



Notice of a public meeting of

Corporate Services, Climate Change and Scrutiny Management Committee

- To:** Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre, Baxter, J Burton, Healey, Kelly, D Myers, Rowley, Steels-Walshaw, K Taylor, Waller and Widdowson
- Date:** Monday, 18 March 2024
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

- 1. Declarations of Interest** (Pages 1 - 2)
At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see the attached sheet for further guidance for Members.]
- 2. Minutes** (Pages 3 - 8)
To approve and sign the minutes of the meeting held on 29 January 2024.

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 are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is **5:00pm on Thursday 14 March 2024.**

To register to speak please visit

www.york.gov.uk/AttendCouncilMeetings to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services.

Contact details can be found at the foot of this agenda.

Webcasting of Public Meetings

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have given their permission. The meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we made some changes to how we ran council meetings, including facilitating remote participation by public speakers. See our updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. York Central Update (Pages 9 - 14)

This report provides the Committee with an update on the York Central project.

5. Workforce Development Plan and Attendance Management (Pages 15 - 34)

This report provides an update on the workforce development plan together with an overview of the attendance rates and management across the workforce.

6. Ward Funding (Pages 35 - 48)

The report outlines existing and potential models that could be used to inform the 2024/25 Ward budget allocation.

7. 2023/24 Finance and Performance Monitor 3 (Pages 49 - 60)
This report sets out the projected 2023/24 financial position and the performance position for the period covering 1 April 2023 to 31 December 2023.

8. Work Plan (Pages 61 - 62)
To consider the scrutiny overview work plan.

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

Democracy Officer:
Jane Meller

Contact details:

- Telephone: (01904 555209)
- Email: jane.meller@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 (Polish)
własnym języku.

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

Declarations of Interest – guidance for Members

- (1) Members must consider their interests, and act according to the following:

Type of Interest	You must
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) OR Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) OR Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations,

and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

City of York Council

Committee Minutes

Meeting	Corporate Services, Climate Change and Scrutiny Management Committee
Date	29 January 2024
Present	Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre, Baxter, J Burton, Healey, Kelly, Rowley, Steels-Walshaw, K Taylor, Waller, Wells (Substitute for Cllr Myers) and Orrell (Substitute for Cllr Widdowson)
Apologies	Councillors Myers and Widdowson
Officers Present	James Gilchrist, Director of Environment, Transport and Planning Becky Eades, Head of Planning and Development Services Ben Grabham, Head of Environmental Services Dave Meigh, Operations Manager, Public Realm Paul Ramskill, Community Sports Development Manager Mark Baldry, Development Projects Senior Officer Roy Grant, Head of ICT Vicky Japes, Head of Housing Strategy Sandi Annals, Business Manager, Be Independent Lindsay Tomlinson, Head of Democratic Governance and Deputy Monitoring Officer

29. Declarations of Interest (5.33 pm)

Members were asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on the agenda, if they have not already done so in advance on the Register of Interests.

In relation to Item 4, Section 106 Agreements and Community Infrastructure Levies, Cllr Waller noted for transparency reasons, that he was a school governor at York High School.

30. Minutes (5.36 pm)

Resolved: That the minutes of the last meeting held on 11 December 2023 were approved as a correct record.

31. Public Participation (5.38 pm)

It was reported that there had been two registrations to speak at the meeting under the Council's Public Participation Scheme.

Flick Williams, a resident, joined via Zoom and spoke regarding the Committee's climate change remit. She described the co-production work that had taken place to develop the council's implementation of the Social Model of Disability and then raised concerns regarding the decision taken at by the Executive Member for Finance, Performance, Major Projects and Equalities at her recent decision session, to remove the term 'eco ableism' from the report. Ms Williams stated that the term was well recognised, used by organisations such as Friends of the Earth and that to remove it was to undermine the efforts of disabled contributors.

Gwen Swinburn, a resident, spoke in person regarding governance matters and Item 4 (Section 106 agreements and Community Infrastructure Levies). She asked for a review of report protocols and a citywide governance review.

32. Section 106 Agreements and Community Infrastructure Levies (5.45 pm)

The Director of Environment, Transport and Planning, together with the Head of Planning and Development, introduced the report and noted that the focus of the report was on public open space. They explained that the Community Infrastructure Levy (CIL) was available everywhere, although the process was different for parished and unparished wards.

Officers and the Executive Member for Housing, Planning and Safer Communities responded to questions from Members which covered the gap between the evidence base and the reality within the ward, highways sustainability measures, when and how ward councillors should make representations prior to a s106 agreement, the system used to identify relevant sports within wards/parishes, trigger points for interim payments, the risk of developments stalling due to staged payments, variations to s106 agreements due to a change in developer circumstances, monitoring

of travel plans, the process and implementation of CIL and citywide sports facilities.

[6.16 to 6.18 pm, Cllr Rowley left the meeting. 6.29 – 6.35 pm, Cllr Baxter left the meeting]

The following was reported:

- There was a statutory consultation period for s106 agreements, this was an officer led process based on technical evidence provided by service areas within CYC and partners such as the NHS.
- Monies can be used to improve existing facilities; a new system was being implemented to identify trigger and collection points for payments. There had been no repayments made from CYC development contributions in the last financial year.
- CILs offered greater flexibility than s106 agreements, as they can define types of infrastructure and cover citywide projects. The framework for allocating funding to unparished wards was under development as part of the local plan process.

[6.55 pm, Cllr Healey left the meeting. 7.02, Cllr Baxter left the meeting. 7.01 – 7.04 pm, Cllr Waller left the meeting.]

Consideration was given by members to a task and finish group to examine the outcome of s106 and CIL contributions.

Resolved:

- i. That the content of the report was noted.
- ii. That a task and finish group be considered as part of the work plan item.

Reason: To ensure that the Section 106 process is robust and in line with planning policy requirements.

[7.08-7.10 pm Cllr Ayre left the meeting, 7.10-7.15, Cllr Wells left the meeting. 7.13-7.18 pm, the meeting was adjourned.]

33. Workforce Development Plan and Attendance Management (5.34 pm)

The officer responsible for the report was unexpectedly unable to attend the meeting. It was therefore

Resolved:

- i. That the item be deferred.
- ii. Members should send any comments or questions to the Democracy Officer to collate and forward to the Head of Human Resources.

Reason: To ensure that the item is fully considered at a later date.

34. Digital Switch Over 2025 Information Report (7.18 pm)

The Head of ICT introduced the report noting that they were in the early stages of discovery and were working towards the point when they would receive a work programme from the digital providers.

Members asked a range of questions covering communication with those residents specifically affected, unsolicited calls and online safety, assistance for council tenants, the funding of communications by service providers, the financial costs of digital to residents and those missing residents not identified by the usual methods.

[7.29-7.31 pm, Cllr Rowley left the meeting.]

Officers reported that:

- All Be Independent's clients had been sent a letter. It was agreed to share the letter with members and officers.
- A communications plan was being prepared and would cover all the main methods of communication. Letters would be considered as part of that process. Preferred providers could be signposted by the council.
- The change was being managed by the council housing team for council tenants, with passenger lifts and fire alarms also affected by the switchover. Emails, hard copies and the housing newsletter had and would provide information on the switchover.
- There was no additional cost to the service from BT; other providers costs were not yet known.
- Officers were working on identifying those residents that had currently not been identified during the switchover process.

Resolved: That the committee receive further updates as the switchover deadline progresses.

Reason: To keep the committee updated.

[7.51 pm, Cllr Orrell left the meeting.]

35. Work Plan (7.40 pm)

Members considered the Scrutiny work plan for the four scrutiny committees.

Resolved:

- i. That the work plan be noted.
- ii. That a further joint meeting with the Audit and Governance Committee be set up to consider the remaining sections of the York and North Yorkshire Combined Authority Constitution.
- iii. That a proposal for a task and finish group on s106 agreements be brought to the next meeting, under the work plan item.
- iv. That a proposal for a task and finish group on council communications be brought to the next meeting, under the work plan item.

Reason: To ensure an overview of the scrutiny work programme.

Cllr S Fenton, Chair

[The meeting started at 5.31 pm and finished at 7.58 pm].

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Corporate Services, Climate Change and Scrutiny Management Committee

18 March 2024

Report of the Corporate Director of Place

York Central Update

Summary

1. The Corporate Services, Climate Change and Scrutiny Management Committee have requested a further update on York Central, following the scrutiny meeting of 27 November 2023, because project partners were unable to attend and the preferred developer partner had not been announced at that time. This is a short covering report to introduce the item; the preferred developer partner is scheduled to attend the Scrutiny meeting, to give a presentation and verbal update, supported by project partners.

Background

2. The background to York Central was summarised in the November scrutiny report and covered in the accompanying presentation at that time. Further to that meeting the following updates should be noted:
 - Announcement by Homes England and Network Rail of McLaren Property and Arlington Real Estate as the preferred developer partner – 7 Dec 2023
 - Planning application for Government office hub validated 6 Dec 2023
 - Museum Square planning approval – 8 February 2024
 - The preferred developer partners have attended a number of meetings with officers / members including:
 - York Central Lead Members Group – 12 February 2024
 - Holgate Ward Committee – 6 March 2024

Consultation

3. The previous report detailed the significant community engagement undertaken over the period 2017/2018 as part of the preparation of the

access options report and outline planning application. More recently engagement was undertaken to inform the preparation of the Museum Square planning application in January / March 2023.

4. Progress updates via the <https://www.yorkcentral.info/> website were highlighted at the last meeting. Since November the following activity has been undertaken:
 - Residents Festival – information stand in St Helen’s Sq – 27/28 January 2024
 - Insider Breakfast at NRM with Development Industry Leaders – 27 February 2024 (CYC were represented on the panel by the Leader)
 - latest information available at: <https://www.yorkcentral.info/>

Options

5. This section is not applicable to this covering report as there are no options being presented to the Scrutiny meeting.

Analysis

6. This section is not applicable to this covering report as there are no options presented.

Current Position

7. The current position is summarised below and the preferred developer partner will cover this in more detail in their presentation to Scrutiny Committee.
8. The project has finally reached point where vision is set to become a reality, and the developer partner is certainly ambitious for the first phase of development.
9. Financial support – the council remains committed to supporting the delivery of the York Central access infrastructure with an agreed £35m contribution to the costs. This was originally approved by Executive in April 2022. There have been changes to the assumptions since that date around timing of delivery and interest rate assumptions, there has also been the Devolution Deal which confirmed that the benefits of the York Central Enterprise Zone status (local retention of Business Rates) would be continued for a further 10 year period to 2052. In January

2024 Executive was provided with an update to the financial modelling around business rate retention, which provided reassurance in relation to the assumptions made around the borrowing requirement.

10. As noted in Section 2, the recent timeline of activity at York Central includes:

- Announcement of Developer / Investor Partner – Dec 2023
- Planning application for Government office hub validated 6 Dec 2023 – now pending determination
- Museum Square granted planning consent – Feb 2024
- There has also been significant progress on site to deliver access infrastructure

Key future milestones are expected to include (NB dates are current estimates and are subject to change):

- Determination of Government Hub office Planning Application by CYC Planning Committee (due in the next two months)
- Submission of further reserved matters planning applications for phase 1 development – autumn 2024
- First key sections of new access infrastructure open – autumn 2024
- Completion of access infrastructure works – summer / autumn 2026
- First office occupation spring 2027

Council Plan / Local Plan

11. The delivery of York Central is key for the future of the city, providing a key economic growth component of the draft York Local Plan, as the location for office space (up to 88,000m²) and a site allocation up to 2500 new homes of which a minimum of 20% must be affordable over the life of the development.

12. The “One City, for all” 2023-27 Council Plan sets out 4 core commitments as well as clear priorities and the delivery of York Central will contribute to significantly to these, including:

Economy and good employment: A fair, thriving, green economy for all - York Central will provide over 1 million square feet of Grade A office space which will help local businesses grow within the city as well as attract inward investment from other locations, providing the growth needs of the city for the next 10 years. This will also help create 6,500 jobs, boosting the local economy in the city as well as supporting

graduate retention rates and offering more employment opportunities within the city, rather than people needing to relocate to find work. The development will also ensure that the world's largest railway museum can continue to grow and provide visitors with a world class experience.

Transport: Sustainable accessible transport for all

York Central will prioritise pedestrians and cyclists with excellent public transport, creating convenient and safe pedestrian and cycle access through the site to the city centre, railway station and surrounding communities and linking into citywide footpaths and cycle ways, to enjoy the wider York environment

Housing: Increasing the supply of affordable housing

Local people will benefit from the construction of up to 2,500 new homes across a range of types from first time buyer homes to homes for older people, 20% of which must be affordable. The provision of this number of homes can help to make York a more affordable place to live. In addition: there is a requirement for 5% of homes to be community / custom build; and a further opportunity for discussion with the preferred developer partner in relation to the small area of CYC owned land on York Central, and how this could help secure the delivery of more affordable homes on the site.

Sustainability: Cutting carbon, enhancing the environment for our future

The project will deliver extensive new public spaces including a new public park for the city, supporting bio-diversity net gain and climate change adaptation.

Implications

13. There are no implications from this report as it is only a project update for Scrutiny at this stage.

Risk Management

14. This is an update report to Scrutiny only, with no decisions required.
15. This is a complex partnership project. A risk register is maintained by the delivery partners, which is actively managed through the project governance processes.

Recommendations

16. Corporate Services, Climate Change and Scrutiny Management Committee are recommended to receive the York Central update and preferred developer partner presentation.

Reason: To keep the committee updated on this key project for the city.

Contact Details

Author:

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Chief Officer Responsible for the report:

Neil Ferris
Corporate Director of Place

**Report
Approved**



Date 07/03/24

Specialist Implications Officer(s) Not applicable

Wards Affected:

All

For further information please contact the author of the report

Background Papers Previous Executive Reports:

- 15 November 2017- York Central – Preferred Access Route and Preparation for Planning
- 15 March 2018 York - Central - York Central Access Construction
- 21 June 2018 - York Central Master Plan and Partnership Agreement
- 30 August 2018 - York Central Update - Western Access
- 29 November 2018 - York Central Enterprise Zone Investment Case
- 17 January 2019 - York Central Partnership Legal Agreement
- 18 July 2019 - York Central Partnership Update
- 24 October 2019 - York Central Update
- 23 July 2020 - York Central Update
- 22 April 2021 - York Central and York Station Gateway Update
- 21 April 2022 - York Central Enterprise Zone Funding Agreement

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**Corporate Services, Climate Change and
Scrutiny Management Committee****18 March 2024****Report of the Head of Human Resources
For the Executive Member for Finance, Performance, Major Projects
and Equalities****Workforce Development Plan and Attendance Management****Summary**

1. This report provides a summary of:
 - a) an update on the key achievements, challenges, and next steps within the workforce development plan (WFP) for members to be appraised and assured that the workforce is supported to undertake the key challenges ahead, and
 - b) an overview of the attendance rates and management across the workforce.
2. The Committee are requested to note the contents of this report and consider whether there are any aspects that Members wish to explore and offer a level of scrutiny on that fall within the remit of the Committee.

Workforce Development Plan

3. The Workforce Plan (WFP) attached at **Annex 1** and Workforce Themes (**Annex 2**) were created in April 2023, and have recently been updated to include a specific Equalities, Diversity and Inclusion theme to reflect the increased focus and work in this area and to align these activities to the council's core commitments and Council Plan.
4. The plan is renewed annually, and reviewed by Corporate Management Team quarterly. The plan will be renewed again in May 2024, and a key focus of the updated will be to ensure that activities support the workforce in light of the forthcoming budget proposals and the future changing shape of the workforce and the change processes that

employees are facing. Corporate Management Team are the leaders and accountable for the Workforce Strategy and the Workforce Plan.

5. Progress of the WFP to date is summarised in brief in **Annex 1**, and good progress has been made on all areas.
6. Following the launch of the Council plan, sessions were held with Leading Together (Senior Heads of Service) and employees to embed the strategy and align it to our financial position, whilst ensuring we provided reassuring messages.

Workforce Strategy and Action Plan Links with 4 Core Commitments – ‘EACH’

7. **Equalities:** We continue to support staff equalities networks, and these are growing in popularity and recognition with the introduction of the sole parent network, and the potential reintroduction of the climate change network. The network groups terms of reference are under consultation with corporate equalities group. Recent themes promoted in staff communications include black history month and domestic abuse awareness. Preparations are also underway to complete the corporate equalities review against the Equalities Framework for Local Government (EFLG) framework and the associated action plan of which there will be actions to embed into the new workforce strategy action plan.
8. **Affordability:** Significant work has been completed in relation to pay and reward practices, including the implementation of the annual pay award agreed in November. The Foundation Living Wage increase to £12ph was announced recently which the Council will implement from 1 April 2024. A review of increments throughout the grades is due to commence. Updates to HR policies and guidance around travel and subsistence allowances and relocation have recently been agreed to add further clarity for employees on claiming processes. Staff cost of living sessions have run and sessions have been well received.
9. **Climate:** Ongoing working environment improvements and ways of working via the Working as One (Wa1) programme progress. Ongoing emphasis on the need to ensure appropriate risks within workplace are assessed and acted upon. A premises risk assessment workshop was held in October which was well received and further sessions are planned in the future in addition to risk assessment master classes.

10. **Health and Wellbeing:** The new Occupational Health service continues to be embedded following implementation in July 2023. Use of the Employee Assistance Programme service supports our workforce and there appears to be a good awareness of the service across the council, as calls have been received from all directorates. A new wellbeing app was launched in December and a monthly employee wellbeing newsletter continues to signpost staff to topical issues and support. The health and wellbeing of our workforce will be assessed in a staff survey planned for January. There is a communications campaign relating to health and safety with the slogan, 'Work safely; go home safely' with six themes planned as part of the launch, the campaigns will be launched bi monthly to reach all levels of the workforce – the first theme will be Manual Handling.
11. Corporate attention has focused on employee induction, a new employee induction guide was launched in September along with a revamped corporate welcome event both have been well received by new starters to enable them to settle into the council quickly and easily reinforcing the employer brand, values and expectations.
12. Corporate focus is also reinforcing the financial challenges ahead and preparing the workforce for change with key communications associated with support available, the cost control measures that are essential as well as ensuring that we promote and instil confidence that we continue to be 'open for business' and a good employer. There will be many changes ahead in the coming 12 months and the key will be to ensure that the employee journey is realistic, supportive and there is appropriate awareness and action throughout the levels of the workforce to know the seriousness of the challenge ahead. In some cases business as usual activities and support may need to be reviewed to support the savings plan delivery required. This will be reflected in numerous support services including from the Human Resources team.
13. The recent Peer Challenge and employee survey have also identified a number of workforce actions. These are currently being drawn up and will be included within the Workforce Plan as appropriate as well as sending key actions / messages.

Directorate specific actions

14. In Adults York Health and Care Partnership hosted its first Recruitment, Careers and Volunteering Event in West Offices on 4th November and

provided an opportunity to showcase the health and care employment opportunities from over 20 employers, voluntary services and education providers within the York area including the council. Following which we have appointed to some of our vacancies in adults. We were also able to signpost visitors to other roles in the Council, apprenticeships, and work experience.

15. Additional HR Workshops for Managers are being planned in the new year. The workshops will cover topics including attendance and employee wellbeing, resourcing, performance, pay and reward and workforce change.
16. Training commenced in September 2023 for culture and behavioural support sessions for adult social care to align the service to CYC values and behaviours framework. This programme is due to conclude in March 2024.
17. In Children's services, work continues to develop CYC's practice model, this model will enable the directorate to describe collective values and principles that drive the way in which we want to work with children and families. It will also describe the purposeful outcomes we are wanting to achieve for children and inform future workforce training.
18. We have partnered with Research in Practice who have designed the Social Work Organisational Resilience Diagnostic (SWORD). This is a short survey (max 15 mins) and an online workbook designed for use across the whole social work and broader social care profession. It is completely anonymous and the data we will receive is at the organisational level. The findings will help leaders and senior managers implement organisation-wide improvements.
19. A series of "Meet your Team" sessions have been delivered to staff within Adult Social Care and Children's Social Care, these were available to all staff with line management responsibility. The sessions provided an opportunity to introduce key contacts in support services including colleagues from Finance, Health and Safety, Business Intelligence and Payroll.
20. At Hazel Court work is being done to support line managers to further developing their people management and coaching skills; this has included policy sessions, targeted employee relations guidance, support around interviews and general recruitment. A 121 meeting template has also been developed which incorporates the Council values and is

being trialled with supervisors and their frontline staff in Environmental Services to try to increase employee engagement (employee survey feedback) as well as encouraging more individual, regular and meaningful communications with employees.

21. To help improve digital skills, employees have been offered development opportunities through York Learning, to build confidence in using Microsoft applications for office staff and basic online skills for frontline staff. The lessons are taking place in employees own time but are taking place on site a Hazel Court to be more accessible. Feedback has been very positive, and more training has since been added due to the encouraging uptake.

Attendance Management

22. Workforce resilience and wellbeing are key themes of the workforce plan and strategy to maintain a skilled and capable workforce to be able to deliver services to our community. Well-being takes the widest form of health including health and safety, risk assessments, supporting employees in all aspects of work from induction, everyday working, engagement and communication, positive leadership and good management. All these components add to providing a safe and supportive working environment.
23. The Council seeks to maximise attendance at work, but it is recognised that employees will from time to time be unable to perform their work duties due to sickness. We seek to minimise absence due to sickness through early intervention, employee support and through the promotion of health, safety and wellbeing initiatives.
24. Attendance management for the workforce is reported through the Council's absence line. This process has been in place for several years and in July 2023, a new contract was signed following a tendering process and a joint service was procured for the Council's occupational health and one day absence line providing a complete service allowing for efficiencies between reporting of initial absence and access to occupational health services.
25. During the pandemic period: 2020 to 2022, the Council saw high absence rates and these followed the same trend as many employers both in the public and other sectors. Sickness absence figures are now starting to fall. Rates have not returned back to pre-pandemic rates in the Council, when the rate was 9 days per FTE, but progress is being made. At the

Quarter 2 position (1st October to 31st December 2023), the average days sickness was 11.3 days per FTE, this is a reduction from 13 days per FTE based on the same quarter in 2022.

	Q2 2022	Q2 2023	Trend
Headcount	2523	2573	Increase
FTE	2113	2186	Increase
Average Days Sickness	13.0 days	11.3 days	Decrease

26. The Council does have several employees who are on long term sickness with terminal illness, for these employees we explore ill health retirement options but employee absence continues to be part of the absence figures, this may in some cases distort absence figures in some directorates. The following is the average days sickness per FTE based on a rolling 12 month period.

Directorate	20/21	21/22	22/23	23/24 to Q2
City of York Council (exc. CIPD)	9	12	11.9	11.3
Benchmark – CIPD (All Sectors)	5.8	N/A	7.8	N/A
Benchmark – CIPD (Public)	8	N/A	10.6	N/A

27. In September 2023 the Chartered Institute of Personnel and Development (CIPD) presented a benchmark figure for absence as part of their Health and Wellbeing at Work report, this report was paused during COVID. Across all working sectors, the CIPD quoted an average level of employee absence of 7.8 days per employee and the highest level of absence reported for over a decade. The report acknowledges significant differences in the way in which absence is reported so comparisons like for like are very difficult. For the public sector the average absence is quoted as 10.6 days, the Council average sits at 11.3 days only slightly higher, this is a reduction from 13 days reported in Q2 in 2022. Discussions with other regional Yorkshire and Humber Councils confirms that City of York are comparable in terms of sickness absence trends; figures are higher in social care, days absent are steady after the pandemic recovery period and absence rates tend to reduce in Q4.
28. In terms of reasons for absence the CIPD report mentions, minor illness, muscular skeletal and stress / mental health as the most common reasons

for absence. This mirrors the Council's absence reasons which at November 2023 were Stress, Muscular skeletal and Other Reason (minor illnesses).

29. The Local Government Association (LGA) has published that they propose to set up a benchmarking survey on key workforce statistics for Councils and it is understood that this will include absence; this will not however, dictate how sickness is calculated so there will continue to be variances so direct comparisons will be difficult.
30. We are currently preparing for the next employee survey, which will be launched at the end of January. The survey will include a focus on wellbeing and this can be reported accordingly alongside absence reasons.
31. In the current climate of ongoing cost control measures in the workplace, cost of living pressures in employees personal lives, as no-one is immune to the increased cost of living, this can take a toll on personal resilience. Measures are in place to support employees however, it is common in times of uncertainty, with conversations of redundancies and reduced services, that some employees will find the situation stressful. Conversely to this position it is also important that employees do not try to work excessive hours to cover for absent employees or vacant roles or use presenteeism or leavism as techniques to manage increased workloads; wellbeing, support, engagement and good communication are paramount to continue to deliver services effectively. Managers are equipped with tools to assist employees and deal with absence in a sensitive and supportive manner whilst providing a robust standard of expectations, this will be reinforced at all levels of the organisation.

Consultation

32. Specific projects within the Workforce Plan are consulted on as appropriate, there is ongoing dialogue with trade unions regarding workforce profile (including absence management), projects and any issues; both from a health, wellbeing and safety perspective and employee relations. Corporate management team members ensure that there is visible leadership and the that themes of the workforce plan are embedded and part of individual service plans and work plans as appropriate.

Implications

33. The following implications are presented for consideration;

Financial : costs associated with the implementation of any aspects of the Workforce plan will be considered on an ongoing basis and be fed through Corporate management team and will be mindful of the current financial challenges.

Human Resources (HR): The WFS and WFP plan fits with the HR Service plan and is key to developing and ensuring that the Council has a workforce fit to deliver all its priorities.

Legal: The Director of Governance and legal team will provide any legal challenges associated with the individual actions associated with the strategy and plan

Procurement: The head of procurement and team will provide any procurement support associated with any contracts required by the HR department and WFP.

Health and Wellbeing: The Director of Public Health and team will be contacted where there are any actions that require public health intervention and consideration.

Environment and Climate action: There are no known environment and climate implications.

Affordability: The Director of Customer and Communities will be contacted where there are any actions that required intervention and consideration.

Equalities and Human Rights: any aspects of the WFS and WFP that requires equality impact assessments will be considered on individual basis as part of the project planning process.

Risk Management

34. There are no known risk implications associated with the recommendations in this report, however, it is acknowledged that the savings and financial implications ahead do have risks for employee relations, but these will be managed through good communication, engagement with recognised trade unions and ensuring managers and employees are aware of the journey and support available.

Wards Impacted

35. No Ward(s) are directly impacted by decisions in the workforce development plan or absence management statistics.

Recommendations

36. Corporate Services, Climate Change and Scrutiny Management Committee Members are asked to:

i. Note the workforce plan and themes and associated updates

Reason: For members to be assured that the workforce is supported to undertake the key challenges ahead and consider if there are any aspects of the workforce plan that they wish to ask questions on or seek further information on from a scrutiny perspective

ii. Note the overview of attendance rates and management across the workforce.

Reason: For members to be assured that the workforce is supported from a well being perspective in order to minimise absence and allow members as they wish to ask questions on or seek further information on absence information from a scrutiny perspective

Contact Details

Name: Helen Whiting
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Service Area: Human Resources
Telephone: 07950 265938
Report approved: Yes
Date: 15/1/2024
Wards Affected: *List wards or tick box to indicate all*

Background Papers:

Report of the Customer and Corporate Services Management Committee
Review of the Organisational Development Plan – 14 March 2022

<https://democracy.york.gov.uk/documents/s157548/OD%20Plan%20Report.pdf>

Annexes

Annex 1 – Workforce Development Plan

Annex 2 – Workforce Development Plan Themes

Abbreviations

The following abbreviations are used in this report and attached annexes

CMT – Corporate Management Team
CCNC – Corporate Consultative Negotiation Committee
COO – Chief Operating Officer
DCNC – Departmental Consultative Negotiating Committee
DoPH – Director of Public Health
EAP – Employee Assistance Programme
EDI – Equalities Diversity and Inclusion
EFLG - Equalities Framework for Local Government
ER – Employee Relations
HR – Human Resources
HHR&OD – Head of Human Resources and Organisational Development
ICT – Information Communication Technology
JH&HS – Joint Health and Safety Committee
LGA – Local Government Association
OD – Organisational Development
PDR – Performance Development Review
M365 – Microsoft 365
SWORD - Social Work Organisational Resilience Diagnostic
Was1 – Working as One
WFP - Workforce Development Plan
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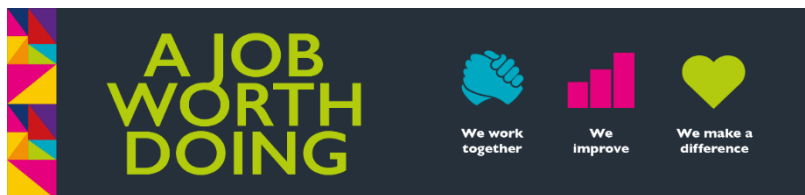
Progress Against Corporate Actions: August to November 2023

Leadership & Management - Continue good practice and prioritise good leadership and management behaviours and promote a positive culture			
WFD Theme	Actions	Timescale / Status	Progress / Update
Equip managers with the right skills, practical advice and train and develop them, allowing them to create environments which enable them to be effective in their roles.	Leading Together Sessions	Ongoing	Planned agenda's <ul style="list-style-type: none"> • Support to significant change and budget / financial planning – 11th December • Equalities, Diversity & Inclusion – 15th January
	Development of e-learning manager training and support videos (foundation level)	End February In progress	Currently assessing e-learning content to launch for new and newly promoted resource on managing and developing people effectively.
	CYC Peer Review	End March In progress	Peer review planning and preparation currently underway. Review planned for February; recommendations expected end of March.
	Embed culture of engagement, feedback and suggestions by holding staff Q&A every 6 weeks	Every 6 weeks	Next Staff Q&A 20 th November agenda to cover budget savings and core commitments.
	Staff engagement surveys.	December 2023 to March 2024	Next staff survey planned for January, working with regional group to look at a set of standard survey questions to enable benchmarking of engagement results. Proposals options for CMT early Dec
Equip managers with the skills to be digitally agile and	Working as one programme key actions focus on: <ul style="list-style-type: none"> • Customer Centre Redesign 	End April	Skills – Digital course offered to HC and libraries staff level's 1 & 2, ran in October



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<p>work effectively, ensuring they connect with their teams, when working in a remote environment.</p>	<ul style="list-style-type: none"> • Hazel Court – Introduce new ways of working and office redesign • Replacement of Wyse terminals with docking stations HC, in line with ICT strategy. 		<p>W@1 ICT – Replacement programme of old terminals and deployment of docking stations planned across WO & HC.</p> <p>West offices new signage has been installed across the whole of the ground floor, this includes the addition of the new Partner board in the staff entrance Hazel Court - Service locations now agreed with Place DMT and Heads of Service. Floor plan designs prepared, and costs being finalised.</p>
<p>HR policies and guidance are clear, consistent and fit for purpose.</p>	<p>Conduct review of vacancy and employee spend management.</p>	<p>Nov 23 Complete</p>	<p>New arrangements now in place for all vacancies and employee spending including Recruitment, Agency worker spend, extensions to fixed term contracts/secondments/acting up, regrading applications – HR Advisory circular issued Oct 23.</p>
	<p>Travel and Subsidence Policy and Guidance - Review</p>	<p>Nov 23 Complete</p>	<p>CCNC signed off October 23, to be published in November 23. Clarified claims process and timelines, and investigation of incorrect claims.</p>
	<p>New Allowance policy and guidance - NEW</p>	<p>Nov 23 Complete</p>	<p>CCNC signed off October 23, to be published in November 23. Included information on TOIL, additional hours, bank holidays, tool allowances, market supplements and retention payment.</p>
	<p>Review of Annual Leave guidance</p>	<p>Dec 23 Complete</p>	<p>Drafted amendments made to guidance and calculators, due to be launched Dec 23.</p>
	<p>Confirm Christmas and New Year 23/24 holiday arrangements</p>	<p>Oct 23 Complete</p>	<p>HRA circular confirming pay and time off arrangements issued</p>
	<p>Review sickness, maternity & family friendly policy in relation to</p>	<p>Mar 23 To commence</p>	



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	annual leave accrual and carry forward criteria		
	Review Employee corporate induction in person welcome event	Sept 23 Complete	Corporate Welcome event redesigned now includes informative videos, greater networking opportunities.
	Create New Employee Induction guide		Introduction of new employee induction web-based guide provides as one stop shop for all information, to settle new starters into the council.
Both launched September 23.			

Continue to prioritise recruitment, retention, career development, pay, reward and recognition strategies to have a resilience and robust workforce to meet the needs of services and or community

Theme	Action	Timescale	Progress / Update
The shape and size of the organisation is fit for purpose, sustainable for projected needs and flexible enough to be responsive to change.	Transformation journey – agree scope of work, programme framework and allocate resource.	October 2023 onwards	Initial work started
	Customer journey focus scope – review structures and process	March 2024	
	CLG restructure	Commenced	Started – SMUC January followed by consultation
	Review of Council structures with the use of DMA principles	To start in November onwards	Part of BAU and CLG restructures. HR Staff to be trained on DMA principles following the work of the LGA
	Cost Control – vacancy mgt, procurement challenge board created, review of performance, OT, agency etc	Started and to continue reinforcement and monitoring	



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Robust Redeployment and Redundancy selection process with appropriate support for all managers and employees	Business cases potential redundancies, retirement business cases	November onwards	Not a programme of voluntary redundancies but carefully planned programme of posts to consider over the next 12 months and beyond as part of reviewing services, merging functions and finding opportunities to reduce the size of the organisation to meet financial challenges but maintaining services.
	Review secondment policy and guidance	31st Dec	To be started
Recruitment and Selection improvements	Review of iTrent (payroll system) recruitment module	Jan 24 In progress	HR part of regional recruitment and retention task group, discussing key issues effecting local authorities in the region and potential solutions.
	Review electronic application forms.	Jan 24 In progress	Work started
	Equalities guidance to support the recruitment and selection process.	Jan 24 In progress	Draft guidance currently being prepared
	Review of Recruitment and selection policy & guidance	April 24 Not started	
	Branding and selling CYC as an employer of choice, as part of the recruitment and onboarding.	Ongoing	Review commenced – work on target
Apprenticeships / Work experience and placements	Promoting apprenticeship offer for employees and guidance for managers.	Ongoing	
	Develop apprenticeship guidance for managers.	Feb 23	Just started.



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	Work experience – developing programme with schools for implementation Q2 24	May / June 24	
Management and reduction of agency spend and number of agency staff	Roll out and embed new City of York Trading contract. To include training and guidance for managers	Oct 23 Complete	5-year contract signed in September 23. Vacancy and employee spend HR Advisory bulletin issued in Oct.
Offering an affordable and equitable all-round package of compensation, terms and conditions, which are kept under regular review in line with current legislation, national terms and MTFP.	Ensure Mid-day Supervisors (MSA) and school crossing patrol (SCP) annual leave pay is comparable to LGA Term Time Only (TTO) calculations.	Complete Nov 23	
	April 23 Annual pay award implemented	Nov 23 Complete	National Annual pay award announced October 23, to be implemented November pay.
	Review 12 Grade pay structure and pay rates to assess the impact of the new Living Wage rate on the lower scales and meaningful increments throughout the grades.	April 24	Foundation Living Wage announced October £12ph, CYC to implement from 1 st April 24. Review of increments throughout the grades to commence
	Review of market supplements criteria and market premiums	Date TBC	
HR and Payroll System contract renewal and System Development	HR and Payroll contract with MHR (Payroll Provider) expires October 24, review to consider alternative suppliers, or move to MHR hosted model and system functionality to meet CYC needs.	October 24 In progress	Options paper to go to ICT board 7 th December



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Resilience & Wellbeing- Continue to embed good practice in respect of wellbeing and engagement to promote and maintain a safe, healthy and resilient workforce			
Corporate Actions			
Theme	Actions	Timescale	Update / Progress
Continue to support managers to manage absence and Health.	Embedded new Occupational Health, Day one (attendance mgt), EAP and the Physiotherapy service and reduce DNA rates.	July 2023 Complete	
	Implement new annual Health Surveillance programme - streamline administration process. Ensure complete set of OH and HS records in place in line with records retention policy.	April 24 In progress	HS programme currently under development with Midland aim to commence Jan / Feb 24. Arrangements to transfer HS & OH records from HML currently underway.
Ensuring a positive Health & Safety culture	Conduct a review of premises risk assessments and manager training following audit.	April 24 In progress	Premises risk assessment workshop complete with further themes to follow Managers Risk assessment master classes started to conclude early 24. CCNC signed off updated HAVS compliance Oct 23 First campaign manual handling
	Review of fire regulations and impact on Council buildings and review of strategy commenced	Ongoing	
	Communications campaign to be launched in Dec 2023; Work Safely, Go home Safely	Starts in Dec 2023	
To put in place initiatives to help support staff	Regularly signpost staff to health and wellbeing initiatives and support to available to them.	Ongoing / Complete	Staff awareness session to take place in Dec alongside launch of new EAP Wisdom App. Signposting staff to domestic abuse support as part of Nov 27th White ribbon day in Nov Health & Wellbeing newsletter



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			Financial wellbeing support session held in November for staff at Hazel Court
Equality, Diversity and Inclusion: Council to address inequalities in the workplace and create a more inclusive work environment.			
Take steps to actively increase diversity in the workforce and address any inequalities, including reviewing promotion, training and retention issues.	Action EFLG Assessment and Diversity Consultant outcomes.		Promotion black history month sign post to EAP webinars on talking about BARMC.
	Review of Stonewall membership	March 24	Plan to report in March ahead of May renewal
	Support and development of EDI staff networks	Ongoing	Draft Network terms of reference prepared. Staff networks continue to progress a solo parent network was formed in Sept. Development of climate network group started.
	Encourage employees to declare their equalities profile / protected characteristics to inform change.	Ongoing	Comms to promote and sell benefits of declaration planned for Nov.
	Further develop programme of Human Rights and Equalities training / awareness for all staff.	April 24	To be started
	Introduce ethnic pay gap reporting.	March 2024	To be published alongside gender pay gap report but emphasis needs to be made that we can only use the data that we have available but this is a good start.

Glossary

BARMC –Black, Asian and Racially Minoritised Communities

BAU – Business as usual

CMT – Corporate Management Team



Workforce Development Plan 2023/2024 Annex 1

CCNC – Corporate Consultative Negotiation Committee
COO – Chief Operating Officer
DCNC – Departmental Consultative Negotiating Committee
DoPH – Director of Public Health
EAP – Employee Assistance Programme
EDI – Equalities Diversity and Inclusion
EFLG - Equalities Framework for Local Government
ER – Employee Relations
HR – Human Resources
HHR&OD – Head of Human Resources and Organisational Development
HAVs – Hand and Arm Vibration
HS – Health Surveillance
ICT – Information Communication Technology
JH&HS – Joint Health and Safety Committee
LGA – Local Government Association
OD – Organisational Development
PDR – Performance Development Review
M365 – Microsoft 365
SWORD - Social Work Organisational Resilience Diagnostic
Was1 – Working as One
WFP - Workforce Development Plan
WO – West Offices
WWY – Work with York

Workforce Development Plan 23/24

Aligned to the council's values and four core commitments:
Equalities, Affordability, Climate and Health

Leadership and Management

Continue good practice and prioritise good leadership and management behaviours and promote a positive culture.

- Maintaining effective employee relations in a climate where managers and leaders can motivate and engage with employees effectively.
- Allow managers to understand and implement limitations to services, for example to have the ability to say 'no' and challenge pressure that is excessive or not conducive to future delivery or sustainable.
- Equip managers with the skills to be digitally agile and work effectively, ensuring they connect with their teams, when working in a remote environment
- Enhance the digital information and data management offer.
- Ensure HR policies and guidance are clear, consistent, and fit for purpose and inclusive and accessible to all.

Resilience and Wellbeing

Continue to embed good practice in respect of wellbeing and engagement to promote and maintain a safe, healthy, and resilient workforce.

- Promoting a positive Health and Safety culture
- Embedding appropriate and effective risk assessments.
- Continue to support managers to manage absence.
- Continuing our wellbeing focus to ensure employees are aware of their own health, take care of themselves and are aware of services available to assist them to do this.
- Promotion and support of flexible working practices where possible.
- Maintain opportunities for staff engagement activities including staff survey.

Resourcing

Continue to prioritise recruitment, retention, career development, pay, reward and recognition strategies, to have a resilience and robust workforce to meet the needs of services and/or community.

- The shape and size of the organisation is fit for purpose, sustainable for projected needs and flexible enough to be responsive to change.
- Robust Redeployment and Redundancy selection process with appropriate support for all managers and employees.
- Ensure our approach to recruitment and retention encourages and nurtures talent, either through direct employment or other delivery models.
- Reduce agency spend and number of agencies staff.
- Continue to promote and embed flexible working / agile working.
- Offering an affordable and equitable all-round package of terms and conditions of employment and benefits, regular reviewed in line legislation, national T&Cs and with MTFP.

Equality, Diversity, and Inclusion

To address inequalities in the workplace and create a more inclusive work environment.

- Take steps to actively increase diversity in the workforce.
- Take action to address any inequalities, including reviewing promotion, training, and retention issues.
- Support EDI staff networks
- Encourage employees to declare their equalities profile / protected characteristics.
- Further develop programme of Human Rights and Equalities training / awareness for all staff and use of Equalities Analysis Tools
- Supportive environment in respect of a zero tolerance of bullying and harassment
- Introduce Ethnic Pay reporting.



**Corporate Services, Climate Change and
Scrutiny Management Committee****18 March 2024**

Report of the Director of Customer and Communities

Ward Funding**Summary**

1. The 2024/25 Ward budget allocation is comprised of £250k to be allocated across the city, and this paper outlines existing and potential models to inform making this split to wards.

Background

2. In 2023/24 the financial split was based upon firstly a base split by each ward for the number of councillors (£105k) and then a secondary split in each ward based on deprivation (£145k).
3. The 2023/24 ward funding process was subject to a call-in at Corporate Services, Climate Change and Scrutiny Management Committee on 2 November 2023, where the funding split agreed at Executive was confirmed and general committee agreement to have sight of further models and details for the Council to make a decision on in future years.
4. The Ward budget allocation is based on the levels of need in the city rather than population as the “fundamental principle of ward/division organisation is electoral equality, meaning that within a higher administrative area, each elector's vote bears a similar weight and, as a result, population sizes should be approximately equal” (ONS: <https://www.ons.gov.uk/methodology/geography/ukgeographies/administrativegeography/ourchanginggeography/boundarychanges>).
5. In 2023/24, in order to allocate the £145k based on deprivation, the levels of need in all wards were assessed against the national Index of Multiple Deprivation (IMD) which is based on the concept that there are distinct, recognisable types of need that are experienced by individuals living in an area. The IMD scores and ranks each area, using the following seven different dimensions or domains each of which is based on a basket of indicators. The data combines information from the domains to produce an overall relative measure of deprivation.

7 Domains of Index of Multiple Deprivation	
Income Deprivation	Crime
Employment Deprivation	Barriers to Housing and Services
Education, Skills & Training Deprivation	Living Environment Deprivation
Health Deprivation & Disability	

6. IMD is released at an LSOA (Lower Super Output Area) level, and the resulting overall Ward IMD scores are an area level aggregation of this relative measure of deprivation. The latest release of IMD data was in 2019, with another version originally expected in late 2023, which could have been used for allocations in 2024/25, but this has been delayed nationally and is unlikely to be available to Local Authorities until early 2025.
7. The 2023/24 allocation was designed with the intention of using deprivation so that those wards with the highest scores (the more deprived wards) would have the greater funding allocations. The element of the funding pot after Councillor allocation is only £145k and therefore;
- The impact on wards which are in the “**higher population, lower deprivation bracket**” was at a maximum of 5k compared to using population.
 - The impact on wards which are in the “**Lower population, higher deprivation bracket**” was at a maximum of 8.5k compared to using population.
 - If the funding pot was greater, it is recognised that this difference could be exacerbated, and therefore the model may need to be refined further.
 - National and local data suggests that wards with a higher population, generally, are the more deprived areas. Therefore, if deprivation is used as the main measure of allocation, there does not have to be a further normalisation of the data by population.

Options and Analysis :2024/25 Models and Allocation

8. There are several models which could be used to split ward funding that have been suggested by both Business Intelligence and at the Call-in Scrutiny committee and all are based on latest available data at time of report writing, whether this be population, households, deprivation or other indicators that are available at a ward level.
9. An attempt has been made to create a ward funding split based upon Council Plan indicators and EACH (Equalities & Human Rights,

Affordability, Climate and Health) indicators. However as relatively few of the Council Plan indicators are available at ward level, a model which covers all 4 elements of EACH has not been able to be created.

10. Details for individual ward are shown within Annex A.

11. Models are;

Model	Details
Model A	Based on the 2023/24 Ward budget allocation of: Therefore; £105k base to be split by Councillor on each ward £145k to be split by each ward based on deprivation
Model B	Dividing the funding by the number of wards. Therefore; £250k to be split by each ward based on number of wards
Model C	Dividing the funding by the number of Councillors. Therefore; £250k to be split by each ward based on number of Councillors
Model D	Dividing the funding by the number of population. Therefore; £250k to be split by each ward based on population.
Model E	Based on the IMD deprivation scoring for each ward. York's methodology reduces the IMD 1-10 deciles for wards into three groups A1, A2 and A3. The most deprived wards sit within A1 and the least deprived within A3. The proposed calculation would have awarded more funding to those wards in A1 on a proportionate scale, with A3 receiving the lowest amount and the number of Councillors in each ward. Therefore; £105k of the funding divided equally across every Councillor and £145k will be allocated based on the IMD deciles
Model F	Based on the Household Deprivation figures from the 2021 Census and how many Councillors each ward has. Therefore; £105k of the funding divided equally across every Councillor and £145k will be allocated based on the number of most deprived ward households out of all deprived households

12. A high-level summary of the pros and cons of each of the models are:

Model	Type	Details
Model A	Pros	This approach will take into account both the size of the ward and its deprivation level
	Cons	Based on the premise that wards with a higher population are more deprived
Model B	Pros	Simple allocation method
	Cons	This method would not recognise the size of some of the larger wards or the deprivation levels.
Model C	Pros	Simple allocation method
	Cons	This method would not recognise the deprivation levels in wards
Model D	Pros	Simple allocation method
	Cons	This method would not recognise the deprivation levels in wards
Model E	Pros	This approach will take into account both the size of the ward and its deprivation level
	Cons	Employment domain only looks at those who have self-reported that they are unemployed or permanently sick. Based on household numbers not population May be unfavourable towards the larger wards. May be already out of date (Census 2021).
Model F	Pros	As a more direct measure of deprivation, the household deprivation indicators can be used to say that one area has double the proportion of households with multiple needs compared to another.
	Cons	Employment domain only looks at those who have self-reported that they are unemployed or permanently sick. Based on household numbers not population May be already out of date (Census 2021).

14. Outcome of models on funding (Per Head)

Ward	Councillors	Population (Census 2021)	Households (Census 2021)	Model A	Model B	Model C	Model D	Model E	Model F
Acomb	2	9,111	3,801	£1.36	£1.31	£1.17	£1.23	£1.45	£1.23
Bishopthorpe	1	4,136	1,818	£1.50	£2.88	£1.29	£1.23	£1.60	£1.19
Clifton	2	9,417	4,111	£2.10	£1.26	£1.13	£1.23	£1.87	£1.41
Copmanthorpe	1	4,148	1,762	£1.07	£2.87	£1.28	£1.23	£1.60	£0.99
Dringhouses & Woodthorpe	3	11,492	5,117	£1.15	£1.04	£1.39	£1.23	£0.97	£1.26
Fishergate	2	9,555	3,623	£1.14	£1.25	£1.11	£1.23	£0.93	£1.13
Fulford & Heslington	1	4,175	1,635	£1.30	£2.85	£1.27	£1.23	£1.59	£1.07
Guildhall	3	14,553	6,356	£1.22	£0.82	£1.10	£1.23	£1.06	£1.25
Haxby & Wigginton	3	11,774	5,255	£0.87	£1.01	£1.36	£1.23	£0.94	£1.23
Heworth	3	13,434	5,717	£1.25	£0.89	£1.19	£1.23	£1.15	£1.45
Heworth Without	1	4,076	1,830	£1.39	£2.92	£1.30	£1.23	£1.63	£1.08
Holgate	3	11,960	5,664	£1.31	£1.00	£1.33	£1.23	£1.30	£1.35
Hull Road	3	14,860	3,584	£0.93	£0.80	£1.07	£1.23	£1.04	£1.00
Huntington & New Earswick	3	12,419	5,622	£1.23	£0.96	£1.28	£1.23	£1.25	£1.40
Micklegate	3	12,405	6,244	£1.18	£0.96	£1.29	£1.23	£1.25	£1.27
Osbalwick & Derwent	2	8,401	3,530	£1.07	£1.42	£1.27	£1.23	£1.05	£1.13
Rawcliffe & Clifton Without	3	12,334	5,358	£0.94	£0.97	£1.29	£1.23	£0.90	£1.10
Rural West York	2	8,113	3,250	£1.03	£1.47	£1.31	£1.23	£1.09	£1.01
Strensall	2	8,327	3,340	£1.11	£1.43	£1.28	£1.23	£1.06	£0.99
Westfield	3	13,976	6,200	£1.76	£0.85	£1.14	£1.23	£1.74	£1.62
Wheldrake	1	4,157	1,647	£1.21	£2.86	£1.28	£1.23	£1.59	£0.94
York	47	202,823	85,464	£1.23					

Council Plan

15. One City, for All, the City of York Council's Council Plan (2023-27) sets out a strong ambition to increase opportunities for everyone living in York to live healthy and fulfilling lives. The ward budget arrangements provide an opportunity for Members to deliver against locally agreed priorities and complementing the EACH priorities of the council through the funding of locally agreed social action projects, enabling positive health and wellbeing outcomes for residents to be achieved.

Implications

16. There are no direct implications for this report as this in itself is not a decision making report, however scrutiny members may give feedback to Executive, who then will need to consider implications of any decision they may take as a result.

Risk Management

17. Whilst there are no direct risks to this report for the reasons outlined in paragraph 16 above, it is worth noting that allocations could go up or down for wards as a result of any change in mechanism should Executive implement any change in approach.

Recommendations

18. Since the 2023/24 ward funding allocations were made, the key data behind this allocation, the Index of Multiple Deprivation has not been updated at a national level.
19. From the models set out in paragraph 12, Models A and E most closely align with the Council plan, the EACH priorities and reflecting analysis of IMD data. Both approaches take into account the size of the ward and its deprivation level. Providing ward budgets based upon a split of an element base funding per Councillor, and an element of ward deprivation is also in line with objectives set out at the Full Council in July 2023.
20. Members are therefore asked to consider the content of the report, and consider if they wish to support the existing model or to feed back to the Executive any suggestions for change.

Contact Details

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Chief Officer Responsible for the report:

Pauline Stuchfield

Director of Customer and Communities

Ian Cunningham

Head of Business Intelligence

**Report
Approved**



Date 06/03/2024

Wards Affected: List wards or tick box to indicate all

All



Annexes

Annex A - Ward Funding Allocation Models

Background Papers

Corporate Services, Climate Change and Scrutiny Management Committee
(Calling In) 2 October 2023

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=602&MId=14431&Ver=4>

Full Council 20th July 2023

<https://democracy.york.gov.uk/documents/s168967/Report%20of%20Executive%20Member.pdf>

<https://democracy.york.gov.uk/documents/s168969/Annex%20-%20Ward%20Budgets%202023-27.pdf>

Abbreviations

EACH = Equalities and Human Rights, Affordability, Climate, Health

IMD = Index of Multiple Deprivation

LSOA = Lower Super Output Area

Annex A - Ward Funding Allocation Models

Ward	Based on the 2023/24 Ward budget allocation of: £105k base to be split by Councillor on each ward £145k to be split by each ward based on deprivation							
	Councillors	Population (Census 2021)	Households (Census 2021)	2019 IMD score (higher score is worse)	2019 IMD score weighting	Deprivation Funding	Councillor Funding	To Allocate
Acomb	2	9,111	3,801	11.76	5.46%	£7,915.76	£4,468.09	£12,383.85
Bishopthorpe	1	4,136	1,818	5.87	2.73%	£3,952.84	£2,234.04	£6,186.88
Clifton	2	9,417	4,111	22.79	10.58%	£15,344.84	£4,468.09	£19,812.93
Copmanthorpe	1	4,148	1,762	3.29	1.53%	£2,212.67	£2,234.04	£4,446.71
Dringhouses & Woodthorpe	3	11,492	5,117	9.65	4.48%	£6,499.67	£6,702.13	£13,201.80
Fishergate	2	9,555	3,623	9.50	4.41%	£6,395.86	£4,468.09	£10,863.95
Fulford & Heslington	1	4,175	1,635	4.77	2.22%	£3,212.85	£2,234.04	£5,446.89
Guildhall	3	14,553	6,356	16.38	7.61%	£11,028.84	£6,702.13	£17,730.97
Haxby & Wigginton	3	11,774	5,255	5.25	2.44%	£3,532.85	£6,702.13	£10,234.98
Heworth	3	13,434	5,717	14.92	6.93%	£10,047.18	£6,702.13	£16,749.31
Heworth Without	1	4,076	1,830	5.09	2.36%	£3,428.97	£2,234.04	£5,663.01
Holgate	3	11,960	5,664	13.36	6.20%	£8,996.27	£6,702.13	£15,698.40
Hull Road	3	14,860	3,584	10.51	4.88%	£7,076.22	£6,702.13	£13,778.35
Huntington & New Earswick	3	12,419	5,622	12.67	5.88%	£8,527.51	£6,702.13	£15,229.64
Micklegate	3	12,405	6,244	11.80	5.48%	£7,945.30	£6,702.13	£14,647.43
Osbaldwick & Derwent	2	8,401	3,530	6.67	3.10%	£4,491.17	£4,468.09	£8,959.26
Rawcliffe & Clifton Without	3	12,334	5,358	7.30	3.39%	£4,913.59	£6,702.13	£11,615.72
Rural West York	2	8,113	3,250	5.83	2.71%	£3,923.50	£4,468.09	£8,391.59
Strensall	2	8,327	3,340	7.14	3.32%	£4,807.17	£4,468.09	£9,275.26
Westfield	3	13,976	6,200	26.66	12.38%	£17,946.92	£6,702.13	£24,649.05
Wheldrake	1	4,157	1,647	4.16	1.93%	£2,800.03	£2,234.04	£5,034.07
Total	47	202,823	85,464		100.0%	£145,000	£105,000	£250,000

Model B	Dividing the funding by the number of wards			
Ward	Councillors	Population (Census 2021)	Households (Census 2021)	To Allocate
Acomb	2	9,111	3,801	£11,904.76
Bishopthorpe	1	4,136	1,818	£11,904.76
Clifton	2	9,417	4,111	£11,904.76
Copmanthorpe	1	4,148	1,762	£11,904.76
Dringhouses & Woodthorpe	3	11,492	5,117	£11,904.76
Fishergate	2	9,555	3,623	£11,904.76
Fulford & Heslington	1	4,175	1,635	£11,904.76
Guildhall	3	14,553	6,356	£11,904.76
Haxby & Wigginton	3	11,774	5,255	£11,904.76
Heworth	3	13,434	5,717	£11,904.76
Heworth Without	1	4,076	1,830	£11,904.76
Holgate	3	11,960	5,664	£11,904.76
Hull Road	3	14,860	3,584	£11,904.76
Huntington & New Earswick	3	12,419	5,622	£11,904.76
Micklegate	3	12,405	6,244	£11,904.76
Osbalwick & Derwent	2	8,401	3,530	£11,904.76
Rawcliffe & Clifton Without	3	12,334	5,358	£11,904.76
Rural West York	2	8,113	3,250	£11,904.76
Strensall	2	8,327	3,340	£11,904.76
Westfield	3	13,976	6,200	£11,904.76
Wheldrake	1	4,157	1,647	£11,904.76
Total	47	202,823	85,464	£250,000

Model C	Dividing the funding by the number of Councillors			
Ward	Councillors	Population (Census 2021)	Households (Census 2021)	To Allocate
Acomb	2	9,111	3,801	£10,638.30
Bishopthorpe	1	4,136	1,818	£5,319.15
Clifton	2	9,417	4,111	£10,638.30
Copmanthorpe	1	4,148	1,762	£5,319.15
Dringhouses & Woodthorpe	3	11,492	5,117	£15,957.45
Fishergate	2	9,555	3,623	£10,638.30
Fulford & Heslington	1	4,175	1,635	£5,319.15
Guildhall	3	14,553	6,356	£15,957.45
Haxby & Wigginton	3	11,774	5,255	£15,957.45
Heworth	3	13,434	5,717	£15,957.45
Heworth Without	1	4,076	1,830	£5,319.15
Holgate	3	11,960	5,664	£15,957.45
Hull Road	3	14,860	3,584	£15,957.45
Huntington & New Earswick	3	12,419	5,622	£15,957.45
Micklegate	3	12,405	6,244	£15,957.45
Osbalwick & Derwent	2	8,401	3,530	£10,638.30
Rawcliffe & Clifton Without	3	12,334	5,358	£15,957.45
Rural West York	2	8,113	3,250	£10,638.30
Strensall	2	8,327	3,340	£10,638.30
Westfield	3	13,976	6,200	£15,957.45
Wheldrake	1	4,157	1,647	£5,319.15
Total	47	202,823	85,464	£250,000

Model D	Dividing the funding by head of population			
Ward	Councillors	Population (Census 2021)	Households (Census 2021)	To Allocate
Acomb	2	9,111	3,801	£11,230.24
Bishopthorpe	1	4,136	1,818	£5,098.04
Clifton	2	9,417	4,111	£11,607.41
Copmanthorpe	1	4,148	1,762	£5,112.83
Dringhouses & Woodthorpe	3	11,492	5,117	£14,165.06
Fishergate	2	9,555	3,623	£11,777.51
Fulford & Heslington	1	4,175	1,635	£5,146.11
Guildhall	3	14,553	6,356	£17,938.05
Haxby & Wigginton	3	11,774	5,255	£14,512.65
Heworth	3	13,434	5,717	£16,558.77
Heworth Without	1	4,076	1,830	£5,024.09
Holgate	3	11,960	5,664	£14,741.92
Hull Road	3	14,860	3,584	£18,316.46
Huntington & New Earswick	3	12,419	5,622	£15,307.68
Micklegate	3	12,405	6,244	£15,290.43
Osbalwick & Derwent	2	8,401	3,530	£10,355.09
Rawcliffe & Clifton Without	3	12,334	5,358	£15,202.91
Rural West York	2	8,113	3,250	£10,000.10
Strensall	2	8,327	3,340	£10,263.88
Westfield	3	13,976	6,200	£17,226.84
Wheldrake	1	4,157	1,647	£5,123.93
Total	47	202,823	85,464	£250,000

Model E		Based an allocation per Councillor and the IMD deprivation scoring for each ward. York's methodology reduces the IMD 1-10 deciles for wards into four groups A1, A2, A3 and A4. The most deprived wards sit within A1 and the least derived within A4. The proposed calculation would have awarded more funding to those wards in A1 on a proportionate scale, with A4 receiving the lowest amount. £105k base to be split by Councillor on each ward and £145k allocated based on the IMD deciles						
Ward	Councillors	Population (Census 2021)	Households (Census 2021)	National (IMD) Decile (where 1 is most deprived 10% of LSOAs) OHID	Grouping Multiplier	Deprivation Funding	Councillor Funding	To Allocate
Acomb	2	9,111	3,801	7	2	£8,787.88	£4,468.09	£13,255.97
Bishopthorpe	1	4,136	1,818	10	1	£4,393.94	£2,234.04	£6,627.98
Clifton	2	9,417	4,111	4	3	£13,181.82	£4,468.09	£17,649.91
Copmanthorpe	1	4,148	1,762	10	1	£4,393.94	£2,234.04	£6,627.98
Dringhouses & Woodthorpe	3	11,492	5,117	9	1	£4,393.94	£6,702.13	£11,096.07
Fishergate	2	9,555	3,623	9	1	£4,393.94	£4,468.09	£8,862.03
Fulford & Heslington	1	4,175	1,635	10	1	£4,393.94	£2,234.04	£6,627.98
Guildhall	3	14,553	6,356	6	2	£8,787.88	£6,702.13	£15,490.01
Haxby & Wigginton	3	11,774	5,255	10	1	£4,393.94	£6,702.13	£11,096.07
Heworth	3	13,434	5,717	6	2	£8,787.88	£6,702.13	£15,490.01
Heworth Without	1	4,076	1,830	10	1	£4,393.94	£2,234.04	£6,627.98
Holgate	3	11,960	5,664	7	2	£8,787.88	£6,702.13	£15,490.01
Hull Road	3	14,860	3,584	8	2	£8,787.88	£6,702.13	£15,490.01
Huntington & New Earswick	3	12,419	5,622	7	2	£8,787.88	£6,702.13	£15,490.01
Micklegate	3	12,405	6,244	8	2	£8,787.88	£6,702.13	£15,490.01
Osbalwick & Derwent	2	8,401	3,530	10	1	£4,393.94	£4,468.09	£8,862.03
Rawcliffe & Clifton Without	3	12,334	5,358	10	1	£4,393.94	£6,702.13	£11,096.07
Rural West York	2	8,113	3,250	10	1	£4,393.94	£4,468.09	£8,862.03
Strensall	2	8,327	3,340	10	1	£4,393.94	£4,468.09	£8,862.03
Westfield	3	13,976	6,200	3	4	£17,575.76	£6,702.13	£24,277.89
Wheldrake	1	4,157	1,647	10	1	£4,393.94	£2,234.04	£6,627.98
Total	47	202,823	85,464		33	£145,000	£105,000	£250,000

Model F		Based an allocation per Councillor and on the Household Deprivation figures from the 2021 Census and how many Councillors each ward has. £105k base to be split by Councillor on each ward and £145k allocated based on the number of most deprived ward households out of all deprived households						
Ward	Councillors	Population (Census 2021)	Households (Census 2021)	Households deprived in 2 or more dimensions (Census 2021)	Percentage of all York Households deprived in 2 or more dimensions (Census 2021)	Deprivation Funding	Councillor Funding	To Allocate
Acomb	2	9,111	3,801	536	4.6%	£6,741.26	£4,468.09	£11,209.35
Bishopthorpe	1	4,136	1,818	214	1.9%	£2,691.47	£2,234.04	£4,925.51
Clifton	2	9,417	4,111	702	6.1%	£8,829.04	£4,468.09	£13,297.13
Copmanthorpe	1	4,148	1,762	149	1.3%	£1,873.97	£2,234.04	£4,108.01
Dringhouses & Woodthorpe	3	11,492	5,117	618	5.4%	£7,772.57	£6,702.13	£14,474.70
Fishergate	2	9,555	3,623	500	4.3%	£6,288.49	£4,468.09	£10,756.58
Fulford & Heslington	1	4,175	1,635	177	1.5%	£2,226.13	£2,234.04	£4,460.17
Guildhall	3	14,553	6,356	911	7.9%	£11,457.63	£6,702.13	£18,159.76
Haxby & Wigginton	3	11,774	5,255	621	5.4%	£7,810.30	£6,702.13	£14,512.43
Heworth	3	13,434	5,717	1,018	8.8%	£12,803.37	£6,702.13	£19,505.50
Heworth Without	1	4,076	1,830	174	1.5%	£2,188.39	£2,234.04	£4,422.43
Holgate	3	11,960	5,664	752	6.5%	£9,457.89	£6,702.13	£16,160.02
Hull Road	3	14,860	3,584	647	5.6%	£8,137.31	£6,702.13	£14,839.44
Huntington & New Earswick	3	12,419	5,622	848	7.4%	£10,665.28	£6,702.13	£17,367.41
Micklegate	3	12,405	6,244	723	6.3%	£9,093.16	£6,702.13	£15,795.29
Osballdwick & Derwent	2	8,401	3,530	400	3.5%	£5,030.79	£4,468.09	£9,498.88
Rawcliffe & Clifton Without	3	12,334	5,358	541	4.7%	£6,804.15	£6,702.13	£13,506.28
Rural West York	2	8,113	3,250	297	2.6%	£3,735.36	£4,468.09	£8,203.45
Strensall	2	8,327	3,340	299	2.6%	£3,760.52	£4,468.09	£8,228.61
Westfield	3	13,976	6,200	1,268	11.0%	£15,947.61	£6,702.13	£22,649.74
Wheldrake	1	4,157	1,647	134	1.2%	£1,685.32	£2,234.04	£3,919.36
Total	47	202,823	85,464	11,529	100.0%	£145,000	£105,000	£250,000



**Corporate Services, Climate Change and
Scrutiny Management Scrutiny Committee**

18 March 2024

Report of the Chief Operating Officer and Chief Finance Officer

2023/24 Finance and Performance Monitor 3

Summary

1. This report sets out the projected 2023/24 financial position and the performance position for the period covering 1 April 2023 to 31 December 2023. This is the third report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.
2. The previous monitor report outlined the Council's serious financial position with a forecast overspend for 2023/24 of c£11m gross, mitigated down to £941k. There has been a small improvement for Monitor 3, with a forecast overspend, after mitigation, of £842k. However, the underlying gross overspend remains at c£11m.
3. This is still a significant overspend that is of serious concern and it remains very clear that the Council cannot afford to keep spending at this level. The general reserve is £6.9m and, whilst we have other earmarked reserves that we could call on if required, continued spending at this level would quickly see the Council exhaust its reserves.
4. Given the scale of the forecast overspend, a series of actions was agreed previously to bring spending down to an affordable level, both within the current financial year and over the next 4 years, to safeguard the Council's financial resilience and stability.

Background

Financial Summary and Mitigation Strategy

5. The latest forecast is that there will be an overspend of £11m. This is despite action being taken by managers across the Council to try and reduce expenditure. If the Council continues to spend at the current level, and no action is taken, then we will continue to overspend and will exhaust our reserves and any other available funding. The current level of expenditure is unaffordable and therefore we must take immediate action to reduce expenditure. If we do not start to see an improvement in the forecast, there will need to be further measures implemented to ensure that the required impact is seen by the end of the financial year.
6. As outlined in reports to Executive throughout the previous financial year, we have continued to see recurring overspends across both Adult and Children's Social Care. However, the underspends and mitigations that have allowed us to balance the budget at year end have generally been one off. Whilst the use of reserves to fund an overspend is appropriate as a one-off measure, it does not remove the need to identify ongoing savings to ensure the overall position is balanced. The budget report considered by Executive in February 2023 also included an assessment of risks associated with the budget, which included the need to secure further savings and effectively manage cost pressures.
7. Members will be aware that the financial position of local government is a national challenge and that the pressures being seen across both Adult and Children's Social Care are not something that is unique to York. Many Councils are experiencing significant financial pressures and struggling to balance their budgets now, so it is vital that we take immediate action to reduce our expenditure down to a sustainable level both within the current financial year and over the medium term. Taking decisive action now will safeguard the Council's financial resilience and stability and prevent York being in a position where it is unable to balance its budget in future years. This means that, in addition to the actions proposed in this report, there will be a need to continue to identify further mitigations and savings for future years.
8. Given the scale of the financial challenge, and the expected impact on budgets in future years, it is vital that every effort is made to balance the overall position. It is recognised that this will require difficult decisions to be made to protect services for vulnerable residents.

9. Corporate control measures are being implemented but they will not deliver the scale of reduction needed within the year. Other savings proposals, including service reductions, are also needed. A full list of these was included in the monitor 1 report considered by Executive in September.
10. Alongside these actions, officers will continue to carefully monitor spend, identify further mitigation, and review reserves and other funding to make every effort to reduce this forecast position. However, 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. As outlined in previous reports, any use of the general reserve would require additional savings to be made in the following year to replenish the reserve and ensure it remains at the recommended minimum level.
11. It must be a clear priority for all officers to focus on the delivery of savings plans during the year. Corporate Directors and Directors will keep Executive Members informed of progress on a regular basis.

Financial Analysis

12. The Council's net budget is £141m. Following on from previous years, the challenge of delivering savings continues with c£6m to be achieved to reach a balanced budget. An overview of the latest forecast, on a directorate by directorate basis, is outlined in Table 1 below.

Service area	Net budget	2023/24 Net Q2 Forecast Variation	2023/24 Net Q3 Forecast Variation
	£'000	£'000	£'000
Children & Education	25,083	3,727	3,690
Adult Social Care & Integration	45,329	3,407	4,712
Place	22,605	-1,363	-1,040
Customers & Communities, Public Health & Corporate Services	26,437	1,000	830
Central budgets	22,670	-1,000	-2,600

Sub Total		5,771	5,592
Contingency	-500	-500	-500
Use of earmarked reserves		-4,250	-4,250
Target for further mitigation		-1,021	842
Net total including contingency	141,624	nil	nil

Table 1: Finance overview

Directorate Analysis

Corporate, Customers & Communities

13. The forecast outturn position for the remaining areas of the Council is a net overspend of £830k and the table below summarises the latest forecasts by service area.

	Budget £'000	Variance £'000	Variance %
Chief Finance Officer	2,923	147	5
HR and Corporate Management	2,545	-189	-7.4
Customers & Communities	15,899	931	5.9
Governance	5,063	191	3.8
Public Health	14	0	0
Total Corporate, Customers & Communities	26,444	1,080	4.1
Other central budgets and treasury management	22,382	-2,600	-11.6

Mitigations to reduce forecast overspend	
Vacancy management and cost control measure across all areas	-250
Revised position	830

14. Within Customers and Communities, the most significant pressure (£600k) arises from the continued pressure across Housing Benefit

Overpayments as the move to Universal Credit reduces opportunities to achieve income from recovering overpayments.

15. There is also continued pressure from the loss of external payroll contracts within the Payroll Team (£242k).
16. Historical income shortfalls at the Mansion House combined with existing saving targets and pressures from premises costs are proving challenging.
17. Energy and maintenance contract inflation is causing pressure with the Bereavement Services, but it is hoped that this will be mitigated by increased income from the Crematorium by the end of the year.
18. Within Customers and Communities, the forecasted overspend has reduced by £221k, predominantly through holding vacancies wherever possible.
19. Within the Governance department there are coroner related pressures of £115k.
20. Since the last report notification of CYT's 22/23 dividend has been received (£300k) which is higher than anticipated and accounts for most of the improvement within HR and Corporate Management Area.
21. The pressure within the Chief Finance Officer area is due to an increased External Audit fee of £175k, reported in the last monitor, noted, and included in the MTFP.
22. Across all these service areas Managers continue to be tasked with identifying mitigations that will reduce these pressures. These will include holding vacancies, cash limiting budget areas and striving to maximise income generation.

Performance – Service Delivery

23. This performance report is based upon the city outcome and council delivery indicators included in the Performance Framework for the Council Plan (2023-2027) which was launched in September 2023. This report only includes indicators where new data has become available, with a number of indicators that support the Council plan being developed. Wider or historic strategic and operational performance

information is published quarterly on the Council’s open data platform; www.yorkopendata.org.uk

- 24. The Executive for the Council Plan (2023-2027) agreed a core set of indicators to help monitor the Council priorities and these provide the structure for performance updates in this report. 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.
- 25. A summary of the city outcome and council delivery indicators by council plan theme, based on new data released since the last report, are shown below.

Housing: Increasing the supply of affordable housing (City)						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
% of dwellings with energy rating in A-C band in the EPC Register - Snapshot	43.60% (Q2 2023/24)	43.70% (October 2023)	➔	Monthly	Not available	Q3 2023/24 data available in February 2024
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						

- 26. **% of dwellings with energy rating in A-C band in the EPC register –**
An Energy Performance Certificate (EPC) gives a property an energy efficiency rating from A (most efficient) to G (least efficient) and is valid for 10 years, and apart from a few exemptions, a building must have an EPC assessment when constructed, sold or let. Whilst the EPC register does not hold data for every property, it can be viewed as an indication of the general efficiency of homes. The rating is based on how a property uses and loses energy for example through heating, lighting, insulation, windows, water and energy sources. Each area is given a score which is then used to determine the A-G rating. In 2022, the median energy efficiency rating for a dwelling in England and Wales was Band D and a rating of A-C is generally considered to be good energy performance.
- 27. At the end of October 2023, 43.7% of properties on the register for York had an EPC rating of A-C which is a slight increase from 42.1% at the start of the year. The median grade for York for the same period was band D which follows the latest national benchmark. Data is based on the last recorded certificate for 58,553 properties on the register for York, some of which will have been last assessed more than ten years ago.

Sustainability: Cutting carbon, enhancing the environment for our future (City)						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
The average of maximum annual mean Nitrogen Dioxide concentration recorded across three areas of technical breach (at points of relevant public exposure) - Calendar	43.8 (2021/22)	44.1 (2022/23)	➔	Annual	Not available	2023/24 data available in September 2024
Carbon emissions across the city (tonnes of carbon dioxide equivalent) - (Calendar Year)	912 (2019)	816 (2020)	⬇ Good	Annual	Not available	2021 data available in October 2024
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						

28. **Level of CO2 emissions across the city and from council buildings and operations** – Carbon emissions across the city have been reducing over recent years, from 936 kilotonnes of carbon dioxide equivalent in 2018, to 816 in 2020. Emissions from councils buildings and operations have also been reducing, from 3,658 tonnes of carbon dioxide equivalent in 2020-21 to 3,462 in 2022-23.

How the Council will operate (Council)						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
FOI & EIR - % Requests responded to In time - (YTD)	89.30% (Q1 2023/24)	92.40% (Q2 2023/24)	⬆ Good	Quarterly	Not available	Q3 2023/24 data available in January 2024
% of 4Cs Complaints responded to 'In Time'	96.12% (Q1 2023/24)	93.26% (Q2 2023/24)	➔	Monthly	Not available	Q3 2023/24 data available in January 2024
The % of York residents reporting 'good' or 'excellent' experience with Council (Baseline Q3 Talkabout)	NA	NA	NA	Quarterly	Not available	Q3 2023/24 data available in February 2024
The % of York residents reporting 'poor' or 'satisfactory' experience with Council (Baseline Q3 Talkabout)	NA	NA	NA	Quarterly	Not available	Q3 2023/24 data available in February 2024
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	13.02 (October 2022)	11.3 (October 2023)	➔	Monthly	CIPD (Public Sector) 2022/23 10.6	Q3 2023/24 data available in February 2024
YCC Average Speed of answer - Operators	00:00:10 (Phone) (Q2 2023/24)	00:00:13 (Phone) (November 2023)	➔	Monthly	Not available	Q3 2023/24 data available in January 2024
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						

29. **FOI and EIR** – % of requests responded to in-time – 92.4% of requests were responded to in-time during 2023-24 up until the end of September which is the highest figure seen since the end of 2018-19.
30. **% of 4Cs complaints responded to in-time** – In Q2 2023-24, there has been a decrease in the number of corporate complaints received compared to the same reporting period in 2022-23 (364 in Q2 2023-24 compared to 652 in Q2 2022-23). There has been a small reduction in performance for the percentage of corporate complaints responded to in time (93.3% in Q2 2023-24 compared to 95.3% in Q2 2022-23).

31. **Average sickness days per full time equivalent (FTE) employee** – At the end of October 2023, the average number of sickness days per FTE (rolling 12 months) had decreased to 11 days from 13 in October 2022. Recently released benchmarks show that the CIPD public sector benchmark is 10.6 days per FTE, putting us in line with national trends.
32. **York Customer Centre average speed of answer** – Phones were answered, on average, in 13 seconds in November 2023 by the York Customer Centre which remains low and is much lower than the average of 1 minute and 42 seconds during 2022-23.

Consultation

33. Not applicable.

Options

34. Not applicable.

Analysis

35. Not applicable.

Council Plan

36. Not applicable.

Implications

37. The recommendations in the report potentially have implications across several areas. However, at this stage
- **Financial implications** are contained throughout the main body of the report.
 - **Human Resources (HR)**, there are no direct implications arising from this report.
 - **Legal** the Council is under a statutory obligation to set a balanced budget on an annual basis. Under the Local Government Act 2003 it is required to monitor its budget during the financial year and take remedial action to address overspending and/or shortfalls of income. Further work is required to develop and implement proposals that will allow the Council to bring its net expenditure in line with its income. There may be legal implications arising out of these proposals that will be considered

as part of the development and implementation of those proposals. If the Council is unable to set a balanced budget, it is for the Chief Financial Officer to issue a report under s114 of the Local Government Finance Act 1988 ('a section 114 notice').

- **Procurement**, there are no direct implications arising from this report.
- **Health and Wellbeing**, reductions in spend in some areas could impact on the health and wellbeing of both our staff and residents. The impact of any reductions in spend will continue to be carefully monitored so that implications can be considered and mitigated where possible.
- **Environment and Climate action**, there are no direct implications related to the recommendations.
- **Affordability**, are contained throughout the main body of the report. Where decisions impact on residents on a low income these impacts will be recorded in the individual Equalities and Human Rights analysis referred to below.
- **Equalities and Human Rights**, 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.
- **Data Protection and Privacy**, there are no implications related to the recommendations.
- **Communications**, the information set out in this report necessitates both internal and external communications. With ongoing interest in the current state of Local Government funding, we anticipate this report will attract media attention. A comms plan has been prepared to help make the information about the forecast overspend and the controls proposed clear and understandable, with opportunities to facilitate staff discussion arranged.
- **Economy**, there are no direct implications related to the recommendations.

Risk Management

38. 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.
39. The current financial position represents a significant risk to the Council's financial viability and therefore to ongoing service delivery. It is

important to ensure that the mitigations and decisions outlined in this paper are delivered and that the overspend is reduced.

Recommendations

- 40. The Committee is asked to note the finance and performance information.

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

Contact Details

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Chief Officer Responsible for the report:

Ian Floyd
Chief Operating Officer

**Report
Approved**



Date 05/02/24

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

All

For further information please contact the author of the report

Background Papers: None.

Annexes: CSCCSM Q3 23-24 Scrutiny Committee Scorecard



Scrutiny - Corporate Services and Climate Change 2023/2024

No of Indicators = 23 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Business Intelligence Hub January 2024

			Previous Years			2023/2024						
		Collection Frequency	2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target	Polarity	DOT
01. Business	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£1,328	£2,638	£4,887	£6,752	£5,771	£5,592	-	-	Up is Bad ▲ Red
	BUR01	Business Rates - Rateable Value	Monthly	£255,784,673	£255,734,051	£252,801,976	£243,494,496	£242,687,271	£241,969,515	-	-	Neutral ◄► Neutral
02. Customer Service	CFS01	Overall Customer Centre Satisfaction (%) - CYC	Monthly	96.18%	93.48%	72.10%	82.40%	84.20%	86.90%	-	-	Up is Good ◄► Neutral
	OCC06B	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	Monthly	3.14	3.19	3.72	6.05	4.62	-	-	-	Up is Bad ▲ Red
		Benchmark - National Data	Quarterly	4.98	6.05	6.32	-	-	-	-	-	
	YCC030a	Footfall in Customer Centre - Average wait time (Minutes)	Monthly	10	12	19	22	21	26	-	-	Up is Bad ▲ Red
	YCC057	YCC Average Speed of answer - Operators	Weekly	00:00:16	00:01:28	00:01:42	00:00:15	00:00:10	-	-	-	Neutral ◄► Neutral
03. Human Resources	OCC09	CYC stand-alone apprenticeships (excluding schools) - (Snapshot)	Quarterly	14	24	24	21	21	20	-	-	Up is Good ◄► Neutral
	STF08	Staff FTE - CYC Total (Including Schools) - (Snapshot)	Monthly	2,714.27	2,680.09	2,736.35	2,763.19	2,718.48	2,741.81	-	-	Neutral ◄► Neutral
	STF100	Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	Monthly	8.8	11.73	11.96	11.16	11.21	-	-	-	Up is Bad ◄► Neutral
		Benchmark - CIPD (Public Sector)	Annual	8	NA	10.6	-	-	-	-	-	
	STF107	Voluntary Turnover (%) - CYC Total (Including Schools) - (Rolling 12 Month)	Monthly	5.82%	10.45%	11.38%	10.40%	9.48%	8.52%	-	-	Neutral ◄► Neutral
04. Risk Management	CORP02La	Red rated Large Projects - CYC - (Snapshot)	Quarterly	1	0	0	0	0	1	-	-	Neutral ◄► Neutral
	CORP02Lb	Amber rated Large Projects - CYC - (Snapshot)	Quarterly	12	11	11	11	11	9	-	-	Neutral ◄► Neutral
05. Finance	BPI110	Forecast Budget Outturn (£000s Overspent / - Underspent) - CYC Subtotal (excluding contingency)	Quarterly	£1,328	£2,638	£4,887	£6,752	£5,771	£5,592	-	-	Up is Bad ▲ Red
06. Resident Surveys	RTA01	The % of York residents reporting 'good' or 'excellent' experience with Council (Baseline Q3 Talkabout)	Quarterly	NC	NC	NC	NC	NC	-	-	-	Up is Good ◄► Neutral
	RTA02	The % of York residents reporting 'poor' or 'satisfactory' experience with Council (Baseline Q3 Talkabout)	Quarterly	NC	NC	NC	NC	NC	-	-	-	Up is Bad ◄► Neutral
	TAP02	% of panel satisfied with the way the council runs things	Quarterly	50.50%	50.58%	47.30%	41.13%	-	-	-	-	Up is Good ▼ Red
Benchmark - LG Inform		Quarterly	67.00%	63.00%	62.00%	63.00%	-	-	-	-		



Scrutiny - Corporate Services and Climate Change 2023/2024

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Produced by the Business Intelligence Hub January 2024

			Previous Years			2023/2024							
		Collection Frequency	2020/2021	2021/2022	2022/2023	Q1	Q2	Q3	Q4	Target	Polarity	DOT	
07. Sustainability	CAN038	The average of maximum annual mean Nitrogen Dioxide concentration recorded across three areas of technical breach (at points of relevant public exposure) (ug/m3) (Calendar Year)	Annual	38	43.8	44.1	-	-	-	-	-	Up is Bad	◀▶ Neutral
	EPC01ac	% of dwellings with energy rating in A-C band in the EPC Register (where A is the most energy efficient and G is the least energy efficient) - (Snapshot)	Monthly	NC	NC	42.00%	43.10%	43.60%	-	-	-	Up is Good	◀▶ Neutral
	GCC02	Carbon emissions across the city (kilotonnes of carbon dioxide equivalent) - (Calendar Year)	Annual	816 (2020)	-	-	-	-	-	-	-	Up is Bad	▼ Green
08. Information Governance	FOI01	FOI & EIR - Total Requests Received	Monthly	1,862	1,685	1,291	372	425	369	-	-	Neutral	◀▶ Neutral
	FOI02	FOI & EIR - % Requests responded to In time - (YTD)	Quarterly	82.17%	81.20%	85.50%	89.30%	92.40%	-	-	-	Up is Good	▲ Green
		FOI & EIR - % Requests responded to In time	Monthly	82.17%	81.05%	85.48%	86.17%	92.11%	-	-	-	Up is Good	▲ Green
	FOI05	DP (Data Protection Act) / SAR (Subject Access Request) - Total Received - (YTD)	Monthly	160	117	132	38	71	118	-	-	Neutral	◀▶ Neutral
		DP (Data Protection Act) / SAR (Subject Access Request) - % In time - (YTD)	Quarterly	75.00%	72.10%	64.39%	60.53%	59.15%	-	-	-	Up is Good	▼ Red
	IG14da	% of 4Cs Complaints responded to 'In Time'	Monthly	NC	84.15%	94.56%	96.12%	93.26%	-	-	-	Up is Good	◀▶ Neutral
IG22a	% of Grade 1 4Cs Complaints responded to 'In Time'	Monthly	94.00%	80.71%	86.15%	87.50%	72.09%	-	-	-	Up is Good	◀▶ Neutral	

Scrutiny Work Plan

Meeting Date	Committee	Agenda Item
18/03/24	CSMC	<ul style="list-style-type: none"> • York Central Update • Organisational Development • Ward Funding • Finance & Performance Q3
25/03/24	EPAT	<ul style="list-style-type: none"> • Asset Management
27/03/24	HHASC	<ul style="list-style-type: none"> • Building Repairs • Homelessness Resettlement Pathway • Home Care, Task and Finish Proposal (TBC)
09/04/24	CCC	<ul style="list-style-type: none"> • YMT Annual Report • York Theatre Trust Annual Report • REACH Report • York City Football Club, impact on culture
22/04/24	CSMC	<ul style="list-style-type: none"> • Procurement • Climate Change – Carbon Accounting, York Climate Fund and Local Energy Plans

The Forward Plan can be found [here](#).

Committees

CSMC	Corporate Services, Climate Change and Scrutiny Management Committee
EPAT	Economy, Place, Access and Transport Scrutiny Committee
HHASC	Health, Housing and Adult Social Care Scrutiny Committee
CCC	Children, Culture and Communities Scrutiny Committee

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