues to actively recruit new apprentices and offer a diverse range of apprenticeship qualifications at levels 2 to 4. These range from Cyber Security Technologist and Stonemasons along with traditional standards in Social Work and Solicitors. In recent months, 7 new apprentices started in Building Services and were the first cohort of 16 planned apprentices in the Place directorate.
- 35 City wide, job vacancies for apprenticeships reached their highest level for years in July, with a weekly average of 180 adverts for 260 jobs within 15 miles of York. The 2019 and early 2020 average was around 60 jobs. Vacancies have been climbing since the end of 2020 with all sectors now represented, including hospitality and retail.

#### **FOI & EIR - % In time**

- 36 In Q1 2021/22, the council received 426 FOIs (Freedom of Information Act requests) and EIRs (Environmental Information Regulation requests) and 31 SARs (subject access to records request). We achieved a 78.2% in time compliance for FOIs and EIRs and 61.3% for SARs. This shows a drop in the timeliness of responses from the previous reporting quarter and work is underway within the team and with service areas to improve compliance with response timescales.

### **Annexes**

- 37 All performance data (and approximately 1,000 further datasets) within this document is made available in machine-readable format through the Council's open data platform at [www.yorkopendata.org](http://www.yorkopendata.org) under the "performance scorecards" section.

### **Consultation**

- 38 Not applicable.

### **Options**

- 39 Not applicable.

### **Council Plan**

- 40 The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

### **Implications**

- 41 The implications are:
- **Financial** are contained throughout the main body of the report.
  - **Human Resources (HR)** There are no HR implications related to the recommendations
  - **One Planet Council / Equalities** Whilst there are no specific implications within this report, services undertaken by the council make due consideration of these implications as a matter of course.
  - **Legal** There are no legal implications related to the recommendations
  - **Crime and Disorder** There are no crime and disorder implications related to the recommendations
  - **Information Technology (IT)** There are no IT implications related to the recommendations
  - **Property** There are no property implications related to the recommendations
  - **Other** There are no other implications related to the recommendations

### **Risk Management**

- 42 An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

### **Background Reports**

- 43 26<sup>th</sup> August - Executive – Finance and Performance Monitor -

**Contact Details**

<b>Authors:</b>	<b>Chief Officer Responsible for the report:</b>		
Debbie Mitchell Chief Finance Officer Ext 4161	Ian Floyd Chief Operating Officer		
Ian Cunningham Head of Business Intelligence Ext 5749	<b>Report Approved</b>		<b>Date</b>
<b>Wards Affected:</b> All			✓
For further information please contact the authors of the report			

**Glossary of Abbreviations used in the report:**

CPN	Competitive Procedure with Negotiation
CYC	City of York Council
EIR	Environmental Information Regulation Requests
FOI	Freedom of Information Act Requests
FTE	Full Time Equivalent
ICT	Information Communication Technology
NHS	National Health Service



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**Customer & Corporate Services Scrutiny Management  
Committee**

**6 September 2021**

Report of the Director of Governance

**Update on Monitoring and Tracking of Approved Council Motions**

**Summary**

This report provides further information for the Committee on the Council's monitoring and tracking practices in place for approved Council Motions.

**Background**

The Committee received an update on the process the Council follows for monitoring and tracking Council Motions once approved, however, Members asked for more detail around this process.

CMT have an overarching monitoring role of Council Motions, once approved, the Motion is allocated to a Chief Officer and CMT track the progress of the Motion. In addition, Executive appoints an Executive Member to help deliver the Motion in question. This allows for the Chief Officer and the Executive Member to work on the Council Motion.

A report of Council Motions was produced at the May Meeting, and it was resolved that going forward a bi-annual update would be presented for review at this Committee or Audit and Governance Committee, therefore, the next update is due later in the year.

**Implications**

**Financial**

Not applicable to this report.

**Human Resources (HR)**

Not applicable to this report.

**Equalities**

Not applicable to this report, however, equalities issues may arise within specific motions.

**Legal**

Not applicable to this report.

**Crime and Disorder, Information Technology and Property**

Not applicable to this report.

**Recommendations**

Members are asked to consider the information provided and comment upon existing processes and any next steps and determine whether the bi-annual report should be presented to this Committee, or Audit and Governance Committee.

**Reason:** In order to ensure that processes for monitoring and implementing approved Council motions resolutions are sufficiently robust.

**Author:**

Rachel Antonelli

Senior Solicitor & Interim

Deputy Monitoring Officer

Tel: 01904 551043

**Chief Officer Responsible for the report:**

Janie Berry

Director of Governance &

Monitoring Officer

Tel: 01904 555385

**Report  
Approved**

**Date**

26 August  
2021

**Specialist Implications Officer(s):**

**Wards Affected:** *List wards or tick box to indicate all*

**All**

**For further information please contact the author of the report**

**Background Papers:** None



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**Customer & Corporate Services Scrutiny  
Management Committee****6 September 2021**

Report of the Director of Governance

**Schedule of Petitions****Summary**

Members of this Committee are aware of their role in the initial consideration of petitions received by the Authority. The current petitions process was considered by the Audit and Governance Committee on 2 October 2014 and endorsed by Council on 9 October 2014. This process aims to ensure scrutiny of the actions taken in relation to petitions received either by Members or Officers.

**Background**

This report provides information on Petitions received by the Council since January 2020. The Committee did receive regular reports containing the schedule of Petitions prior to the sequence of Covid 19 lockdowns, however, prioritisation during this time came to more essential business during the pandemic.

The schedule is a reduced version, the full e-petitions schedule is publicly available on the Council's website:

<https://democracy.york.gov.uk/mgEPetitionListDisplay.aspx?RPID=27244465&HPID=27244465&VM=2>

**Implications****Financial**

Not applicable to this report.

**Human Resources (HR)**

Not applicable to this report.

**Equalities**

Not applicable to this report, however, equalities issues may arise within specific petitions.

**Legal**

Not applicable to this report.

**Crime and Disorder**

Not applicable to this report.

**Information Technology**

Not applicable to this report.

**Property**

Not applicable to this report.

**Recommendations**

Members are asked to consider the petitions received on the attached Schedule at Annex A and as further outlined in this report, and agree an appropriate course of action in each case.

**Reason:** To ensure the Committee carries out its requirements in relation to petitions.

**Contact Details:**

**Author:**

Rachel Antonelli  
Senior Solicitor & Interim Deputy  
Monitoring officer  
Tel: 01904 551043

**Chief Officer Responsible for the report:**

Janie Berry  
Director of Governance  
Tel: 01904 555385

Report Approved



Date

26/08/2021

Wards Affected:

All



**Background Papers:** None

**Annexes:**

Annex A – Extract from schedule of petitions received



Petitions Schedule

ANNEX A

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
147. Petition to CYC from Yearsley Crescent residents, YO31 8RS – we the undersigned, the residents of Yearsley Crescent, petition the council to carry out a consultation for our street to become a Residents Priority Parking Area.	Paper petition presented by Cllr Douglas (Heworth Ward Member) on 19 December 2019.	Petition signed by 31 people	Tony Clarke	Executive Member for Transport	19.03.20	Resolved: That Option 2 be approved, to include the addition of this street to the residents parking waiting list	
148. Title: Stop plans to cut cars from using the city centre Statement: We the undersigned petition the council to stopping the public using cars in the city centre and within the walls.	ePetition	0	Tony Clarke	Executive Member for Transport	11.05.21	Report will make recommendations to Executive as to the scope and phase approach for the LTP.	
149. 5G Planning Permissions. We the undersigned petition the Council to stopping any proposals, plans or attempts to introduce 5G technology to the geographical area covered by the City of York Council. We believe there is a serious & incalculable risk to the health of present & future generations. We also believe that any support, financial or otherwise, by CYC is a wholly inappropriate & unjustifiable use of resources.	ePetition	Petition signed by 8 people	Sharon Stoltz	N/A	N/A	Officer response	

Petitions Schedule

ANNEX A

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
<p>150. Petition rec'd from Chairman of YTAG titled: City Of York Council to Postpone taxi tests/fees We are asking due to the current situation in our country that all taxi test are postponed and no taxi tests should take place in April/May and all vehicle licenses to be granted or delayed. Should the council wish to apply any admin fees this should not be more than £20 to include vehicle license and taxi test checks such as Mot, Insurance and Road Tax. Taxi tests through the county have all been delayed including HGV and buses</p>	<p>Email sent to Matt Boxall on 31 March 2021</p>	<p>98 signatories</p>	<p>Matt Boxall, Head of Public Protection</p>	<p>To be considered under New Officer Delegation Decision Process</p>	<p>01.04.20</p>	<p>Deputy Chief Executive under delegated emergency powers agreed:  To postpone licensed vehicle inspections for existing taxis for at least three months, up to and including 30 June 2020, and for officers to carry out interim on-line MOT and tax status checks 'free of charge' prior to the renewal of hackney carriage vehicle licences.</p>	
<p>151: Title: Request for Resident Parking from Residents of St Edward's Close</p>	<p>Paper petition email as pdf presented to Cllr D'Agorne</p>	<p>20 signatures</p>	<p>Sue Gill</p>	<p>To be considered under the New Officer Delegation Procedures by Director/ Exec Member for Transport</p>	<p>2 June 2020</p>	<p>To place on waiting list. Consultation to take place when it reaches the top of the list.  Petition leaders informed 2 June 2020</p>	

Petitions Schedule

ANNEX A

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
<p>152. Speed restriction outside Moorlands Nature Reserve</p> <p>We the undersigned petition the Council to enforce a 20mph speed limit outside Moorlands Nature Reserve.</p>	ePetition – 21.09.20	Petition signed by 65 people	Tony Clarke	Executive Member for Transport	4 March 2021	Officer acknowledged receipt and advised the lead petitioner the location will be added to a list of similar speed limit review requests and assessed when resources permit.	
<p>153. Cllr Musson, on behalf of residents calling for Safe Zones to protect service users and residents from harassment outside abortion clinics.</p>	Petition presented at Full Council – 29.10.20	2,363 to date	Tracey Carter/Mike Jones	Executive Member for Housing & Safer Neighbourhoods	17-12-20	The report will acknowledge receipt of the petition and advise on an appropriate course of action.	
<p>154. Cllr D’Agorne, on behalf of residents calling for a zebra crossing at the junction of Fawcett Street and Kent Street.</p>	Petition presented at Full Council – 29.10.20	355 at submission, 386 at 27/04/21	Tony Clarke/ Andy Vose	Executive Member for Transport	11-05-21		
<p>155. Petition rec’d from Alison Hume to reopen York City Centre to the disabled.</p>	Petition sent via email to Cllr D’Agorne 2.11.20.	1093	Andy Kerr/Tony Clarke	Executive	26-12-20	To be considered as part of “ <i>The future of the extended city centre footstreets</i> ” report.	

Petitions Schedule

ANNEX A

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
156. From York Must Act Calling on the Council to support the Europe Must Act campaign to welcome refugees from the Greek Aegean Islands.	Online petition presented to Cllr Webb (Heworth Ward Member) and presented to Council on 22 March 2021	Online Petition signed by 828 people		Executive Member Culture, Leisure and Communities			

## Scrutiny Work Plan



CSMC	06/09/21		Public Health Update with Long Covid Modeling	Q1 Finance Monitor Report	Motions Monitor Report	Petitions Schedule
CEC	14/09/21	Forum	Early Help strategy – multi-agency	Early Years sufficiency update-information report	Inclusion Review consultation results - information report	
HSC	21/09/21	Forum	Reflection on the Housing Delivery Program	Older Persons Accomadation		
HASC	22/09/21	Forum	Update on the NHS led provider collaborative and The York Health and Care Alliance	Blue Badge Guidance for implementation	Covid 19 Update	

E&P	28/09/21	Forum	To receive an update on the developments of the various strategies, any major projects and planning; eg. Tourism Strategy, Skills Plan, Local Transport Plan, Economic Recovery Strategy			
CEC	06/10/21		Bi-annual Safeguarding Partnership update report – to include Adolescence strategy	Care proceedings / Ambition Board – Business Intelligence report	Safeguarding in schools update- information report	Improvement Journey updates – to include Foster Carer strategy- information report
CSMC	11/10/21		Climate Change strategy and pathway proposals	Local Transport Plan 4 strategy proposals	Local Transport Plan 4 strategy proposals	2020/21 emissions report (key performance indicators)
CC	12/10/21					
HSC	19/10/21		Winter homelessness provision	Retrofit Strategy Discussion		

CSMC	01/11/21				
HASC	02/11/21			Update on the recent CQC Inspections and Foss Park	Health & ASC Finance & Monitoring reports
					Childhood Obesity- considering the work of other authorities and identifying potential funding streams Part 1
E&P	03/11/21			Q1 Finance Monitor	Economic Strategy
CC	30/11/21	Fourm			
CEC	07/12/21	Forum		CVS updates (strategic plan, VCS survey, volunteer hub)	Early Help via CYC Local Area Teams – to help inform Community Hubs review
					Youth Mental Health scrutiny review – draft report
CSMC	13/12/21				
HSC	14/12/21	Forum		Strengthening the Voice of Customer Groups in Housing Services Part 1	Anti-Social Behaviour Report (to include management of ASB from a housing tenancy perspective, and an opportunity to feed in to the review of the Safer York Partnership strategy)

HASC	15/12/21	Forum	Adult Social Care provision, including Older Persons Accommodation programme commissioning strategy and plan in this area	update on the strategy behind releasing and selling the Oakhaven site & Commissioning strategy	Covid 19 Update
E&P	21/12/21	Forum	Local Transport Plan		
CEC	04/01/22		Cultural offer – REACH update and York Explore annual report	Community Hubs scrutiny review - interim report	
CSMC	10/01/22				



CC

12/01/22

Action Plan and Zero carbon pathway – early adoption amongst key constituent groups - discuss actions (for example, woodland etc,), prioritisation, timescales, reactions – make recommendations

HSC

18/01/22

Strengthening the Voice of Customer Groups in Housing Services Part 2

Housing Strategy

Q2 Finance Monitor

HASC	24/01/22		Childhood Obesity- considering the work of other authorities and identifying potential funding streams Part 2	Whole population dental Health in York
E&P	25/01/22		Q2 Finance Monitor	Make It York Update (January or March)
CEC	02/03/22	Forum	Public Health in York Update	Covid 19 Update
CC	08/03/22	Forum		
CSMC	14/03/22			
HSC	15/03/22	Forum		
E&P	29/03/22	Forum	To receive an update on the developments of any relevant strategies, major projects and planning	Make It York Update (January or March)
HASC	30/03/22	Forum	Public Health in York Update	Covid 19 Update
CSMC	11/04/22			

CC	12/04/22	LTP4 delivery plan (possible Joint Scrutiny topic)	
CEC	13/04/22	York Learning annual update report	Skills and Employment Board update
HSC	19/04/22	Safer York Partnership Bi- Annual report	
E&P	26/04/22	Q3 Finance Monitor	
HASC	27/04/22	City Response to Covid 19 Update	
CSMC	23/05/22		

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