

## Notice of a public meeting of Executive

**To:** Councillors Douglas (Chair), Kilbane (Vice-Chair), Kent, Lomas, Pavlovic, Ravilious, Steels-Walshaw and Webb

**Date:** Tuesday, 3 June 2025

**Time:** 4.30 pm

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

### **A G E N D A**

#### **Notice to Members – Post Decision Calling In:**

Members are reminded that, should they wish to call in any decisions made on items\* on this agenda, notice must be given to Democratic Services by **4:00 pm on Tuesday 10 June 2025**.

\*With the exception of matters that have been the subject of a previous call in, require Full Council approval or are urgent, which are not subject to the call-in provisions. Any called in items will be considered by the Customer and Corporate Services Scrutiny Management Committee.

#### **1. Apologies for Absence**

To receive and note apologies for absence.

#### **2. Declarations of Interest**

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

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

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

<b><i>Type of Interest</i></b>	<b><i>You must</i></b>
<i>Disclosable Pecuniary Interests</i>	<i>Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.</i>
<i>Other Registrable Interests (Directly Related)</i> <b>OR</b> <i>Non-Registrable Interests (Directly Related)</i>	<i>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.</i>
<i>Other Registrable Interests (Affects)</i> <b>OR</b> <i>Non-Registrable Interests (Affects)</i>	<i>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</i>

	<i>dispensation.</i>
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- (2) *Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.*
- (3) *Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations, and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.*

### 3. **Minutes** (Pages 7 - 12)

To approve and sign the minutes of the Executive meeting held on 22 April 2025.

### 4. **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 Executive.

**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 Friday 30 June 2025.**

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://www.york.gov.uk/AttendCouncilMeetings) to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

### **Webcasting of Public Meetings**

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

### 5. **Forward Plan** (Pages 13 - 16)

To receive details of those items that are listed on the Forward Plan for the next two Executive meetings.

**6. Housing Annual Report** (Pages 17 - 86)

This report:

- Provides context for the social housing sector and the new standards with which the service is measured;
- Outlines current performance levels against a range of standards including tenants perception and compliance data; and,
- Outlines priorities and targets for this year, providing an opportunity for Executive and council house tenants to scrutinise performance.

**7. York Learning Accountability Agreement** (Pages 87 - 122)  
**2025/26**

The purpose of this report is to gain approval to submit the accountability statement, relating to the Adult Skills Fund (ASF) grant received by York Learning on an annual basis. All providers in receipt of £1m or more of funding for post-16 provision have a statutory responsibility to produce and publish an annual accountability statement that reflects the needs of the local environment as determined by the Local Skills Improvement Plan (LSIP) in particular but should also detail how funding is most effectively used in a local context.

**8. The York Business Improvement District -** (Pages 123 - 158)  
**Ballot for 2026-2031**

This report seeks the Executive's support for the York Business Improvement District (BID) bid who are seeking a third five-year term in York City Centre and is undertaking the necessary steps in preparation for a ballot in October 2025.

**9. Review of Parking Charges**

Report to follow.

**10. Urgent Business**

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

Democratic Services officer:

Name: Robert Flintoft

Contact details:

- Telephone – (01904) 555704
- E-mail – [robert.flintoft@york.gov.uk](mailto:robert.flintoft@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.

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

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## City of York Council

## Committee Minutes

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Meeting	Executive
Date	22 April 2025
Present	Councillors Douglas (Chair), Kilbane (Vice-Chair), Kent, Pavlovic, Ravilious, Steels-Walshaw and Webb
In Attendance	Councillor Widdowson
Officers in Attendance	Ian Floyd – Chief Operating Officer Bryn Roberts – Director of Governance Debbie Mitchell – Director of Finance Pauline Stuchfield – Director of Housing and Communities Tanya Lyon - Community Safety Manager Alison Cooke - Head of Strategic Planning Policy Alison Stockdale - Strategic Planning Policy Manager
Apologies	Councillors Lomas and Ayre

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**90. Apologies for Absence**

It was confirmed that two apologies had been received. Cllr Lomas and Cllr Ayre who was substituted by Cllr Widdowson.

**91. Declarations of Interest**

Members were asked to declare at this point in the meeting any disclosable pecuniary interest or other registerable interest they might have in respect of business on the agenda, if they had not already done so in advance on the Register of Interests. None were declared.

**92. Minutes**

Resolved: That the minutes of the Executive meeting held on 22 April 2025 be approved and then signed by the Chair as a correct record.

**93. Public Participation**

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

Richard Clancey spoke on behalf of Murton Parish Council in favour of the Murton Neighbourhood Plan.

**94. Forward Plan**

Members received and noted details of the items that were on the Forward Plan for the next two Executive meetings at the time the agenda was published.

**95. Introduction of a citywide Public Space Protection Order (PSPO) to cover: Street Urination & Defecation, Dog Fouling & Control**

The Community Safety Manager introduced the report noting that proposed introducing a PSPO on Street Urination & Defecation, Dog Fouling and Dog Control. It was confirmed that the PSPO would allow for £100 fixed penalty notices for street urination which will provide the police more consideration in how to deal with offenses.

The Executive Member for Housing, Planning and Safer Communities welcomed the report and the evidence base that had been gathered to develop the PSPO. He noted that these were powers the currently had but by issuing a PSPO would allow them to regularise the use of these powers. He noted concerns raised about access to public toilet facilities and welcomed the work of Cllr Kent the Executive Member for Environment and Climate Emergency for improving access to public facilities.

Resolved:

- i. To implement the PSPO to include all 3 proposed conditions of Street Urination & Defecation, Dog Fouling and Dog Control. This option is based on the strong public support indicated by the online consultation results.



Reason: To improve public spaces.

**96. Local Development Scheme**

The Head of Strategic Planning Policy introduced the report, outlining that Council's across the country were required to renew their Local Development Scheme in light of the new National Planning Framework.

The Executive Member for Housing, Planning and Safer Communities thanked officers for their work on the Local Development Scheme. He noted that the report had been to the Local Plan Working Group and welcomed cross party support and acknowledgement of the challenges, and the timescale required for reviewing the local plan. He noted that the Council had several priorities including introducing supplementary planning documents and introducing a community infrastructure levy.

Resolved:

- i. Approved the interim Local Development Scheme (Annex B)

Reason: To ensure that the Council Complies with the Planning and Compulsory Purchase Act 2004 (as amended by the Localism Act 2011).

**97. Murton Neighbourhood Plan Examiner's Report and Decision Statement**

The Head of Strategic Planning Policy introduced the report with outlined the Draft Murton Neighbourhood Plan and the inspectors report. They confirmed that should the plan be approved by the Executive it would go to a local referendum for approval.

The Executive Member for Housing, Planning and Safer Communities thanked Mr Clancey from Murton Parish Council and professor David Waddington for their work in developing the Draft Murton Neighbourhood Plan. He welcomed the inspectors report and their support for the plan and welcomed the opportunity for a local referendum to adopt the plan.

Resolved:

- i. Agreed to the Examiner's modifications set out at Annex C (Decision Statement) to the Submission Draft Murton Neighbourhood Plan (Annex A) and that subject to those modifications the Neighbourhood Plan meets the Basic Conditions and other legislative requirements;
- ii. Agreed that the Submission Draft Murton Neighbourhood Plan as amended proceeds to a local referendum based on the neighbourhood area as noted in the Examiner's Report (Annex B).
- iii. Approved the Decision Statement attached at Annex C to be published on the City of York Council's website.

Reason: To allow the Neighbourhood Plan to progress in line with neighbourhood planning legislation.

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

Resolved: To consider agenda item 10 Approval of Property Management Arrangements without needing to exclude the press and public under paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).

## **99. Approval of Property Management Arrangements**

The Director of Housing and Communities introduced the report, outlining the important work of Yorhome as an ethical letting service in York, that sought to ensure there is a supply of housing to rent. She confirmed that the report included the opportunity to add a large multiple occupancy property to Yorhome's portfolio, as well as, seeking Executive to ratify management agreements which were entered into in 2024 and should have been presented to Executive at the time.

The Executive Member for Housing, Planning and Safer Communities highlighted the importance of the work undertaken by YorHome. He welcomed the opportunity to add a new

multiple occupancy property to ensure families move into new homes. He also stated that he wanted to ensure everything was always done correctly and would welcome a review by the Audit and Governance committee into the work of Yorhome to ensure the upmost transparency is maintained.

Resolved:

- i. To ratify the management agreement entered into in late 2024;
- ii. To approved the preparation of revised documentation in respect of the management of the property and licences to occupy; and;
- iii. To delegate authority to the Director of Housing and Communities (in consultation with the Director of Governance) to take such steps as are necessary to agree and complete the resulting documents.
- iv. To propose for the purpose of transparency and accountability that a report is prepared for the Audit and Governance Committee to consider any process issues raised or identified.

Reason: To ensure appropriate arrangements are in place in respect of the property to receive new tenants in the very near future.

Cllr Douglas, Chair

[The meeting started at 4.30 pm and finished at 5.17 pm].

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**Table 1: Items scheduled on the Forward Plan for the Executive Meeting on 1 July 2025**

<b>Title and Description</b>	<b>Author</b>	<b>Portfolio Holder</b>
<p>Capital Programme Update Outturn Purpose of Report: To provide members with the outturn position on the capital programme.</p> <p>Members will be asked to: Note the outturn, recommend to Full Council any changes as appropriate.</p>	Debbie Mitchell, Director of Finance	Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion
<p>Finance and Performance Outturn Purpose of Report: To provide members with the year-end position on both finance and performance.</p> <p>The Executive will be asked to: Note the report.</p>	Debbie Mitchell, Director of Finance	Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion
<p>Treasury Management Q4 Prudential Indicators and 24/25 Outturn Purpose of Report: To provide members with an update on the treasury management position and to provide the annual treasury management review of activities and the actual prudential and treasury indicators.</p> <p>The Executive will be asked to: Note the report and to note the issues and approve any adjustments as required to the prudential indicators or strategy.</p>	Debbie Mitchell, Director of Finance	Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion
<p>Strengthening York's Support for Drug and Alcohol Recovery This report focuses on the next steps needed to strength York's community recovery model, in line with council plan aspirations, and recommends to Executive a number of actions the council can take to further these aims and improve the lives of people affected by addictions in our city.</p>	Peter Roderick, Director of Public Health	Executive Member for Health, Wellbeing and Adult Social Care

<p>Equity, Diversity and Inclusion Strategy Purpose of Report:</p> <ul style="list-style-type: none"> <li>i. In April 2024 a report to Executive presented the results of an externally facilitated assessment against the recently refreshed Equalities Framework for Local Government (EFLG).</li> <li>ii. This work fed into a Draft Equity, Diversity and Inclusion (EDI) Strategy. At the Executive meeting of April 2024 Members approved a recommendation to consult on the draft strategy which would inform a final document for adoption, with a linked action plan.</li> <li>iii. This report asks for Executive approval for both the final strategy and annual action plan.</li> </ul> <p>The Executive will be asked to approve the following:</p> <ul style="list-style-type: none"> <li>i. The final Equity, Diversity and Inclusion Strategy and associated Annual Action Plan (the ‘key deliverables’ for Year 1 of the Strategy)</li> <li>ii. A progress report being produced every 12 months for the annual public meeting of the Human Rights and Equalities Board.</li> </ul> <p>Reason: To demonstrate City of York Council’s core commitment to becoming a more equal, diverse and inclusive council.</p>	<p>Laura Williams, Assistant Director of Customer, Communities</p>	<p>Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion, and Executive Member for Housing, Planning and Safer Communities</p>
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**Table 2: Items scheduled on the Forward Plan for the Executive Meeting on 2 September 2025**

Title and Description	Author	Portfolio Holder
<p><b>Harewood Whin Green Energy Park – Request to Approve Outline Business Case</b></p> <p>Purpose of Report: The report provides a summary of the Outline Business Case to provide renewable energy from the former landfill site at Harewood Whin and to show how City of York Council, wider York Stakeholders and the Region will benefit from this energy produced.</p> <p>The Executive will be asked to: Approve the content/approach within the Outline Business Case and therefore to approve progression to a Full Business Case. The Full Business Case will prepare the procurement for capital works. We will approach Executive for approval of the Full Business Case in 2026.</p>	<p>Garry Taylor, Director of City Development</p>	<p>Executive Member for Environment and Climate Emergency</p>
<p><b>Murton Neighbourhood Plan</b></p> <p>The purpose of the report is to consider the results of the Murton Neighbourhood Plan referendum, which takes place on Thursday 10 July 2025. Subject to a favourable result of the referendum, it asks Members to formally ‘make’ the Neighbourhood Plan and bring it into full legal force as part of the Development Plan for York. This will allow the Neighbourhood Plan to progress in line with the relevant Neighbourhood Planning legislation and Regulations. The Executive will be asked to formally ‘make’ the Murton Neighbourhood Plan following a successful referendum and bring it into full legal force as part of the Development Plan for York.</p>	<p>Garry Taylor, Director of City Development</p>	<p>Executive Member for Housing, Planning and Safer Communities</p>

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<b>Meeting:</b>	Executive
<b>Meeting date:</b>	03/06/2025
<b>Report of:</b>	Director of Housing & Communities
<b>Portfolio of:</b>	Executive Member for Housing, Planning and Safer Communities

## Decision Report: Housing Landlord Annual Report

### Subject of Report

1. The City of York Council is the largest residential landlord in the city, owning and managing around 7500 homes. This equates to around 60% of the total social rented housing stock in the city. The Council's landlord function has a significant and meaningful impact on the city and its residents. Our council housing landlord service strongly relates to the four core commitments of the Council Plan – namely Equalities and Human Rights, Affordability, Climate, and Health.
2. Central government have made a commitment to improving social housing landlord services across the country. This is being supported through the Regulator of Social Housing (RSH) which was established in April 2024 seeking to create a *'viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.'* RSH has set out a number of Consumer Standards with a *'focus on neighbourhood, safety, transparency, influence, accountability and tenancy standards'*.
3. City of York Council has been working with the RSH for the last year, sharing existing performance information and a plan for making improvements where needed. The council self-referred to the Regulator in the summer of 2024 outlining some areas where the Consumer Standards were not being met. In December, the council received a response from the Regulator welcoming improvements being made across the service. Each year every

social landlord is required to submit performance information to the RSH. To accompany this submission and to provide greater transparency and accountability for elected members and residents of the city, this is being accompanied by the first Housing Landlord Annual Report. This report summarises the previous year's service and sets priorities for the year ahead. A summarised version of this report will be shared with council house tenants and leaseholders.

4. This report:
  - Provides context for the social housing sector and the new standards with which the service is measured;
  - Outlines current performance levels against a range of standards including tenants perception and compliance data; and
  - Outlines priorities and targets for this year, providing an opportunity for Executive and council house tenants to scrutinise performance.
5. This report has a key focus on the landlord functions of the Housing Service. These primarily relate to repairs, asset management and investment, health and safety of council homes, adaptations, new build development, and housing management services. All of these services are funded through tenants rental income and form the basis for the council's Housing Revenue Account (HRA). The report seeks to provide a clear and transparent analysis of the Council's landlord functions which are subject to scrutiny from the RSH.
6. The Council's landlord work is supported by a 'Housing Charter' which sets out how the council delivers these services. The Charter has the following Mission Statement *'We are ONE TEAM, working with you in positive and responsive ways, always listening and improving our services. We invest in, and plan for the future, ensuring we support safe, sustainable, affordable and good quality homes. Working with residents, other parts of the council and external organisations, we aim to support strong and diverse communities where you can live well and thrive'*.
7. The Housing department also delivers a range of other services which are not within the HRA and not a housing landlord function. These services do not form part of this report and are funded through the General Fund. These services include homeless prevention and resettlement, housing options, supporting

Registered Provider partners, and work within the private housing sector including health and safety standards, licensing, adaptations and retrofit. The Housing service also contributes to the Planning service as part of the decision-making process and in formulating policies and guidance. The Housing service operates three Gypsy and Traveller sites in the city which contain 61 pitches. £5.25m has been allocated to deliver additional and improved pitches, further details of which are contained in an annual Gypsy and Traveller report and are not replicated here.

## Benefits and Challenges

8. The recommendations of this report will set priorities for 2025 - 26 for the Housing landlord service. An approved set of priorities, informed by existing performance data and feedback from tenants, will increase accountability for services as well as directing investment and resources where they are needed. The recommendations build on the increased data available following the Stock Condition Survey and will respond to feedback provided by tenants. The report will build on the principle of a Neighbourhood Model, considering how Housing can work with partners to deliver support, advice, and information at the point of need.
9. The introduction of Consumer Standards by the RSH has given clear direction for social housing landlords. However, as with all new regulatory frameworks there are a number of challenges. The Consumer Standards require social landlords to measure and monitor performance closely, this means holding accurate, detailed and up to date records, including on housing stock and appropriate and relevant information about tenants. Achieving full compliance against the standards is likely to take the majority of landlords a significant amount of time, this is particularly true for Local Authority landlords who have not been highly regulated until the recent introduction of the RSH. Landlords are given a judgement between C1 (delivering the outcome of the Consumer Standards) through to C4 (very serious failings). To demonstrate the challenge, to date the RSH have provided 34 regulatory judgements for Local Authority social landlords. Of these just three have been awarded a C1 rating. Eleven have been awarded C2, eighteen C3, and two C4. This means around 62% of judgements for Local Authority social landlords to date have concluded that there are 'serious' or 'very serious failings' by the landlord in delivering the outcomes of the Consumer Standards. There is no

additional central government resource allocation to accompany the new regulatory regime. Inflationary pressures, with social rents rising by significantly less than inflation overall during the last 10 years, requires service delivery to be more efficient and cost effective.

## **Policy Basis for Decision**

10. The Council Plan, 'One City, For All', contains four core commitments. These are Equalities and Human Rights, Affordability, Climate, and Health. It is considered that the provision of good quality, safe, warm, healthy, and affordable council housing is pivotal to achieving the aims of the Council Plan.
11. Similarly, the three ten-year strategies of Climate Change, Health and Wellbeing, and the Economic Strategy all relate strongly to the living environment provided for our customers.
12. The Council's Housing Charter sets out a series of goals for the service, seeking to foster closer working relationships across the service and with council house tenants. This is set around the themes of 'We Think Forward, We Think Together, We Think Community, We Think Home, and We Think You'. The 2023-28 Asset Management Plan also guides our landlord services in respect of guiding investment to ensure our homes are safe and of good quality.
13. The Council's housing landlord service is now regulated by the RSH with services being expected to meet the Consumer Standards.

## **Financial Strategy Implications**

14. The Housing Revenue Account (HRA) is a ringfenced account within the General Fund. The account includes income and expenditure related to all of our landlord functions. The approved budget for 2025/26 anticipates an income of around £41m, the vast majority of which will be received from the rent of council homes. This is utilised to fund repairs (£11m), general management (£7m), special services (£4m), insurance and fees (£1m), and planned investment (12m). A further £5m is being utilised to pay interest associated with the self-financing deal agreed with City of York Council in 2012, historic HRA debt as well

as borrowing utilised for some new build housing projects. The HRA debt level was £146.4m as at 31<sup>st</sup> March 2024 which is considered manageable with a £41m income stream.

15. There have been significant financial challenges for the HRA in recent years. This includes a three-year rent reduction imposed by central government from 2016 which removed c£6m pa from anticipated income. This combined with significant inflationary pressures in more recent years, which have been particularly acute in the construction sector, means that more needs to be delivered from less. Despite these challenges the HRA remains in a stable financial position with a reserve of £29.6m as at 31<sup>st</sup> March 2024. This report is seeking to add some further detail around how the budget for 2025/26 will be utilised to meet our priorities as set down by the RSH and taking account of the views of council house tenants.

## Recommendation and Reasons

16. Executive are asked to approve the following recommendations:
  - i. *Note the current performance levels across the Council's landlord services and the proactive approach to working alongside the Regulator of Social Housing.*
  - ii. *Approve the priorities for 2025-26 as highlighted within this report and summarised in Annex C. Note the related performance targets, seeking to deliver further improvements to the quality of service provided for council house tenants.*
  - iii. *Approve the adoption of a new Responsive Repairs Policy for Tenants of Council Houses included in Annex A.*
  - iv. *Approve the 2025-26 capital programme contained in Annex B.*
  - v. *Approve the principles of the Neighbourhood Investment Programme (para 23), allowing the service to respond more effectively to the priorities of council house tenants. Note that further details will be included in the Neighbourhood Model report to be considered by Executive this summer.*

## Performance of the Council Housing Landlord Service and Setting Priorities for 2025/26

17. Evaluating performance of the Council's housing landlord service can be complex. There are a range of services provided to tenants across the city. There are three key sources of data to aid understanding of service delivery performance:
  - Key Performance Indicators (KPI's) benchmarked to similar social housing landlords (in York's case we use Local Authority Landlords outside of London with stock of less than 10,000 homes);
  - Stock condition data; and
  - Tenants perception of performance.
18. The RSH is interested in all of these performance measures. They are all contained within the Consumer Standards which has provided greater consistency across the sector around how performance should be measured. Whilst not all Consumer Standards are easy to quantify and benchmark, many are, either through resident feedback and surveys or through data collation. The Consumer Standards are built up of four sub-standards, these are:
  - *Neighbourhood and Community* – this focuses on safe and well maintained neighbourhoods where tenants can feel safe.
  - *Safety and Quality* – takes account of stock quality, decency, health and safety, repairs and maintenance, and adaptations within tenants homes.
  - *Tenancy* – this considers the fair allocation and letting of homes and how tenancies are managed and ended by landlords.
  - *Transparency, Influence and Accountability* – being open with tenants and treating them with fairness and respect so that they can access services, raise complaints, and influence decision making and hold their landlord to account.
19. As the first Housing Landlord Annual Report to be considered by Executive, this report brings together existing information and

establishes a baseline from which future performance can be measured. The report identifies areas where performance is positive when measured against peers, areas where focus is needed to make improvements, and some areas where work is needed on creating a more comprehensive performance framework to better understand what is working well for tenants and what isn't. From this information, priorities are established for 2025-26, covering both planned actions and targeted performance improvements. This information is set out below against the four areas of the Consumer Standards with resultant actions set out at the end of each section and brought together in Annex C.

### **Neighbourhood and Community Standard**

20. The Neighbourhood and Community Standard requires landlords to:
- Ensure the safety of shared spaces
  - Cooperate locally with relevant partners to promote social, environmental and economic wellbeing
  - Have a clear route for the reporting of anti-social behaviour and hate incidents and an effective approach for dealing with it
  - Effectively respond to cases of domestic abuse

#### *Safety of Shared Spaces, Local Cooperation, and Anti-Social Behaviour*

21. In November, the Design Principles of a Neighbourhood Model for York were approved as a way of delivering improved outcomes for individuals and communities. Further engagement is taking place to inform a detailed proposal for this model with a formal decision expected this summer.
22. The Neighbourhood Model can add significant benefits to council housing tenants and support the work of the Council's landlord teams, including Housing Management and Repairs. Working alongside partners such as the Public Realm, Police, NHS, community groups, voluntary organisations, schools, and other landlords will create an improved collective knowledge of issues, challenges and opportunities and provide a strengthened approach to cooperation in finding solutions.
23. As well as helping day to day service delivery to be well connected and responsive to tenants priorities, this approach can support

estate improvement works. The HRA budget includes a £170k annual capital budget for investing into estates. This Neighbourhood Investment Programme will deliver improvements to the areas around Council homes. The primary focus of the funds will be:

- Building community capacity to co-manage shared spaces.
- Support wider estate regeneration work, for example supporting The Groves Neighbourhood Plan objectives and supporting the development of neighbourhood plans in other areas.
- Supporting measures to reduce ASB, for example through new lighting, security gates and the closing off of unsafe passageways.
- Improving communal areas around council houses and apartments, such as improving hardstanding areas, tree and shrub planting, and enabling community and resident activity.

This funding will not be used for building repair tasks, this work will be funded from general repairs budgets.

#### *Domestic Abuse*

24. In February, the Council Housing Domestic Abuse Resident and Tenant Policy 2025-28 was approved. The Policy is designed to reduce the risks and consequences of domestic abuse and outlines how CYC's Housing Service will respond to domestic abuse when it affects residents, tenants, and leaseholders. The Policy builds on existing pathways, approaches and responses to domestic abuse as well as providing guidance on how the Service will improve current practice, to ensure victims and survivors of domestic abuse receive a victim centred, supportive response.
25. In 2023, supported by Public Health, the Housing Services committed to achieving the Domestic Abuse Housing Alliance Accreditation (DAHA). This accreditation gives social housing providers and local authorities a framework on best practice responses for domestic abuse victims/survivors, to develop and embed within Housing Services at a strategic and operational level.

#### **Neighbourhood and Community Standard - Table of current performance and targets for the year**



<b>Tenants perception from satisfaction surveys</b>	<b>Current performance</b>	<b>Target for 25/26</b>	<b>Benchmark</b>
Landlord listens to views and acts upon them	46%	55%	57.5%
Overall satisfaction with council as landlord	60%	70%	70.9%
Satisfied with approach to handling Anti-Social Behaviour	33%	43%	52.4%
Landlord makes a positive contribution to their neighbourhood	38%	48%	58.9%
Keeps communal areas cleaned and well-maintained	44%	54%	63.7%

**Neighbourhood and Community Standard - Priority workstreams to support further performance improvement:**

- a) Programme of Estate Walkabouts - published dates for partners and tenants to walk the patch and discuss opportunities, issues and concerns with positive service responses provided quickly.
- b) Work collaboratively with partners to develop and adopt the Neighbourhood Model of working.
- c) Deliver investment into communities through the Neighbourhood Investment Programme, working collaboratively as part of the Neighbourhood Model.
- d) Increase the number of tenancy and wellbeing home visits by Housing Management Officers, aiming to deliver over 1000 visits during 2025-26.
- e) Submit evidence to achieve Domestic Abuse Housing Alliance Accreditation.

**Safety and Quality Standard**

26. This standard requires social landlords to:

- Hold accurate and an up to date evidenced understanding of the quality and condition of homes.
- Meet decent homes standards.
- Ensure homes are healthy and safe.
- Deliver an effective, efficient and timely repairs, maintenance and planned investment services for homes and communal areas.
- Assist tenants seeking housing adaptations.

*Understanding the quality and condition of homes*

27. During 2024-25 great progress was made on creating a comprehensive, accurate and up to date data set regarding the condition of council homes. Around 6400 properties were surveyed with data being collected on all components within each home, providing an estimate of the remaining lifespan of each component. In addition, the survey identified a number of repairs which had not been previously reported as well as assessing whether any homes contained health and safety risks which needed to be resolved or mitigated.
28. This stock condition survey is utilised to develop a 1 year, 5 year and 30-year investment plan. Those components with the lowest remaining lifespan and where there are health and safety risks are prioritised first. The remaining council homes will be surveyed during 2025-26 after which the council will survey 20% of the housing stock each year to ensure that records are kept up to date and in accordance with good practice. This process will ensure the council invests in the right components, in the right homes, at the right time.

*Decent Homes*

29. The survey also provides much of the evidence needed to assess whether any council homes fall short in meeting the government guidance on the 'Decent Homes Standard'. Decent Homes considers both the age and remaining life of housing component and provides a guide on when components should be replaced e.g. kitchens every 30 years. Clearly, the ambition is that no council homes should fall short of the definition of decent homes. However, failing to meet the decent homes standard does not mean that a home is unsafe or unhealthy to live in. It acts as a guide around investment decisions and priorities.
30. The table below summarises the number of council homes which do not meet the Decent Homes Standard, including the current position compared to previous years and a benchmarked position against peers. The City of York Council decent homes figure measures favourably against the benchmark of peers. The decent homes figure is calculated at the end of each financial year.

Decent Homes	2021/22	2022/23	2023/24	2024/25	Current Benchmark
Percentage of dwellings failing to meet the decent homes standard	4.9%	1.6%	1.9%	1.5%	3.7%

31. The percentage of dwellings failing to meet the decent homes standard has reduced this year. It is important to also note that this reduction occurred during a year when a comprehensive stock condition survey was undertaken. Stock condition surveys will always identify some unknown issues. To have reduced the number of homes failing to meet decent homes standard in a year when 6400 properties were surveyed is very positive. The stock condition survey provides the foundation for further improvements in decent homes figures in the coming years.

### *Ensuring Homes are Healthy and Safe*

32. The Regulator expects all landlords to take all reasonable steps to ensure the health and safety of tenants in their homes and communal areas. This is achieved through checks and risk assessments with associated actions being carried out in appropriate timescales. An annual snapshot of health and safety compliance information is shared with the regulator at the end of each financial year. This information covers the issue of gas and electrical safety certificates, asbestos records, water hygiene, lift checks and fire. Where issues are identified a risk-based approach is followed, taking account of both the building and the tenants, in prioritising works. A summary of the recent health and safety return to the RSH is summarised below:

	% compliant	
Compliance area	<b>24/25</b>	<b>23/24</b>
Proportion of homes for which all required gas safety checks have been carried out	99.9%	99.9%
Proportion of homes for which all required fire risk assessments have been carried out	100%	97%

Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100%	100%
Proportion of homes for which all required legionella risk assessments have been carried out	96.66%	90.2%

33. As summarised above, performance is strong and improving, in ensuring council homes meet the required health and safety requirements of the Regulator. In respect of the legionella risk assessments, there are 10 properties where the landlord service has not been able to gain access. Once access to these homes has been secured performance will be at 100%. Only 4 homes, out of 6824 with a gas supply, are overdue a gas servicing. Again this relates to being unable to access the home, significant work is taking place to gain access as soon as possible.
34. During 2024/25, major refurbishment works commenced at Glen Lodge Independent Living Community and within a number of flats at Bell Farm. These buildings contained multiple health and safety issues which could not be resolved without tenants moving out. As well as resolving health and safety risks related to water hygiene, fire, and asbestos, opportunities have been taken to improve the quality of these buildings. This has included amending internal layouts, improving accessibility, installing new kitchens and bathrooms, window replacement and significant retrofit works including improved insulation and the installation of renewable energy generation. The 71 homes at Glen Lodge and Bell Farm will be complete and occupied during the 2025-26 financial year.

*Deliver an effective, efficient and timely repairs, maintenance and planned investment services for homes and communal areas*

## Repairs and Maintenance

35. There are around 27,000 repairs, maintenance and planned investment services undertaken each year. This volume, per home, is broadly consistent with peers. Currently repairs operate under two sections, emergencies and standard. It is expected that emergency repairs are resolved within 1 day and standard repairs

within 20 working days. Current performance against these targets is presented below:

% of all repairs completed on time	82.85% (Feb 2025)
% of Emergency Repairs completed on same day or next day	86.77% (Feb 2025)

36. Whilst delivering against these targets is improving, performance is below that of peers. However, it is worth noting for context that the average number of days taken to complete a repair is better at CYC than that of peer averages. This suggests that the majority of jobs are completed more quickly than peers, but more complex repairs are often delivered outside of the target date.
37. There is a challenging context for the repairs work. The City of York Council housing stock varies in type, but around a third of the stock was built before 1964. Around 7% of total stock numbers are classified as 'complex and of non-traditional construction'. This means that around 4 in every 10 council homes in York are either over 60 years old or built of non-traditional methods. There are some further challenges with York being low lying with high water tables in some areas of the city.
38. The current repairs policy is a number of years old and doesn't reflect the guidance provided by the Consumer Standards. As such, a revised Repairs Policy (see Annex A) has been developed. The revised policy has been shortened and its tone adjusted to be customer facing.
39. One key change is the introduction of a third category of repair, this is called Planned Repairs. These are repairs that require intrusive remedial works that may require significant resources from multiple trades or a specialist contractor to complete the work. Often this sort of work will require a survey, after which works can be planned and delivered. The nature of this sort of work means that the standard repair time is not appropriate and doesn't provide an accurate expectation for tenants. A proposed target time for these works has been set at 65 working days. This approach and target time is consistent with the approach of many other social housing landlords, including those with stock in York.
40. The other key changes within the revised policy compared to the previous version are:

- Improved channels of communication, particularly in respect of updates regarding repair appointments;
  - Greater clarity around positive adjustments being made for tenants where needed;
  - The strengthening of our approach around hazards, building on the requirements introduced by Awaab's law; and
  - Creating greater assurance around the services' positive response to repairs linked to hate crimes or domestic abuse.
41. The revised Repairs Policy was considered by Health, Housing and Adult Social Care Scrutiny on 4<sup>th</sup> December 2024. Positive feedback was received and suggestions around minor alterations to wording have been incorporated into the latest draft where appropriate. Tenant engagement on the repairs policy has been undertaken in recent weeks through a combination of an online survey and more detailed consultation.
42. 100% of respondents to the engagement stated that they believed the policy is clear and understandable. 80% of respondents agreed that should the standards set out in the repairs policy be achieved, this would achieve a good standard of service. Qualitative feedback included some comments about potentially missing information from the policy and some queries around whether some services could be delivered more quickly. The draft policy has been adjusted, where appropriate, to reflect comments received and aims to find a suitable balance taking account of resources and standards set by other social landlords.
43. This report recommends the adoption of the Responsive Repairs Policy for Tenants of Council Houses included in Annex A. Further changes planned for the repairs service are the introduction of transactional repair reviews. This involves tenants receiving contact soon after a repair is undertaken and are given an opportunity to provide instant feedback. This will support performance management and an opportunity to resolve any identified issues more quickly.

#### Planned Investment

44. 2023-24 was the last year of investment without the availability of a comprehensive stock condition survey. Up until now, much of the investment has primarily been based around component lifecycles

e.g. components replaced based on their age. The new stock condition data and our approach moving forward allows investment decisions to be made taking account of both component age and condition. This will support investment into the homes most at need and over time this should improve overall condition and reduce the number of homes which do not meet the definition of decent homes.

45. In 2023-24, planned investment of £9.7m was made. The largest investments were in the following works:

<b>Types</b>	<b>Numbers of Homes</b>
Home modernisations	140
Replacement kitchens	40
Structural damp works with retrofit	62
External doors	391
Fire doors	100
Whole house window replacement	107
Capital void works	132

46. In 2025-26, it is anticipated that a budget in the region of £15.6m will be available within the Planned Investment Budget. The uplift is a combination of an inflationary increase of £800k and budget being carried over from the previous year in order to respond to the stock condition survey information. Further detail around the planned use of this budget is contained in Annex B. However, it should be noted that final spend against these budget lines will be amended by the management team throughout the financial year to respond to priorities and any updated information.
47. The principles guiding the allocation of budgets for 2025-26 are:
- A rolling £0.5m retrofit budget has been created, the ambition will be to increase spend and delivery through the utilisation of grant funding where available.
  - Tenants who have been promised replacement windows and home modernisation works in 2025 – 26, based on the age of those components, will be offered these works even if the stock condition survey identified that they are not in need of immediate replacement. This primarily relates to

window replacements in Tang Hall and home modernisation works in Dringhouses.

- Homes with remaining structural damp issues will be prioritised for remediation works and a proactive approach to damp will commence where homes which data suggests are at risk, but where an issue hasn't been reported, will be considered for remedial works. It is hoped that by undertaking works before issues become significant that this will reduce costs in the long term and provide health benefits for tenants.
- Homes with components of an age and condition that would mean the homes fail to meet the decent homes standard by the end of the financial year will see those components replaced.
- The stock condition survey identified 500 homes as needing a new roof in the next 5 years. This expenditure has been smoothed out over an indicative five year spend profile to support delivery and ensure budgets in future years are sufficient.
- An increased investment will be made into fire remedial works to take account of measures identified in the fire risk assessments.

48. A new passenger lift will also be installed at Glen Lodge to replace a lift which has required a large number of repair visits and has been unreliable, causing issues for tenants.

#### Adaptations to Improve Accessibility

49. Adaptations are undertaken in council houses to help support independence for our tenants. An annual budget of £701k was set to deliver these works. Due to significant demand an additional £200k was added to the programme budget this year.
50. During the year five contractors have been procured to deliver these works. Contracts were signed in September 2025, to enable the acceleration of major adaptation works. During the year, 49 major adaptation works have been approved within 43 homes. The 49 measures installed are detailed in the table below.



<b>Adaptation Measures</b>	<b>Number of Measures Installed</b>
Stairlift	16
Level Access Shower	9
Ramp Access	4
Bathroom Adaptations	3
Kitchen Adaptations	3
Vehicle hardstanding and crossover	3
Auto Door Opener	2
Door Widening	2
Downstairs Toilet Provision	2
Access Works	1
Doorway	1
Garden Fencing	1
Paving	1
Room padding	1
<b>Total Measures</b>	<b>49</b>

51. For those tenants who have received a major adaptation this year, 100% were satisfied with the service provided.
52. At the end of 2024-25 there are 73 properties waiting for adaptations works. All 73 properties will receive these adaptations during 2025-26. New requests received will be triaged based on priority need from Occupational Therapy Assessments. A new housing adaptations policy for Council houses will be developed, taking a long-term approach to providing a greater number of homes with higher accessibility standards.

**Safety and Quality Standard - Priority workstreams to support further performance improvement:**

- f) Develop the Open Housing System to allow repairs to be logged and repair appointments to be booked online, providing greater convenience for tenants.
- g) Adopt the new repair policy to support effective service delivery.
- h) Introduce transactional repair feedback from tenants to improve understanding of performance and to enable a quick response where the service did not meet expected standards.
- i) Complete retrofit works at Alex Lyon House, Honeysuckle House, and SHDF Wave 2 funded works.
- j) Improve over 1000 council homes through the delivery of the £15m planned investment programme.
- k) Undertake stock condition surveys for all homes which were not surveyed during 2024-25.
- l) Develop a revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.

**Tenancy Standard**

53. This standard requires social landlords to:
- Allocate homes in a fair and transparent way that meets the needs of tenants.
  - Support tenants to maintain their tenancy terms and provide advice and support if a tenancy is ended.
  - Offer tenancies that are compatible with the purpose of the accommodation and the needs of tenants and the local community.
  - Support the mutual exchange of homes by tenants.

**Housing Allocations**

54. In order to be allocated a council home, residents must first be on the Housing Register. The register has an eligibility criteria and applicants who meet these are placed in priority bands depending

on personal circumstances. The bands are Emergency, Gold, Silver and Bronze. A detailed Housing Allocations Policy sets out the process for applying to the register, how applications are prioritised and then the process for applying for a home and being assessed against that bid through a prioritisation process. The majority of social housing lets in York follows the same process, regardless of whether it is a council owned house or one managed by another social housing provider. There are occasions when a 'Direct Let' is provided for a tenant instead of following a bidding and allocation process.

55. The current 'Housing Register' contains 1518 active applicants. There are 464 people who have submitted an application which has not yet been processed and who are therefore currently unable to bid for a home. A priority for this year is to reduce the number of people waiting for an application to be assessed to zero. There will also be an increase in the amount of information provided to those on the register to ensure people understand both the process of what happens next, other housing options, and the likely timescale for waiting for an affordable home. It is hoped that this will empower those on the waiting list to more fully explore options available to them.
56. To maximise home availability there has been a significant focus on void performance in the last two years. The ambition is to enable new tenants to move into homes as quickly as possible after a previous tenancy has ended. Significant progress has been made with the number of voids reducing to around half the number of empty council homes in June 2022. The average time to re-let a home has also reduced to around 45 days, which compares favourably to the benchmarked figure of around 59 days.
57. In addition, the Housing Delivery Programme will be delivering 68 new affordable homes in 2025-26 with construction due to commence on a further 101 affordable homes at Ordnance Lane. The major refurbishments at Glen Lodge and Bell Farm will provide an additional 71 improved and modernised social rented homes during 2025-26.

#### *Support Tenants to Maintain Tenancy*

58. A Housing Management Officer (HMO) team supports tenants from housing allocation through the process of signing up for a

home, moving in, benefits maximisation, paying rent, and responding to queries or issues. In the last two years the council has been piloting an approach whereby those beginning a tenancy are offered more intensive support. This is based on evidence that the first few months of a tenancy are crucial to increasing the chances of a long-term tenancy sustainment.

59. The other HMO's work in patches, i.e. working with a set of tenants in one area or within Independent Living Communities. HMO's are often the first point of contact for tenants and provide a crucial support service. The intention is to review how the HMO team operates alongside the introduction of the Neighbourhood Model to ensure support services are well connected. This will include the creation of a performance framework measuring such things as tenancy and wellbeing visits, estate walkabouts, rent collection, and improving tenants satisfaction with how we respond to ASB and complaints.
60. Services are provided within temporary and homeless accommodation to support residents to be 'tenancy ready'. This includes support around financial matters and life skills. The aim is to increase the number of residents who are able to sustain an independent tenancy. A new tenancy sustainment strategy will be developed to ensure there is a planned and coordinated approach to supporting tenants to manage their homes and the responsibilities and obligations which come with a tenancy.

#### Type of Tenancies

61. The Tenancy Policy sets out the council's approach to the types of tenancy on offer and how these will be managed. This policy is being updated with an ambition to ensure it is customer facing in its content and tone and sets expectations around a person centred and joined up approach to tenancy management. The policy provides clarity around introductory and secure tenancies, succession, tenancy reviews, ASB, and mutual exchanges.
62. The Housing service work alongside Adult Social Care to support people into accessible, appropriately sized homes, for example through the over 55 year old accessible housing at Magnolia Court at Lowfield Green. The completed refurbishment at Glen Lodge later this year will provide another opportunity to provide high quality extra care accommodation.

63. Working alongside Children's Services, an approach has been taken to ensure that our young people leaving care are supported into housing. When a care leaver is moving into a council home, flooring, decorated walls, and kitchen white goods are included, supporting our duties as a corporate parent.

### *Supporting Mutual Exchanges*

64. A mutual exchange allows tenants to swap homes with one another, making it easier to find the right space or location for their needs. This can be a quicker process than waiting for a transfer through the Housing Register and also has the benefit of reducing potential voids for the council. The council is supported through the national organisation Home Swapper. The council provides guidance on registration with Home Swapper, required checks from a HMO relating to home and garden condition and rent arrears, and guidance on the circumstances in which a swap is likely to be approved or refused.
65. The RSH expects social landlords to provide support to eligible households for mutual exchanges. Mutual Exchanges can be a successful way of supporting tenants to move into an alternative home which better meets their needs. In 2021-22, 87 Mutual Exchanges were undertaken, there were 70 in 2022-23, 73 in 2023-24, and 77 in the last financial year.

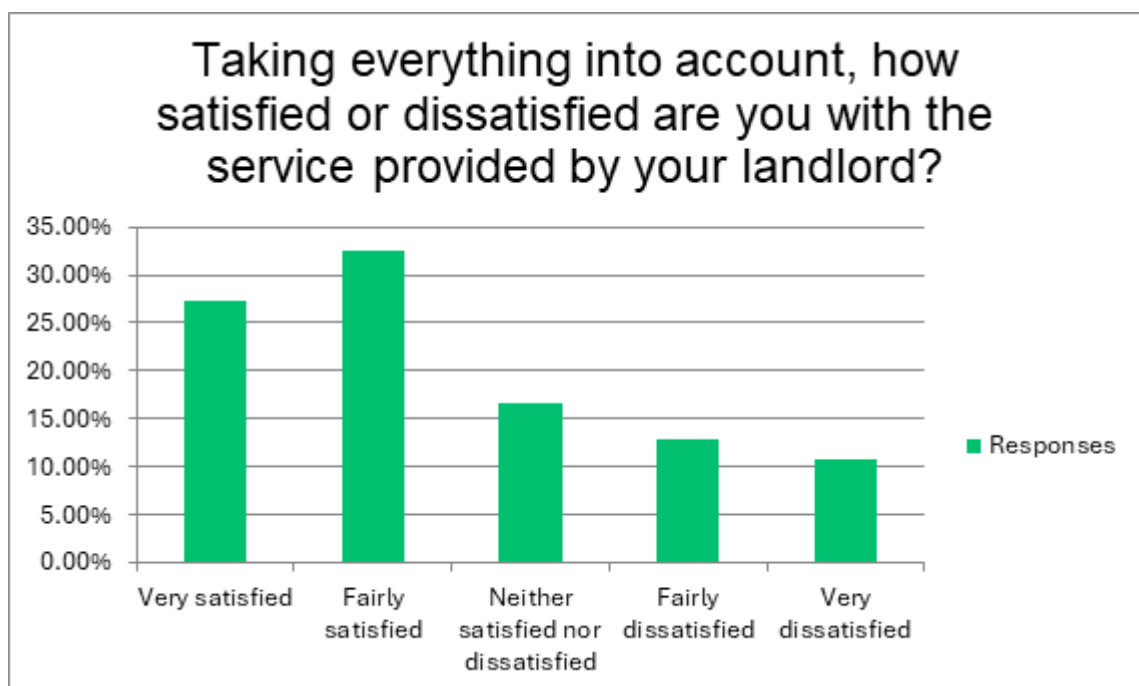
### **Tenancy Standard: Priority workstreams to support further performance improvement**

- m) Develop a new Tenancy Policy which is customer facing in its content and tone and sets expectations around a person centred and joined up approach to tenancy management.
- n) Deliver additional affordable homes at Burnholme and Duncombe Barracks, re-let the refurbished homes at Bell Farm and Glen Lodge, start construction of new affordable homes at Ordnance Lane, progress plans for affordable housing delivery at Lowfield Plot A and dispose of the following sites for affordable housing – Morrell House, Woolnough House, former Clifton Without School Site, Castle Mills, and Lowfield Plot B.
- o) Speed up the decision process for those applying to be on the Housing Register. Process the existing backlog of applications.
- p) Develop a new tenancy sustainment strategy to ensure there is a planned and coordinated approach to support tenants in managing

their homes and the responsibilities and obligations which come with a tenancy.

### **Transparency, Influence and Accountability Standard**

66. The final standard focuses on tenant satisfaction measures with an emphasis around being open with tenants and treating them with fairness and respect so that tenants can access services, raise complaints, influence decision making and hold their landlord to account.
67. To support this, the council has undertaken an annual Tenant Satisfaction Survey. Last year, this survey was completed either online or through a postal copy. The full results of the survey are included in this report under Annex D.
68. The survey asks multiple questions about different areas of the housing landlord service, inviting tenants to provide a level of satisfaction with the service. The overarching question is whether tenants are satisfied with the service provided by the Council as a landlord. The graph below illustrates the response received to this question:



69. The tenant satisfaction data is contained in full in Annex D. Analysis of the responses identifies a number of priority areas which tenants state need to be improved:
- Overall communication and availability of staff.

- The quality and upkeep of communal areas.
- Issues with repairs around waiting times, particularly for complex jobs or from customers who experienced multiple visits.
- The response to complaints and ASB.

70. Some of the key changes being made to improve performance in these areas are:

- Introduction of transactional repair feedback to capture the performance of each repair.
- Utilising the Neighbourhood Investment Programme alongside the Neighbourhood Model with an increased presence within communities through tenancy and wellbeing visits and estate walkabouts (commenced in the Groves as an early example).
- A review of the complaints handling process to ensure more complaints are responded to within the target time and that responses show accountability, are positive and empathetic.
- Appointment of the Executive Member Housing portfolio holder as the Member Responsible for Complaints (MRC) with the responsibility for monitoring complaint performance and Ombudsman's decisions with reports to Audit and Governance Committee. This is a requirement from the Housing Ombudsman Service (HOS) complaint handling code.
- Reviewing and improving the relationship between Housing Management and the ASB Hub to improve outcomes for tenants.

71. It is also planned that a new approach will be taken to capturing tenant satisfaction moving forward. This will be through a more regular and in-depth conversation with tenants. Many other social landlords utilise multiple tools for collecting feedback to ensure voices are heard and understood and so that service changes can be made on a timely basis. The council will explore and implement a new approach to collecting tenant feedback so that trends can be picked up and resolved more quickly and a more detailed analysis of issues can be explored. This is likely to involve in person and/or telephone conversations with some tenants.

## **Transparency, Influence and Accountability Standard: Priority workstreams to support further performance improvement**

- r) Introduce an improved and more comprehensive route to capturing tenant feedback through person-to-person interviews.
- s) Review the approach and process for responding to complaints or cases of ASB including providing training for staff where needed.
- t) Implement the Actions from the Member Responsible for Complaints Action Plan.

## **Consultation Analysis**

- 72. Both tenants and Health, Housing and Adult Social Care Scrutiny have considered a draft of the Responsive Repairs Policy for Tenants of Council Houses. Comments received from these consultations have been utilised to inform the final version contained in Annex A for adoption.
- 73. The Neighbourhood Model has been developed following extensive consultation with York Place Board, York Health and Care Collaborative and Primary Care Networks. A paper was considered by Children's, Culture and Communities Scrutiny on 5 November 2024 Before being approved at the Council's Executive on 12<sup>th</sup> December 2024.
- 74. The Tenants Satisfaction Survey Results are summarised within this document. These survey results are based on 1068 responses with all tenants being invited to complete the questionnaire by email, post, or via text. The response rate was 15.1%.

## **Options Analysis and Evidential Basis**

- 75. This report provides analysis of the current service provision by the Council as a housing landlord. The report summarises information relating to stock condition, performance data benchmarked against peers and tenants satisfaction. This creates a comprehensive baseline position from which to measure future performance. The report will form the basis on an Annual Report for tenants and is a positive step towards meeting the objectives of the Regulator of Social Housing in providing transparency to tenants.
- 76. This report positively responds to the service information in setting some priority actions for the 2025-26 financial year. There are a range of accompanying performance targets, seeking continual



improvement in the service provided to council house tenants. By approving the actions including a Neighbourhood Investment Programme, £15m investment programme, and a new repairs policy, there is greater clarity for tenants and the internal council housing team and its partners.

77. The intention is for a report to be brought back to Executive in Spring 2026 reflecting on performance against targets and the delivery of priorities. Should the recommendations not be approved, there will be less clarity and transparency for tenants and staff around service delivery.

## Organisational Impact and Implications

- ***Financial***

The report details the operational activity across the HRA. The report details expenditure that has been agreed as part of annual budget processes. The proposals outlined in the recommendations can all be delivered within the budgets agreed for 2025/26.

The Housing Environmental Improvement Budget, which is funded from a revenue contribution, will be renamed Neighbourhood Investment Programme going forward.

- ***Human Resources (HR)***

There are no HR implications contained within this report.

- ***Legal***

The Council's responsibilities in relation to social housing flow from the Housing and Regeneration Act 2008. Social housing is defined in the Act as:

- Low-cost rental accommodation (defined by section 69) or
- Low-cost home ownership accommodation (defined by section 70), or both

The Act gives powers to the Regulator of Social Housing to set regulatory standards which landlords must achieve. The details of those standards are set out in the main body of this report and the Council, as a landlord of social housing, is required to submit performance information to the RSH to illustrate how those standards are being met. This report will accompany the submission of the required performance information. A Housing Landlord Annual Report will be presented to future Executive meetings on an annual basis to set out how the Council is achieving the required regulatory standards.

- ***Procurement***

There are no Procurement implications contained within this report.

- ***Health and Wellbeing***

Housing is a key social determinant of health across the life course. Poor, 'unhealthy' housing can have serious long-term effects on both physical and mental health and wellbeing and it is essential that steps are taken to ensure homes are warm, safe, and secure. It is also reassuring to see issues that directly affect health conditions, like addressing damp and mould which are linked to the development or worsening of respiratory conditions, have been prioritised under these proposals.

- ***Environment and Climate action***

Since COVID we spend even more time in our homes, approximately 75% of our time is spent at home. The environment of our homes and the impact it has on lives is even more important.

- ***Affordability***

Much of the content in this report makes sure that the council provides viable, efficient, and well governed affordable social housing and able to deliver quality, safe homes and services for current and future tenants.

- ***Equalities and Human Rights***

A full EIA is included at Annex E which highlights some positive impacts for relevant protected characteristics.

- ***Data Protection and Privacy***

There are no data protection and privacy implications within this report.

- ***Communications***

To support the launch of the Housing Landlord Annual Report, communications will lead a clear, coordinated campaign to build tenant trust, support staff understanding, and demonstrate the Council's commitment to transparency and improvement. This will include producing an accessible summary, sharing key messages across digital channels, and promoting community walkabouts and drop-ins. Communications will also equip housing teams and partners with tailored materials to explain changes, such as the new Repairs Policy, and gather ongoing feedback. For elected members and stakeholders, briefing materials and media engagement will underline

the Council's proactive response to new Consumer Standards and tenant priorities.

- ***Economy***

Affordable housing not only provides essential roofs over people's heads it is also important to boost economic productivity. More so in York, due to proportionately higher house prices and scarce supply the Council's own affordable housing stock increasingly enables residents to live closer to employment, offers shorter commutes, less stress, and increased job/life satisfaction. On this basis the investment plans both in improving existing and providing new accommodation is welcomed.

## Risks and Mitigations

78. Acting as the landlord for around 7500 families within council homes brings with it significant risk. This report seeks to respond to these risks to ensure all homes are safe, warm and good quality, that tenants are supported within their tenancies, and that colleagues across Housing, the Council, and wider partners have shared priorities in providing wider support to tenants.

## Wards Impacted

79. *All*

## Contact details

For further information please contact the authors of this Decision Report.

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<b>Date:</b>	25/04/2025

## **Annexes**

- A - Responsive Repairs Policy for Tenants of Council Houses
- B – 2025-26 Capital Investment Programme
- C - Summary of Priorities for 2025-26
- D - Tenants Satisfaction Survey Results
- E - Equalities Impact Assessment



## **CITY OF YORK COUNCIL**

### **Responsive Repairs Policy for Tenants of Council Houses**

***Scrutiny Draft December 2024***

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## 1.0 Introduction & Overview

Welcome to the new version of the Responsive Repairs Policy for Tenants of Council Houses which has been developed reflecting the changes in the regulatory environment as well as responding to tenant expectations of what a good repairs service is. The primary audience for this document is City of York Council housing tenants with the aim of ensuring residents know what to expect from the repairs service including its service standards. The document will also be useful across the Housing team and partners.

The Council's vision, as set out in the Housing Charter, is to create "One Team, Healthy Homes, Better lives". With a Mission that "We are ONE TEAM, working with you in positive and responsive ways, always listening and improving our services. We invest in and plan for the future, ensuring we support safe, sustainable, affordable, and good quality homes. Working in partnerships, we aim to support strong and diverse communities where you can live well and thrive."

This policy builds on one of the key objectives of the 2023 – 28 Asset Management Plan in 'Delivering a repairs and maintenance service to target performance levels and meeting tenant's satisfaction targets for their homes and neighbourhood, assuring that we maintain the quality of your home'

To achieve these objectives for the repairs service, CYC commit to ensuring:

- Tenant involvement is at the heart of decision making.
- Repairs service standards are clearly outlined to ensure expectations are clear and so that the council can be held to account.
- Repairs experiences meets tenant expectations.
- The repairs service is cost effective, delivered within budget, is timely and achieves value for money.
- Every tenant's home is safe secure and meets the required legislative standards.
- All health and safety hazards are resolved within appropriate timeframes.
- There is consistent and effective performance monitoring and an attitude of always striving to improve.

## **2.0 Scope**

- a) This policy covers the delivery of repairs in tenants' homes and communal areas where CYC have a repairs obligation.
- b) The policy extends to include the approach to the management and investigation of hazards within tenants' homes, including hazards such as Damp and Mould and trips and falls.
- c) The policy excludes repairs to void properties or works delivered via planned replacement programmes, e.g. the Home Modernisation Programme of replacement kitchens and bathrooms. For details of these see the Asset Management Plan.

## **3.0 Repair Responsibilities**

- a) Tenant responsibilities will differ depending on the ownership status of the individual property. Shared owners, leaseholders and other non-rented tenancies should refer to their individual agreements to establish clear repair responsibilities. The responsibilities outlined below, are indicative of rented tenancies only.

### **3.1 CYC Responsibilities**

- a) For 'Rented' tenancy, CYC is responsible for keeping the structure of homes and other buildings in good repair in addition to maintaining heating, sanitation, and service installations. CYC is responsible for those installations that are fitted by the council, or which have been adopted by the council. CYC will
  - Maintain the structure of tenants' homes, including drains and external pipes. This includes any 'buildings', such as garages or outbuildings, which are CYC owned and built.
  - Repair and maintain installations for the supply of water, gas, electricity, and sanitation, including basins, sinks, baths and toilets, installations for heating rooms and water, and the lift service.
  - Repair and keep in good decorative order shared areas such as entrances and stairways.
  - Paint the outside of tenants' homes when needed.
  - Carry out repairs to broken glass unless the damage is caused by the tenant or any visitors to their home.



- b) When carrying out repairs, the decoration of homes may be disrupted. If this is the case, tenants will be compensated with the supply of decoration packs to carry out remedial decorations at no loss to themselves.
- c) Where like for like replacement materials/products are not available through mainstream supply avenues, the closest matched available material/product will be used. Example scenarios include, but are not limited to, wall tiles, kitchen cupboards, internal doors, ironmongery, worktops, taps and electrical fitting.
- d) Where property components are identified as being at the end of their usable life, they will be included in the next available planned maintenance programme to ensure that best value is achieved.
- e) CYC will not replace a fixture (such as doors, bathrooms, and kitchens) under the repairs policy unless it represents a health and safety hazard. Damaged, faulty, or worn fixtures will always be repaired to good working condition until the end of their expected life before considering replacement.
- f) CYC ensure equality of access for all tenants, especially those tenants with more complex needs. CYC will treat all such situations sensitively and will adapt our working practices where appropriate, to make sure our service is tailored to meet the individual needs of our tenants. An example of this may include a swifter response to a hazard or providing additional support when carrying out repairs that are of a rechargeable nature. CYC will assess each request on a case-by-case basis and strive to respond appropriately to the circumstances.

### **3.2 Tenant Responsibilities**

For Rented tenancies, CYC tenants are responsible for the following.

- a) Ensuring no damage occurs to CYC homes and other buildings and spaces in line with responsibilities detailed within tenancy agreements.
- b) Insuring the contents of homes and other buildings, including any floor coverings or furniture such as laminate floor or built-in wardrobes not supplied by CYC. Details of a suitable insurance

scheme CYC have negotiated can be found here: [Simple Tenants Contents Insurance – City of York Council](#)

- c) Reporting any required repairs or health and safety hazards in their home and communal areas as soon as possible.
- d) Allowing CYC tradespeople and CYC appointed contractors access into the home to carry out servicing, inspections and surveys, or remedial works.
- e) CYC tenants have several repair obligations which are outlined below.
  - decorating the inside of homes, including repairing any minor cracks in plaster
  - maintaining the garden and not allowing trees and shrubberies to grow to the extent they cannot be managed
  - disposing of waste appropriately; including keeping bin stores tidy
  - any repairs caused by neglect, deliberate damage to the property or forced entry if tenants are locked out
  - taking reasonable precautions to prevent damage to the property by moisture build up, fire, frost, burst water pipes or blocked drains
  - attempting to clear sink and basin blockages
  - any fittings or appliances supplied, by tenants, including TV aerials, cookers, plumbed in washing machines and dishwashers
  - testing, keeping clean and replacing batteries, unless they are in a sealed unit, in smoke alarms or carbon monoxide alarm
  - changing, light bulbs, and fluorescent tubes and resetting MCBs on Consumer units
  - replacing keys if lost and locks if locked out
  - replacing bathroom fittings such as cabinets, mirrors, towel rails and toilet-roll holders
  - replacing damaged toilet seats
  - replacing hat and coat rails
  - replacing floor coverings, including bathroom and kitchen flooring originally gifted by CYC
  - Installing and maintaining any outside taps
  - washing lines, clothes posts, and rotary driers within private gardens
  - bleeding the radiators

- maintaining and replacing battery-operated doorbells.
  - ensuring that ventilation or ventilation systems that are provided are left switched on and the operation is not impeded
- f) In addition to this, Tenants are responsible for the following.
- cleaning the inside or outside of the property unless the requirement was caused by the action or inaction of CYC
  - taking on board advice provided by CYC colleagues, ensuring the effective operation of any equipment installed at the property to improve the condition. For example, mechanical ventilation
- g) Repair obligations and tenant responsibilities can be reconsidered on an individual basis depending on the personal circumstances of tenants. Any additional needs will be considered and where appropriate this can be discussed with Housing Management or Repairs colleagues to help find solutions.
- h) CYC understand the importance of making a house feel like a home and to practically work well for its tenants. As such, CYC are supportive of tenants making changes to their home. However, it is important to understand when CYC's permission is required. This ensures the safety of tenants and protects homes from potential damage. A qualified or competent person should carry out works to ensure they are to a high standard. The types of works that require CYC approval before works commence are:
- Removing walls
  - A new kitchen, bathroom suite, shower, gas fire or heating
  - Painting outside your home
  - Extra electrical sockets or light fittings
  - A new external door
  - A shed or a greenhouse
  - New windows
  - A driveway and dropped curb
  - Removing any fire rated doors
- To seek permission (or query if permission is needed) for the types of works listed above, please contact your Housing Management Officer. [Improving your home yourself – City of York Council](#)

#### 4.0 Rechargeable Repairs

- a) Rechargeable repairs are defects that CYC are responsible for repairing but the damage has been caused by neglect, fault or carelessness of a tenant, their family, visitors, or pet. In these situations, the tenant will be expected to cover the reasonable cost of the repair.
- b) There may be circumstances in which repairs that are of a rechargeable nature could be waived. Examples of this could be repairs needed because of hate crime, racial incidents, or domestic abuse. The council may also provide additional security measures to a resident's home where appropriate. An assessment will be made on a case-by-case basis considering all of the information available and tenant's individual circumstances.

#### 5.0 Reporting Repairs

- a) CYC tenants can report repairs to their homes in several ways.
  - By telephoning 01904 551 550
  - By e-mail [housing.repairs@york.gov.uk](mailto:housing.repairs@york.gov.uk)
  - To any Housing Officers who visit you at home
  - In writing to Housing Repairs **Hazel Court, James Street, York, YO10 3DS**
  - To any CYC Tradesperson or Engineer

CYC are currently developing the Customer Portal to allow repairs appointments to be made online. This will mean repairs can be raised at any time on any day through an online system. This service will be available soon and tenants will receive further information when this goes live in 2025.

- b) To help deliver the high level expected by both CYC and its tenants, the person taking a repair query will:
  - Confirm the address of the property
  - Confirm the tenant's contact number
  - Obtain as clear a description as possible of the work required and determine if a pre-inspection is required (this could include a request for a photo)
  - Confirm access arrangements

- Take details of any special circumstances or additional needs that CYC are not already aware of
- Arrange a suitable appointment with the tenant
- Advise tenants of the priority and therefore timescale of the repair
- If applicable, advise them of the contractor who will carry out the work; and
- Advise tenants if the repair is rechargeable.

## **6.0 Service Operating Times**

- a) The Housing Customer Service Team handle calls and emails Monday to Friday 08:00 – 17:00 and the physical repair service operate Monday to Friday 08:00 – 16:00 (until 15:00 on Friday).
- b) Outside of these hours an 'out of hours' service is in operation for 'Emergency Repairs' only, as defined in the Repair Priorities' below.

## **7.0 Repair Priorities**

- a) CYC aims to respond to all repairs as quickly as possible, but it is necessary to categorise repairs and give some a higher priority than others. All repairs are put into one of the following categories: Emergency, General, or Planned, using the following guidance.
- b) Repairs can be allocated a higher priority than usual if, due to a tenant's personal circumstances, the use of the usual repair priority would result in an increased risk to their home or health and wellbeing.

### **7.1 Emergency Repairs**

- a) Emergency repairs need to be addressed quickly because there is a risk of danger to a tenant's health and safety or serious damage to a tenant's home.
- b) If an emergency repair is reported, then CYC will attend within **24 hours** to make the property safe and wherever possible to complete a full repair. Where a full repair is not possible, CYC will remove the immediate hazard/risk and arrange a new suitable appointment in line with the repair priorities outlined in this policy.

c) Examples of emergency repairs include:

- There is no power or lights (and not a general power failure) or there is an unsafe socket or fitting which the tenant needs to use
- Total loss of heating in winter, where there is no other form of heating available
- Toilet not flushing if only one toilet in the home
- Total loss of water supply (and not a general failure)
- Bursts of hot-water or cold-water supply
- Water is affecting wiring after a burst pipe
- Blocked drains or leaking foul drain, soil stack or toilet pan (Where there is only one toilet)
- Serious leaks inside the property including from the roof
- Insecure outside windows, doors, or locks on the ground floor (where the window/door cannot be closed and/or secured by any means)
- Lifts and fire alarms are out of order
- To gain access including lock change
- A dangerous structure, such as a wall that might collapse or a dangerous floor, stair tread or handrail

d) CYC operates an 'Out of Hours Emergency Repairs Service'. The 'out of hours' emergency service is available outside normal working hours, for those repairs which pose an immediate risk to people or property. The out of hours' service is designed to deliver a "make safe". CYC will always aim to complete the repair as part of the "make safe" visit, but occasionally this will not be possible. If the reported repair is deemed not to be an emergency, then the tenant will be asked to call back during normal working hours to make an appointment.

e) CYC will deal with any repairs which are needed because of hate crime and racial incidents as an emergency (within 24 hours); and will remove offensive graffiti from council homes within 24 hours of report. CYC may provide additional security measures to a resident's home where appropriate.

## 7.2 General Repairs

a) CYC aims to complete general repairs within **20 working days** (that is 4 calendar weeks) and arranged within a timeframe that reflects

the urgency of the repair, tradesperson capacity, and any special requirements the tenant may have. The majority of the repairs undertaken will fall within the General repairs category. They are classified as faults that will not cause serious discomfort or long-term damage to the property such as:

- General joinery repairs
- Plastering works
- Re-glazing cracked panes of glass
- Repairs to kitchen fittings
- Extract fan repairs
- Minor plumbing repairs such as dripping or leaking taps
- Minor repairs to exterior walls, brickwork, and roofs

### 7.3 Planned Repairs

- a) Planned Repair priority applies when intrusive remedial works are needed that may require significant resources from multiple trades or a specialist contractor to complete. This sort of work may require a pre-start survey from a specialist to establish the full specification of works.
- b) The complexity, multiskilled or specialist nature of these works means that they will often take longer to diagnose and complete. It is important that the right solution is found first time to reduce long term disruption to tenants. This work is sometimes dependent on the capacity or availability of external contractors. CYC will communicate to tenants about likely disruption and timescales of these works once the repair has been surveyed. CYC will aim for all planned repairs to be completed within **65 working days** (that is 13 calendar weeks).
- c) Examples of Planned Repairs could be:
  - Replacement of internal floors
  - Non-urgent major brickwork/structural repairs
  - Works requiring planning/conservation input
  - Replacement of bathrooms and kitchens
  - Failed Damp Proof Course

- d) Any immediate risks to a tenant's health and wellbeing or home will be addressed separately on a temporary basis utilising the relevant priority code.
- e) Planned repairs can sometimes be disruptive, with parts of a home being unavailable for a day or more. CYC know from feedback that the majority of tenants prefer to stay in their home whilst works are underway as overall this is typically less disruptive. As such, CYC will discuss the planned works with tenants and make adjustments to help ensure that tenants are safe and comfortable during works. In some circumstances, through either the nature of the works or the circumstances of the tenants, moving out of the home while the works take place will be the best solution. In these cases, CYC will work alongside the tenants to make suitable arrangements taking account of the tenants circumstances.
- f) All works which fall under the Planned Repair category will initially be inspected and the person carrying out the inspection will explain the likely timescales and be available to answer any questions as part of the process.

## **8.0 Appointments**

- a) If a tenant reports an emergency repair, CYC will attend within 24 hours. CYC let the tenant know an expected arrival time and will confirm when the tradesperson is on their way.
- b) All other repair priorities will be appointed and CYC will arrange a time and date that is convenient to the tenants. CYC aim to provide appointments for as many repairs as possible to reduce waiting times. For some external repairs where access is not required, CYC may not offer an appointment but will complete the repair within the timescale associated with the repair type. CYC will notify tenants if a repair has been completed in their absence.
- c) CYC appointment slots are:
  - morning appointments: 8.00am to 12.30pm
  - afternoon appointments: 1:00pm to 4:00pm
  - Avoiding school run appointments (between 9.30am and 2.30pm)



- d) When repair works are undertaken by the council's own in-house trades team, tenants will receive a confirmation text message when the order has been booked, a reminder text message 24 hours before the appointment and a reminder text message when the repairs tradesperson is on their way. A text message will also be received to confirm any rearranged appointments. When repair works are being undertaken by a contractor on the council's behalf, tenants will receive a phone call or text message when the tradesperson is on their way.

## 9.0 Investigations of potential Hazards

- a) A hazard is something that could be dangerous or could cause damage or accidents. When CYC are made aware of a potential hazard in a tenants home or communal area, CYC will arrange for an investigation to take place within **10 working days** (that is 2 calendar weeks) by a suitably qualified inspector.
- b) The investigation will review the physical nature of the hazard but will take into consideration the level of risk that the hazard presents to the tenants by reviewing the Housing Health and Safety Rating System Operating (HHSRS) Guidance.
- c) Upon completion of the inspection, CYC will provide a written summary to the tenant **within 2 working days** of the inspection confirming the below points.
- How and when the investigation was conducted, and the name and job title of the individual who conducted the investigation
  - Any further investigations that are required, and if so when they will take place
  - If a hazard was found and if so what
  - Whether the hazard is likely to pose a significant risk to tenants' health or safety
- If it does pose a significant risk:
- What temporary repairs are needed to make the property safe until the problem can be permanently rectified and when these will be carried out
  - What CYC will do to permanently rectify the problem and the timescales for this
  - How to contact CYC with any queries
- d) If a HHSRS Category 1 hazard (Significant Risk of Harm) is identified during the inspection, CYC will start to remove the

hazard within **5 working days** of the summary being issued to the tenant. The priority may be increased to 'Emergency' as outlined in section 7.1, based upon the personal circumstances of an individual tenant and the nature of the hazard.

- e) Where a potential 'Damp and Mould' hazard is reported, a suitably qualified person will carry out a survey of the home to identify the root cause of the issue. CYC will check whether:
  - The home is suffering from penetrative, rising, or traumatic damp
  - The home is suitably heated, insulated and ventilated to enable the home to remain free from mould hazards
  - The tenant understands how to operate the heating and ventilation systems, with written instructions provided if required
  - All contact information is recorded within CYC's housing management system including the recording of photographsTenants who are struggling to afford to heat their home will be put in contact with the Money Advice Team to help provide short- and long-term solutions to enable the home to be sufficiently heated.
- f) The Damp and mould inspection will be carried out in line with the Government Guidance 'Understanding and addressing the health risks of damp and mould in the home' and CYC's Damp and Mould Process Investigation and Resolution Procedure (Annex 1)
- g) When required, tenants will be provided with appropriate information and guidance on minimising condensation in their home and how to clean down areas of mould.
- h) All remedial actions identified during the investigation will be managed following our Damp and Mould procedure.
- i) Remedial measures will be taken in line with the timescales outlined in this policy. Tenants who are most at risk of health issues from damp and mould will be given a higher priority in line with their individual circumstances.
- j) CYC will carry out a follow up inspection or phonecall **3 months** after the completion of all remedial works to ensure successful resolution. If the works have not been successful, a new inspection will be arranged as per the guidance provided within section 9.0 of this policy.

## **9.1 Alternative Accommodation**

- a) If an investigation finds a hazard that poses a significant, or a significant and imminent, risk of harm or danger, and the property cannot be made safe within the specified timescales, CYC will offer to arrange for the tenants to stay in suitable alternative accommodation until it is safe to return.

## **10.0 No Access**

- a) It is important that CYC tradespeople and appointed contractors are provided with access to the tenants home. This enables repairs to be undertaken as quickly as possible. Missed appointments cost money and reduce the effectiveness of the repair service at meeting the service standards outlined in this document.
- b) If CYC tradespeople or appointed contractors are unable to gain access to carry out a repair or inspection due to a tenant not being home, then CYC will leave a card at the property to advise tenants to contact CYC to re-arrange via the contact methods identified above.
- c) CYC will attempt to contact the tenant via every available contact method that is held on record to make another appointment.
- d) Continued or regular no-accesses will be monitored and could result in tenants being recharged for multiple missed appointments.
- e) Investigations of potential HHSRS hazards and remedial works to remove HHSRS hazards will not be cancelled, and CYC will continue to seek access through, if needed, the appropriate tenancy enforcement measures in the interests of tenants health and safety.

## **11.0 Performance Monitoring**

- a) It is important to CYC that tenants are satisfied with the quality and timeliness of all repairs undertaken within their homes. The performance of repairs, associated inspections, and investigations will be monitored through a series of post-inspection visits by

managers and team leaders, tenant satisfaction data, performance data and analysis of any complaints or compliments received.

- b) In 2025, CYC will be introducing a process for tenants to be able to provide feedback easily following every repair. Repair performance will be a key performance indicator for the Housing Service. Feedback will be used to analyse trends and continually improve the repairs service so that it meets the expectations of tenants where possible.

## **12.0 Post-Work Inspections**

- a) CYC undertake sample post-repair inspections of works completed by both the in-house trades team (10% of jobs) and appointed external contractors (100% of major jobs) to ensure that:
- the work specified on the order has been completed
  - the quality of the work is satisfactory
  - the appropriate charge has been made (where appropriate); and
  - the tenant is satisfied with the outcome.
- b) Post inspection appointments will be arranged with tenants in advance at a suitable time.
- c) If the work is unsatisfactory and ineffective CYC will arrange for relevant remedial works to be completed in line with the repair priorities outlined above.

## **13.0 Repairs Policy if Right to Buy application is received**

- a) CYC aims to provide a cost effective and efficient service for its tenants. When CYC receives a Right to Buy application from a tenant, the policy on repairs changes. This includes only carrying out works identified as being 'emergency repairs' under the terms of the repairs policy.
- b) CYC will only place repair orders for those repairs required by law (Landlord and Tenant Act 1985 & 1987; Right to Repair Regulations 1994). Repairs identified which are outside of these legal regulations will not be undertaken. In most instances,

outstanding repairs or those underway at completion of the right to buy sale will be cancelled.

- c) Once a house is sold by the Council under Right to Buy the buyer/new owner becomes responsible for all repairs, maintenance and for the insurance of the building.
- d) For any flat/apartment that is leased under Right to Buy, the leaseholder becomes responsible for all internal, non-structural repairs except those caused by an insured risk. The leaseholder will also be required to financially contribute to major structural repairs, such as the replacement of a roof.

#### **14.0 Feedback and Complaints**

- a) CYC will endeavour to meet the standards outlined in this policy for every repair. CYC welcomes feedback, both positive and negative in order to help improve the service offered. Where tenants are dissatisfied with the service they receive they are encouraged to use the CYC complaints process. Should a tenant wish to make a complaint then please see guidance on the CYC website ([www.york.gov.uk](http://www.york.gov.uk)) or contact CYC using the details below:

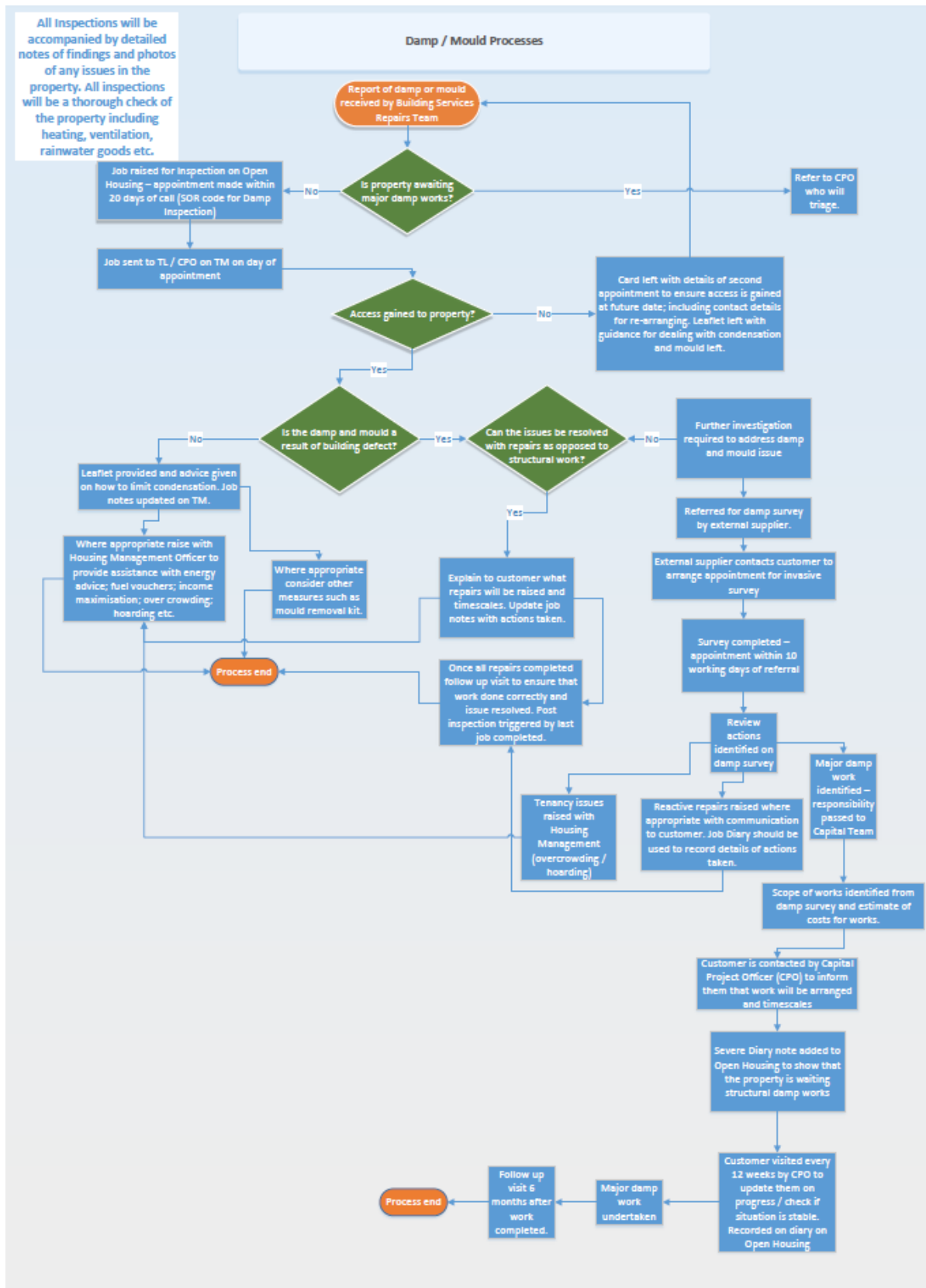
Online Form - [www.york.gov.uk/4Cs#form](http://www.york.gov.uk/4Cs#form)

Postal address - West Offices, Station Rise, York, YO1 6GA

Telephone - [01904 554145](tel:01904554145)

Email - [haveyoursay@york.gov.uk](mailto:haveyoursay@york.gov.uk)

**Annex 1 - Damp and Mould Investigation and Resolution Procedure**



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**Annex B****Indicative one year capital programme****Home Improvements**

<b>Budget Name</b>	<b>Project Scope</b>	<b>Budget 25/26</b>
Full Home Modernisation	Kitchen Bathroom and Rewire to the Remainder of Dringhouses + year 1 and 2 SCS remaining life for full modernisation	£1,782,800
Kitchen Replacements	Year 1 replacement kitchens through SCS	£318,000
Bathroom replacements	Year 1 replacement bathroom through SCS	£120,000
Damp Programme	Remainder of the list of outstanding properties + beginning of proactively addressing damp. This will be undertaken street by street where damp works have been completed, surveying other CYC properties where it is likely that the issue is present but not reported.	£1,456,000
Voids Programme	Voids requiring Major Investment including modernisation and/or damp works	£2,000,000
Planned Window Replacements	Works to continue where already started in Tang Hall which has 2 further years to complete	£700,000
External Door Renewals	Reactive door renewals and year 1 failures	£300,000
Roofing	New roofs. Full 5 year programme flat profiled to smooth out peaks and troughs all using SCS data	£700,000
Door Entry System upgrades	Full upgrade to 4g to be delivered as well as ad hoc communal door replacement.	£400,000
Essential Health and Safety Works	Remaining 5 blocks to receive edge protection and fire rated loft hatches	£50,000

Planned Capital Projects	To deliver Parliament Street and Gloucester House works	£150,000
Reactive Capital Projects	To deliver projects reactively once investment requirement identified. Possibility to deliver the outbuilding roofs identified in year 1 of SCS. Includes Stairlifts, Soundproofing, HHSRS cat 2 works	£100,000
Private Water Mains	Trial of water mains upgrade	£360,000
		<b>£8,436,800</b>

### **Compliance**

<b>Budget Name</b>	<b>Project Scope</b>	<b>Budget 25/26</b>
Communal lighting upgrades	Upgrades of lighting in communal areas	£59,000
Consumer Units Renewals and Rewires	Year 1 remaining life consumer units and rewires arising from EICR's	£150,000
Fire Door Renewals	Reactive fire door renewals plus replacing those required as actions from FRA	£200,000
Fire Remedial	Programme addressing actions of Fire Risk Assessments	£2,000,000
Asbestos Removal and Surveying	Reactive budget with value based on previous demand for all surveys and standalone removal	£150,000
Heating System renewals	Heating System Upgrades with some planned replacement for boilers beyond economical repair	£300,000
New Smoke Detectors	Works identified in year 1 of SCS including upgrade to hardwired	£120,000
Water Tank Upgrades	Upgrading old tanks.	£20,000
Passenger Lift replacement	New lift at Glen Lodge	£300,000
		<b>£3,299,000</b>

**Retrofit**

<b>Budget Name</b>	<b>Project Scope</b>	<b>Budget 25/26</b>
Alex Lyon House Heat Pump	Upgrade to heating system and installation of PV	£750,000
Honeysuckle House Heat Pump	Upgrade to heating system and installation of PV	£750,000
SHDF wave 2	Complete projects	£50,000
SHF wave 3	Installation of fabric measures to improve energy efficiency of housing assets.	£500,000
Standalone Retrofit including funded project contingency	To support funded schemes as necessary and deliver quick win retrofit such as Loft top ups and cavity wall insulation.	£300,000
		<b>£2,350,000</b>

**Reactive Works**

<b>Budget Name</b>	<b>Project Scope</b>	<b>Budget 25/26</b>
Early kitchen failures	Budget for one off replacements ahead of the planned modernisation	£240,000
Early Bathroom Failures	Budget for one off replacements ahead of the planned modernisation	£80,000
Reactive major damp works	Repairs teams budget for undertaking damp works	£280,000
Large scale repairs/General Structural	Budget for Adhoc Payment relating to minor projects and major repairs	£250,000
		<b>£850,000</b>

**Survey and Staffing**

<b>Budget Name</b>	<b>Project Scope</b>	Budget 25/26
Designs and Surveys	All design work and surveys related to multiple workstreams to allow investment to design led.	£100,000
Stock Condition Surveys	20% of stock to survey with 12.4% of no access the focus	£93,000
Capital Salaries	Budget paying for capitalised salaries	£570,000
		<b>£763,000</b>

<b>£15,698,800</b>
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## **Annex C**

### **Summary of Housing Landlord**

#### **Priorities for 2025-26**

- a) Programme of Estate Walkabouts - published dates for partners and tenants to walk the patch and discuss opportunities, issues and concerns with positive service responses provided quickly.
- b) Work collaboratively with partners to develop and adopt the Neighbourhood Model of working.
- c) Deliver investment into communities through the Neighbourhood Investment Programme, working collaboratively as part of the Neighbourhood Model.
- d) Increase the number of tenancy and wellbeing home visits by Housing Management Officers, aiming to deliver over 1000 visits during 2025-26.
- e) Submit evidence to achieve Domestic Abuse Housing Alliance Accreditation.
- f) Develop the Open Housing System to allow repairs to be logged and repair appointments to be booked online, providing greater convenience for tenants.
- g) Adopt the new repair policy to support effective service delivery.
- h) Introduce transactional repair feedback from tenants to improve understanding of performance and to enable a quick response where the service did not meet expected standards.
- i) Complete retrofit works at Alex Lyon House, Honeysuckle House, and SHDF Wave 2 funded works.
- j) Improve over 1000 council homes through the delivery of the £15m planned investment programme.
- k) Undertake stock condition surveys for all homes which were not surveyed during 2024-25.
- l) Develop a revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.
- m) Develop a new Tenancy Policy which is customer facing in its content and tone and sets expectations around a person centred and joined up approach to tenancy management.
- n) Deliver additional affordable homes at Burnholme and Duncombe Barracks, re-let the refurbished homes at Bell Farm and Glen Lodge, start construction of new affordable homes at Ordnance Lane, progress plans for affordable housing delivery at Lowfield Plot A and dispose of the following sites for affordable housing –

Morrell House, Woolnough House, former Clifton Without School Site, Castle Mills, and Lowfield Plot B.

- o) Speed up the decision process for those applying to be on the Housing Register. Process the existing backlog of applications.
- p) Develop a new tenancy sustainment strategy to ensure there is a planned and coordinated approach to support tenants in managing their homes and the responsibilities and obligations which come with a tenancy.
- q) Introduce an improved and more comprehensive route to capturing tenant feedback through person to person interviews.
- r) Review the approach and process for responding to complaints or cases of ASB including providing training for staff where needed.
- s) Implement the Actions from the Member Responsible for Complaints Action Plan.

Annex D – Tenants Satisfaction Results

<b>Tenant satisfaction with...</b>	<b>2024-25</b>
Listens to their views and acts on them	46.2%
Approach to handling anti-social behaviour	40.9%
Time taken to complete their most recent repair after they reported it	64.8%
Treats them fairly and with respect	57.6%
Overall repairs service from their landlord over the last 12 months	66.8%
Keeps them informed about things that matter them	49.4%
Provides a home that is safe	63.5%
Makes a positive contribution to their neighbourhood	37.9%
A home that is well maintained	56.1%
Keeps communal areas clean and well-maintained	43.6%
Overall service provided by their landlord	59.9%
Approach to handling complaints (where tenant has made a complaint in last 12 months)	22.6%
Landlord listens to their views and acts on them	46.2%
Overall repairs service from their landlord over the last 12 months	66.8%
Neighbourhood as a place to live	62.9%
Overall quality of their home	57.1%
Overall service provided by their landlord	59.9%
Rent provides value for money	63.9%
Landlord's approach to anti-social behaviour	40.9%
Landlord makes a positive contribution to their neighbourhood	37.9%
Dog fouling/dog mess	42.4%
Disruptive children/teenagers	49.8%
Problems with pets & animals	75.3%
Car parking	32.0%
Noisy neighbours	51.8%
Vandalism or graffiti	74.5%
Rubbish or litter	40.1%
Drunk or rowdy behaviour	51.9%
Racial or other harassment	86.4%
People damaging your property	76.5%
Crime	58.6%

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**City of York Council**  
**Equalities Impact Assessment**

**Who is submitting the proposal?**

<b>Directorate:</b>	Housing and Communities		
<b>Service Area:</b>	Housing		
<b>Name of the proposal :</b>	Housing Landlord Annual Report		
<b>Lead officer:</b>	Michael Jones		
<b>Date assessment completed:</b>	02/04/2025		
<b>Names of those who contributed to the assessment :</b>			
<b>Name</b>	<b>Job title</b>	<b>Organisation</b>	<b>Area of expertise</b>
Michael Jones	Assistant Director - Housing	City of York Council	Housing

## Step 1 – Aims and intended outcomes

1.1	<b>What is the purpose of the proposal?</b> Please explain your proposal in Plain English avoiding acronyms and jargon.
	The accompanying report provides transparency and accountability around the delivery of landlord services to council house tenants. Performance information is presented alongside priority plans for the coming year. Decisions are sought around adopting a new repairs policy, agreeing an investment programme for this year, and aligning services with the emerging Neighbourhood Model. The aim is to deliver better services to council house tenants and leaseholders.
1.2	<b>Are there any external considerations?</b> (Legislation/government directive/codes of practice etc.)
	The Council's landlord functions are monitored and supported by the Regulator of Social Housing (RSH) which aims to support a 'viable, efficient, and well governed social housing sector able to deliver quality homes and services for current and future tenants.' RSH has set out a number of Consumer Standards with a 'focus on neighbourhood, safety, transparency, influence, accountability and tenancy standards'. There are a number of legislative rules around the monitoring and delivery of health and safety related works amongst others.

<b>1.3</b>	<b>Who are the stakeholders and what are their interests?</b>
	<p>Council house tenants and leaseholders as residents who receive a direct landlord service from the council. The council own around 7500 homes.</p> <p>Housing works in partnership with departments across the council and partners across the city to support residents.</p>
<b>1.4</b>	<b>What results/outcomes do we want to achieve and for whom?</b> This section should explain what outcomes you want to achieve for service users, staff and/or the wider community. Demonstrate how the proposal links to the Council Plan and other corporate strategies and plans.
	<p>The report reflects on the feedback of customers and performance information. This informs the priorities for the coming year. Through the agreement of these plans, it is expected that further improvements will be made to the landlord service. In turn, it is hoped that this will have a positive impact on tenants sustaining tenancies through accessing the services they need at the right time. The priorities will also seek to provide good quality, warm and healthy homes set within neighbourhoods which are safe and create a sense of pride. As such, the report clearly links to the council plan in supporting equality of opportunity, tackling the cost of living crisis, responding to the climate emergency, and improving health and wellbeing. The aims of the report positively responds to the Climate Change Strategy, Health and Wellbeing Strategy, and York Economic Strategy.</p>

## Step 2 – Gathering the information and feedback

<b>2.1</b>	<b>What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights?</b> Please consider a range of sources, including: consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
	<b>Source of data/supporting evidence</b>	<b>Reason for using</b>
	Tenants Satisfaction Survey results	Every council house customer is invited to complete a tenant satisfaction survey. This asks key questions about customers views on the service received and allows for the identification of areas where improvement should be prioritised.
	Engagement process for new repairs policy	A revised repairs policy is considered within this report. The revised policy is designed to be more customer facing, supporting tenants to understand the service they can expect to receive. The policy also seeks to provide greater clarity and assurance around the repairs response to domestic abuse, ASB or hate crimes. Council house tenants have been invited to comment on the revised draft through a questionnaire or through an in-person feedback session. Health, Housing and Adult Social Care Scrutiny Committee considered the draft repair policy earlier this year.
	Stock condition survey and data analysis	6400 council homes received a comprehensive stock condition survey during 2024-25. This highlighted catch-up repairs and health and safety risks which have been resolved or mitigated where possible. Furthermore, this information will inform good investment decisions to maintain and improve the condition of council homes.
	Performance comparison information from peers	Through Housemark and the RSH it is possible to benchmark existing performance information against similar organisations to provide greater context. The benchmark data used is typically related to other Local Authority social landlords with less than 10,000 homes and located outside of London.

### Step 3 – Gaps in data and knowledge

3.1	<b>What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.</b>	
<b>Gaps in data or knowledge</b>		<b>Action to deal with this</b>
There is a lack of recorded performance information in some areas of housing, particularly related to Housing Management Services.		One of the priorities for 2025/26 is to create a comprehensive Key Performance Indicator performance framework for the entire housing landlord service.

### Step 4 – Analysing the impacts or effects.

4.1	<b>Please consider what the evidence tells you about the likely impact (positive or negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments? Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.</b>		
<b>Equality Groups and Human Rights.</b>	<b>Key Findings/Impacts</b>	<b>Positive (+) Negative (-) Neutral (0)</b>	<b>High (H) Medium (M) Low (L)</b>
<b>Age</b>	The report highlights the positive work undertaken through major adaptations to council homes, helping to ensure residents can live at home and with greater independence. Priority L in the report commits to the development of a	<b>+</b>	<b>H</b>

	<p>revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.</p> <p>The new social rent and shared ownership homes at Duncombe Barracks and Burnholme are to high accessibility standards. The refurbishment of Glen Lodge and Bell Farm homes will provide more accessible homes for a range of tenants.</p>		
<b>Disability</b>	<p>Tenants are asked as part of service delivery whether there are any personal circumstances which need to be considered and service delivery is tailored to meet this need. Additional needs are recorded on the Open Housing system and consideration is given to these through communication type and method and how services are provided.</p> <p>This highlights the positive work undertaken through major adaptations to council homes, helping to ensure residents can live at home and with greater independence. Priority L in the report commits to the development of a revised Housing Adaptations Policy to create a long-term approach to the delivery of additional council homes with improved accessibility standards.</p> <p>The new social rent and shared ownership homes at Duncombe Barracks and Burnholme are built to high accessibility standards. The refurbishment of Glen Lodge and Bell Farm homes will provide more accessible homes for a range of tenants.</p>	<b>+</b>	<b>H</b>

<b>Gender</b>			
<b>Gender Reassignment</b>			
<b>Marriage and civil partnership</b>			
<b>Pregnancy and maternity</b>			
<b>Race</b>			
<b>Religion and belief</b>	The revised repairs policy considered within this report provides clarity on the positive response tenants can expect to receive from the council housing landlord service should there be an incident of hate crime.	<b>+</b>	<b>M</b>
<b>Sexual orientation</b>	The revised repairs policy considered within this report provides clarity on the positive response tenants can expect to receive from the council housing landlord service should there be an incident of hate crime.	<b>+</b>	<b>M</b>
<b>Other Socio-economic groups including :</b>	<b>Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?</b>		
<b>Carer</b>			
<b>Low income groups</b>	Many of the residents of council homes are on low incomes. Through the provision of a good quality, safe and warm home it provides a strong foundation for positive health and wellbeing for the family.	<b>+</b>	<b>H</b>

<b>Veterans, Armed Forces Community</b>	As above, many service leavers are on low incomes or struggle to find good, affordable housing in the area they want to settle. Through the provision of a good quality, safe and warm home it provides a strong foundation for positive health and wellbeing for the family and meets our commitment to the Armed Forces Covenant.	<b>+</b>	<b>M</b>
<b>Other</b>			
<b>Impact on human rights:</b>			
List any human rights impacted.			

### Use the following guidance to inform your responses:

Indicate:

- Where you think that the proposal could have a POSITIVE impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups
- Where you think that the proposal could have a NEGATIVE impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a NEUTRAL effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.



<b>High impact</b> (The proposal or process is very equality relevant)	There is significant potential for or evidence of adverse impact The proposal is institution wide or public facing The proposal has consequences for or affects significant numbers of people The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.
<b>Medium impact</b> (The proposal or process is somewhat equality relevant)	There is some evidence to suggest potential for or evidence of adverse impact The proposal is institution wide or across services, but mainly internal The proposal has consequences for or affects some people The proposal has the potential to make a contribution to promoting equality and the exercise of human rights
<b>Low impact</b> (The proposal or process might be equality relevant)	There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights

## Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact. Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?

## Step 6 – Recommendations and conclusions of the assessment

6.1	Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision. There are four main options you can take:
<ul style="list-style-type: none"> <li>- <b>No major change to the proposal</b> – the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</li> </ul>	

- **Adjust the proposal** – the EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance quality or to foster good relations.
- **Continue with the proposal** (despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty
- **Stop and remove the proposal** – if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.

**Important:** If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column.

Option selected	Conclusions/justification
No major change for the proposal	<p>This report is seeking to improve the quality of housing and landlord service council house tenants and leaseholders receive. Through continuous improvements it will positively support all affected residents to have the foundation of a safe, warm, and affordable home for them and their family.</p> <p>The report sets priorities and performance targets for this year and provides clear accountability for service provision.</p>

## Step 7 – Summary of agreed actions resulting from the assessment

<b>7.1</b>	<b>What action, by whom, will be undertaken as a result of the impact assessment.</b>		
<b>Impact/issue</b>	<b>Action to be taken</b>	<b>Person responsible</b>	<b>Timescale</b>

## Step 8 - Monitor, review and improve

8. 1	<b>How will the impact of your proposal be monitored and improved upon going forward?</b> Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?
	This is the first annual report. In Spring 2026 a further report will be brought forward analysing success in delivering the proposed outcomes set out in the report. This report provides greater transparency and accountability for service delivery than has been available previously. The ambition is for the housing landlord service to provide good quality homes, ensure all Consumer Standards are being met and for tenants to feel that they receive a good service. This and subsequent annual reports are striving for continuous improvement.

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<b>Meeting:</b>	Executive
<b>Meeting date:</b>	3 <sup>rd</sup> June 2025
<b>Report of:</b>	Pauline Stuchfield, Director Housing & Communities
<b>Portfolio of:</b>	Councillor Peter Kilbane Executive Member for Economy and Culture

## **Decision Report: York Learning Accountability Statement 2025-26**

### **Subject of Report**

1. The purpose of this report is to gain approval to submit the accountability statement, relating to the Adult Skills Fund (ASF) grant received by York Learning on an annual basis. All providers in receipt of £1m or more of funding for post-16 provision have a statutory responsibility to produce and publish an annual accountability statement that reflects the needs of the local environment as determined by the Local Skills Improvement Plan (LSIP) in particular but should also detail how funding is most effectively used in a local context.
2. This document will form part 2 of the funding agreement provided by the Education Skills Funding Agency and failure to agree this document by June 30<sup>th</sup> 2025 may impact on York Learning's ability to draw down grant funding in a timely manner.
3. The action plan provided within the accountability statement will form the Strategic Plan for York Learning for 2025-26 and approval is sought for these key actions.

### **Benefits and Challenges**

4. The final accountability statement must be published on the York Learning website, as such it provides a key public facing document.

The production of this public facing document allows us to clearly demonstrate how:

- a) we aim to align the service with the key aspirations of the council through reflection of the council plan.
  - b) we aim to support residents to live healthier and more economical impactful lives.
  - c) we can support our local businesses to develop a pipeline of talent and to upskill and reskill their existing workforce in line with the aims of the LSIP.
  - d) we are shaping our curriculum to also meet the aims, needs and aspirations of the Mayoral Combined Authority (MCA) economic framework, skills strategy and plans for Adult Skills Fund (ASF) devolution, (previously known as Adult Education Budget AEB).
5. The key challenges we face as a service are driven by decreasing national and regional participation rates in adult learning and increasing challenges on core council budgets. The accountability statement seeks to detail how we will align our curriculum to this preventative approach and to maximise the added social value of learning. We believe this to be in line with the plans of the MCA and will hope to be able to utilise the actions seen here to demonstrate the value provided by funding the local authority through the ASF.

## **Policy Basis for Decision**

6. York Learning is currently part of the Housing and Communities Directorate of City of York Council. The service will move to the Children and Education Directorate in June 2025 to see closer alignment with wider education and skills provision. We define our purpose as providing the gateway to opportunity for the city's adults, (and young people with Special Educational Needs and Disabilities) enabling them to reach their full potential. Whether that be greater integration into society or to move into more-fulfilling employment roles we are keen to support individuals to thrive, improving their physical and emotional health and recognising the opportunities available to them.
7. From August 1<sup>st</sup> 2025, York Learning as part of City of York Council will provide largely York and North Yorkshire Combined Authority (MCA) funded adult and tailored learning provision, with additional income from dedicated project work, apprenticeships and the



support for those learners aged 19-25 with Education Health and Care Plans (EHCP).

8. Our service, and its partnership with North Yorkshire's Adult Learning and Skills Service (ALSS), has a major role in enabling residents across the region to achieve the best they possibly can and benefit from our thriving economy.
9. Our passion for adult learning continues to drive us to deliver effective programmes of learning to a range of adults with a particular focus on those from disadvantaged and marginalised communities. We want to offer inclusive services with high quality learning provision and support, which works well across the spectrum of need, whilst meeting the needs of our local economy fully in line with 'One City, for all' we aim to deliver in a way that sets strong ambitions to increase opportunities for everyone living in York to live healthy and fulfilling lives.
10. The plan for the city sets four aligned core commitments as Equalities, Affordability, Climate Change and Health. These align to the city's 10-year plans and are reflected in the city's 10-year skills strategy.
11. We are ambitious within York Learning to be able to stress the significant impact that adult learning can have to meet these commitments. Using creativity, innovation and our community roots we can utilise our Adult Skills funding to:
  - Increase opportunities for people to manage through the cost of living crisis – through understanding waste, energy bills, practical hints and tips with embedded core numeracy, literacy and digital skills.
  - Increase the levels of independence in adults with disabilities to take personal responsibility for health and wellbeing.
  - Encourage families to work, learn and play together – delivering green ambitions, use of the city and cementing the connection with arts and heritage.
  - Support the training of the Voluntary and Community Sectors and for community champions to want to do more, equipping them with the skills to do so.
  - Support combined pride in and understanding of our wide and welcoming common heritage.
  - Work in spaces in communities to help them be more useful and vibrant.

12. Through all of this we will demonstrate clear pathways that:
- Improve essential skills.
  - support people to overcome digital poverty.
  - allow people to take up better jobs that are better suited to their skills, ambitions and aspirations and progress into the wider economic infrastructure.

## **Financial Strategy Implications**

13. The accountability statement shapes the high-level ways that we will utilise our funding. This document basically details how we will aim to spend the funds that we are provided (as a grant) by the Combined Authority for adult provision and the Department for Education for young people aged 16-25 subject to Education, Health and Care Plans. These funds being around £1.2m to be received directly for Adults and a proportion of the £1.3m the council receives for learners aged 16+ who we deliver through our Routes programme and through High Needs subcontracting.
14. The service operates within the funding guidance issued by the Combined Authority and the Department for Education and supplements income through fees paid for accessing a large proportion of our provision.
15. Whilst no savings or significant surplus can be generated from our grant funding, more effective use of the opportunities offered by engagement in learning by our residents (including our staff) can improve health outcomes, can overcome barriers that are preventing individuals meeting their potential and can support families (and in turn their children) to be able to cope and become resilient to challenges such as the cost of living crisis. This in turn then potentially reduces the number of individuals who seek support from the wider statutory services of the council.

## **Recommendation and Reasons**

16. Executive Members are asked to approve the Accountability Statement and Action Plan at the Annex to this report ahead of publication at the end of June 2025.

Reason: For the service to receive funding to deliver against this statement we must gain agreement on contents. This agreement

provides a framework for accountability whilst enabling us to receive the necessary funds to deliver the service. The document will also serve as the basis for wider internal conversations that will maximise the potential of learning for our residents.

## Background

17. *Skills for jobs: lifelong learning for opportunity and growth* published in January 2021 laid out key reforms to post-16 technical education and training that aims to support people to develop the skills needed to get good jobs and improve national productivity. This paper and its subsequent legislation stipulated a clear plan to place employers at the heart of the skills system through the production of an LSIP.
18. The LSIP was written and published in July 2023 by an approved Employer Representative Body (ERB), for York and North Yorkshire; the West and North Yorkshire Chamber of Commerce being the designated ERB.
19. The York and North Yorkshire LSIP report is a strategic document identifying clear priorities for skills in the local area. It includes the necessary key changes needed (or indeed what should be retained) to make post-16 technical education and training more responsive to the skills needs of employers in the area. The LSIP covers a fixed period of 3 years.
20. *The Skills for Jobs* whitepaper detailed how providers would need to publish an annual accountability statement, that would form part of their annual funding agreement, that would indicate how funding received is to be used in line with local and national skills priorities as detailed by the LSIP.
21. The Department for Education (DfE) describe the Accountability Agreements, introduced for the first time in the 2023 to 2024 academic year, as setting the overall expectations of providers (including local authorities delivering more than £1 million of post - 16 provision) in return for funding. The agreement focusses on what colleges, designated institutions and local authorities deliver in the year ahead and how they intend to support local, regional, and national needs. These annual Statements should in all cases be

informed by providers' longer term strategic plans and ambitions. The DfE stipulate that documents produced by local authority providers must be signed off by your governing body or equivalent prior to submission.

## **Consultation Analysis**

22. The Shared Head for Adult Learning and Skills (York and North Yorkshire) set out and consulted on a clear strategic vision for the adult learning provision provided by North Yorkshire and City of York Councils in December 2021. This strategy and direction identified the need to support adults to access the training and support that can be provided by engagement in education. This common strategy is important to support the wider economic requirements of the region and aims to enable strong lobbying support for the services once the adult education budget is devolved under a combined mayoral authority which is expected in the 2025/2026 academic year.
23. This strategic document was consulted on in July 2022 and published in September 2022 and was produced utilising the extensively consulted research base of the York and North Yorkshire Local Enterprise Partnership (YNYLEP). This is one of many documents that were used to formulate the York and North Yorkshire LSIP which additionally cites a strong research and policy base. The Shared Head has worked closely with the combined authority team to shape the MCA skills and ASF strategies and these opportunities have been integral to the creation of a strong collaborative platform for the creation of this plan.

## **Options Analysis and Evidential Basis**

24. Whilst the paper presented is a key step in receiving funding it does not hold us directly to account on how this funding is utilised. This is set out in the Adult Skills Fund (ASF) funding guidance and in turn in the York Learning Fees Policy document for 2025-26. These rules are the boundaries on what we can and cannot use funding received through ASF for. This document details the key strategic approaches that we wish to take and are the mechanism by which this funding is received.

25. As such it is hoped the approach meets the aims of council and demonstrates an effective way of utilising this ring-fenced funding to assist in achievement of the council plan.
26. Agreement to approve does not prevent further discussion on how we may utilise our 2025-26 budget but failure to do so may impact the receipt of vital funds. There are therefore no other options recommended for approval in this report.

## Organisational Impact and Implications

27. **Financial** – The Chief Finance officer has stated that there are no financial implications to this report.
28. **Human Resources (HR)** - The office of the Chief Officer HR & Support Services report no HR (or ICT) implications contained within this report should approval to submit the accountability statement be given and funding secured
29. **Legal** – The Senior Solicitor, Court Business Partner and Deputy Monitoring Officer states that York Learning's strategy reflects a comprehensive approach to identifying priorities and outcomes, engaging with key stakeholders and collaborating with local providers to meet community needs and align with local skills and economic strategies. It is in compliance with Section 52B of the Further and Higher Education Act 1992, as amended by the Skills and Post 16 Education Act 2022. The service also aligns with the Public Sector Equality Duty under Section 149 of the Equality Act 2010 by promoting inclusivity, advancing equality and fostering good relations. By targeting disadvantaged communities and providing tailored learning opportunities, the initiatives meet the legal obligations of the Equality Act.
30. **Procurement** - The Head of Procurement has stated that there are there are no direct procurement implications arising from this report.
31. **Health and Wellbeing** – Learning and skills development make a positive contribution to health and wellbeing both directly, through improving aspects of physical and mental health, and indirectly, for

example by improving better job opportunities and financial stability. In addition, the learning funded through this agreement prioritises groups whose health and wellbeing outcomes often fall short of those enjoyed by others in the city. Public Health approve the accountability statement.

32. **Environment and Climate action** – The Head of Carbon Reduction describes the statement as ensuring York has the right skills and capacity is crucial to meeting demand and supporting a just transition to net zero. The objectives of York Learning align with this requirement, providing delivery that meets local, regional and national needs.
33. **Affordability**, - The Director of Housing and Communities states the skills and learning driven and funded through this agreement directly contribute to improving life chances and job skills. Where there are low cost and free courses such as those for digital skills the impact on those struggling during the cost-of-living crisis is likely to be positive where online support and services become accessible as a result.
34. **Equalities and Human Rights** The Assistant Director Customer, Communities and Inclusion states the first Accountability Statement produced in July 2023 was assessed and it has not changed since that time. This will be revisited each year. The assessment can be found as Annex 2 with a continued positive impact on those protected by the Equalities and Human Rights Acts.
35. **Data Protection and Privacy**  
The data protection impact assessment (DPIAs) screening questions were completed for the recommendations and options in this report and as there is no personal, special categories or criminal offence data being processed to set these out, there is no requirement to complete a DPIA at this time. However, this will be reviewed following the approved recommendations and options from this report and a DPIA completed if required
36. **Communications** - The York Learning Accountability Statement 2025–26 presents a clear opportunity to reinforce the council’s commitment to inclusive growth, skills development, and social mobility, while demonstrating alignment with both national and regional priorities, including devolution and the Adult Skills Fund. York Learning should be positioned as a proactive, community-



embedded service helping residents overcome barriers, improve wellbeing, and access employment opportunities, especially in underrepresented groups. Given its statutory nature and visibility as a public document, communications will highlight York Learning's impact on city priorities (Equalities, Affordability, Climate, Health), the inclusive engagement strategy, and the strategic use of funding to widen participation, thus making the case not only for public accountability but also for civic pride in York's educational leadership.

37. **Economy**-The Chief Strategy officer states that as set out in the report, the work of York Learning contributes to positive economic outcomes & benefits and supports the delivery of the York Economic Strategy.

## Risks and Mitigations

38. There are no known risks associated with the agreement of this document, but significant risk should we not gain agreement as funding for the service would be removed.
39. Future risks exist should we not be able to demonstrate full use of the grant, as performance can be directly monitored by the MCA.

## Wards Impacted

40. The decision will impact all wards.

## Contact details

For further information please contact the authors of this Decision Report.

### Author

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<b>Job Title:</b>	Shared Head of Adult Learning and Skills (York and North Yorkshire)
<b>Service Area:</b>	Housing & Communities
<b>Telephone:</b>	07890 055217
<b>Report approved:</b>	Yes

<b>Date:</b>	07/05/2025
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## Background papers

[Approval of York Learning Accountability Statement 2024/25: Decision Session - Executive item 7– 14<sup>th</sup> June 2024](#)

[Skills for jobs: lifelong learning for opportunity and growth](#)

[York and North Yorkshire Local Skills Improvement Plan](#)

[Meeting skills needs: Guidance on annual Accountability Agreements 2024/25 and the Local Needs Duty](#)

[York and North Yorkshire Adult Learning and Skills Engagement Strategy 2021-2025](#)

[Skills for Employment York's 10-year Strategy](#)

## Annexes

### Annex:

1 City of York Council -- Draft York Learning Accountability Statement 2024/25

2 Equality Impact Assessment

### Abbreviations:

ASF – Adult Skills Fund

LSIP – Local Skills Improvement Plan

AEB – Adult Education Budget

MCA – Mayoral Combined Authority

CA – Combined Authority

ESFA – Education Skills Funding Agency

EHCP – Education, Health and Care Plan

ALSS – North Yorkshire Adult Learning and Skills Service

ERB – Employer Responsive Body



DfE – Department for Education  
YNLEP – York and North Yorkshire Local Enterprise  
Partnership  
EIA – Equalities Impact Assessment

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**City of York Council –**

**York Learning Accountability Statement 2024/25**

**Purpose**

York Learning will transition into the Children and Families directorate of City of York Council in the 2025-26 funding year. The primary objective of York Learning is to serve as the gateway to opportunities for adults and also young people with Special Educational Needs and Disabilities, enabling them to reach their full potential. Whether that be greater integration into society or to move into more fulfilling employment roles, supporting individuals to thrive, improving their physical and emotional health, and recognising the opportunities available to them.

We will achieve this by celebrating our key strategic purpose and utilising our funding to engage with our communities, supporting residents to feel confident, inspired, and empowered to pursue learning opportunities.

Under a single Shared Head of Adult Learning and Skills, serving both City of York and North Yorkshire councils, we work towards shared aims.

1. To clearly define the purpose of the adult learning services for all stakeholders.
2. To develop a curriculum, offer that is in line with local skills needs.
3. To reach and inspire learning for the full breadth of the community demographic with the offer.
4. To be the provider of choice for those furthest away from the skills offer
5. To protect the full aims of Tailored Learning within York and North Yorkshire
6. To grow provision into areas not well supported by other providers.
7. To support a clear progression pathway for all adult learners from entry through to higher education and into sustained employment.
8. To provide effective value for money for the communities of York and North Yorkshire.

We consider ourselves a vital service within the authority, utilising our funding to align with the city's priorities for residents and to meet the broader objectives of the City's 10-year skills plan, the Local Skills Improvement Plan (LSIP) for York and North Yorkshire, and the skills aspirations of the Mayoral Combined Authority as we approach the devolution of the Adult Skills Fund (ASF) from this academic year.

The accountability statement for 2025-26 builds upon the work initiated last year in response to the needs of the city and region. We have established strong foundations in celebrating transferable skills across all aspects of our curriculum. Our engagement with a wider and more diverse cohort of learners has increased through, employability and digital inclusion efforts, family learning, multiply activities and successful boot camps.

We have begun employing a more strategic pipelining approach to key sectors for the city and region, including health and social care, enhanced digital skills, and project management. This work has been bolstered by greater integration into the council's operations and the broader further education sector, allowing us to supplement our funding through the Learning Skills Improvement Fund, UK Shared Prosperity Fund, and targeted funding for individuals recovering from substance abuse.

With a strong emphasis from central government on the importance of skills and education in reducing economic inactivity and achieving economic growth, our service aims to capitalise on additional supplementary funding streams. Several funding streams linked to the 'Get Britain Working' whitepaper will be managed locally by the Combined Authority, and York Learning will be a key partner in this initiative.

### **Context and Place**

York Learning, as part of City of York Council, provides largely Education and Skills Funding Agency funded adult and tailored learning provision, with additional income from dedicated project work, apprenticeships, and support for learners aged 19-25 with Education Health and Care Plans.

In 2023, the council set out key ambitions in the council plan for 2023-2027, 'One City for All', detailing the city's considerable assets in heritage and culture, pride in being a City of Sanctuary, a Human Rights

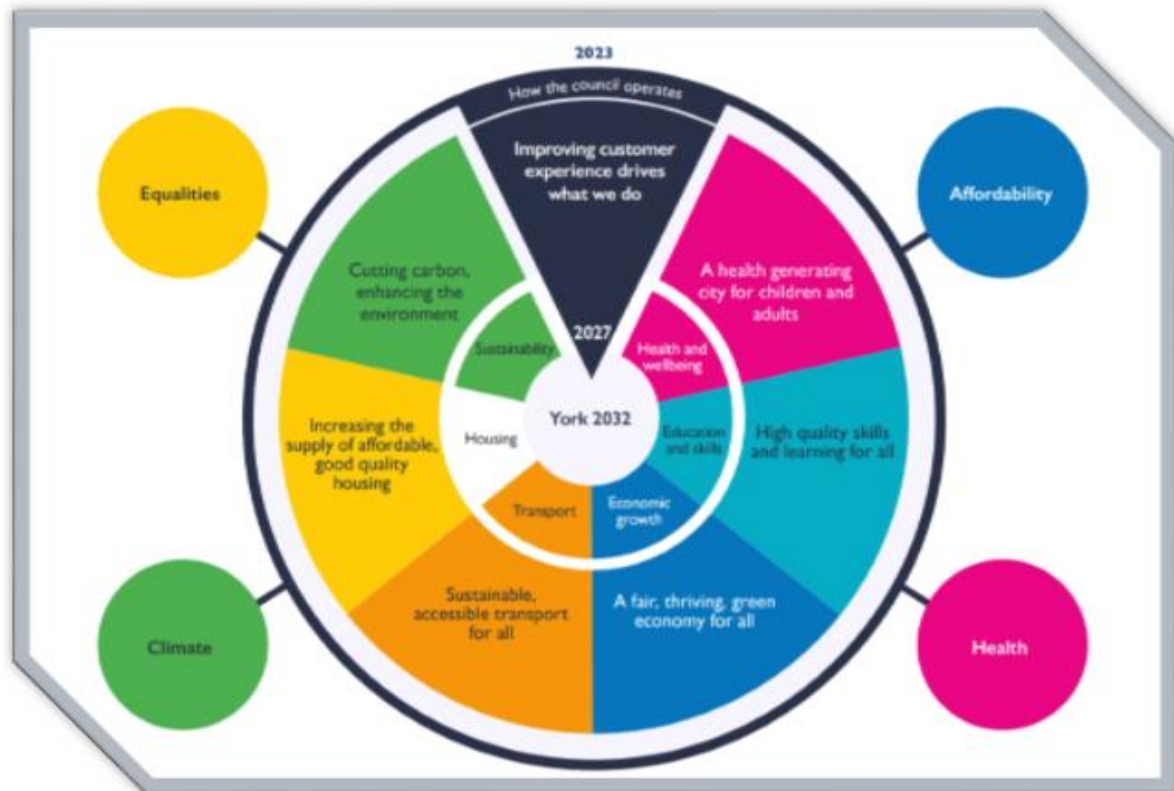
City, and UNESCO City of Media Arts, and its proud history of social justice and collective action.

We are rightly ambitious as a city within the regional economy, with world-class innovation at the core of the combined authority's ambitions. York, a city of over 200,000 residents, boasts around 60% of its population qualified to NVQ 4 or above, with less than 4% having no qualifications. The city contributes over £5bn to the UK economy, making it a key driver of regional growth. Over 86% of the working-age population is economically active, while the 13.5% economically inactive includes over 6,500 students and 2,900 retired individuals. However, these figures often mask widening education and health inequalities, particularly in areas of acute deprivation, with six York districts among the 20% quintile that indicate the most deprived areas in England.

Our service, alongside our colleagues with North Yorkshire's Adult Learning and Skills Service, plays a crucial role in enabling residents across the region to achieve their best and benefit from our thriving economy. Our offer is delivered face-to-face from venues across the city, including community centres, libraries, council-owned buildings, and increasingly, other important community hubs such as foodbanks. Since the pandemic it has been a strategic aim to widen the mode of delivery, increasing face-to-face interactions while expanding our blended, bite-size, and on-demand provision.

York is home to two General Further Education Providers, Askham Bryan and York College, and two universities. The wider geography of North Yorkshire hosts four General Further Education (GFE) providers: Craven, Scarborough TEC, Selby, and Harrogate Colleges. Additionally, provision is offered by Darlington, Middlesbrough, East Riding, Bishop Burton, and Stockton Riverside GFE providers. There are over 40 Training Providers operating in the county, offering apprenticeships and accredited adult learning courses.

Our passion for adult learning drives us to deliver effective programs to a diverse range of adults, with a particular focus on those from disadvantaged and marginalised communities. We aim to offer inclusive services with high-quality learning provision and support that cater to the spectrum of needs, while fully aligning with the local economy's requirements. In line with the 'One City, for all' initiative, we strive to set strong ambitions to increase opportunities for everyone living in York to lead healthy and fulfilling lives.



The city plan sets four core commitments: Equalities, Affordability, Climate Change, and Health. These commitments align with the city's 10-year plans and are reflected in the city's 10-year skills strategy. At York Learning, we are ambitious in highlighting the significant impact that adult learning can have in meeting these commitments. By leveraging creativity, innovation, and our community roots, we can utilise our Adult Skills funding to:

- Increase opportunities for people to manage through the cost-of-living crisis by understanding waste, energy bills, and practical hints and tips, with embedded core numeracy, literacy, and digital skills
- Enhance the independence of adults with disabilities, enabling them to take personal responsibility for their health and wellbeing

- Encourage families to work, learn, and play together, promoting green ambitions, utilising the city, and strengthening connections with arts and heritage.
- Support the training of the Voluntary and Community Sector (VCS) and community champions, equipping them with the skills to do more.
- Foster a combined pride in and understanding of our diverse and welcoming heritage.
- Work within community spaces to make them more useful and vibrant.

Through all these efforts, we will demonstrate clear pathways that:

- Improve essential skills.
- Help people overcome digital poverty.
- Enable individuals to secure better jobs that align with their skills, ambitions, and aspirations, and progress into the broader economic infrastructure.

The York and North Yorkshire Local Skills Improvement Plan (LSIP) highlights that the area is well-served by high-quality education at all levels, but there is a clear challenge in connecting with those individuals who would most benefit from this provision.

Research conducted for the LSIP describes an economic landscape in the region characterised by a high proportion of higher-skilled, non-manual sectors such as education, finance, and professional services, contributing to a resilient economy. Unemployment levels are low, with a significant number of jobs available in highly skilled sectors such as agritech, engineering, and life sciences.

The proportion of people with higher-level qualifications in the region is higher than the national average (48% versus 43% in the Annual Population Survey Jan-Dec 2021). The region has an aging demographic, with an older-than-average working age population and increasing replacement demand in industries where large numbers are soon to or have retired. The LSIP emphasises that retaining talent in the workforce at all ages is critical. The working-age population contracted by 2% between 2011 and 2021, in contrast to the national picture, which expanded by 4% based on census information. The plan, published in July 2023, detailed that there were 9,445 unemployed claimants,



accounting for 2% of the working population in the region, against a national average of 3.7%. Despite this, there remained a high number of jobs available in highly skilled sectors such as engineering and life sciences, and high-quality learning institutions provided a significant graduate pipeline attractive to employers.

The region now benefits from the opportunities afforded by devolution, with the York and North Yorkshire Combined Authority established on 1st February 2024 and its first Mayor elected in May 2024. As part of the devolution deal, alongside the wider opportunities, comes the devolution of the Adult Skills Fund (ASF) from 2025/26. The Combined Authority published its economic framework for the region in August 2024, drawing on the strengths of the two constituent authorities. Underpinning this work is a skills strategy and a strategy and commissioning approach for ASF.

Echoing the LSIP, and through close collaboration with the combined authority skills team, these approaches emphasize that the supply of learning opportunities is not an issue. Instead, engagement with these opportunities and greater awareness are paramount. The Combined Authority has outlined their ASF priorities as follows:

- Widening Access and Participation by using the ASF as a gateway to learning and progression.
- Embedding Basic and Transferable skills in provision to support higher skill and employment transition.
- Unlocking Progressive Pathways to develop underutilised talent by using ASF in a targeted manner that supports upskill and re-skill opportunities to meet the workforce demands of the region.
- Developing Flexible provision to improve access to training for employers, employees, and the public at times and in ways that meet the availability of the learner.
- Building Capacity and Capability to support an integrated, flexible, and responsive provider base.
- Enabling effective collaboration to drive partnerships between institutions, supporting learners and employers in navigating the skills landscape

### **Approach to developing the plan.**



In December 2021, the Shared Head for Adult Learning and Skills (York and North Yorkshire) established and consulted on a clear strategic vision for the adult learning provision offered by North Yorkshire and City of York Councils. This strategy emphasised the need to support adults in accessing training and support through engagement in education. This unified strategy is crucial for meeting the broader economic needs of the region and aims to fulfil the combined authority's aspirations outlined in the ASF priorities for the 2025-26 academic year.

The strategic document was consulted on in July 2022 and published in September 2022. It was developed using the extensively consulted research base of the York and North Yorkshire LEP and is one of several documents that contributed to the formulation of the York and North Yorkshire LSIP, which also cites a strong research and policy foundation. The Shared Head has collaborated closely with the combined authority team to shape the CA skills and ASF strategies, and these efforts have been integral to creating a robust collaborative platform for this plan.

The primary aim of this plan is to enhance the broader social value of our funding through a robust platform of learner engagement. By encouraging more residents to view themselves as learners and recognise their potential, we will establish a strong pipeline leading to improved productivity and better health and wellbeing outcomes.

As outlined in the service strategy, a key strategic direction is to collaborate with our Further Education (FE) and Higher Education (HE) partners and coordinate progression pathways. This will serve as a pipeline for adult provision, supporting the region's wider economic growth through upskilling and re-skilling.

The final consideration in developing the plan has been the greater clarity provided by the definitions underpinning tailored learning. According to the ASF funding rules, adopted by the combined authority, "the primary purpose of tailored learning is to support learners into employment and to progress to further learning, in line with the overall purpose of the ASF. It will, however, also support wider outcomes including improving health and wellbeing, equipping parents/carers to support their child's learning, and developing stronger and more integrated communities". The funding rules further describe seven key purposes that recognise the broader benefits of learning:

1. Engaging and/or building confidence

2. Preparation for further learning
3. Preparation for employment
4. Improving essential skills (English, ESOL, maths, digital)
5. Equipping parents/carers to support children's learning.
6. Health and well-being
7. Developing stronger communities

### **Progress made in 2024/25**

The recent Ofsted inspection of York Learning praised the strong progression of learners through various touch-point engagements. For example, the percentage of learners progressing from tailored learning to accredited learning was 22%, with progression to other learning outside of York Learning at 31% .

With an increasing number of learners presenting with mental health issues, and evidence suggesting that mental health is often a barrier to engagement, all managers undertook mental health first aid and advocacy in the workplace CPD to ensure that the overall program offer was more inclusive. Pilot work was completed with local partners on a small number of bespoke approaches to support learners in overcoming these barriers and achieving sustained engagement.

Wider support for adults with SEND is being mapped, with cross-directorate collaboration taking place to determine options for support. Provision will be planned for 2025/26 and will likely be a pilot supported through additional Trailblazer funding.

The opportunity to use the city's cultural heritage as a learner gateway remains an aspiration, and work has been undertaken to integrate this into program provision. As cultural passports become available, further opportunities for family learning in this area will be explored.

Transferable skills remain central to our offer, with learners clearly able to articulate the skills developed in review documentation. Progress to higher-level essential skills is strong, as is the greater integration of learners with ESOL needs into the main provision

## **Contribution to national, regional, local priorities**

Strategic Aim for 2025/26	Actions	Targets	Link to local / National Skills Priority
A. Increase participation and engagement in progression-based packages of learning	<ol style="list-style-type: none"> <li>1. Develop curriculum models that clearly link learning opportunities to job role in priority sectors with at least one pathway by sector area in place by January 2025</li> <li>2. Provide wider range of learner touchpoints through on-demand, blended, hybrid and face to face interactions linked to each pathway with a pilot approach available by January 2025</li> </ol>	<ol style="list-style-type: none"> <li>1. Increase participation in IAG linked multi-programme internal progression from 60% to 75%  Increase progression into provision in: Wider FE/HE (from 30% to 40%)  Progression into employment from 64% to 75%</li> </ol>	<p>Local – engagement and participation; recruitment to target sectors.</p> <p>Regional – Widen access and participation; unlock progression pathways and underutilised talent; develop flexible provision.</p> <p>National – progression into bootcamps, Free courses for jobs (FCFJ), apprenticeships</p>
B. Develop curriculum pathways for adults who find mental wellbeing is a barrier to engagement with learning and employment	<ol style="list-style-type: none"> <li>1. Develop a strand of tailored learning offer that engages with a group of individuals that struggle to see themselves in learning or employment due to health barriers.</li> <li>2. Develop learning materials and support mechanisms.</li> <li>3. Pilot programme to be up and running January 25 that recruits from JCP and partners and from those who are at risk of dropping out of programmes due to poor mental wellbeing.</li> </ol>	<ol style="list-style-type: none"> <li>1. SEMH programme that has clear wellbeing and employment / skills links created, target to deliver in 25/26</li> <li>2. Support pathways identified but feedback will show adjustments needed or impact..</li> <li>3. Progression into wider learning or employment of 60% of the cohort.</li> </ol>	<p>Local - Increase the levels of independence in adults with disabilities to take personal responsibility for health and wellbeing.</p> <p>Regional – Widen access and participation;</p>

<p>C. Develop a culture-based pride in place thematic family learning offer</p>	<ol style="list-style-type: none"> <li>1. Identify key council leads on heritage and culture, in particular those seeking to develop the young person culture passport.</li> <li>2. Support working group to consider how this activity could support community development whilst improving essential and transferable skills in wider family members.</li> <li>3. Develop learning materials and support sessions fundable as family learning to support this activity</li> </ol>	<ol style="list-style-type: none"> <li>1. One pilot targeted parents in family learning program offered within 2025-6 academic year.</li> <li>2. Progression into wider adult learning offer of 45% of this cohort.</li> <li>3. 4% of that cohort with target IAG outcomes that lead to a national priority objective stated in their ILP.</li> </ol>	<p>Local - Encourage families to work, learn and play together; Support combined pride in and understanding of our wide and welcoming common heritage; Work in spaces in communities to help them be more useful and vibrant.</p> <p>Regional – Widen access and participation; unlock progression pathways and underutilised talent.</p> <p>National – progression into bootcamps, FCFJ, apprenticeships</p>
<p>D. Reduce levels of digital inequality that impact participation and progression</p>	<ol style="list-style-type: none"> <li>1. Roll out digital engagement programme (community workshops) to 3 IMD areas in York</li> <li>2. Improve progression rates from engagement to formal quals</li> <li>3. Increase the amount of learners engaging with new tech such as VR/AR, aerial technology</li> </ol>	<ol style="list-style-type: none"> <li>1. Digital Engagement via Community Digital Menu has increased participation. Drones and VR rolling out in the summer in the Clifton and Acomb areas 30 new learners engaged by April 2025</li> <li>2. 30% conversion rate from engagement to formal accredited IT routes</li> <li>3. 3 community groups in IMD areas accessing new technology by July 2025</li> </ol>	<p>Regional – Widen access and participation; unlock progression pathways and underutilised talent; develop flexible provision.</p> <p>National – progression into bootcamps, FCFJ, apprenticeships</p>

<p>E. Increase access to additional funding to support the ability to meet targets above.</p>	<ol style="list-style-type: none"> <li>1. Seek out funding opportunities to increase venue opportunities from MCA, LA and Central Government.</li> <li>2. Continue to explore venue availability across the city.</li> <li>3. Continue to explore mayoral opportunities towards a Business Skills Centre to support provision of entry pathways to higher levels in specific skill sectors.</li> <li>4. Cross council working to improve promotion of learning/employment pathways for those with SEND.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continue to seek out additional capital funding and/or support to achieve venue aims and expansion of provision into creating those entry pathways to higher level skills needs.</li> <li>2. Clearly identify building needs and promote any possible locations with the planning team to explore further.</li> <li>3. Present a business case setting out the capital investment and benefits of a skills premises for local and regional use.</li> <li>4. Identify how growth for 16-24 offer could be serviced within a new building.</li> </ol>	<p>Local and Regional - Widen access and participation; unlock progression pathways and underutilised talent; develop flexible delivery modes.</p> <p>Local - Increase the levels of independence in adults with disabilities to take personal responsibility for health and wellbeing.</p>
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#### **Corporation statement**

This statement was agreed at a meeting of

#### **Hyperlink**

A copy of the accountability statement will appear on [our website](#) alongside the Service Strategy

#### **Supporting Documentation**

Will link to:

- [York and North Yorkshire Learning Skills Improvement Plan](#)
- [York and North Yorkshire Learning Skills Improvement Fund](#)
- [City of York : One City for all Council Plan 2023-2027](#)
- [City of York Economic Strategy](#)
- [York 10-year Skills Strategy](#)
- [York and North Yorkshire Mayoral Combined Authority Economic Framework](#)
- [York and North Yorkshire Combined Authority Adult Skills Fund and Strategic Skills Plan 2025-2028](#)

## Annex 2: City of York Council Equalities Impact Assessment

### Who is submitting the proposal?

<b>Directorate:</b>	Customer and Communities		
<b>Service Area:</b>	York Learning		
<b>Name of the proposal :</b>	FE accountability Statement		
<b>Lead officer:</b>	Paul Cliff		
<b>Date assessment completed:</b>	5 <sup>th</sup> May 2025		
<b>Names of those who contributed to the assessment :</b>			
<b>Name</b>	<b>Job title</b>	<b>Organisation</b>	<b>Area of expertise</b>
Paul Cliff	Shared Head of Adult Learning and Skills (York and North Yorkshire)	York Learning	Adult learning and skills

## Step 1 – Aims and intended outcomes

1.1	<b>What is the purpose of the proposal?</b> Please explain your proposal in Plain English avoiding acronyms and jargon.
	To present the final version of the accountability statement as part of our statutory obligations to the Education Skills Funding Agency. This requires us to detail how we will spend our funding in line with national and local skills priorities
1.2	<b>Are there any external considerations?</b> (Legislation/government directive/codes of practice etc.)
	This is a statutory action and condition of funding
1.3	<b>Who are the stakeholders and what are their interests?</b>
	Stakeholders are all that will benefit from adult learning including learners, potential learners, communities, employers and the city council



<b>1.4</b>	<b>What results/outcomes do we want to achieve and for whom?</b> This section should explain what outcomes you want to achieve for service users, staff and/or the wider community. Demonstrate how the proposal links to the Council Plan (and other corporate strategies and plans.)
	The aim of the proposal is to gain approval for submission of the final version of the statement , failure to do so may result in funding delays that will impact our ability to deliver adult learning programmes. This will prevent us from delivering our core preventative work impacting council operations and preventing activity in line with the 10-year skills plan

## Step 2 – Gathering the information and feedback

<b>2.1</b>	<b>What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights?</b> Please consider a range of sources, including: consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
	<b>Source of data/supporting evidence</b>	<b>Reason for using</b>
	Consultation on York and North Yorkshire Adult Learning and Skills Engagement Strategy	This document is reflected in the approaches taken and was widely publicly consulted on with a range of stakeholders with no impact on equality or human rights identified. Its main impact being to increase access to learning

### Step 3 – Gaps in data and knowledge

3.1	What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.	
Gaps in data or knowledge		Action to deal with this
No identified gaps		

### Step 4 – Analysing the impacts or effects.

4.1	Please consider what the evidence tells you about the likely impact (positive or negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments? Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.		
Equality Groups and Human Rights.	Key Findings/Impacts	Positive (+) Negative (-) Neutral (0)	High (H) Medium (M) Low (L)
Age	Improved access to all age careers advice and guidance and an ability to reach out to a wider age demographic	+	M
Disability	Improved engagement with community groups to identify programmes that will provide further employment and skills benefits	+	M

<b>Gender</b>	<b>Targeted work will be undertaken to widen demographic engagement, this will increase the potential rate of access from a broader gender demographic with females being currently much more likely to engage</b>	<b>+</b>	<b>M</b>
<b>Gender Reassignment</b>	<b>No specific actions around gender re-assignment but potential for work to be extended with this community , but approach does not have a negative impact in this area</b>	<b>-</b>	<b>L</b>
<b>Marriage and civil partnership</b>	<b>No specific impacts</b>	<b>-</b>	<b>L</b>
<b>Pregnancy and maternity</b>	<b>Improved arrangements for provision that may be more suitable for individuals with caring responsibilities, opening opportunities for on-demand learning</b>	<b>+</b>	<b>M</b>
<b>Race</b>	<b>Targeted work will be undertaken to widen demographic engagement, this will increase the potential rate of access from a broader race demographic with white females being currently much more likely to engage</b>	<b>+</b>	<b>M</b>
<b>Religion and belief</b>	<b>No specific impacts although changes to delivery modes may support greater access to those whose religious practices prevent current access</b>	<b>+</b>	<b>M</b>
<b>Sexual orientation</b>	<b>No specific actions around gender re-assignment but potential for work to be extended with this community, but approach does not have a negative impact in this area</b>	<b>+</b>	<b>M</b>
<b>Other Socio-economic groups including :</b>	<b>Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?</b>		

<b>Carer</b>	<b>Improved arrangements for provision that may be more suitable for individuals with caring responsibilities, opening opportunities for on-demand learning</b>	<b>+</b>	<b>M</b>
<b>Low income groups</b>	<b>Improved arrangements for provision that may be more suitable for individuals with caring responsibilities, opening opportunities for on-demand learning</b>	<b>+</b>	<b>M</b>
<b>Veterans, Armed Forces Community</b>	<b>Targeted Information Advice and guidance around transferable skills is a core part of the approach with this group being identified as key area for work with shared opportunities through the North Yorkshire specific actions in the Armed Forces Covenant</b>	<b>+</b>	<b>M</b>
<b>Other</b>			
<b>Impact on human rights:</b>			
List any human rights impacted.	<b>No determined detrimental impact on human rights</b>		

### Use the following guidance to inform your responses:

Indicate:

- Where you think that the proposal could have a POSITIVE impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups
- Where you think that the proposal could have a NEGATIVE impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a NEUTRAL effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.

<p><b>High impact</b> (The proposal or process is very equality relevant)</p>	<p>There is significant potential for or evidence of adverse impact The proposal is institution wide or public facing The proposal has consequences for or affects significant numbers of people The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.</p>
<p><b>Medium impact</b> (The proposal or process is somewhat equality relevant)</p>	<p>There is some evidence to suggest potential for or evidence of adverse impact The proposal is institution wide or across services, but mainly internal The proposal has consequences for or affects some people The proposal has the potential to make a contribution to promoting equality and the exercise of human rights</p>
<p><b>Low impact</b> (The proposal or process might be equality relevant)</p>	<p>There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights</p>

## Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact. Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?
	<p>Provision as detailed in the skills engagement strategy is aimed to be universal, but with a greater focus of going directly to communities to engage with those people who are not accessing training and to celebrate the benefits of engagement in learning. We will then use those communities of interest to develop programmes on community terms that remove the fear of education.</p> <p>This community up preventative model is seen as engaging wide and diverse communities and supporting them to progress to better jobs, better health and better work life practices</p>

## Step 6 – Recommendations and conclusions of the assessment

6.1	<p><b>Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision. There are four main options you can take:</b></p>
	<ul style="list-style-type: none"> <li>- <b>No major change to the proposal</b> – the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</li> </ul>
	<ul style="list-style-type: none"> <li>- <b>Adjust the proposal</b> – the EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance equality or to foster good relations.</li> <li>- <b>Continue with the proposal</b> (despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty</li> <li>- <b>Stop and remove the proposal</b> – if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.</li> </ul> <p><b>Important:</b> If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column.</p>
Option selected	Conclusions/justification
<p><b>No major change to the proposal</b></p>	<p>the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</p>

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## Step 7 – Summary of agreed actions resulting from the assessment

<b>7.1</b>	<b>What action, by whom, will be undertaken as a result of the impact assessment.</b>		
<b>Impact/issue</b>	<b>Action to be taken</b>	<b>Person responsible</b>	<b>Timescale</b>
<b>Wider engaged demographic</b>	<b>Monitor changing engagement demographic against city demographic</b>	<b>Angela Padfield</b>	<b>Academic year 2023 onwards</b>

## Step 8 - Monitor, review and improve



8. 1	<b>How will the impact of your proposal be monitored and improved upon going forward?</b> Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?
	Should tracking identify no positive impacts, the strategic approaches taken will be reviewed in consultation to determine further potential positive action that can be taken

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<b>Meeting:</b>	Executive
<b>Meeting date:</b>	3 <sup>rd</sup> June 2025
<b>Report of:</b>	Garry Taylor, Director of City Development
<b>Portfolio of:</b>	Councillor Pete Kilbane, Deputy Leader of the Council and Executive Member for Economy and Culture

## **Decision Report: York BID ballot for 2026-2031**

### **Subject of Report**

1. The York Business Improvement District (BID) is seeking a third five-year term in York City Centre and is undertaking the necessary steps in preparation for a ballot in October 2025.
2. City of York Council is the lead local authority as well as a levy payer.
3. The ballot process will be administered by the Council's Returning Officer acting in the statutory capacity of Ballot Holder, and independently of City of York Council.
4. The BID is a key partner in York, providing complementary, and additional, services in the City Centre.

### **Benefits and Challenges**

5. There are no risks in supporting the ballot.
6. If the BID were to be unsuccessful in winning this ballot, it would mean the loss of multiple City Centre services, annual events and attractions, along with a significant financial detriment.

### **Policy Basis for Decision**

7. The work of the BID is aligned to the following strategies:
  - [York's Economic Strategy 2022-2032](#)
  - [York 2032: The 10-Year Plan](#)

- [Local Transport Strategy](#)

8. In addition, all four of the *Council Plan 2023 – 2027, One City for All* priorities are supported:

**Equalities** – the BID provides equal opportunity for businesses and residents to enjoy the city centre. The vast majority of the programmes events and services are provided free of charge to residents, which means York is as inclusive and accessible as possible. This has been explored in the Equality Impact Assessment attached as Annex C.

**Affordability** – As well as the above, The BID offer multiple events and services that are free to residents, and several, such as the Taxi Marshals and Street Rangers are provided without cost to City Centre users. York Restaurant Week also gives the opportunity to eat out at a much-reduced cost.

**Climate** - Part of the remit of the BID is to work towards a 'cleaner, greener city' particularly by opening up as much green space as possible, for example, the Minster pocket park near St. William's College, providing floral displays and bee hotels.

The BID are also consultees on City greening and environmental programmes such as the Riverside Walkway. In addition, the BID enhance the City Centre by providing cleaning services complementary to those of the Council and making York's environment more attractive through their shop jacket and Mural Trail work.

**Health** – Supporting the maintenance of the City Centre helps to provide a safe and welcoming environment, allowing more people to improve their physical and mental health through exercise, social interaction and the facilities to enjoy their local area. Specific work has included the provision of extra benches in green spaces to allow play and recreation, and York Winter lights are a major draw in the annual calendar.

## **Financial Strategy Implications**

9. The BID is a separate entity from the Council. It is entirely self-funded from individual business levy payments and additional funding leveraged from external sources.

10. Any increase in the levy payment percentage, based on the Business Rate value of a property, is passed onto the occupier of that premises (hereditament). All levy payers are affected by these increases, including the Council.
11. There are plans to increase the levy payment, as set out below, and there are also plans to set a maximum charge cap per hereditament.
12. As per BID ballot regulations, the Council bears responsibility for ballot costs. We have obtained quotes for the outsourcing of the ballot and anticipate a budget requirement in the region of £7k with the chosen provider, Civica. This will be funded from within the service.

## **Recommendation and Reasons**

13. Executive is asked to:

- a) Support the BID in their campaign to secure a third term in York through a ballot of all businesses in the BID geography
- b) Request that the Leader of the Council casts the Council's ballot votes in support of a further term
- c) Note the content the Council's Baseline Service Level Agreements
- d) Note the role of the York BID as a key City partner in supporting the City Centre economy.

Reason – To approve the BID in their October 2025 ballot for a third five-year BID term, beginning on 1<sup>st</sup> April 2026.

## **Background**

14. The first York BID was created in 2016.
15. The BID is fully established in the City and has introduced a series of family-friendly projects, programmes and attractions that aim to be financially inclusive, enhance the City Centre environment, increase business and trade, and promote and raise the profile of York as a destination.

16. As amendments are to be made to the framework and terms of the existing BID arrangements – see below from para 28 - this is a not a renewal ballot, but an entirely fresh ballot process.

### **BID activity and impact**

17. 892 businesses currently pay a BID levy in York, with a value of around £800,000 per annum.
18. To date, the BID has invested £7.6m in improving and enhancing York City Centre, including services complementary to those already provided by the Council in the baseline agreements (see Annex B) such as street cleansing.
19. The impact of BID activity in the City Centre has been wide-ranging, attracting residents and tourists alike. This is reflected in strong footfall when compared to regional and national peers, and up 7.5% in 2024 from 2023 figures.
20. Spend in the City Centre in 2024 was +1.5% on 2023 figures, with an average of around 2.6 million transactions made per month. Shop vacancy rates in York by the end of 2024 were at their lowest levels - 7.4% - for almost 18 months.
21. Key services, projects and events provided by the BID include: -
- Street cleansing and public realm rejuvenation projects
  - Safety Initiatives such as Street Rangers, Taxi Marshals, Riverside Marshals and secure cycle storage – as custodians of York's Purple Flag status
  - The annual Winter Lights Scheme for York city centre
  - Business support initiatives such as York Restaurant Weeks, York Gift Card and Shop York in partnership with Indie York
  - Seating, floral displays and children's play for key footfall areas during Summer
  - Subsidised skills training for businesses in partnership with York St. John University
  - City Centre performance monitoring on data such as footfall, spend, visitor numbers
  - Multiple family friendly and cultural events/attractions including Ghosts in the Garden, *Colour and Light* at York Minster, public art through York Mural Trail.

22. The BID Street Cleansing Team are operational in the city seven days a week and are often responsible for clearing away hazardous waste and dangerous materials from city streets which are not addressed as part of general waste collection.

23. Previous ballots were held in 2015 (for 2016) and in 2021.

## **BID Business Plan**

24. The [BID Business Plan](#) sets out the five year aims and ambitions for the work of the BID.

25. In 2021- 2026, their Vision was to:

- Encourage the experience economy
- Be instrumental in shaping a City Centre masterplan in the context of 'evolving high streets'
- Promote green and sustainable initiatives
- Encourage and accessible City Centre and;
- Promote greater integration between digital and physical infrastructure.

26. A draft version of the new Business Plan will be ready in late Summer.

27. For the 2026 – 2031 Business Plan, Members have asked that the BID are particularly mindful of planting in the City Centre, and that they include pollinator-friendly flowers to attract bees.

## **BID geography**

28. A current list of streets contained in the BID geography and a map of the area is included for information at Annex A.

29. The BID Board has reviewed the parameters of the levy payer geography, and has increased the area by ten new streets to include areas within the remit of Purple Flag and other projects.

- Blossom Street
- The Crescent
- Bootham
- Marygate
- Frederic Street
- Marygate Lane

- Esplanade Court
- Layerthorpe
- Eboracum Way
- Heworth Green

30. The inclusion of these streets will increase the number of levy payers to 974 from 2026, up from 892 in the current BID period.
31. Despite this increase, BID levy collection amounts overall are anticipated to be reduced as the 2023 Business Revaluation amounts were £4.16m lower in value than in 2017 for hereditaments in the BID geography.
32. It is mandatory for a map of the BID geography and a list of the streets within it to be sent to Government pre-ballot. A revised map including the additional streets is attached at Annex A.

### **Levy payments and financial arrangements**

33. The current financial framework of the BID is unsustainable as arrangements have been in place since 2016. The BID Board is clear that changes must be implemented to secure operations for a further five-year term.
34. The upcoming ballot provides an opportunity to review the BID arrangements which determine the annual income raised by the levy. Once ratified, these cannot be changed during a term without the intervention of an alteration ballot.
35. The BID Board has agreed to the following changes to the BID financial arrangements. In the event of a successful ballot result, they will come into effect from the start of term 3 (April 2026):
- **Levy Multiplier** - % of rateable value applied to calculate the annual levy charge, raised to every eligible commercial property within the BID area. Set at 1% since 2016.
    - **Increase from 1% to 1.6%.**
  - **Inflationary Increase** - % increase applied to the levy multiplier at the start of each new year of operations, to account for inflation. No increase currently set.
    - **Set at 2%.**



- **Maximum Charge Cap** – The maximum annual levy charge raised to any individual commercial property. No cap is currently set.
- **Set at £20,000**

### **Consultation Analysis**

36. The BID Team is responsible for building and maintaining robust working relationships with all potential BID members and is required to engage businesses in every aspect of the process.
37. City Centre businesses and local partners are being consulted during the development phase of the refreshed BID Business Plan and amendments to the financial framework and levy threshold. They will also be made aware of the ballot plans through a concerted campaign.
38. The City of York Council Baseline Agreements have been written with the input of relevant managers from the Council. Baselines are agreed in-house with no external contracting.

### **Options Analysis and Evidential Basis**

39. The options available are to:
  - a) Continue to support the work of the BID in York City Centre
  - b) Do not support the work of the BID in the York City Centre
40. Given the benefits of the BID outlined above, and that the BID has had the support of the local business community for the last ten years, the evidence would support approving the BID in progressing their third ballot.
41. If the work of the BID is not approved, the loss of key city centre investment, support for over 900 city centre businesses, cessation of a large number of established services, events and projects would of significant financial and reputational detriment to York.

### **Organisational Impact and Implications**

42. Comments from relevant Service Areas on organisational impact and implications are as follows:

#### ***Financial:***

The Council currently provides a service relating to the administration of the levy. The BID pay a fee for such services.

The Council operates a number of properties within the BID area and currently is levied c. £20k per annum. This will increase as the zone is expanded and the levy rate increased. Any ongoing increases will need to be taken into account in the Medium Term Financial Forecast.

***Human Resources (HR):***

There are no HR, ICT or Business Support implications for this report. Further implications will be considered should the ballot not go ahead.

***Legal:***

The local authority must be notified that the BID proposer wishes to put proposals for a BID to a ballot, and the BID proposer must ask the local authority's returning officer to hold that ballot.

The local authority is required to ensure the ballot is operated, either in-house or (more commonly) outsourced, in line with the BID Regulations. The local authority ballot holder remains legally responsible for the ballot process as set out within the Regulations.

The local authority must be satisfied that the final BID proposals include all of the details stated within Schedule 1 to the BID Regulations (the Business Improvement Districts (England) Regulations 2004) prior to proceeding to ballot.

The mandatory information includes a statement of the existing baseline services provided by the local authority. A Memorandum of Understanding between the local authority and the BID Company provides that the baseline Services shall be reviewed annually by the Council as part of its budget process.

It is best practice for a baseline agreement to be approved at the start of a BID's term.

The ballot must be won on two counts, both a majority by number of votes; and a majority by rateable value of those that turnout to vote with no turnout threshold required.

***Procurement, contact: Head of Procurement.***

Comment pending.

***Health and Wellbeing:***

There are no additional public health comments for this paper.

***Environment and Climate action***

No direct impacts of the BID ballot have been identified.

The BID undertakes a number of activities which complement the work of the Council in ensuring the BID area is presented well with additional cleaning and refurbishment of street furniture.

As stated within the report (paragraph 8), the BID supports the Council priorities associated with Climate, reflected in actions taken over previous years.

Noting in paragraph 27, the request from Members for the BID to be mindful of planting in the City Centre, and that they include pollinator-friendly flowers to attract bees.

Future activity of the BID should consider the climate impact and support emissions reduction and climate adaptation to support the city in becoming net zero carbon and climate ready.

***Affordability, contact: Director of Customer and Communities.***

The BID is not a cost to York Residents. As outlined in the report the BID offer multiple events and services that are free or low cost to residents, and several, such as the Taxi Marshals and Street Rangers are provided without cost to City Centre users.

The implication of not approving the recommendations in this report is that these opportunities for residents will be lost, impacting on their finances or opportunities to access those events and services, and potentially reducing health and wellbeing benefits.

***Equalities and Human Rights:***

As per paragraph 8, the BID provides equal opportunity for businesses and residents to enjoy the city centre. Most of the programmes, events and services offered are provided free of charge to residents which has a positive impact on many protected characteristics. A full Equality Impact Assessment is attached at Annex C.

***Data Protection and Privacy:***

The Data Protection Impact Assessment (DPIAs) screening questions were completed for the recommendations and options in

this report and as there are no personal, special categories or criminal offence data being processed to set these out. There is no requirement to complete a DPIA at this time, however this will be reviewed following the approved recommendations and options from this report and a DPIA completed if required.

### ***Communications:***

The communications implications of the BID ballot include the need for a clear and consistent messaging strategy to inform stakeholders, including businesses and the public, about the benefits of supporting the BID's third term.

Effective communication will highlight the positive impact of BID initiatives on the city's economy, environment, and community cohesion while addressing potential concerns regarding levy increases and geographical expansion. Collaboration between the Council's communication team and the BID will ensure aligned messaging and proactive stakeholder engagement, promoting transparency and building confidence throughout the ballot process.

### ***Economy***

The York BID have been a key partner in the City for the last ten years. During that time, they have made a tangible contribution to the economy of York and the business community they represent, through their varied programmes.

Many of their events are without cost to the public, making them accessible whilst increasing footfall and boosting local businesses. Their focus on safety is attractive to families, and established projects outlined in the report have helped to raise the profile of York for residents and visitors alike, whilst stimulating related employment opportunities.

## **Risks and Mitigations**

43. There are no known risks associated with approval of the recommendation in this report, however, if The BID was to cease operations, there would be a significant detrimental impact to York City Centre and its users.

## **Wards Impacted**

44. Wards directly impacted are:

- Guildhall
- Micklegate
- Fishergate

45. As the work of the BID is accessible to all York residents, all Wards are indirectly impacted.

### Contact details

For further information please contact the authors of this Decision Report.

### Author

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<b>Date:</b>	19/5/25

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<b>Date:</b>	19/5/25

### Background papers

**Previous Executive papers on York Business Improvement District ballots:**

- [31<sup>st</sup> July 2015](#) and
- [14<sup>th</sup> January 2021](#)

### Annexes

- Annex A: List of streets in York BID geography and map
- Annex B: City of York Council Baseline Agreements
- Annex C: Equalities Impact Assessment (EIA)

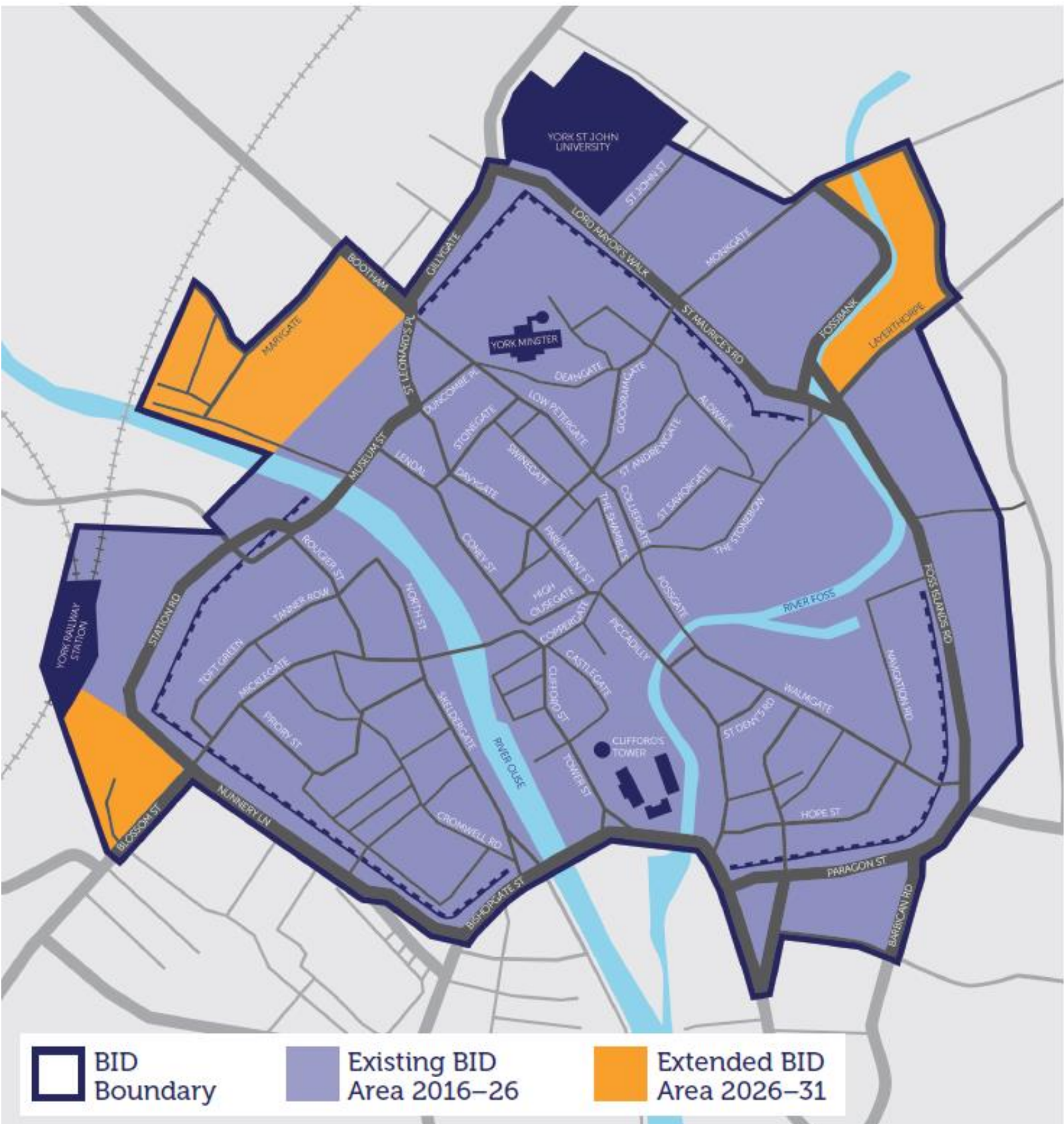
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**ANNEX A****List of streets in the York BID area and BID geography map**

Agar Street	Feasegate	Low Petergate	Rosemary Place
Albert Street	Fetter Lane	Lower Friargate	Rougier Street
Albion Street	Fewster Way	Lower Priory Street	Rougier Terrace
Aldwark	Finkle Street	Margaret Philipson Court	Shambles
Ancroft Close	Fishergate	Margaret Philipson Court Margaret Street	Silver Street
Back Swinegate	Foss Bank		Skeldergate
Baile Hill Terrace	Foss Islands Road	Market Street	Skeldergate Bridge
Bar Lane	Fossgate	Marygate	Smales Street
Barbican Road	Franklins Yard	Marygate Lane	South Esplanade
Barker Lane	Frederic Street	Merchant Exchange	Speculation Street
Barleycorn Yard	Friargate	Merchantgate	Spen Lane
Bartle Garth	Garden Place	Micklegate	Spurriergate
Bedern	George Hudson Street	Mill Street	St Andrew Place
Bishopgate Street	George Street	Minster Gates	St Andrewgate
Bishophill Junior	Gillygate	Minster Yard	St Denys Road
Bishophill Senior	Goodramgate	Moatside Court	St Helens Square
Blake Street	Granary Court	Monk Bar	St Johns Street
Blossom Street	Grape Lane	Monk Bar Court	St Leonards Place
Bootham	Grays Court	Monkgate	St Margarets Terrace
Bridge Street	Chapter House Street	Monkgate Cloisters	St Martins Lane
Buckingham Street	Hampden Street	Museum Gardens	St Marys Square
Carmelite Street	Heworth Green	Museum Street	St Maurices Road

Castlegate	High Ousegate	Navigation Road	St Sampsons Square
Chapel Row	High Petergate	Nessgate	St Saviourgate
Chapter House Street	Hope Street	New Street	St Saviours Place
Church Lane	Hothams Court	Newgate	Station Avenue
Church Street	Hungate	Newton Terrace	Station Rise
Clifford Street	Hunt Court	North Street	Station Road
Coffee Yard	Jewbury	Nunnery Lane	Stonegate
College Street	John Saville Court	Ogleforth	Stonegate Court
Colliergate	Jubbergate	Palmer Lane	Stonegate Walk
Coney Street	Kent Street	Paragon Street	Swinegate
Coppergate	King Street	Parliament Street	Swinegate Court East
Coppergate Walk	Kings Court	Patrick Pool	Swinegate Court
Cromwell Road	Kings Square	Pavement	West
Cumberland Street	Kings Staith	Paver Lane	Tanner Row
Davygate	Kyme Street	Pear Tree Court	Tanners Moat
Davygate Centre	Lady Pecketts Yard	Peasholme Green	Terry Avenue
Deangate	Lambert Court	Peckitt Street	The Crescent
Dewsbury Terrace	Layorthorpe	Peel Street	The Stonebow
Dixon Lane	Lead Mill Lane	Percys Lane	The Werkdyke
Dixons Yard	Leicester Way	Peter Lane	Toft Green
Duncombe Place	Lendal	Piccadilly	Tower Street
Dundas Street	Lendal Bridge	Precentors Court	Trinity Lane
Eboracum Way	Library Square	Priory Street	Turpin Court
Esplanade Court	Little Shambles	Prospect Terrace	Victor Street
Exhibition Square	Little Stonegate	Queen Street	Walmgate
Fairfax Street	Long Close Lane	Queens Staith	
Falkland Street	Lord Mayors Walk	Queens Staith Mews	
Fawcett Street	Low Ousegate	Rosemary Court	





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## City of York Council Baseline Agreements

The appended Council baseline agreements cover:

- Street Cleaning
- Streetlighting
- Highways Maintenance
- Parking Services

### Baseline Agreements: 2026-2031\*

**In-house baseline agreements are subject to annual review and agreement by CYC following approval of the Council's annual budget.**

**No external contracting is required.**

The purpose of this baseline agreement is to set out, for the avoidance of doubt, the **STANDARD SERVICES** provided by the Council within the BID area and to set the benchmark criteria against which the provisions of additional services will be assessed.

Services provided by the BID levy are *complementary* to these baseline services.

Service	Street Cleansing
Baseline activity	Street cleansing of the City Centre
Service specification	<p>Tasks undertaken include</p> <ul style="list-style-type: none"> <li>• cleaning town centres, including footstreets at least once a day</li> <li>• cleaning other roads daily, weekly, or monthly, based on need</li> <li>• undertaking litter picking and mechanical pavement and road sweeping</li> </ul>

	<ul style="list-style-type: none"> <li>• arranging removal of accumulated rubbish from land we own</li> <li>• emptying litter bins and dog bins</li> </ul> <p>The service cannot attend issues on private land or unadopted roads.</p>			
<b>Statutory or discretionary</b>	Statutory			
<b>Timing of activity</b>	<p>Crews work between 7.30 a.m. and 2.30 p.m., Monday to Friday. Street cleaning problems reported outside of these times are received by the Council the next working day.</p> <p>When a street cleaning problem is reported, action depends on the type of problem:</p> <ul style="list-style-type: none"> <li>• <b>urgent street cleaning problems</b> such as face masks, discarded needles or broken glass, are cleared within 2 working hours of a report being received</li> <li>• normal street cleaning problems are cleared within 3 working days of a problem being received</li> </ul>			
<b>Staffing and equipment</b>	<p>2X Small mechanical sweeper  1 X Small Electric Utility Vehicle (Goupil)  Various hand- held manual equipment  1 x Supervisor  2 x Foreperson  10 x City Centre Cleansing Operatives</p>			
<b>Key performance measures</b>	<b>Measure</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
	CSPEC6– Graffiti: Number of issues reported (all land types)	452	856	550
	SLA02 – % of urgent street cleaning	53.5%	46.1%	55.2%

	cases completed in 2 hours			
	SLA04 - % of standard street cleaning cases completed in 3 days	67.7%	65.2%	52.6%
	YCC227 – Street cleaning; number of issues reported	2,150	2,307	2,214
<b>Non-compliance procedure</b>	No contract, but cost of service provision is approximately £500,000, subject to change with each annual budget allocation.			

Service	Street lighting
<b>Baseline activity</b>	Provision/ maintenance of street lighting within the City of York council boundary, including all streetlights, illuminated signs, bollards, and floodlighting
<b>Service specification</b>	<p>The street lighting service is unique within York, as both installation and maintenance of all street lighting assets are undertaken by City of York Council's internal Street Lighting Team with additional contracted resource on larger projects.</p> <ul style="list-style-type: none"> <li>• Citywide maintenance of street lighting and illuminated signs, floodlighting and bollards.</li> <li>• Cyclical maintenance on routine lamp changes/maintenance.</li> <li>• Any alterations to existing installations are undertaken including column relocations and conversion of lights to newer more energy efficient technologies.</li> <li>• New lighting installations for Council highway schemes.</li> <li>• A design and install service for developers is offered by city of York councils street lighting team as regards any new developments/works including section 38/278 schemes.</li> <li>• A Street lighting design service is available through City of York council if developers require design only.</li> <li>• Electrical testing is carried out by the team on repairs or minor works. On routine cyclical maintenance contractors are sometimes brought in to undertake dependant on internal workloads. Structural testing on steel/concrete lighting columns is undertaken on a rolling</li> </ul>

	<p>annual program by a CYC preferred specialist contractor.</p> <ul style="list-style-type: none"> <li>• 24-hour Emergency call out facility is in place to cover any out of hours dangerous situations arising.</li> <li>• Festive light installations for local Traders' Associations or Parishes</li> </ul>			
<b>Statutory or discretionary?</b>	Under Section 97 of the Highways Act 1980, it is not mandatory for authorities to install street lighting, but once installed on adopted highways there is a responsibility for maintenance.			
<b>Timing of activity</b>	The maintenance service operates 7 days a week, 24 hours a day, and includes a CRM web based system for public reporting of street lighting issues/faults for fault reporting and an email reporting capability linked to the City of York Council website			
<b>Staffing and equipment</b>	<p><b>Staff</b></p> <p>8 X FTE: including Highways Services Manager, Street Lighting/Blacksmiths Site Agent, Street Lighting/Blacksmiths Project Engineer, Street Lighting Technician , 2 x Electricians, 2 x Street Lighting Operatives 1 x Electrician Apprentice</p> <p>The management and project staff also undertake work for other services such as blacksmiths/drainage/Graffiti &amp; Ancient monuments teams</p> <p><b>Equipment:</b></p> <p>2 x 14.5 metre MEWPS (cherry pickers) 1 x SL rig 18 Tonne</p>			
<b>Key performance measures</b>	<b>Measure</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
	CES61 – Number of issues reported	2493	2829	2061
	CES63 – % of issues resolved	85%	54%	54%

	within target time			
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<b>Service</b>	<b>Highways Maintenance</b>
<b>Baseline activity</b>	Maintenance and repair of the highways network whilst minimising disruption on the transport network and protecting infrastructure
<b>Service specification</b>	<p>The highway maintenance service covers a wide range of activities. It is delivered by a number of in-house teams, working in conjunction with external service providers. The Highway Maintenance Service teams are responsible for the maintenance and repairs of the highway assets.</p> <p>We provide advice and support to across the council on proposed works including the adoption of highway as well as the construction works by others on the highway and play a strategic role in making sure it is to the highest of standards and includes whole life costs.</p> <p>The team provide forward programmes for both carriageway and footway schemes utilising high definition images of the highway and subsequent site investigations. From the survey data we return the annual valuation of all highways and assets complying with the requirements of Whole Government Accounting including calculating depreciation and replacement costs.</p> <p>In addition to the large scale works the teams undertake thousands of small scale repairs annually, these are allocated to our teams comprising of Blacksmiths, Drainage Highways, Ancient Monuments and Street Lighting and graffiti removal.</p> <p>These works identified above are raised by the highways inspectors, and repaired by the highways maintenance teams.</p> <p>The Street Lighting programme includes replacing the lamp heads with new more energy efficient LED lanterns, and structurally testing columns and an annual basis, As a result of tests and inspections we have a risk based approach to managing these structural assets and a programme for replacements.</p>
<b>Statutory or discretionary?</b>	Statutory
<b>Timing of activity</b>	This is an 07:30 - 17:30 activity with an out of normal working hours emergency response service

<ul style="list-style-type: none"> <li>• <b>Staffing and equipment</b></li> </ul>	<ul style="list-style-type: none"> <li>• 34 FTE</li> <li>• 4 Supervisors</li> <li>• (9) 18 ton hook lift vehicles</li> <li>• (2) 12 ton fixed body vehicles</li> <li>• (4) 3.5 Pick Up Vehicle</li> </ul>			
<b>Key performance measures</b>	<b>Measure</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>
	CES05 - % of principal roads where maintenance should be considered (local recording)	11%	Not collected	10.58%
	% of principal roads where maintenance should be considered (Scanner NI 130-01)	Not collected	Not collected	2%
	Benchmark National data (Scanner Dft comparison)	4%	4%	4%
	CES06 - % of non-principal roads where maintenance should be considered (local recording)	23%	Not collected	25.38%
	% of non-principal roads where maintenance should be considered (Scanner NI 130-02)	Not collected	Not collected	4%
	Benchmark National data (Scanner Dft comparison)	6%	6%	7%
<b>Non-compliance procedure</b>	Basic maintenance is supported with three 180 excavators with planer attachments			

<b>Service</b>	<b>Parking Services</b>
<b>Baseline activity</b>	Parking Services for York
<b>Service specification</b>	<ul style="list-style-type: none"> <li>• Parking enforcement</li> <li>• Maintenance of all Council-owned car parks</li> <li>• Parking permits</li> <li>• (N.B. Parking Services is the lead department and supervises the administration of this, which is based within Customer Services and Business Support)</li> <li>• Penalty Charge Notice (PCN) appeals and representations</li> <li>• Abandoned vehicles</li> </ul>
<b>Statutory or discretionary?</b>	Statutory
<b>Timing of activity</b>	<ul style="list-style-type: none"> <li>• All non-enforcement work is within standard office hours</li> <li>• All enforcement work is done year round with two shift patterns per day, seven days per week</li> <li>• In addition to this we have one part time technician who works within normal office hours.</li> </ul>
<b>Staffing and equipment</b>	<p>X 22 Civil Enforcement Officers and Assistant Supervisors</p> <p>X 1 Parking Enforcement Manager</p> <p>X 1 Representation Officer</p> <p>X 5+ Parking Business Support staff supervised by Representation Officer but based within Business support</p> <p>X 1 Technician</p> <p>X 4 vans</p> <p>Customer Services provide a staffed parking desk in West Offices covered by one officer and numerous</p>

	<p>Customer Services Representatives who are the first point of contact by phone dealing with customer permits, abandoned vehicle reports and PCNs amongst other parking related business and questions.</p> <p>All functions are supported by various hardware systems, mainly for the enforcement service</p>
<b>Non-compliance procedure</b>	<p>Council Traffic Regulation Orders, Council policy, operating under numerous Traffic and Highway legislation but mainly the Traffic Management Act 2004, led by the Department for Transport.</p>

## City of York Council Equalities Impact Assessment

**Who is submitting the proposal?**

<b>Directorate:</b>		City Development	
<b>Service Area:</b>		Economy Team	
<b>Name of the proposal:</b>		The York Business Improvement District (BID) 2026	
<b>Lead officer:</b>		Claire Foale Penny Nicholson	
<b>Date assessment completed:</b>		20/02/2025	
<b>Names of those who contributed to the assessment :</b>			
<b>Name</b>	<b>Job title</b>	<b>Organisation</b>	<b>Area of expertise</b>
Chris Bush	Business Manager	The York BID	Business improvement districts
Penny Nicholson	Economy Officer	City of York Council	Economy and city centre

## Step 1 – Aims and intended outcomes

1.1	<b>What is the purpose of the proposal?</b> Please explain your proposal in Plain English avoiding acronyms and jargon.
	The proposal informs Members that The York BID are preparing for a third BID term in York City Centre, beginning on 1 <sup>st</sup> April 2026. The Council is a key partner as lead authority, meaning we have a duty to host the ballot of businesses on behalf of the BID. The Council is also a voter and levy payer for the BID.

1.2	<b>Are there any external considerations?</b> (Legislation/government directive/codes of practice etc.)
	<p>There are multiple BIDs across the country and each is bound by the same Government legislation: <a href="#">The Business Improvement Districts (England) Regulations 2004</a> These processes and protocols must be adhered to.</p> <p>The BID and the Council have also entered into a Memorandum of Understanding which is reviewed and refreshed, with input from our Legal Team, every new BID term.</p>

1.3	<b>Who are the stakeholders and what are their interests?</b>
	<p>The stakeholders are the York City Centre businesses within the defined BID geography who pay a mandatory percentage of the value of their business rates. These businesses have an input into what the funding should be used to support and their priorities are set out in the BID Business Plan. The Business Plan for 2026 – 2031 is still in development, but the 2021 – 2026 Business Plan is <a href="#">attached at this link</a> for information.</p> <p>Additional stakeholders include residents and visitors to the City Centre who benefit from the work of the BID through events and maintenance work, as well as delivery partners such as City of York Council, the Police, First York, Indie York and York's two Universities.</p> <p>The interest of all these stakeholders are to draw people into the York whilst acting as custodians of the City Centre.</p>
1.4	<b>What outcomes do we want to achieve and for whom?</b> This section should explain what outcomes you want to achieve for service users, staff and/or the wider community. Demonstrate how the proposal links to the Council Plan (2023- 2027) and other corporate strategies and plans.
	<p>A successful ballot result for the BID would address the Plan's four key commitments in the following ways:</p> <ul style="list-style-type: none"> <li>• <b>Affordability</b> – Many of the events and programmes hosted by the BID are free of charge at point of access and are therefore accessible to anyone who uses the City Centre.</li> <li>• <b>Environment</b> – The BID undertakes several maintenance programmes in York, including street cleaning, enhancing the local environment and making it a more comfortable space. The BID has also delivered projects to open up green spaces in the City Centre, working closely with partners such as The Minster. One of the key Visions set out in the Business Plain is 'Promote Green and Sustainable Initiatives'.</li> <li>• <b>Equalities and Human Rights</b> – There are no adverse Human Rights Impacts associated with the work of The BID, and the City Centre is open, inclusive and accessible to all. One of the key Visions set out in the Business Plain is 'Encourage an Accessible City Centre'.</li> <li>• <b>Health Inequalities</b> – There are no adverse health impacts associated with the work of The BID, their programmes are designed to draw in individuals of all health statuses to use the City Centre and several of their programmes actively encourage people to walk around as much of York as possible.</li> </ul>

	<p>In addition, the work of The BID also marries up with the following Council Strategies:</p> <p><a href="#">York's Economic Strategy 2022-2032</a></p> <p><a href="#">York 2032: The 10-Year Plan</a></p> <p><a href="#">Local Transport Strategy</a></p>
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## Step 2 – Gathering the information and feedback

<b>2.1</b>	<b>What sources of data, evidence and consultation feedback do we have to help us understand the impact of the proposal on equality rights and human rights?</b> Please consider a range of sources, including: consultation exercises, surveys, feedback from staff, stakeholders, participants, research reports, the views of equality groups, as well your own experience of working in this area etc.	
	<b>Source of data/supporting evidence</b>	<b>Reason for using</b>
	<a href="#">The York BID Business Plan 2021 - 2026</a>	The Business Plan sets out the areas of focus for their work in the City. There are four elements to their Vision for York, including 'Encourage an accessible City Centre'

## Step 3 – Gaps in data and knowledge

<b>3.1</b>	<b>What are the main gaps in information and understanding of the impact of your proposal? Please indicate how any gaps will be dealt with.</b>	
	<b>Gaps in data or knowledge</b>	<b>Action to deal with this</b>
	None	N/A



#### Step 4 – Analysing the impacts or effects.

<b>4.1</b>	<b>Please consider what the evidence tells you about the likely impact (positive or negative) on people sharing a protected characteristic, i.e. how significant could the impacts be if we did not make any adjustments? Remember the duty is also positive – so please identify where the proposal offers opportunities to promote equality and/or foster good relations.</b>		
<b>Equality Groups and Human Rights.</b>	<b>Key Findings/Impacts</b>	<b>Positive (+) Negative (-) Neutral (0)</b>	<b>High (H) Medium (M) Low (L)</b>
<b>Age</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Disability</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Gender</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Gender Reassignment</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Marriage and civil partnership</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Pregnancy and maternity</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Race</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Religion and belief</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Sexual orientation</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Other Socio-economic groups including :</b>	<b>Could other socio-economic groups be affected e.g. carers, ex-offenders, low incomes?</b>		

<b>Carer</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Low income groups</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Veterans, Armed Forces Community</b>	<b>There are no detrimental impacts to this characteristic</b>	<b>0</b>	<b>L</b>
<b>Other</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>Impact on human rights:</b>			
List any human rights impacted.	<b>None</b>	<b>N/A</b>	<b>N/A</b>

**Use the following guidance to inform your responses:**

Indicate:

- Where you think that the proposal could have a **POSITIVE** impact on any of the equality groups like promoting equality and equal opportunities or improving relations within equality groups
- Where you think that the proposal could have a **NEGATIVE** impact on any of the equality groups, i.e. it could disadvantage them
- Where you think that this proposal has a **NEUTRAL** effect on any of the equality groups listed below i.e. it has no effect currently on equality groups.

It is important to remember that a proposal may be highly relevant to one aspect of equality and not relevant to another.

<b>High impact</b> (The proposal or process is very equality relevant)	There is significant potential for or evidence of adverse impact The proposal is institution wide or public facing The proposal has consequences for or affects significant numbers of people The proposal has the potential to make a significant contribution to promoting equality and the exercise of human rights.
<b>Medium impact</b> (The proposal or process is somewhat equality relevant)	There is some evidence to suggest potential for or evidence of adverse impact The proposal is institution wide or across services, but mainly internal The proposal has consequences for or affects some people The proposal has the potential to make a contribution to promoting equality and the exercise of human rights
<b>Low impact</b> (The proposal or process might be equality relevant)	There is little evidence to suggest that the proposal could result in adverse impact The proposal operates in a limited way The proposal has consequences for or affects few people The proposal may have the potential to contribute to promoting equality and the exercise of human rights

### Step 5 - Mitigating adverse impacts and maximising positive impacts

5.1	<b>Based on your findings, explain ways you plan to mitigate any unlawful prohibited conduct or unwanted adverse impact. Where positive impacts have been identified, what is been done to optimise opportunities to advance equality or foster good relations?</b>
<p>Based on this assessment, there are no unlawful or unwanted adverse impacts. The York BID has already been established for ten years without issue. The work of The BID concentrates solely on the geography of York City Centre which is open, inclusive and assessable to all those who wish to use it. The majority of the events carried out by the BID are free of charge and their work is widely advertised via social media and the local Press.</p>	

## Step 6 – Recommendations and conclusions of the assessment

6.1	<p>Having considered the potential or actual impacts you should be in a position to make an informed judgement on what should be done. In all cases, document your reasoning that justifies your decision. There are four main options you can take:</p>
<p>- <b>No major change to the proposal</b> – the EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</p>	
<p>- <b>Adjust the proposal</b> – the EIA identifies potential problems or missed opportunities. This involves taking steps to remove any barriers, to better advance equality or to foster good relations.</p> <p>- <b>Continue with the proposal</b> (despite the potential for adverse impact) – you should clearly set out the justifications for doing this and how you believe the decision is compatible with our obligations under the duty</p> <p>- <b>Stop and remove the proposal</b> – if there are adverse effects that are not justified and cannot be mitigated, you should consider stopping the proposal altogether. If a proposal leads to unlawful discrimination it should be removed or changed.</p>	
<p><b>Important:</b> If there are any adverse impacts you cannot mitigate, please provide a compelling reason in the justification column.</p>	
Option selected	Conclusions/justification
No major changes to the proposal	<p>The EIA demonstrates the proposal is robust. There is no potential for unlawful discrimination or adverse impact and you have taken all opportunities to advance equality and foster good relations, subject to continuing monitor and review.</p> <p>The BID has been in existence for ten years. Their work in the City Centre is open, inclusive and accessible to all, and events are often delivered without charge. The programme of work is set out in their Business Plan which is agreed by the BID Board of Directors as representative of the wishes of the levy paying business community.</p>

**Step 7 – Summary of agreed actions resulting from the assessment**

<b>7.1</b>	<b>What action, by whom, will be undertaken as a result of the impact assessment.</b>		
<b>Impact/issue</b>	<b>Action to be taken</b>	<b>Person responsible</b>	<b>Timescale</b>

**Step 8 - Monitor, review and improve**

8. 1	<b>How will the impact of your proposal be monitored and improved upon going forward?</b> Consider how will you identify the impact of activities on protected characteristics and other marginalised groups going forward? How will any learning and enhancements be capitalised on and embedded?
	The BID evaluate their work on a regular basis to determine impact, so any adverse issues will be raised during this process and reported back to the BID Board.