



**Notice of meeting of
Decision Session - Cabinet Member for Leisure, Culture & Social
Inclusion**

To: Councillor Crisp
Date: Tuesday, 13 September 2011
Time: 4.30 pm
Venue: The Guildhall, York

AGENDA

Notice to Members-Calling In

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by;

10.00 am on Monday 12 September 2011, if an item is called in before a decision is taken, or

4.00 pm on Thursday 15 September 2011, if an item is called in after a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democratic Services by **5.00 pm on Friday 9 September 2011**.

1. Declarations of Interest

At this point, the Cabinet Member is asked to declare any personal or prejudicial interest they may have in the business on the agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting held on 12 July 2011.

3. Public Participation/Other Speakers

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **Monday 12 September 2011** before the meeting at **5.00 pm**.

Members of the public may register to speak on :-

- an item on the agenda
- an issue within the Cabinet Member's remit;
- an item that has been published on the Information Log since the last session.

4. Refresh of the Council's Events Protocol (Pages 7 - 18)

This report asks the Cabinet Member to approve a revision to the Events Protocol for the Council's parks and open spaces.

5. Local Council Charter (Pages 19 - 32)

A Local Council Charter is a document which sets out principles of working together and co-operation between the local authority and parish and town councils within the local authority area. This report presents a draft revision of the current York Local Council Charter for consideration.

6. Developing the Explore Vision in the Library Service (Pages 33 - 50)

This report proposes a programme of community consultation in order to guide the roll out of the Explore Library Learning Centre model across the city.

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

Additional Comments received since the agenda was published.

The written representation received since the agenda was first published is included as an annex.

Information Log

No items have been included on the Information Log since the last meeting.

Democracy Officer:

Name- Judith Cumming
Telephone No.- 01904 551078
Email-judith.cumming@york.gov.uk

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

- Registering to speak
- Business on the agenda
- Any special arrangements
- Copies of reports

Contact details are set out above.

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Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an

interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

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Yeteri kadar önceden haber verilmesi koşuluyla, bilgilerin terümesini hazırlatmak ya da bir tercüman bulmak için mümkün olan herşey yapılacaktır. Tel: (01904) 551 550

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Holding the Cabinet to Account

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business from a published Cabinet (or Cabinet Member Decision Session) agenda. The Cabinet will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Cabinet meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

MEETING	DECISION SESSION - CABINET MEMBER FOR LEISURE, CULTURE & SOCIAL INCLUSION
DATE	12 JULY 2011
PRESENT	COUNCILLOR CRISP (CABINET MEMBER)

1. DECLARATIONS OF INTEREST

The Cabinet Member did not declare any personal or prejudicial interests in any of the business on the agenda.

2. MINUTES

RESOLVED: That the minutes of the last Decision Session of the Executive Member for Leisure, Culture & Social Inclusion, held on 8 March 2011 be approved and signed by the Cabinet Member as a correct record.

3. PUBLIC PARTICIPATION

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

4. IMPROVING YORK'S GREEN SPACES: USE OF SECTION 106 FUNDS

The Cabinet Member considered a report which sought approval for new monitoring arrangements and ward-based input regarding the use of Section 106 payments to improve York's green spaces.

Details of current policy and procedures on the use of Section 106 payments were set out in paragraphs 3 to 13 of the report. Approval for the use of Section 106 funds and reporting back had for many years been carried out via the quarterly capital programme monitoring reports to Members. With the recent

change in delegations and the development of more ward-based planning, there was now an opportunity to:

- a) agree a reporting back process to the Cabinet Member on completed, current and likely future schemes (starting in October, with six monthly reports thereafter) and
- b) produce ward-based data on which payments had been received and were available for use.

These proposals, as outlined in paragraph 14 and detailed in paragraphs 15 and 16, were intended to create a more transparent process, enabling Members and the general public to see how the money was being used and helping ward members to align the use of Section 106 funds with appropriate ward green space priorities.

RESOLVED: That the new reporting process set out in paragraph 14 of the report be agreed, with the proviso that the use of Section 106 funds in wards with Parish to Town councils will require agreement, as well as dialogue, between the ward and local council.¹

REASON: To improve transparency in the use of Section 106 funds.

Action Required

1. Schedule first monitoring report on Forward Plan DM for October Decision Session and take action to produce ward-based data.

5. BARBICAN CONCESSIONARY DAYS

The Cabinet Member considered a report which sought approval for a policy for the allocation of the two remaining concessionary days provided for the use of the Council under the lease of the Barbican to SMG.

Under the terms of the lease, four days were to be made available for the Council each year to use the building free of charge. One of these days was reserved for the Festival of Remembrance and another for the Community Carol Concert, leaving two days to be agreed between the Council and SMG.

As there was likely to be significant demand for the two remaining days, it was proposed that a set of criteria be adopted for their allocation, as set out in paragraph 4. Briefly, to be considered for allocation, an event must promote the Council's corporate objectives, be accessible to all and enhance the campaigns / public engagement programmes of the Council and its partners. Events meeting these criteria would then be prioritised in line with the additional considerations set out in paragraph 5, which included; potential for positive community engagement, artistic quality, financial contribution, enhancement of the overall Barbican programme and whether the event had previously been allocated a concessionary day.

RESOLVED: (i) That the allocation of two of the four Barbican concessionary days to support the Festival of Remembrance and the Community Carol Concert be noted with approval.

(ii) That it be agreed that the criteria set out in paragraphs 4 and 5 of the report be applied to decisions on the allocation of the remaining two concessionary days.¹

REASON: To ensure the fair and equal allocation of concessionary days at the Barbican.

Action Required

1. Take action to publicise and implement the new GC criteria

Cllr Crisp, Cabinet Member

[The meeting started at 4.30 pm and finished at 4.45 pm].

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Cabinet Member for Leisure, Culture and Social Inclusion**13th September 2011**

Report of the Assistant Director (Communities and Culture)

Parks and Open Spaces Events Protocol 2011**Summary**

1. This report asks the Cabinet Member to approve a revision to the Events Protocol for the Council's parks and open spaces.

Background

2. The first Events Protocol was agreed in 2005 and was updated to include a page of guiding principles for event management in April 2010. The aim was to ensure that while the spaces were welcoming for events operators at the same time licensing requirements and the concerns of the local community were appropriately addressed.

Consultation

3. It is recognised that the Events Protocol evolves as part of a reiterative process. Since the last update of the guiding principles in April 2010 we have had feedback from events organisers, the Safety Advisory Group, the Environmental Protection Unit and Council events staff. Following the local council elections in May councillors have also indicated changes that they would like the Cabinet Member to consider.
4. Key issues addressed in the revised protocol in the light of this feedback are:
 - A proposed option to require a monetary bond from events organisers if they have previously failed to comply with the guidance set out in Part A of the Events Protocol
 - The desirability of accommodating the increasing variety of events that are requesting use of these spaces
5. The Council's events team are expected to maximise the income from hiring these spaces for commercial activities with a budget

target of £ 34k in 2011/12; however, this target needs to be balanced with facilitating access for community events and events that support our corporate priorities. When charges are made these take into account the scale and type of event, the potential impact on the land and how closely the proposed activity supports the corporate priorities.

Options

6. The principal options are to:
 - maintain the status quo
 - adopt the proposed amendments to the protocol in Annex 1
 - adopt the proposed protocol with further amendments

Analysis

7. Following the introduction of the guidance for events managers in 2010 there have been some instances where the provision of documentation has not been timely or complete, leading to concerns over the management of the event. Similarly there have been instances where those hiring the land from the council have not complied with the site premises licence and have put at risk the Council's ability to retain a premises licence for that site.
8. The proposed "good behaviour" bond would encourage compliance with our events guidelines while ensuring the Council could continue to offer the widest variety of events and activities on our licensed sites. The bond would only be invoked in the following circumstances:
 - Where the events organiser had previously failed to provide the documentation to the timetable set out in Part A, Section 1 of the Events Protocol
 - Where complaints about the running of a previous event by the same events organiser had been upheld within the Council's Events and Festivals Complaints Procedure
 - Where events organisers cannot satisfactorily demonstrate previous events experience or provide suitable references
 - Where the Council has previous experience of late settlement of outstanding accounts

9. The proposed changes to Events Protocol would also ensure that a greater range of events can be hosted at more sites across the city giving us greater flexibility in both location and timing of events.

Corporate Priorities

10. The Events protocol contributes to a number of corporate objectives including growing the economy and developing opportunities for residents and visitors to experience York as a vibrant and eventful city.

Implications

11. If further amendments are introduced then how these might affect our ability to meet the income target should also be taken into account.
12. **Equalities:** The Events team place a high priority on using the Parks and Open Spaces to support the council's equalities and social inclusion agenda. The Events Protocol requires events organisers to ensure an equality of access to their event and full compliance with the Equalities legislation.
13. **Legal:** There are no legal implications associated with the recommendations of this report
14. There are no Finance, Highways, Human Resources, Crime and Disorder, Information Technology or Property Implications arising from this report.

Risk Management

15. In compliance with the council risk management strategy there are no risks associated with the recommendations of this report.

Recommendations

16. The Cabinet Member is asked to approve the revised Events Protocol set out in Annex 1.

Reason: To make the city's parks and open spaces more vibrant and ensure the events management principals are observed by all parties.

Contact Details

Authors:

Dave Meigh
Head of Parks and
Open Spaces
Ext. 3386

Gill Cooper
Head of Arts, Heritage
and Culture
Ext.4671

Chief Officer Responsible for the report:

Charlie Croft
Assistant Director (Communities and
Culture)

Report Approved

Date

2
September
2011

Wards Affected

All

For further information please contact the author of the report

Background Papers:

An Event Protocol for Local Parks and Open Spaces: Report to the Executive Member for Leisure and Heritage 16 May 2005

An Event Protocol for Local Parks and Open Spaces: Report to the Executive Member for Leisure and Heritage 12 December 2005

Draft Events Protocol: Report to the Culture and Learning Scrutiny Committee 12 March 2010

Parks and Open Spaces Events Protocol: Report to the Executive Member for Leisure, Culture and Social Inclusion 13 April 2010

Annexes

Annex 1: Events Protocol for Parks and Open Spaces, September 2011

Events Protocol for Parks and Open Spaces September 2011

This protocol is produced to support the city's ambition of Making York More Eventful and ensuring that this happens in an effective, efficient and environmentally sound manner. It is produced in two sections:

Part A: sets out the requirements for event management and communications with the council, communities and partners.

Part B: sets out site-specific considerations with relation to the types of event.

Part A

Section 1: Event management

- a) Events management, in the first instance, will be in accordance with the licence issued for that site (premises licence).
- b) All events require a named "Responsible Person" who will be responsible for the management of the event, the main point of contact with the Council and ensure compliance with this Events Protocol.
- c) All event organisers shall carry the necessary public liability and third party insurance, provide appropriate first aid and steward cover as detailed in the "Purple Book" and have the events manual / risk assessments approved by the Council.
- d) Significant events will be discussed with the Safety Advisory Group and events organisers will implement their advice and recommendations. Where live music or the use of amplification equipment for amplifying voice or music is proposed forms will be provided at time of booking to be submitted to our Environmental Protection Unit at least 6 weeks prior to the event for approval. Forms requiring the notification of medical services requirements will also need to be produced at this time.

- e) For performances longer than 2½ hours a interval will take place before any further performance e.g. 10 – 15 minutes
- f) For locked sites and those adjacent to residential properties clear up will be allowed up until 11.00 p.m. after that time clear up will take place the following day but not before 9.00 am Monday to Friday or 10.00 am at the weekend.
- g) Events will not harm any areas set aside for wildlife, or of sporting or heritage value.
- h) All risk assessments/ events manuals will be filed with the Council 30 days before the event. Any amendments or updates must be provided as required by the council.
- i) All events organisers will ensure their event complies fully with the requirements of the Equalities legislation.
- j) Where appropriate events organisers will have agreed traffic management and parking plans with CYC Highways.
- k) Should a complaint arise before or during an event the City of York Events and Festivals Complaints procedure will be followed (see www.cityoffestivals.com)

Section 2: Communication

- a) Event information will be made available on local community notice boards and libraries, on site based notice boards etc; and,
- b) Mail shots to neighbouring properties will be undertaken when amplified music is part of the event – for each site a list of streets will be compiled
- c) Information will be published in relevant Ward Newsletters where deadlines and space permits.
- d) Use of the Council and partners web opportunities will be made available where appropriate. e.g. www.yorkfestivals.com, www.whatsonyork.com
- e) The information will include, where possible, the nature of the event e.g. live music etc. and where it will take place within the site, its duration and any likely “warm up” time; what time it will start and finish; and a contact telephone number

Section 3: Bond

At the discretion of the Council a bond may be required from hirers to be held against possible ground maintenance and repairs arising as a result of the event.

At the discretion of the Council a “good behaviour” bond may be required to ensure compliance with our events guidelines and protect our site licences. The bond would only be invoked in the following circumstances:

- Where the events organiser had previously failed to provide the documentation to the timetable set out in Part A, Section 1 of the Events Protocol
- Where complaints about the running of a previous event by the same events organiser had been upheld within the Council’s Events and Festivals Complaints Procedure
- Where events organisers cannot satisfactorily demonstrate previous events experience or provide suitable references
- Where the Council has previous experience of late settlement of outstanding accounts

Part B

Activity	Example	Locked Parks	Small spaces	Local Nature Reserves	Larger unlocked open spaces
		Rowntree West Bank Hull Road	Glen Gardens Batchelor Hill Scarcroft Green Acomb Green North St. Gardens Tower Gardens	Clifton Backies * Hob Moor	Knavesmire Monk Stray Rawcliffe Bar**
Council run or sponsored fayres, fêtes and galas	Park Birthday Party	Yes	Yes	Yes, subject to local site considerations e.g. nesting season, flora, historical features	Yes subject to local site considerations
Children's activities, fun and games	Shine programme, Educational sessions	Yes	Yes	Yes, subject to local site considerations e.g. nesting season, flora, historical features	Yes subject to local site considerations
Amplified music (defined by the use of a mixing desk)	York Arts Academy concerts, young people's event	Possible, with EPU advice	Possible, with EPU advice	No	Possible, with EPU advice

Non amplified music (defined by absence of mixing desk)	Orchestral event, Brass Bands Church service Choirs	Yes, with EPU advice	Yes, with EPU advice	Possible, depending on size of activity and local site considerations	Yes subject to local site considerations
Dance	Big Dance Programme	Yes	Yes	Possible, depending on size of activity, and local site considerations	Yes subject to local site considerations
Theatre	York Shakespeare project, York Theatre Royal.	Yes	Yes	No	Yes, subject to local site considerations
Fun Fairs and small traditional rides	Horse carousel, Helter-Skelter, Bouncy Castle	Yes, subject to local site considerations	Yes, subject to local site considerations	No	Yes, subject to local site considerations
Circus activity	Chinese State Circus	No	No	No	Yes, subject to local site considerations
Sports and active leisure events	Orienteering event, Jane Tomlinson 10K, Special Olympics	Yes	Possible depending on size of activity	Yes, subject to local site considerations	Yes, subject to local site considerations

Larger charity events including start / finish for fund raising walks and runs	It's a Knockout, Red Nose Day, Walk for Life	Yes	Yes	No	Yes, subject to local site considerations
Festivals	Peace Festival, Festival of the Rivers	Yes	Yes	No	Yes, subject to local site considerations
Smaller charity and community events	Church gathering, School treasure hunts	Yes	Yes	Yes, subject to local site considerations	Yes, subject to local site considerations
Larger community events and gatherings	Olympic Torch concert, York 800 celebrations	No	No	No	Yes, subject to local site considerations
Commercial events and attractions open to the public	Tent show, Ice Rink, Beer Festival	Yes, subject to local site considerations e.g. alcohol restrictions	Yes, subject to local site considerations e.g. alcohol restrictions	No	Yes, subject to local site considerations e.g. alcohol restrictions

Private hires not open to the public (grass / tarmac areas only e.g. not play facilities)	Company BBQ, wedding reception	Yes, subject to local site considerations e.g. alcohol restrictions	Yes, subject to local site considerations e.g. alcohol restrictions	No	Yes, subject to local site considerations e.g. alcohol restrictions
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- * The Clifton Backies Management Board are responsible for Clifton Backies, the protocol will be used in assessing any requests we receive on their behalf for use the land
- ** Rawcliffe Bar Country Park in this context does not include the Cornfield.

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Decision Session – Cabinet Member for Leisure, 13 September 2011
Culture and Social Inclusion

Report of the Director of Communities & Neighbourhoods

Local Council Charter

Summary

1. A Local Council Charter is a document which sets out principles of working together and co-operation between the local authority and parish and town councils within the local authority area. This report presents a draft revision of the current York Local Council Charter for consideration. Members are asked to approve this draft so that an up to date Charter can be implemented. The development of the current Local Council Charter document was based on discussions to establish improved ways of working together and to confirm existing good practice.
2. The current Local Council Charter:
 - Includes a commitment to the principles of democratic local government.
 - Acknowledges and recognises that parish and town councils are the grass roots level of local government. By working with local and Parish Councils City of York Council aims to act in partnership with local communities, while balancing the needs of the wider locality.
 - Recognises that local councils offer a means of shaping the decisions that affect their communities and of revitalising or sustaining local communities. In turn, local councils recognise the strategic role of the principal council and the equitable distribution of services which it has to achieve.

Background

3. There 31 Parish Councils in York within 12 wards. A local council is a type of local authority which is the 'lowest or 'first' tier of local government. Local councils have the power to precept their

residents to support their operations and to carry out local projects. Local councils have the powers to provide some facilities themselves or they can contribute towards their provision by others.

4. In May 2004 Representatives of City of York Council and the York Branch of the Yorkshire Local Councils Association (representing Local Councils in the City of York area) signed a Local Council Charter which had been mutually developed. (Annex 1) In this first York Local Council Charter document it was stated that the intention was to review this Charter after 3 years from the implementation date.
5. The monitoring of the Charter and its impact / effectiveness is undertaken through the Local Council Liaison Group, the membership of which is made up of representatives from the York Branch of the Yorkshire Local Councils Association and City of York Council. This group prompted a revision of the Charter as more than the three years intended had passed and it was decided at this group that there was no need for a complete change and that the existing document should simply be updated.

Consultation

6. Consultation on the revised Charter has been extensive and a number of revisions of the original document have been suggested, sections of which have either been rejected or accepted on behalf of local councils or of City of York Council.
7. At all stages revisions of the draft Local Council Charter have been discussed and reviewed by the members of the Local Councils Association Liaison Group before being taken to meetings of the York Branch of the Yorkshire Local Councils Association for consultation amongst wider membership and invited non member local council representatives. Internally consultation has taken place with Senior Officers with responsibility in key areas defined within the current and draft revision of the Local Councils Charter.

Options

8. The options available are:
 - a) To approve the draft revised Local Council Charter
 - b) To reject the draft revised Local Council Charter and request further work be undertaken on the draft.
 - c) To reject the draft revised Local Council Charter with no further follow up required.

Analysis

9. The advantage of Option a) is that the Local Council Charter will no longer be in breach of the intended review date and will provide a refreshed set of working principles between City of York Council and local councils in York.
10. The disadvantage of Option b) is that the review process will need to continue having already taken a long time to get to this point. This may have a detrimental effect on relationships with Local Councils particularly with those who are members of the York Branch of the Yorkshire Local Councils Association. There is an intention to undertake a series of training/awareness events for officers, members of City of York Council and of Local Councils as part of the launch of the reviewed Local Council Charter and a delay could impeded the development of a training programme and potentially disadvantage new members and parish / town councillors.
11. The disadvantage of Option c) is similar to Option b) in that officers of City of City of York Council and representatives of the York Branch of the Yorkshire Local Councils Association have put significant efforts into drafting a document which is up to date reflecting current practice. To reject the draft without follow up work may have a detrimental effect on relationships with Local Councils particularly with those who are members of the York Branch of the Yorkshire Local Councils Association.

Corporate Priorities

12. The Local Council Charter is a clear statement of the commitment of City of York Council to deliver services which best fit the needs and aspirations of the citizens of York in partnership with key stakeholders. The draft Local Council Charter as presented has been developed in line with corporate priorities and in particular:
 - We shall be a modern council, with high standards in all we do, living up to our values and be a great place to work
 - We will do our best to make sure that all citizens, regardless of race, age, disability, sexual orientation, faith or gender, feel included in the life of York. We will help improve prospects for all, tackle poverty and exclusion and make services and facilities easy to access.

Implications

13. There are no additional finance, human resources, equalities, legal, crime and disorder, Information Technology, or property implications arising from this report.

Risk Management

14. The implementation of the proposed draft Local Council Charter document does not in itself pose any risk as outlined in the section above. As the content relates to the working relationship between the City of York Council and the Local Councils within the City of York area and customer support both the Assistant Director of Governance and ICT and the Assistant Director (Customers & Employees) have been consulted during the drafting process.

Recommendations

15. The Cabinet Member is asked to approve the draft revised Local Council Charter.

Reason: In order to demonstrate a continued commitment to working in partnership with local / parish councils.

Contact Details

Author:	Chief Officer Responsible for the report:		
Mora Scaife Neighbourhood Management Unit 01904 551834	Sally Burns Director Community & Neighbourhoods		
	Report Approved	✓	Date 1.9.11.
Specialist Implications Officer(s)			
Wards Affected: Bishopthorpe, Wheldrake, Derwent, Heworth Without, Osbaldwick, Haxby & Wigginton, Heslington, Fulford, Huntington & New Earswick, Rural West, Strensall, Skelton, Rawcliffe and Clifton Without			

Background Papers: None

Annexes

- A Current Local Councils Charter first published in 2004
 B Draft Revised Local Councils Charter to be considered for approval.

Local (Parish and Town) Council Charter for the City of York

1. The City of York Council and the 31 local councils in the City of York have agreed to publish a Charter which sets out how they aim to work together. This Charter is the result of discussions across the City of York to establish improved ways of working and to confirm existing good practice.
2. The City of York Council and the 31 local councils are committed to the principles of democratic local government. They are keen to see continued efforts made to improve our system of local democracy and to see greater public participation in and appreciation of this system.
3. The City of York Council acknowledges and recognizes that parish and town councils are the grass roots level of local government. By working with local councils, the City of York Council aims to act in partnership with local communities, while balancing the needs of the wider locality.
4. Local councils offer a means of shaping the decisions that affect their communities. They offer a means of revitalizing or sustaining local communities. In turn, local councils recognise the strategic role of the principal council and the equitable distribution of services which it has to achieve.
5. This Charter will be formally reviewed after three years in operation.
6. The City of York Council will work with local councils to promote sustainable social, economic and environmental development in the area of the City of York.

Local Governance

7. Arrangements for engagement of local councils in principal authority local governance arrangements and for liaison between them
 - The Leader of the City of York Council will hold liaison meetings with local councils representatives at least two times a year.
 - The City of York Council will maintain its close working relationship with the York Branch of the Yorkshire Local Councils Association through an annual meeting between the Leader of City of York Council and YLCA Members.
 - Local councils will invite appropriate members and officers of the City of York Council to their meetings.
8. The City of York Council will help organise the administration of local council elections. The respective authorities will work together to limit the costs of holding such elections.

Consultation

9. The City of York Council will aim to give local councils the opportunity to comment before making a decision which affects the local community. In furtherance of this, the City of York Council will send the agendas of its executive meetings to local council clerks at the same time as they are sent to members of the Council. Any relevant reports to which the agenda refers will be sent to local councils on request so that the local council can respond directly or through their City of York ward councillor(s).

If consultation does not take place, a written explanation will be given on request to The Community Planning and Partnerships Group, Chief Executive's Department, 2 Blake Street, York YO1 8QG.

10. To help achieve the objectives laid down in this Charter, liaison and consultation (both formal and informal) will be further developed at local council level through regular meetings or specific service consultative groups and, at officer level, individually or through working parties and groups, as resources permit.
11. The City of York Council will attend meetings with local councils (or groups of local councils) at a mutually agreed time to discuss matters of common interest when requested to do so and given sufficient notice.
12. Local councils will send copies of their agendas and papers of their meetings to City of York Council and to local councillors. Officers and councillors of the City of York Council will be given an opportunity to speak at local council meetings on matters of mutual interest by prior arrangement and at the discretion of the local council.

Information and Complaints

13. When the City of York Council consults local councils, it will provide them with sufficient information to enable them to reach an informed view on the matter, and give them adequate time to respond in accordance with the statutory requirements where applicable.
14. The City of York Council will communicate with local councils and other communities by publishing ward based newsletters regularly and distributing them free of charge to all households. A copy of the ward newsletter will also be sent direct to the local council Clerk. Briefing on the operation of Parish Councils will be available to City Councillors who are unfamiliar with the role and procedures of Parish Councils, through the YLCA.
15. The City of York Council and local councils will acknowledge letters, and provide substantive answers to letters which need a reply. A full substantive reply or an acknowledgement will be sent by the City of York Council or local council within ten working days. If an acknowledgement is sent by City of York Council, the full substantive reply will be sent within 28 days. If an acknowledgement is sent by a local council, the full substantive reply will be

sent no more than 7 days after the next local council meeting. Letters concerning planning applications will remain subject to a different protocol.

16. If a local council is dissatisfied with the City of York Council's actions, their response to a request for information, or their failure to consult, the local council may initiate the Council's formal complaints procedure.

Standards Committee

17. Both the City of York Council and the local councils have adopted codes of conduct, based on the national model code of conduct. The local councils will work with the City of York Council's Standards Committee to promote and maintain high standards of conduct. The City of York Council has consulted and agreed with the local councils that one Councillor of a Local Council in the City of York Council area, who is not also a City Councillor, will be appointed to the Standards Committee. The local council member must be present when matters relating to local councils or their members are being considered.

Practical Support

18. The City of York Council will, where practical, offer local councils access to their own support services, to enable them to take advantage of facilities such as printing and purchasing, at a mutually agreed price. In particular, assistance will be offered to help local councils address the training needs of their members.

Financial arrangements

19. If a service is provided by the local council rather than the City of York Council, and the City of York Council charges taxpayers in the parish for the equivalent services it provides elsewhere, then "double taxation" does occur.
20. The City of York Council wants to ensure that residents of York do not have to pay council tax and a local precept for the same service. However, it believes that the existence of concurrent functions does not in itself mean that double taxation is occurring.
21. The City of York Council and local councils recognise that some of the services they provide are strategic and therefore not standard provision for each area of York.
22. Any Local Council that believes a service that it provides is funded through "double taxation" being levied on taxpayers in the parish will be invited to put a case for remedy to City of York Council.

23. In order for the case to be considered, the Local Council would need to provide the City of York Council with a written statement that outlines why the local council believes that;
- a) an **equivalent** service was being provided in **non parished wards** to the same **standard** or;
- b) based on the City of York Council's existing strategy, an **equivalent** service would otherwise be provided by the City of York Council.
24. That statement, together with a covering report to the Leader of City of York Council (meeting with Advisory Panel) would be prepared by Council Officers.
25. The report would recommend that the case was accepted or rejected based on the evidence submitted, any further evidence gathered by City of York Council Officers and also application of the following five tests:
- Fairness in the provision of services by the principal authority
 - Simplicity - to keep admin costs to a minimum
 - Transparency - to help understanding
 - Democratic control and accountability - who pays for what ?
 - Finance following function
26. If the case was rejected, the local council would be informed of the reasons for the decision taken. The same case would only be reconsidered if new evidence became available.
27. If the case was accepted, the Local Council would be offered a financial settlement or the opportunity to transfer the service to City of York Council. This will apply to the next and subsequent financial years and will not be retrospective.

Charter between City of York Council and the Local (Parish and Town) Councils

Dated:

References to the principal authority means the City of York Council and those to Local Councils are to those listed in the attached appendix.

The Objectives

1. The main objectives of this Charter are:
 - To set out how the parties aim to work together and to continue existing best practice.
 - To continually review and establish improved ways of working
 - To confirm the principles of democratic local government
 - To continually review and improve the system of local democracy
 - To encourage greater public participation in the system
 - To promote sustainable social economic and environmental development

Local Governance

2. The City of York Council and the Local Councils are committed to the principles of democratic local government. They will continue efforts to improve the system of local democracy and to see greater participation in and appreciation of this system.
3. The City of York Council acknowledges and recognises that parish and town councils are the grass roots level of local government. By working with Local Councils, the City of York Council aims to act in partnership with local communities, while balancing the needs of the wider locality.
4. Local Councils offer a means of shaping the decisions that affect their communities. They offer a means of revitalising or sustaining local communities. In turn, Local Councils recognise the strategic role of the principal authority and the equitable distribution of services which it has to achieve.
5. The City of York Council will work with Local Councils to promote sustainable social, economic and environmental development in the area of the City of York.

6. Arrangements for engagement of Local Councils in principal authority governance arrangements and for liaison between them:
 - The City of York Council will maintain its close working relationship with the York Branch of the Yorkshire Local Councils Association.
 - The City of York Council shall identify one of its Officers to be responsible for the liaison work with Local Councils and who shall report to Members such matters as are relevant to this charter.
 - Local Councils will invite, as appropriate, Members and Officers of the City of York Council to their meetings giving adequate notice to facilitate attendance.

Communications

7. The City of York Council will ensure that the Clerk of the relevant Local Council receives copies of any newsletters which they circulate in the area of the Local Council and ensure that an invitation to attend is sent to the Clerk to any public meeting organised by City of York Council in the area.
8. The City of York Council and Local Councils will acknowledge and respond to correspondence between organisations. Further to this City of York Council will respond to communications in line with current customer care standards:
 - Written correspondence including electronic correspondence to the City of York Council will be either acknowledged or responded to fully within 5 working days. If information is not readily available the customer will be kept informed of progress.
 - Planning application consultations will have their own period of time, currently twenty-one days for Local Councils to respond. However, in recognition of Local Councils meeting schedules, planning officers will make every effort to accommodate Local Councils comments in a mutually agreeable timescale.
 - Should Local Councils experience an issue with the above response times from the City of York Council details of this should be sent to the Assistant Director of Customers and Employees, Customer and Business Support Services Directorate.

Consultation

9. The City of York Council will aim to give Local Councils the opportunity to comment before making a decision which affects the local community. In furtherance of this, the City of York Council posts agendas of Executive meetings, on its website, giving 5 clear days notice. Any relevant reports to which the agenda refers will be sent to Local Councils, preferably electronically, so that the Local Council can respond directly or through their City of York Ward Councillor(s).
10. If consultation does not take place, a written explanation will be given on request to the Neighbourhood Management Unit, of the City of York Council.
11. To help achieve the objectives laid down in this Charter, liaison and consultation (both formal and informal) will be further developed at Local Council level through regular meetings or specific consultative groups and, at Officer level, individually or through working parties and groups, as resources permit.
12. Local Councils will send, where possible electronically, a copy of the minutes of their meetings to the Neighbourhood Management Unit, City of York Council. Copies of the agenda and minutes will also be sent to all Ward Councillors elected for their area.
13. Officers and Members of the City of York Council will be given an opportunity to speak at Local Council meetings on matters of mutual interest by prior arrangement and at the discretion of the Local Council.

Practical Support

14. The City of York Council will, at its discretion, offer Local Councils access to support services, to enable them to take advantage of facilities such as professional services, specialist knowledge, printing and purchasing, at a mutually agreed price. In particular, assistance may be offered to help Local Councils address the needs of their Members, which shall include (inter alia) the operation of the Code of Conduct, working with the Standards Committee and dealing with planning applications.
15. The awareness needs for City of York Councillors and Officers to understand the roles and procedures for Local Councils will be carried out by Yorkshire Local Councils Association on behalf of Local Councils.

Standards Committee

16. Both the City of York Council and the Local Councils have adopted Codes of Conduct, based on the national model Code of Conduct. The Local Councils will work with the City of York Council's Standards Committee to promote and maintain high standards of ethical conduct. Three Councillors from Local Councils, who are not City Councillors, will be appointed to the Standards Committee. A Local Council Member must be present when ethical standards matters relating to Local Councils or their members are being considered.

Financial arrangements

17. Elections: Where Local Council elections take place at the same time and venue as elections for the City of York Council, no cost will be incurred by the Local Council. Financial arrangements for the carrying out of by-elections, parish polls and the like will be made by the City of York Council in consultation with the Local Councils with a view to limiting the costs of holding such events.

Arrangements for remedy of 'Double Taxation'

18. If a service is provided by the Local Council rather than City of York Council and City of York Council charges taxpayers in the parish for equivalent services which it provides elsewhere then this may be a case of Double Taxation. The City of York Council wants to ensure that residents of York do not have to pay council tax and a local precept for the same service. However, the existence of concurrent functions does not in itself mean that double taxation is occurring. Any Local Council that believes a service that it is providing constitutes Double Taxation is invited to put the case for remedy to City of York Council. A written proposal should be submitted to Head of Neighbourhood Management for assessment and consideration.

Complaints Procedure

19. If in the event of a Local Council being dissatisfied with the actions of the City of York Council the Local Council shall use the City of York Council's feedback and complaints procedure and if required contact the designated liaison officer as point 6.

20. In the case of the City of York Council being dissatisfied with the actions of a Local Council then a letter should be sent to the Clerk of the individual Local Council requesting further information or a meeting to discuss the issue.
21. Any issues arising regarding the relationship between the two parties in general shall be an agenda item for discussion at the YLCA Liaison Group bi monthly meetings.

Review

22. This Charter Agreement shall be revised as and when appropriate to ensure its compliance by the parties hereto and its effectiveness.
23. Local Councils recommend that this is no longer that at three yearly intervals.

Attestation

To signify agreement of the parties to this Charter it was signed by

.....

Elected Member of City of York Council having responsibility for Leisure, Culture and Social Inclusion, and

.....

as Chairman of the York Branch of the Yorkshire Local Councils Association

Appendix

The following are the Local (Parish and Town) Councils being parties to this agreement:

- Acaster Malbis
 - Askham Bryan
 - Askham Richard
 - Bishopthorpe
 - Clifton Without
 - Copmanthorpe
 - Deighton
 - ** Dunnington
 - Earswick
 - Elvington
 - Fulford
 - Haxby Town Council
 - Heslington
 - Hessay
 - ** Heworth Without
 - Holtby
 - Huntington
 - Kexby
 - Murton
 - Naburn
 - Nether Poppleton
 - New Earswick
 - Osbaldwick
 - ** Rawcliffe
 - Rufforth with Knapton
 - Skelton
 - Stockton-on-the-Forest
 - Strensall with Towthorpe
 - Upper Poppleton
 - ** Wheldrake
 - Wigginton
- ** Currently not members of the York Branch – Yorkshire Local Councils Association



Cabinet Member for Leisure, Culture and Social Inclusion 13 September 2011

Report of the Assistant Director (Communities and Culture)

The Explore Vision and Community Consultation

Summary

1. This report proposes a programme of community consultation in order to guide the roll out of the Explore Library Learning Centre model across the city.

Background

2. In March this year the then Executive Member agreed to roll out the Explore Library Learning Centre model across the city including implementation of the innovative Explore Gateways. The incoming Executive Member has requested a comprehensive programme of community consultation and equality impact assessment to underpin this roll out, in order to ensure that the service meets the needs of all York's residents, before implementing new arrangements in each community.
3. The key principles agreed in March were:
 - **Explore Centres** will be: York, Acomb, Tang Hall, Clifton and Haxby
 - **Explore Gateways** will be: Bishopthorpe, Copmanthorpe, Dunnington, Dringhouses, Fulford, Huntington, Poppleton, New Earswick and Strensall
 - The mobile library will be reviewed later in the year as a new vehicle is planned. The mobile library will continue to provide services to those people unable to easily reach a static library.
 - The Library at Askham Grange Prison will continue to be run and the Home Library Service will be developed to include more people.
 - Digital services will be developed with free Wi-Fi offered from every building and the People's Network PCs will be upgraded

The E Library will continue to be developed as a virtual branch – providing an online service to York’s digital community.

- Each Gateway will have self issue terminals.
 - Gateways will be grouped around Explore Centres to provide support. The full range of services will be available at Explore Centres and through Gateways.
 - Specialists will work more closely with frontline staff providing expertise
 - There will be more community involvement through the establishment of Friends groups and the use of volunteers.
 - A process improvement project will be undertaken to support this model, working with EDRMS to set up a new system for sharing information across the service
 - We will be actively looking at other possibilities for the provision of Gateways including an Explore Book Café in Rowntree Park.
 - During 2011/12 we will begin to consider shared use of our buildings by both other council services and community groups
4. Since March the self-issue machines and free wi-fi have been installed.

The Equality Impact Assessment (EIA)

5. In order to create an effective and focussed community engagement plan we have begun the process of carrying out an Equality Impact Assessment. The first stage of this is a screening exercise which draws on our knowledge of who currently does and does not use the service and how they use it. This focuses on people with protected characteristics and will guide us in designing our community engagement and subsequently in creating an action plan to address any barriers to accessing the service.
6. We have used a number of sources of information:
- Feedback from customers and user groups
 - Experian data, looking at categories of households
 - Talkabout surveys relating to York Explore
 - Equalities monitoring information from our ongoing re-registering of users

Detail about the customer insight data can be found in Annex 1.

7. The key issues identified from customer feedback are:
 - There are a number of barriers for disabled people including:
 - inaccessible signage
 - little adaptive technology e.g. for visually impaired users
 - poor service for customers who are unable to leave their homes to choose their own books and access information
 - Spaces are not allocated for breastfeeding mothers in all libraries
 - There is little provision in languages other than English
 - There is little recognition of the needs of carers, e.g. in relation to the timing of events
8. Encouragingly, all the data shows that our users are broadly representative of York's communities; however, there are areas for improvement. By combining all the information we can draw the following conclusions regarding potential target groups that we must particularly engage with:
 - Those aged 80 plus, about 10,000 people. Our home library service which takes books to housebound people is currently only serving just over 100 people. This is clearly not good enough and we need to develop a plan to improve this service to vulnerable people
 - Younger adults 15 – 34, about 63,000 people. This may be due to a lack of knowledge about the service and so we will need to find ways to engage more effectively with them.
 - The BME communities particularly Indian, Pakistani, and Black African
 - Disabled people

Next Steps – A Community Engagement Plan

9. The next step in progressing the EIA to the action plan stage will be the development of a comprehensive consultation programme with each community in York, both geographic communities and communities of interest. The timescale for this work will be October 2011 to March 2012. Areas for consultation will be based around the core statutory duty and individual local offers e.g. opening hours, stock, use of buildings. Key elements will be:
 - **A User Committee** will be set up for each library. These are used successfully in other authorities and we have been looking at how South Gloucestershire operates theirs. The committees

would help us to develop and deliver the service ensuring it reflects the needs of the local community. We will ensure that the committees are representative of local communities and include local city and parish councillors. We will begin with Strensall and Copmanthorpe.

- An **Explore Friends Group** will be set up with different levels of membership depending on how much or how little people want to be involved. This will also be a Friends Group for Adult Learners, enabling people to influence the development of learning programmes. We are in discussions with Northamptonshire Libraries to learn how their successful Friends groups work and we are looking at New York Public Library as an example of international good practice
- **Volunteers** – we have developed a number of roles for volunteers e.g. storytelling for under fives, IT buddies, summer reading challenge, big city read. We are working with our partners Aviva to promote these opportunities amongst their staff as well as the general population
- Work with **special interest groups** in the areas of disability, BME, older people and faith to discuss how we can better meet their needs

Options

10. The options open to the Executive Member are:
 - to agree a Community Engagement Plan
 - not to engage with users and communities

Analysis

11. Our statutory responsibility includes ensuring that the service reflects the needs of local communities. These proposals offer a greater degree of community involvement through the establishment of Friends groups and roles for volunteers and will allow us to better understand and respond to local need.

Corporate Priorities

12. The proposal relates to all the strands of the Council Plan. The provision of safe, free spaces open to all in local communities is important to community cohesion and enables the Council to deliver a range of services that will particularly contribute to Building Stronger Communities.

Implications

13. **Financial:** The costs of the consultation exercise can be met from within the current Libraries budget. Any future proposals brought to Cabinet Member Decision Sessions arising from the consultation will identify their financial implications.
14. **Human Resources:** The implementation of self-issue machines means that a reduction can be made in the number of Reading and Information Advisors. It is proposed that the Head of Service delivers this working in consultation with staff and Unison to agree to requests for voluntary redundancy and avoiding the need for any compulsory redundancy.
15. To achieve the above the Head of Service will, under delegated authority, set out revised arrangements that:
 - ensure that existing staffing resources are most effectively allocated across the service
 - provide for a revised post of Gateway Manager
 - allocate staffing resources to create an improved home library service
16. **Equalities:** The equality implications are as set out above. Once the action plan associated with the EIA has been developed and implemented it will be essential to monitor its success through usage statistics and customer feedback, through further Talkabout surveys, and through constant engagement with user and representative groups.
17. There are no additional Legal, Crime and Disorder, Information Technology, or Property implications arising from this report.

Risk Management

18. The risk/s associated with the recommendation of this report are assessed at a net level below 16.

Recommendations

19. The Cabinet Member is asked to comment on the proposals and to instruct the Head of Service to:
 - Develop a community engagement plan along the lines set out in paragraph 9

- Implement revised staffing arrangements to deliver the proposed approach as set out in paragraph 13 and 15

Reason: so that the library service can continue to develop its Explore vision

Contact Details

Author:

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Head of Libraries and
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Ext. 3316

Chief Officer Responsible for the report:

Charlie Croft
Assistant Director (Culture and
Communities)
Ext. 3371

Report Approved

2
Sept
2011

Specialist Implications Officer(s)

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

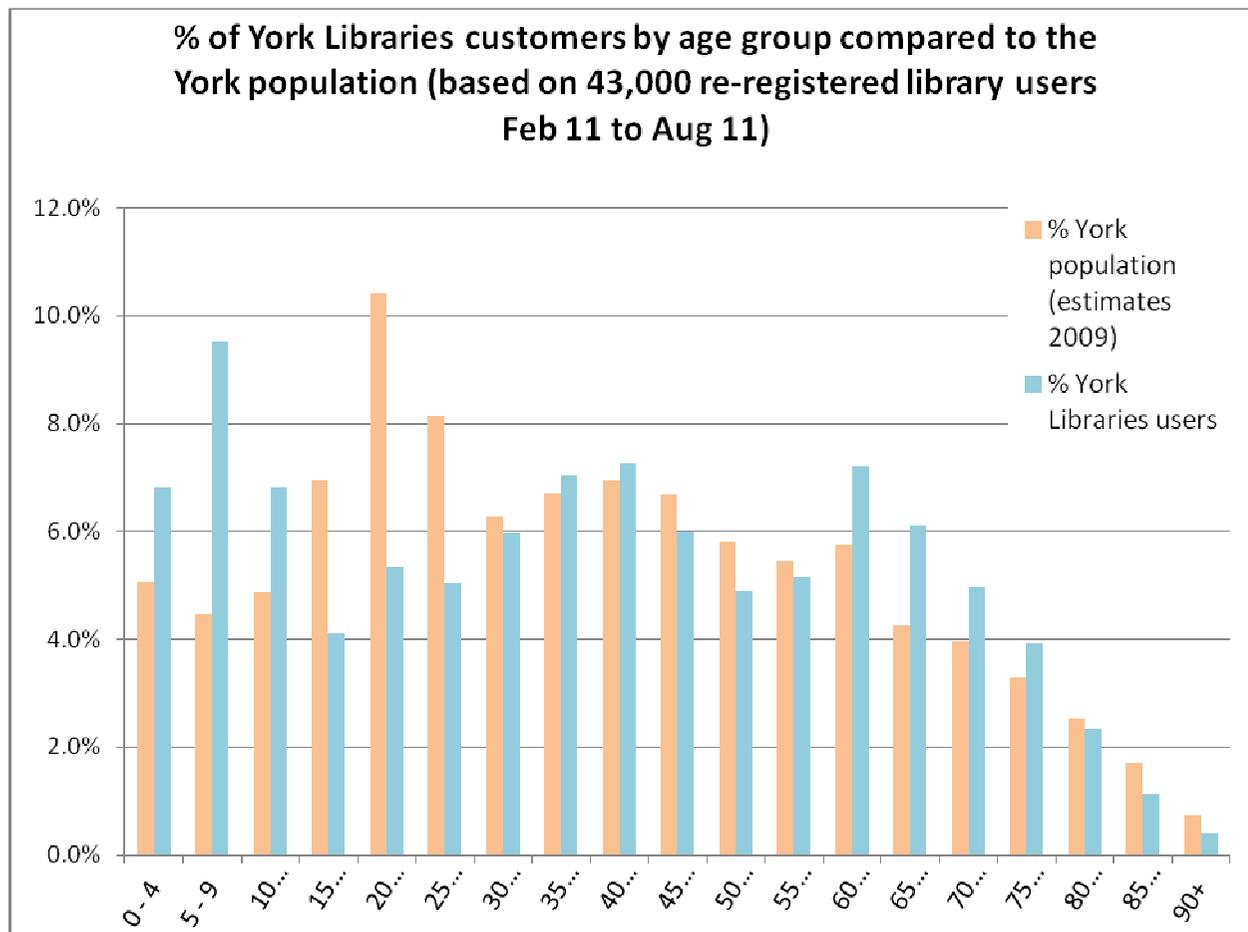
Development of the Explore Vision in Libraries, report to the Executive Member of Leisure, Culture and Social Inclusion: 8 March 2011

Annexes

1 - Customer Insight Data

Customer Insight Data

Age:



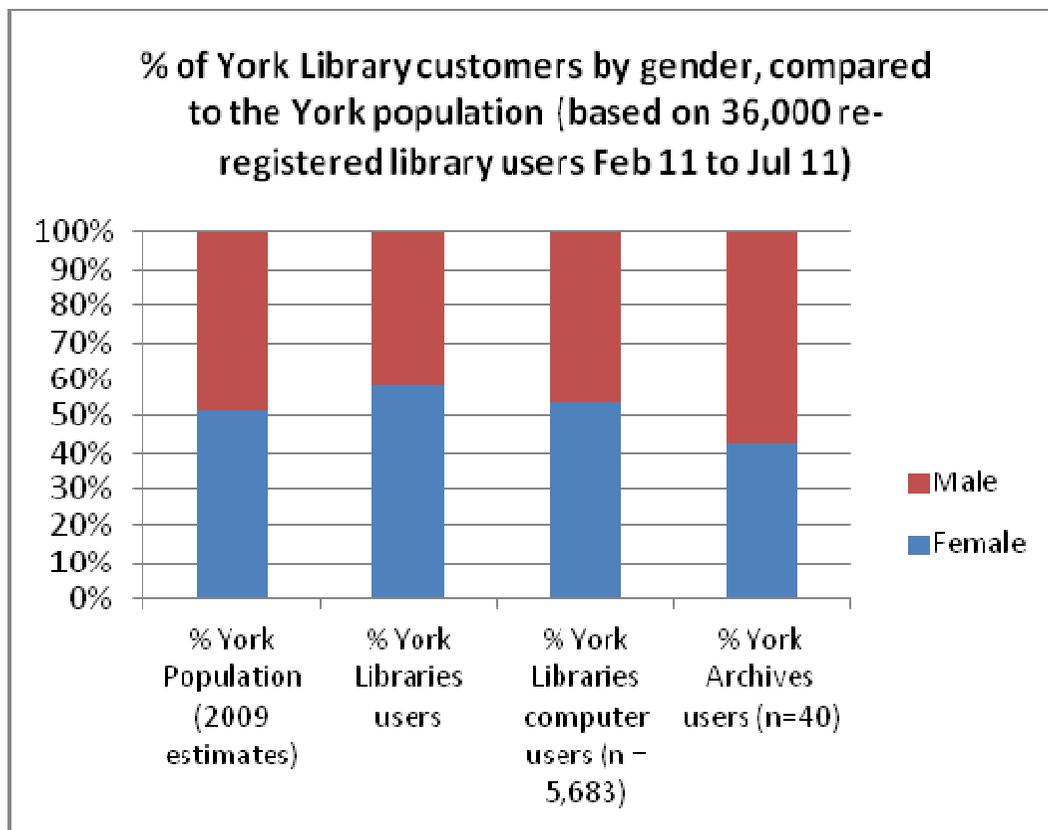
We have customers of every age from 0 to 103. The largest number of users fall in age groups 5 – 9, 40 – 44, and 60 – 64. In the graph where the orange exceeds the blue this age category is under-represented in our user group, and where the blue exceeds the orange this age category is over-represented in our user group.

York Libraries have great success attracting children and the middle-aged, but are less successful at reaching out to younger adults (15 to 34), and the very elderly (80+).

We recently ran a Talkabout residents survey following the York Explore refurbishment - the young respondents (age 17 to 34)

were less likely to be aware of the refurbishment than residents as a whole (63% compared to 73%); and the young non-users were more likely to agree that the reason for their non-use was “I don’t know what’s available to me at York Explore” (45% of young non-users, compared to 31% of non-users overall).

Gender:

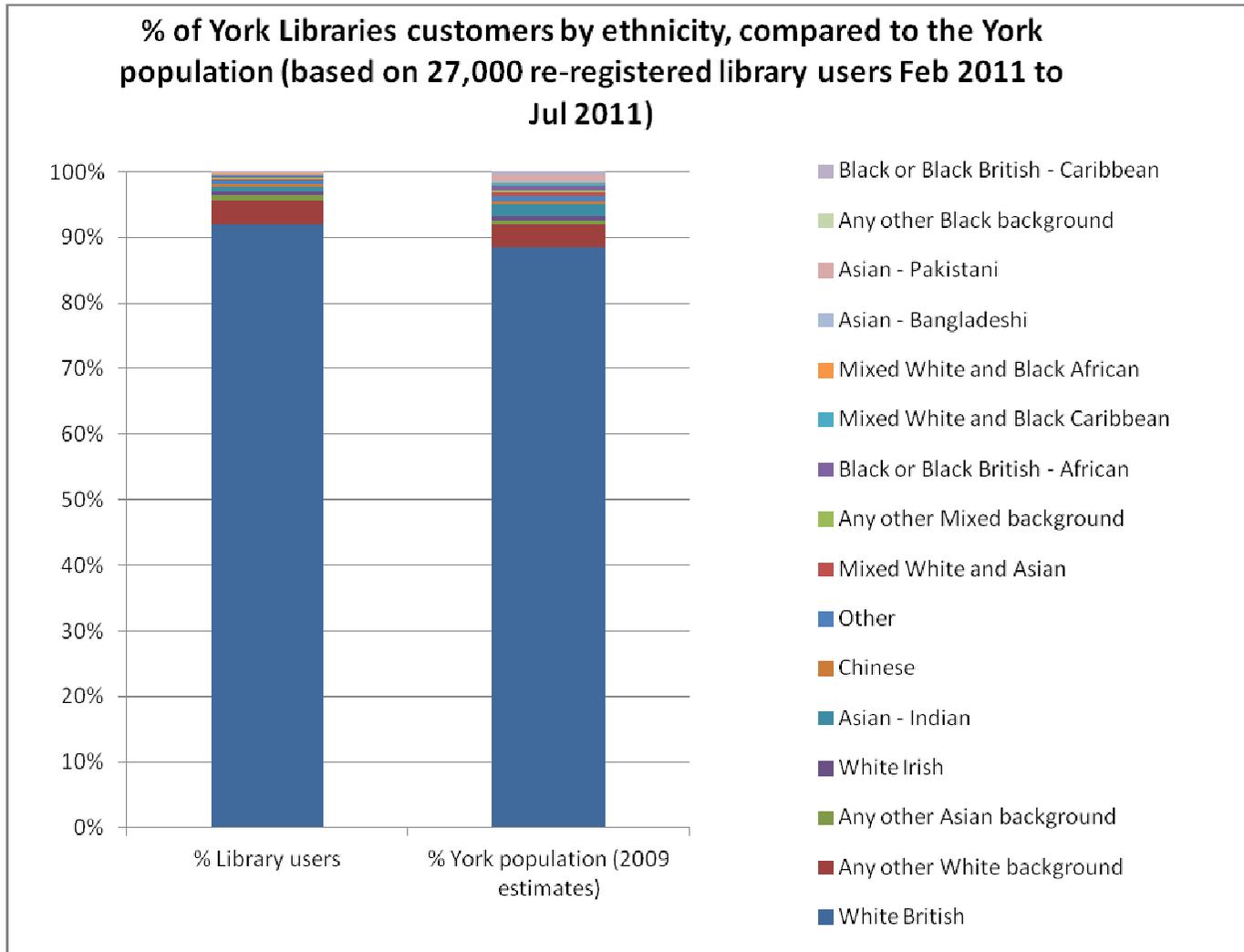


Library use is a little skewed towards females rather than males, although this trend is less pronounced among computers users, and actually reversed among Archives users.

In the Talkabout residents’ survey, we found that men were on the whole a bit less enthusiastic about York Explore. They seemed to be more interested in using the library for practical reasons rather than simply enjoying the space e.g. they were a bit more interested in using the library to gain new skills, and were more interested in taking advantage of the free wi-fi.

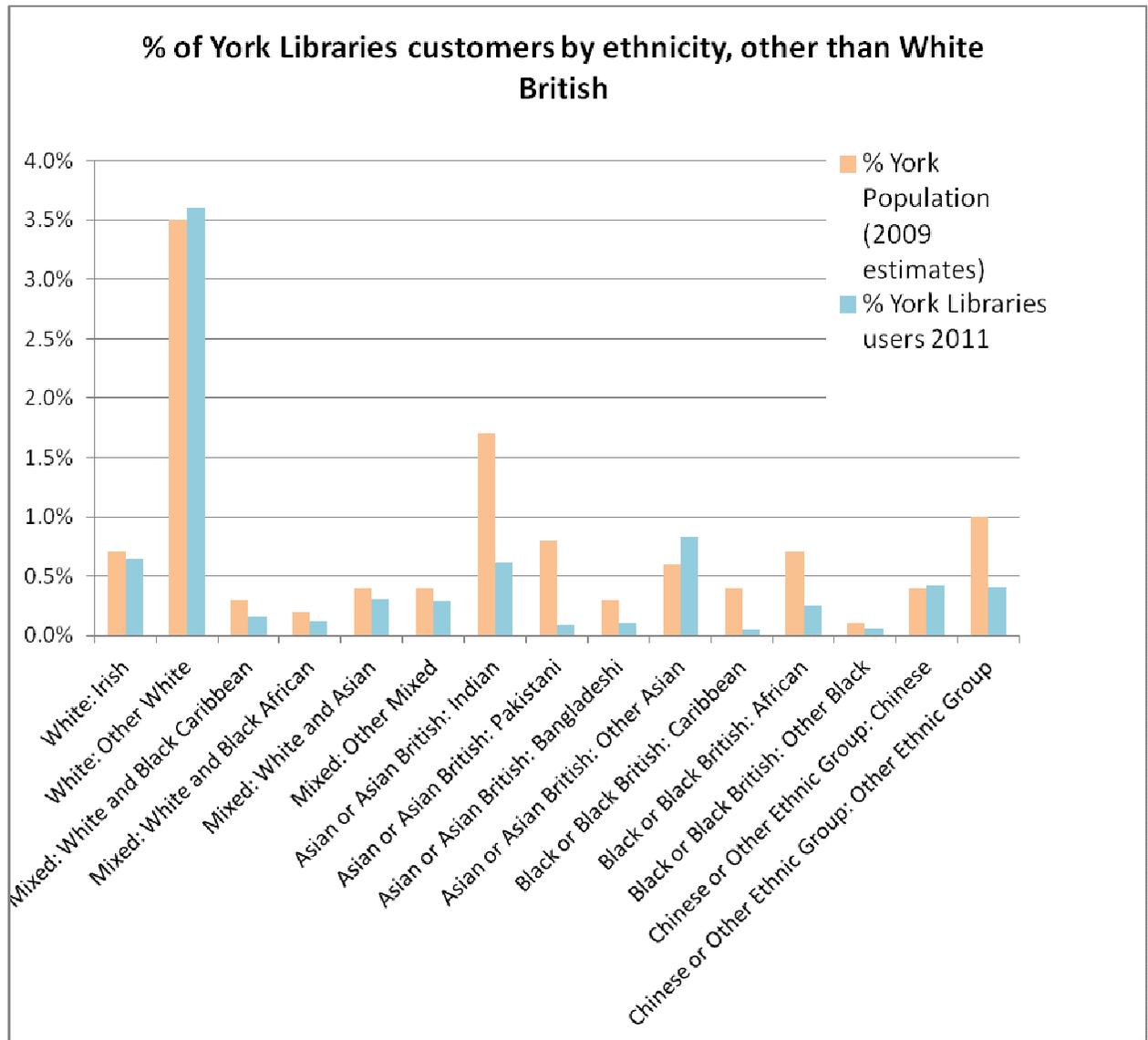
On the subject of **Transgender**: the majority of re-registering York Libraries customers (65%) chose not to divulge this information, but of the 7,000 who did, 48 individuals reported identifying as trans.

Ethnicity:



Again, York Libraries users are broadly representative, but with some areas for possible attention. White British people account for 89% of the York population, but 92% of library users, so our users are slightly less ethnically diverse than the York population.

The graph below shows the other ethnic groups (other than White British) in more detail.



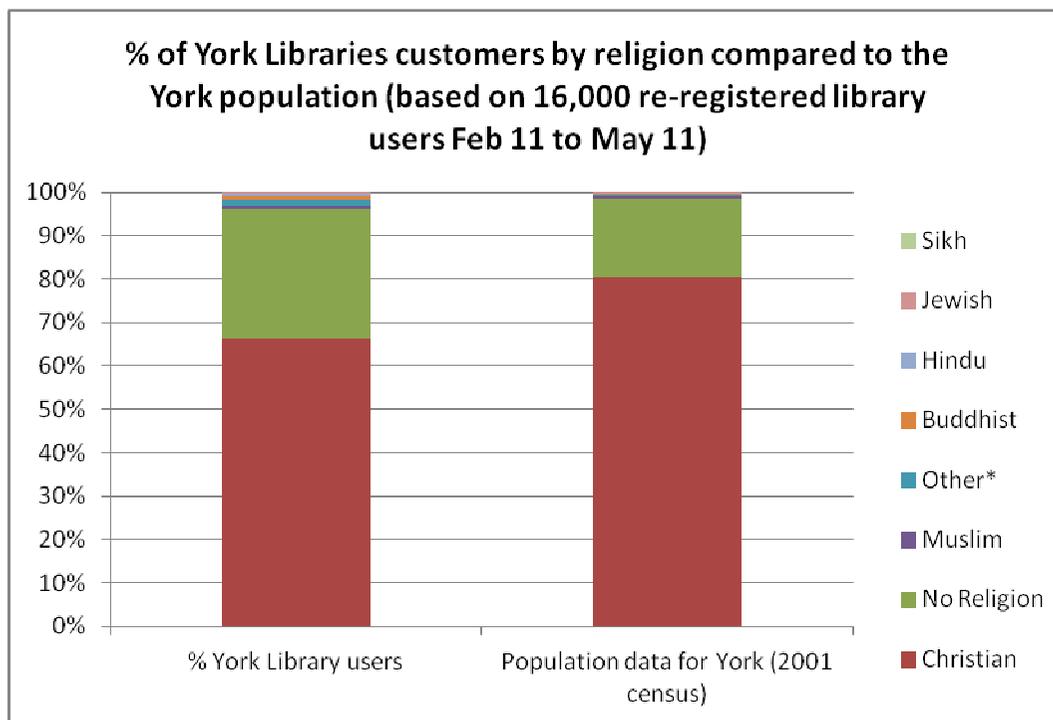
Any ethnic groups where the orange exceeds the blue are under-represented in our user group. Looking at this graph there are four ethnic groups which stand out as being possible target groups: Indian, Pakistani, Black African and “other”. Interestingly, these four categories are all ones where the York population has increased significantly from 2001 to 2009, so this suggests that York Libraries are a little behind in keeping up with the ethnic make-up of the city.

Disability:

Our re-registration exercise indicated that, of the 26,000 people who shared the information, 6.5% of library customers re-registering considered themselves to be disabled. Most of these people reported a physical disability or long-term illness, rather than a mental illness, learning difficulty or sensory impairment. This proportion is less than the York figure of 16.6% (latest figures are census figures from 2001). The Talkabout before and after survey indicated that the amount of disabled people using York Library has not increased since the building became accessible. 38% of disabled users on the Talkabout panel were active users before the refurbishment, and 38% were active users one year after the refurbishment. Whilst 38% is not a poor figure it is disappointing that the figure didn't increase - we believe that there is a marketing job to do in letting disabled people know that the building is now more accessible.

Sexuality:

43% of York libraries customers chose not to divulge this information, but of the 12,000 who did 1.2% reported that they were lesbian or gay, and 0.7% bisexual. This roughly correlates with the ONS Integrated household survey in 2010 which said that 1% UK residents consider themselves gay or lesbian, and 0.5% bisexual (there are no figures for York alone). On the other hand, Yorkshire Mesmac estimates that 9% of the population is LGBT, in which case gay people are under-estimated among our figures. Essentially the available data isn't good enough to draw firm conclusions.

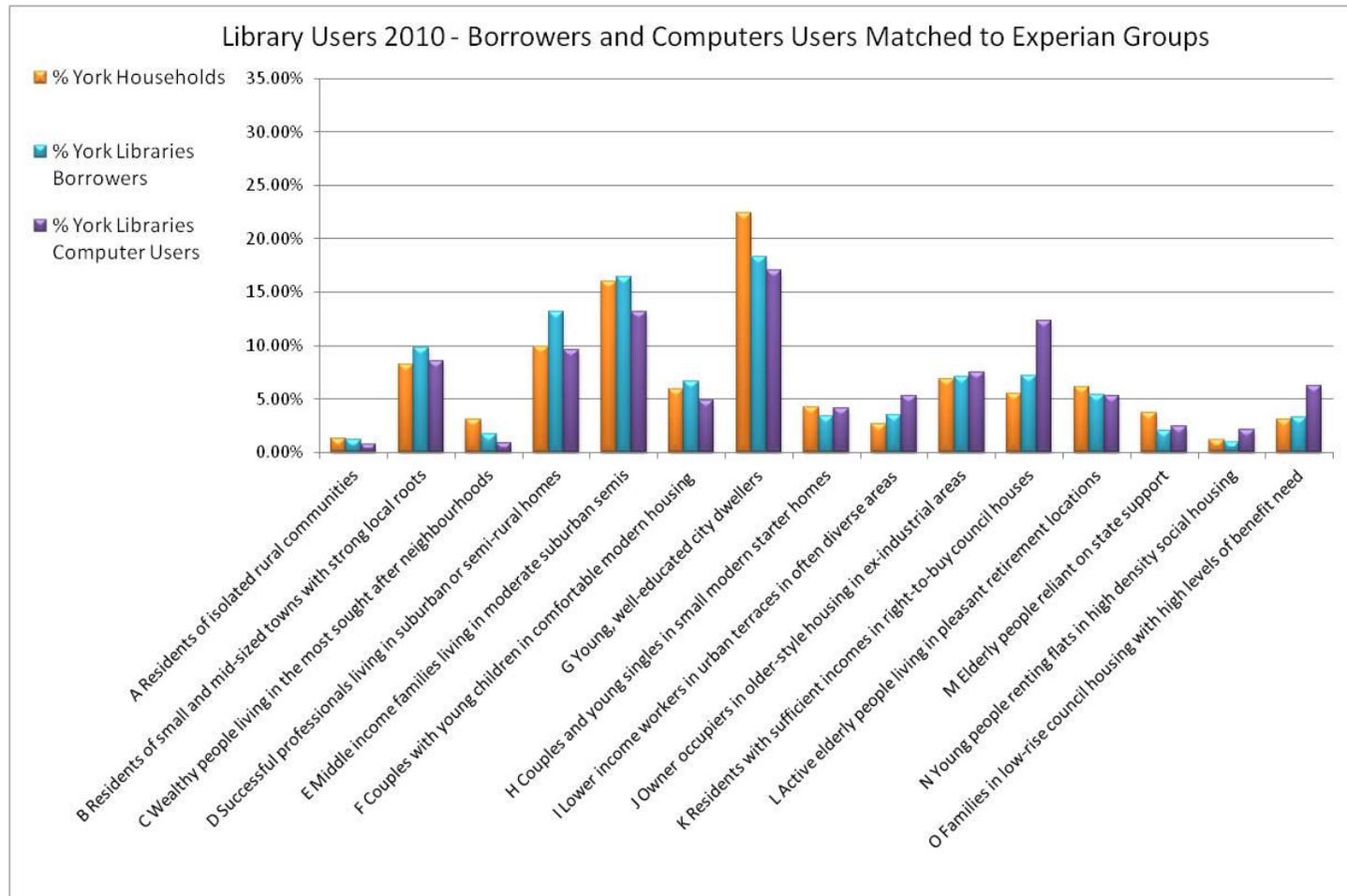


Religion:

York Libraries customers represent a number of different faiths including Christadelphians, Rastafarians, Falun Dafa and many more faiths besides. At re-registration 37% of library customers chose not to give us this information, but of the 16,000 who did we found that we had a lot more non-religious people and fewer Christians, than the most recent York population figures would lead us to expect.

The only available figures for the York population are from the 2001 census. This is not particularly meaningful any more for several reasons, including the increase in the

size of the BME community since 2001. Our re-registration exercise coincided with the 2011 census, when there was a popular campaign to stop non-religious people entering “Christian” on forms. So, whilst the proportion of Christians in our figures is much smaller than the proportion in York’s 2001 population, we may well find that it matches the York 2011 census data when this becomes available.



Experian groups

Having matched our user data against the Experian categories, we can see that our users are broadly representative of York communities.

Contrary to what people may perceive, libraries are well used by all sectors of the community including those from less affluent backgrounds towards the right hand side of the graph – a disproportionately large amount of people from low-rise council housing use library computers, for

example.

In the graph above, where the orange bar is above the other bars, these groups are under-represented in the library customer base. Breaking the results down into smaller categories, these are the Experian sub-categories where we've identified that there are a large number of people in the York community who are not engaging in libraries:

Possible target groups:

- **Experian Group 29** “Young professional families settling in better quality older terraces” – 4075 households in York. These account for 4.8% of York households but only 3.7% of our library users.
- **Experian group 54** “Retired people of modest means commonly living in seaside bungalows” – 2904 households in York. These account for 3.4% of York households but only 3.1% of our library users.
- **Experian group 33** “Transient singles, poorly supported by family and neighbours” – 2097 households in York. These account for 2.5% of York Households but only 2.1% of our library users
- **Experian group 11** “Creative professionals seeking involvement in local communities” – 1937 households in York. These account for 2.3% of York households but only 1.3% of our library users
- **Experian group 56** “Older people living on council estates with limited budgets” – 1090 households in York. These account for 1.3% of York households but only 0.7% of our library users.

Experian gives us information about these people and how we might reach them. Please note that by targeting these Experian groups we would simultaneously pick up on the target groups categories highlighted in the age and ethnicity sections above:

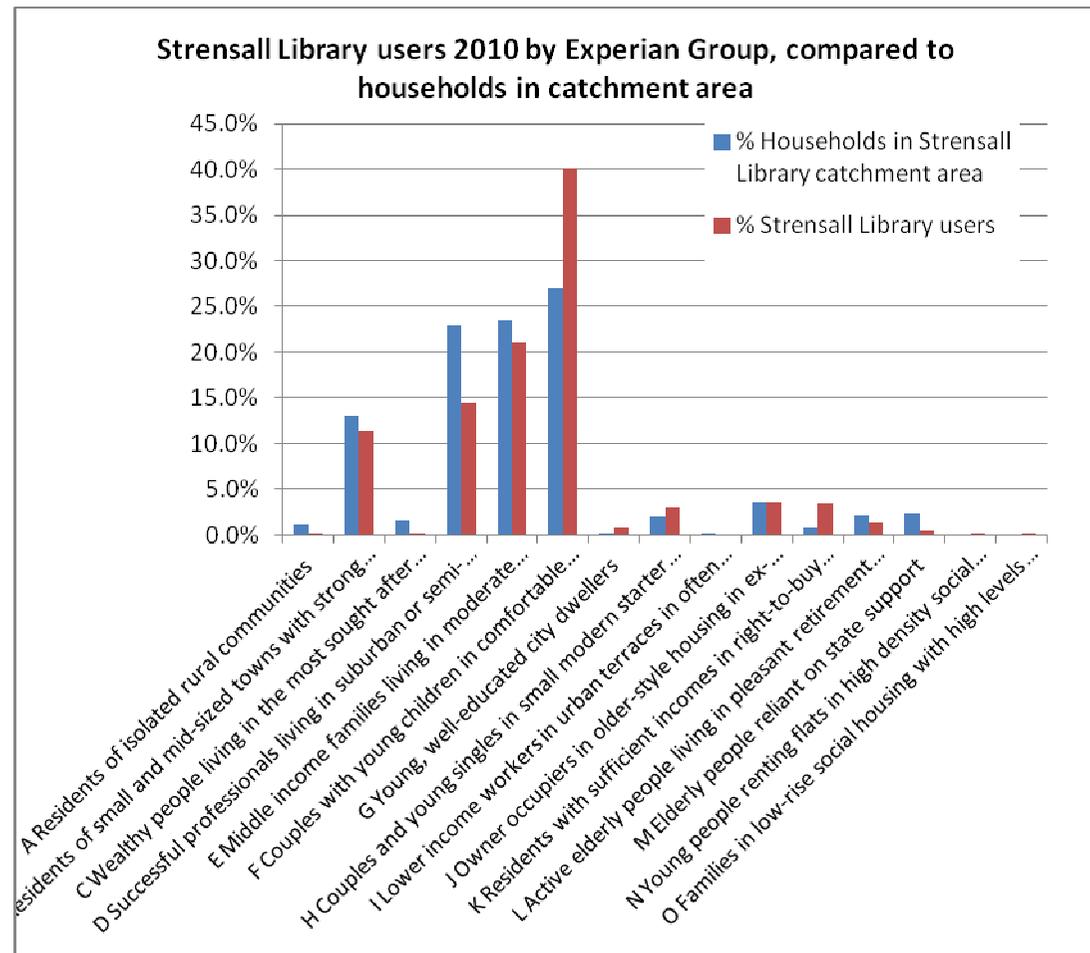
Experian Group	Brief Description	Communication channels	Other relevant information
29. “Young professional	Highly educated, late 30s / early 40s, on comfortable	Internet, telephone, national	These people are far more likely than the general population most to be eco-

Experian Group	Brief Description	Communication channels	Other relevant information
families settling in better quality older terraces”	incomes. Quite diverse in terms of ethnicity and religion.	newspapers.	evangelists and to shop at Waitrose. They read the Guardian and the FT, and they are far more likely to read classics than the rest of the population. They hold liberal opinions.
54 “Retired people of modest means commonly living in seaside bungalows”	Older retired couples, on modest incomes, with conservative tastes. Almost exclusively white British, and left school young.	Face to face, local papers	They go on coach holidays and cruises, and they hold traditional opinions. They are likely to have health complaints. They like to read crime novels, and home and gardening books
33 “Transient singles, poorly supported by family and neighbours.”	Mainly young people, living in fairly low quality accommodation and house-shares. Not particularly well educated, often unemployed. Very diverse in terms of ethnicity.	SMS messaging, national newspapers	They are more likely than the rest of the population to be unemployed, or to do seasonal work, or work in the service industry. They go to night-clubs, they smoke, and they use the library internet connection.
11 “Creative professionals seeking involvement in local communities”	Older professionals with grown up children and good qualifications. Quite ethnically diverse.	Internet, telephone, magazine	They are interested in the environment, they read broadsheet newspapers. They are spiritual. They are more likely to enjoy reading than the general population and are more likely to enjoy travel books and classics than the general population.
56 “Older people	State pensioners who left	Face to face, local	They hold traditional opinions and have

Experian Group	Brief Description	Communication channels	Other relevant information
living on council estates with limited budgets”	school early, and are often lifelong council tenants. Almost exclusively white British.	newspapers	health complaints. Very unlikely to be internet users. They enjoy reading crime books even more than the rest of the population.

This information can be drilled down to individual library levels and we would propose adding this to our community profiles. We have our own community profiles based around libraries and their catchment areas which often cut across ward boundaries and can include one or more wards.

We have used Strensall as an example



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DECISION SESSION CABINET MEMBER FOR LEISURE, CULTURE
AND SOCIAL INCLUSION

TUESDAY 13 SEPTEMBER

Annex of additional comments received since the agenda was
published.

Agenda Item	Report	Received from	Comments
4	Refresh of the Council's Events Protocol Pages 7-18	Residents at 2 Abbotsway	<p>I have only just heard about the move to grant a license for events on the stray. I can't believe the council would consider this and thus defy the weight of opinion against the move only recently expressed. Please register my and my families objection to any such move and look again at last year's protests.</p>
		Residents of 151 Pottery Lane	<p>We live in the streets near to Monk Stray and wish to strongly object to the inclusion of Monk Stray in this protocol.</p> <p>The stray already has problems with under-age drinking and anti social behaviour and changing the protocol to allow the holding of events and selling alcohol will only exacerbate this problem.</p> <p>The stray is already a very busy area next to a main road and to hold events on the stray will distract motorists. Extra traffic in this residential area will increase the risks to both older people and young children. The sale of alcohol at venues which drivers will attend is very</p>

			<p>irresponsible and creates dangers to those people living nearby.</p> <p>Events on the stray are bound to create public nuisance. The cycle race in 2009 was a classic example, announcements from the loud speakers could be heard in streets quite a way from the stray and car parking was a major problem with streets being packed with parked cars and a number of driveways being blocked. Add to this the noise and nuisance of a helicopter circling around the locally disturbing pets and other wildlife.</p> <p>The car park (behind Straylands Grove) floods and could not be used during the Rugby 7's competition, in recent years, resulting in cars parking in all the streets near the ground causing problems.</p> <p>Changing this protocol will increase the risks to children. Increased traffic presents dangers to them and to allow them to attend events where alcohol is sold will create temptation and put them at risk.</p> <p>The changing of this protocol is totally unacceptable. The stray should be kept as an open space for all residents to enjoy and there has been no need for such a change in the last 40 to 50 years –so why now?</p>
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		Resident of Muncastergate	<p>We live in Muncastergate, and strongly object to the proposed application for an entertainment and alcohol Licence.</p> <p>The Stray should be kept as an open space for the pleasure of all residents to enjoy.</p>
		Resident of 13 Elmfield Terrace	<p>I have just been informed by my local councillor Nigel Ayre that the Council is proposing to use the strays of York for outside events.</p> <p>I first wish to object strongly to the amount of time allowed to object to this proposal and to the fact that no public notice to inform residents of the council's intention has been made in any way.</p> <p>I object strongly to the proposal to use the strays in this way. Strays should be kept as open areas to be used by every citizen and not to be treated as places of entertainment.</p> <p>I live on Elmfield Terrace adjacent to Monk Stray and all my neighbours are against the council's proposals. Last year when notices appeared on the entrances to the stray applying for a drinks licence for events to be held on the stray it was the first time local residents knew of the council's plans. The licensing officer received over 150 letters of objection to the granting of a licence and due to</p>

			<p>the growing public outcry, eventually dropped the application. You would certainly have received more objections to your present proposals now if this meeting had been announced and local residents had had the chance to know the council's plans and the time to raise objections. A deadline for objections of 5.00pm on 9th of September is unacceptable when residents are unaware of what is being discussed and decided by their representatives. The meeting should be delayed and all residents of the city informed so that those who you serve have an opportunity to argue their opinions and voice their strongly felt objections.</p> <p>Monk Stray is a wonderful open space where children play creatively every day, dogs are regularly exercised, many residents just walk and joggers run. Why spoil such an idyllic area with so called events?</p> <p>These type of events would lead to crime and disorder. This area has already proved difficult to police as it provides cover for drug taking and dealing, under age drinking, drunkenness, rowdiness, vandalism, and general anti social behaviour. Police have rarely been able to attend calls from residents (many elderly) around the stray</p>
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			<p>and when police cars do manage to appear the miscreants disappear in every direction.</p> <p>Events will create public nuisance to residents over a wide area. Many of the houses and flats front onto the stray and events will be within hearing distance of these homes. Car parking is another public nuisance. Houses near to the intended parking area (to the rear of Straylands Grove) will be affected by the noise of car doors banging and engines revving up late at night . This area soon becomes flooded and for the Rugby Sevens in 2009 it became unusable resulting in cars parked in the surrounding streets blocking driveways etc. The same scenario applied during the finish of the cycle race on the stray and many of the businesses in Heworth village lost trade in the afternoon due to lack of parking spaces.</p> <p>Public safety of the elderly and young children in the area will be put at risk by the increased numbers of cars and people milling around them.</p> <p>The possibility of applications being made to sell alcohol on the strays is very worrying. It is difficult enough to control in licensed premises so in an open area with very little supervision</p>
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			<p>would allow young teenagers easy access to drink. It would also allow drug dealers to move freely and unobserved amongst their target customers - namely teenagers.</p> <p>Monk Stray is part of our heritage and history and should be kept clear at all times as an open space to be enjoyed by all. The grass will be damaged by lorries delivering equipment and the hedges on Stockton Lane and Malton Road being breached by interlopers and gatecrashers. The hedges were badly damaged during the cycle race and the gaps created have never been filled. It is not a large area like the Knavesmire where events can be held a long way from households. On Monk Stray houses front directly onto the grassed areas and residents will be seriously affected by the events proposed.</p> <p>The council must delay this meeting, inform all residents of the proposals, consult with local residents and ask their opinions and views before any decisions are made regarding the use of Monk Stray.</p> <p>Have the new Labour Council not learned a lesson from the proposed sale of Union Terrace.</p>
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		<p>Resident of 5 Elmfield Terrace</p>	<p>I am writing about the Events Protocol for Parks and Open Spaces as it refers to Monk Stray.</p> <p>I feel the policy should be changed so it is against allowing large events such as circuses, fairs, end of cycle races, ice rinks etc. Monk Stray easily becomes water logged - even in summer large areas have been under water. Such events would lead to it being churned up and damaged so the many residents who use it for jogging, playing football and cricket, flying kites and walking dogs, which are not allowed elsewhere, would be adversely affected.</p> <p>Monk Stray is very close to several houses and the noise, especially from amplified music or tannoys, would severely affect residents.</p> <p>Parking has already caused severe problems. I assume the thought is to use the uncut part of Monk Stray but this was unable to be used for the Rugby 7s because it was waterlogged and cars were parked in all surrounding streets causing obstructions and difficulties.</p> <p>Any events wanting to serve alcohol should not be allowed. The Stray already has drink and drug problems which are hard</p>
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			<p>to police. As it is an open area the serving of alcohol at events would be hard to manage and control.</p> <p>I also object to the idea of Monk Stray being hired out for private events. It is a public space and access should not be restricted to only certain people at any time.</p> <p>The previous policy was suppose to run until 2013. There has been no notification by the council to the local community about the early policy review and so people have had little time to give their views.</p>
		<p>Resident of 4 Elmfield Terrace</p>	<p>We would like you to restrict the possible events which could take place on Monk Stray.</p> <p>We have taken a look at the proposals, which at first glance look similar to the previous ones. We recognize your wish to promote the public spaces, but wonder, yet again, why you fail to ask the local residents what events they feel would be suitable for the sites in question. One extra thing we would note is the suggestion for beer festivals "subject to alcohol restrictions"! This makes us wonder if this document has been thought through adequately.</p>

			<p>We feel that all the objections (not just the 157 deemed legitimate) that were last year made regarding a licence for events on Monk Stray should be read out at this meeting. It would seem that to continue to wish to promote such events would fly in the face of public opinion.</p> <p>Most objections cited the lack of consultation in the protocol process at any time, as the first residents knew about this was when a licence notice went up on the Stray. The fact that these events could in theory take place every day of the year with no limitation caused real consternation.</p> <p>Some objections were on the grounds of noisy events being too close to residential property, with references made to loudspeakers at a cycle race being heard over a mile away. This was unpleasant distorted noise.</p> <p>Parking was seen as a big problem with local roads being too narrow for access and no parking available other than on the Stray itself.</p> <p>Some freemen objected that the council was willing to use the land as if they owned it, not just managed it for the benefit of the citizens of York.</p>
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			<p>Some remembered a circus and funfair held many years ago which left the space muddy, churned up and full of litter.</p> <p>Most people remembered a cycle race which caused litter, noise and disturbance and seriously inconvenienced residents because roads were shut and visitors parked their cars across driveways.</p> <p>There were objections on the grounds of public safety because of increased traffic, and also safety of children.</p> <p>However, many people were willing to compromise on a limited number of events, providing that they were to be restricted to a maximum number per year, with a maximum number of people who might be allowed to attend, and a minimum distance of 150m away from residential property, and that these events should be carefully monitored by the council to check that they were properly run and caused no problem. Each event should have its own licence application and be reviewed on its merits.</p> <p>Otherwise we think that people will feel betrayed, having voiced opinions so clearly in the first place.</p> <p>So, is the council going to fly in the face of public opinion and</p>
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			<p>rubber stamp these latest proposals, or are they going to take into account those strong opinions expressed 14 months ago by local residents and others?</p> <p>Why not have proper public consultation and find out what we really want? Is the council scared of opinion?</p> <p>To change the character of a quiet haven of open space in a busy city for the sake of a few events and a paltry profit is totally unjustified when it is not what your citizens actually want. Have you researched public opinion at all to show that people want these quiet open spaces to become lively and busy? Certainly we have never seen any letters in the paper to support this view or anything published by the council's own newspaper to suggest such a survey has ever been undertaken. Our own view is that amplified music and other sound, alcohol and food sales and events run for commercial profit where a public space would be closed to a public with no ticket, should be considered as unsuitable, and that all other events should be carefully looked at in terms of access, parking, size and particularly distance from residential property, when deciding on their suitability. It should be up to the organizers to prove that an</p>
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			<p>event would be in the public interest and managed appropriately. Do not think that there is a lot of money to be made out of festivals – recent experience since the recession has shown festivals have actually made a loss. To upset your residents and then waste public money in doing so could be seen as trying to justify council jobs!</p>
		<p>Resident of 19 Muncastergate</p>	<p>I write once again to object to the Council's proposed plans for 'events' at Monk Stray. I walk my dog on the Stray at least twice every day. My objections are as follows:-</p> <ul style="list-style-type: none"> * The area is an open space for family use. It is surrounded by residential properties. Events that encourage drinking in the daytime or evening are not appropriate. * Music (whether live or recorded) in such a space also becomes extremely noisy and is not appropriate * There is no suitable place for car parking. The Heworth/Stockton Lane roundabout is extremely busy and the streets surrounding the Stray are narrow and also busy * Children from surrounding houses like to play football/cricket on the stray.

			<p>They often do so accompanied only by an older brother/sister. It is likely that these family outings will be spoiled if the area is going to be used by alcohol fuelled adults/adolescents on a regular basis.</p> <p>* York Council seem to be determined to spoil quiet family places against the wishes of residents who pay their taxes and therefore pay said Council</p>
		Resident of 19 Muncastergate	<p>It has come to my notice that CYC are proposing to introduce changes to the use of Monk Stray which may include various forms of entertainment and the sale of alcohol and wish to record my objections on a number of grounds.</p> <p>1. The fact that as far as I can find this has not been publicised to give residents who will be affected an opportunity to consider the effect this will have on their lives and environment. I would have thought this would have been included in a Ward Committee News Letter which CYC are all too ready to say that they are used to keep us informed.</p> <p>2. I have always understood that CYC manage the use of the Strays on behalf of the Straymasters and that any significant changes need their agreement. What are the Conditions of the agreement</p>

			<p>and have they been consulted?</p> <p>3. As far as I am aware, historically, citizens have enjoyed free and unrestricted access to the Strays for recreation, under the proposed changes will this be available or will it be restricted?</p> <p>4. It is likely that we will be subjected to a repeat of the arrangements put in place for the Cycle Race when the only access to the 100 plus properties on the Muncaster Estate was closed for some time for the completion of the event which lasted for all of 10 seconds.</p> <p>5. Can we rely on CYC to make good any damage to the Stray as a result of any Events being stated? Because if your track record is anything to go by it is very unlikely. Some of the notices for the event were still attached to road sign posts 11 months afterwards and some of the gaps broken through the hedge are still not made good and those which have are not appropriate, very poor posts and rails are evident in some, others have been removed and no attempt was made to replant the hedge. So much for a responsible use of a historic public space.</p> <p>6. Should it be necessary to use anything approaching a</p>
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			<p>'heavy' vehicle to service any Event, what provisions will be made to protect the surface of the Stray because if there has been a period of wet weather, walking is sometimes a problem.</p> <p>7. Will any measures be put in place to limit the noise from a public address system or music amplification the level of which last time was totally unacceptable and that was without my hearing aids.</p> <p>8. What arrangements will be made for car parking? There have been problems in the past with uncontrolled parking in residential streets in the area much to the inconvenience of home owners.</p> <p>9. Are there not other open areas available for such Events which are not in close proximity to housing.</p> <p>There are other issues Public Safety, Crime and Disorder, Public Nuisance generally and others but the overriding issue to me is why has there been no Public Consultation or don't the local people matter!</p> <p>I urge CYC to reconsider any amendment to the use of Monk Stray</p>
		Residents of 3 Elmfield	With reference to the change of events protocol of open spaces,

		Terrace	<p>proposed by Ms Cooper:</p> <p>I notice that you are changing the way in which you intend to use open parks. As I live just three metres from Monks Stray, I feel strongly about this issue.</p> <p>A year ago the then Lib Dem Council wanted a licence for events on the Stray and every local resident was opposed to this blanket licence. I am concerned that it will be your intention again to ask for a blanket licence 365 days a year, including loud music and sales of food and alcohol. I was particularly stressed. I suffer from bi-polar disorder and extra stress can tip me over so that I need up to a year in Bootham Hospital. When there was a cycle race and the Council closed the roads, I arrived on the opposite side of the Stray by bus, and they would not let me cross over the road to get home. With all the loud speakers going and lots of people, I was close to a panic attack. Now I think it could happen again. The Council have used Elmfield Terrace to house people with mental disabilities and chosen it for peace and quiet and supportive local residents.</p> <p>My husband Alwyne works nights so tries to sleep during the day. He is not happy at the idea of loudspeakers or</p>
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			<p>amplified music on any part of Monks Stray, though he can sleep through the natural sounds of children playing ballgames etc, right outside the window.</p> <p>There are some community events that would be nice on the Stray, also some children's activities we think the Council should consult local people before organizing each event. Some residents would get involved and help and sometimes they would point out problems before they arise, to avoid difficulties and complaints. When the Council does things in a sneaky way, we just feel scared that all they want is to make money from big commercial events. We want to be able to trust our Council and have them trust the people they are supposed to serve. So please delay your decision on this protocol until after you have consulted, so you can make all the necessary amendments which local people want to see.</p>
		Local Resident	<p>I understand from my neighbours that there are proposals for the Monk Stray to be granted an entertainment licence including permitting sale and consumption of alcohol on the stray and the holding of large scale events at any time of the year.</p> <p>I write to express my strongest</p>

			<p>opposition to this proposal.</p> <p>I live at 18 Muncastergate. The stray is at the end of my street and I walk my dog on the stray almost every day of the year. I do not think it is a suitable venue for large scale events for various reasons.</p> <p>1. There is not any suitable parking in the vicinity of the Stray. Muncastergate is a private road and I do not want it to become a default car park because there are not enforceable double yellow lines on it. Muncastergate is not a wide road and it is easily congested by parking on the road side.</p> <p>2. The Stray suffers already from waterlogging. Large scale events would seriously damage the turf on the stray leaving it a mud bath for those of us who use the stray on a daily basis. It is not right to have a few large events that ruin the locale for those of us who live here.</p> <p>3. I do not approve of the sale of alcohol on the Stray. It is not a venue for parties and there is already substantial litter from cans and bottles on and around the stray making it unhygienic and unsafe for children and dogs to play on. Large scale events would only it make it worse.</p>
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			<p>In sum, I would like to see the council reject this proposal outright. If however, my views are not represented by the elected council, I will coordinate with my neighbours to appeal your decision and make sure that the voices of those who live here are properly heard.</p>
		Residents of Muncastergate	<p>We are writing to voice our objection to Monk Stray being used for commercial purposes. It is a lovely green open space which is available for use by members of the public and to use it for any commercial events would be detrimental to the area.</p>

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