

**Notice of a
Decision Session - Executive Member for Culture, Leisure &
Tourism**

To: Councillor Ayre (Executive Member)

Date: Monday, 13 March 2017

Time: 4.30 pm

Venue: The Auden Room - Ground Floor, West Offices (G047)

A G E N D A

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democratic Services by **4:00 pm on Wednesday 15 March 2015.**

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

Written representations in respect of items on this agenda should be submitted to Democratic Services by **Thursday 9 March 2017 at 5.00 pm**

1. Declarations of Interest

At this point in the meeting, the Executive Member is asked to declare:

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

which they may have in respect of business on this agenda.

- 2. Minutes** (Pages 1 - 2)
To approve and sign the minutes of the last Decision Session held on 16 January 2017.

- 3. Public Participation**
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 at **Friday 10 March at 5.00 pm.**

Members of the public may register to speak on :-

- an item on the agenda
- an issue within the Executive Member's remit;

Filming, Recording or Webcasting Meetings

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at: http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

- 4. Haxby and Wigginton Library** (Pages 3 - 18)
This report sets out options for investment in a replacement library for Haxby and Wigginton and asks the Executive Member to approve the use of the Council's capital funding to invest in the Memorial Hall project and to co locate a new library in their premises.

5. An Approved Trader Scheme (Pages 19 - 26)

This report recommends the strengthening of the partnership between City of York Council and Age UK and support for their Home Services Directory and a partnership with Checkatrade to form a new Trading Standards Approved scheme for local traders in the York area.

6. Urgent Business

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

Democracy Officer:

Name- Judith Betts

Telephone No.- 01904 551078

Email-judith.betts@york.gov.uk

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

Written Representation

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City of York Council

Committee Minutes

| | |
|---------------|--|
| Meeting | Decision Session - Executive Member for Culture, Leisure & Tourism |
| Date | 16 January 2017 |
| Present | Councillor Ayre (Executive Member) |
| In Attendance | Councillor K Myers |

24. Declarations of Interest

At this point in the meeting, the Executive Member was asked to declare any personal, prejudicial or disclosable pecuniary interests not included on the Register of Interests that he might have had in the business on the agenda. None were declared.

25. Minutes

Resolved: That the minutes of the Decision Session held on 19 December 2016 be approved and then signed by the Executive Member as a correct record.

26. Public Participation

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

27. Future Management of Allotments

The Executive Member considered a report for the development of an alternative management arrangements for the allotment service.

It was noted that Officers had written to all allotment tenants informing them of the proposals for the alternative arrangements and inviting them to a task and finish group to help shape these. This group would have the remit to define what a community management body for the allotments would look like and what it would need to get it up and running.

Officers confirmed that they had a group of tenants ready to work on a number of these tasks.

The Executive Member commended the consultation work that had already taken place and was ongoing.

Resolved: That the development of alternative management arrangements for the allotments service be approved, and once these have been developed a further report be received.

Reason: To harness the talents and energies of the community and to move the service onto more sustainable management arrangement.

Councillor Ayre, Executive Member

[The meeting started at 4.30 pm and finished at 4.35 pm].



**Decision Session – Executive Member for
Culture, Leisure and Tourism**

13 March 2017

Report of the Assistant Director (Communities and Equalities)

Haxby & Wigginton Library**Summary**

1. This report sets out options for investment in a replacement library for Haxby and Wigginton.

Recommendations

2. The Executive Member is asked to:
 - a) Approve the use of the Council's capital funding to invest in the Memorial Hall (MH) project and to co locate a new library in their premises
 - b) Approve the terms of the funding and the timescales for delivery as set out in the report
 - c) Approve delegated authority to the Director of Economy and Place to agree the lease duration and other terms with the MH trustees to ensure value for money is obtained

Reason: To establish an in-principle commitment and proposed timescale for a new library that will improve the quality of the library service for Haxby and Wigginton residents.

Background

3. Within the Council's capital programme for 2017/18 there is £500k for the construction of a new library in Haxby and Wigginton.
4. The old library closed on 16 July 2016 on the grounds of public safety. The building has been emptied and secured. The structural survey concluded the building is expected to collapse, with the external walls likely to fall outwards beyond the site boundary, therefore requiring controlled demolition. Due to the seriousness of the defects identified by the structural engineer it has been concluded that it would not be economically viable to

repair the building. The Executive Member is asked to note that demolition will take place and the site secured in April 2017.

5. The interim solution arranged by CYC's library service provider Explore York Libraries and Archives Mutual Limited ("Explore") has been to relocate the children's library offer to Oaken Grove Community Centre temporarily until the purchase and deployment of an additional mobile library to serve Haxby and Wigginton. This has been funded by a one off capital grant of up to £80k from CYC.
6. Since July 2016, a working group has been set up by the MH Trustees involving local stakeholders, CYC officers, Haxby Town Council, Wigginton Parish Council, all three ward Councillors, Explore and the Council's property services team, to discuss long term solutions.

The Memorial Hall Project

7. A vision for the library to be moved onto the high street and into the MH has existed for a number of years. The Trustees have secured planning permission for the development of the MH to include a new library as part of their overall plan. As a charity they own the free hold of the site. Plans of the proposal are shown at annex A.
8. The MH proposals fit with the long-term vision for libraries to move from stand alone facilities into community buildings co-located with other partners. By securing better locations with higher footfall potential, the aim is to lower overheads and provide new income streams for Explore.
9. The MH is already a well used community facility with a range of activities/uses including: social events (birthday parties to weddings), base for small businesses, regular hall hire (dance, music, fitness, sport groups for all ages) and Haxby Town Council office.
10. The MH Trustees have a stable and growing turnover and the last 5 years audited accounts demonstrate their financial sustainability and make them a good community organisation to partner with.
11. Officers have initially considered other sites in Haxby and Wigginton including Haxby Hall, rebuilding on the existing site, other community buildings, but none has the obvious advantages of the MH site.

Options

12. The options open to the Executive Member are:
- A. To commit to fund a new library on the MH site
 - B. To carryout a full options appraisal across Haxby and Wigginton to seek a different site, including the possibility of rebuilding on the current site.
13. It is proposed that, rather than being alternative options, these options are seen as sequential, i.e. a full options appraisal is only considered if the necessary funding by MH to implement option A has not been secured within 12 months of this decision.

Analysis of options

Option A

14. Haxby Town Council has provided financial support to the MH Trustees for professional fees for architects, cost consultants and to apply for planning permission, which they have done successfully.
15. In terms of deliverability the MH trustees have a plan that is well advanced with detailed cost estimates and are ready to tender the construction works, subject to capital funding being in place.
16. The cost consultants 'WT Partnership' appointed by the MH Trustees estimate the cost for the entire project at approximately £2m, but have created a plan which enables them to phase the development. The phasing is broken down and described in Table 1.

Table 1: Breakdown of capital costs for each building phase (to be viewed in conjunction with the plan shown at Annex B)

| Phase | Description of elements | Net Capital Cost (excluding VAT) | Gross Capital Cost (including VAT @ 20%) | Paid by |
|-------|---|----------------------------------|--|---------|
| 1 | New library including kitchen fit out – 218m ² (shaded purple on plan) | £416k | £499k | CYC |

| | | | | |
|---|---|----------------|----------------|----|
| | Extension of MH building to join library – 308m ² (shaded yellow on plan) | £461k | £553k | MH |
| | Sub total for Phase 1 | £877k | £1,052k | |
| 2 | New toilets on ground floor (shaded pink on plan) | £93k | £112k | MH |
| 3 | Extended activity hall, new glazed entrance and create a first floor with new rooms (shaded blue on plan) | £711k | £853k | MH |
| | Total Capital Cost | £1,681k | £2,017k | |

17. Phase 1 of the build is broken down into two descriptive areas:

- The library extension size is 218m² of floor space on the ground floor with level access from the main high street. It includes; entrance lobby, a large floor space for the main library, disabled toilet, boiler room and lift to the first floor. Additional costs have been included to refurbish part of an existing house into storage, offices, kitchen and cafe servery.
- The second element is to join the new library to the existing hall 308m² and includes: two new seminar rooms (one has access from the library and can be hired out for activities and events), corridors, new large kitchen and servery for the main hall, and refurbishment to the Haxby Town Council office with additional tea room and storage facilities.

18. Phase 2 (41m²) involves increasing the size of the existing toilets.

19. Phase 3 (397m²) includes the addition of a new glazed entrance on the side of the MH with new stair well and lift to provide access to a new first floor. This creates a space for two new seminar rooms, tea room and toilets.

20. Phase 1 therefore represents the minimum scheme, which would require a gross capital budget of £1,052k. This would require the MH Trustees to raise £553k and CYC to commit £499k.
21. The MH Trustees have a specialist fund raising organisation on board and have set them a target to raise over £1m. Progress to date includes the identification and preparation of £563k worth of funding applications; however, they have highlighted that to get a more successful return it is important to secure some initial funding that can be guaranteed as match funding.
22. Detailed discussions have taken place between Explore, the MH Trustees and CYC to agree clear expectations and principles of a future agreement. These will be incorporated into a Memorandum of Understanding (MOU) and then formalised into a legal Agreement for Lease. A high level summary of what is expected in the MOU is noted below:
 - CYC to provide the £499k funding for the library element to the MH Trustees to build out phase 1 using milestone payments
 - CYC expect the MH Trustees to raise the £553k within 12 months from the date the decision by the Executive member is made, otherwise CYC's funding could be withdrawn
 - CYC expect a full general repairing lease for the library area on a peppercorn rent for a Term (duration) that ensures that the capital invested offers CYC best value. CYC also require the ability to sub lease the library premises (to Explore in the first instance as the current library service provider – Explore's service contract with CYC expires on 31 March 2019 (unless renewed in accordance with the provisions of that contract)).
 - Explore to be responsible for the cost of the initial fit out to the library areas, planned maintenance and reactive repairs.
 - All parties to share a commitment to work collaboratively to drive joint outcomes for the benefit of local people, for example ensuring that the facility opening hours are maximised.

Option B

23. A full options appraisal would take significant time and resource with an expected timeframe of between 6-12 months to identify an alternative site, assuming a suitable one can be identified. Negotiations with the respective land owner would take time and a budget to complete a full feasibility study including architectural drawing and cost reports would need to be identified.

Next Steps

24. Subject to the recommendation being accepted by the Executive Member the first step would be to develop the MOU and get all parties to sign up to the principles of the project.
25. Once the MH trustees have raised the total funding required, the next step would be entering a legally binding Agreement for Lease and ensuring all the obligations have been satisfied.
26. If the funding efforts of the MH trustees fail, officers would come back to the Executive Member in order to seek resources for a full options appraisal.

Council Plan

27. The provision of a library service contributes to the following Council Plan priorities:
- All York's residents live and thrive in a city which allows them to contribute fully to their communities and neighbourhoods
 - Focus on the delivery of frontline services for residents and the protection of community facilities

Implications

28. **Financial:** The capital budget for this programme of work is £500k.
29. In terms of partnering with a charity to deliver a capital project, it is essential to ensure the financial sustainability has been checked. Officers have reviewed the MH financial revenue forecasts for this project and there is a strong plan which demonstrates surpluses can be reinvested back into the asset to ensure the long-term up-keep of the buildings.
30. The VAT status of the MH is still being considered by specialist charity accountants, therefore the Council's £500k budget

allocation is required in full but should VAT not be payable then any VAT elements assumed would be repaid to CYC.

31. **Legal:** Before CYC provide any funding to MH the following will be required:
- (i) Valuation advice as to what minimum Term (duration) of lease at nominal/peppercorn rent for library use would ensure that CYC is obtaining best value in return for paying the proposed premium of £416k (plus VAT).
 - (ii) Agree the Term and other provisions of the proposed lease with the MH Trustees in light of that valuation advice. (It is suggested that the amount payable by CYC to the MH Trustees should not exceed either the normal Premium for such a lease or the construction costs).
 - (iii) CYC require the MH Trustees to evidence that their method of procurement of a construction contract is in accordance with CYC's Contract Procedure Rules to ensure best value, transparency and fairness. The Public Contract Regulations do not apply to building works of this value but CYC is paying for a significant part of the costs of construction and it needs to ensure fair competition.
 - (iv) CYC require the MH Trustees to evidence that all the funding has been secured to meet their committed amount detailed in the construction contract.
 - (v) CYC require the MH Trustees to enter into an Agreement for Lease in which we will seek to :
 - (a) Oblige the MH Trustees to arrange construction of proposed library facilities to an agreed specified standard by a specified date in accordance with planning permission and building regulations
 - (b) Oblige the MH Trustees to grant CYC a lease of the library facilities for the agreed Term (period) at a peppercorn rent upon completion of construction (or oblige the MH Trustees to grant CYC a lease of the site when the first staged payment is made by CYC)
 - (c) Allow CYC to assign (transfer) the lease or to sub lease the library space to the designated library service provider

- (d) Allows CYC to exercise 'step-in rights' entitling CYC to take over and complete construction in event of the MH Trustees failing to do so and to recover our costs from the MH Trustees (and obliges the MH Trustees to grant CYC an early lease of the library site at that point)
 - (e) Obliges the MH Trustees to ensure that CYC are given collateral warranties by the building contractor, sub-contractors, architects etc
 - (vi) that any payment by CYC to the MH Trustees prior to completion of library construction works be a phased basis upon the reaching of certain specified stages of construction
 - (vii) Stamp Duty Land Tax of approximately £14k will be payable by CYC to HM Revenue & Customs on the grant of the lease if we pay a premium of £499K to the MH Trustees
32. **Property:** The WT Partnership cost report has been reviewed by officers and is considered to be satisfactory. Figures are based on current construction costs including 14% preliminaries, 10% contingency and 12.5% professional fees. Costs are then inflated to reflect an expected tender price in Q4 2018.
33. **Equalities:** An integrated impact assessment has been undertaken which shows no negative impacts, some positive impacts and areas for further community consultation in the development of the final design.
34. There are no **Human Resources, Information Technology, or other implications** associated with this report.

Risk Management

35. There is a risk that the MH trustees will not be able to raise the funds required to make the project viable within the 12 month period set. This would result in a delay to delivery of a new library for Haxby and Wigginton but would not result in any financial loss to the Council.
36. Risks entailed in delivery of the project will be mitigated as far as possible by the terms of the Agreement for Lease as outlined above. Failure to agree acceptable terms for the lease between CYC and the MH and CYC and Explore could prevent the funding being committed.

37. In compliance with the Council's risk management strategy the main risks that have been identified associated with the proposals contained in this report are those which could lead to the inability to meet business objectives and to deliver services, leading to damage to the Council's reputation and failure to meet stakeholders' expectations. The level of risk is assessed as "Medium". This is acceptable but means that regular monitoring is required of the implementation of the project.

Contact Details

| | | | |
|--|---|--|-----------------|
| Author: | | Chief Officer responsible: | |
| Andy Laslett, Strategic Services Manager | | Charlie Croft Assistant Director (Communities, Culture and the Public Realm) | |
| Report Approved | ✓ | Date | 1 March 2017 |
| Specialist Implications Officers: Finance – Richard Hartle Legal – Gerard Allen Property – Philip Callow | | | |
| Wards Affected: Haxby and Wigginton | | | All |
| For further information please contact the author of the report | | | |

Background papers: none

Annexes:

- A. Floor and elevation plans for the development of the Memorial Hall and new library extension.
- B. Phasing plan

Glossary of Abbreviations used in the report

MOU - Memorandum of Understanding

MH - Memorial Hall

VAT – Value Added Tax

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NOTES:



FIRST FLOOR PLAN

PLANNING
16 JAN 2014
DESIGN

REVISION B 20.06.2013

Library First Floor area added. Sports Hall now part of Phase 2. Entrance corridor enlarged. Tea Point added. Admin roof indicated.

REVISION A 17.03.2013

Sports hall reduced in area. Seminar room areas increased. Canopy added to library entrance & roof layout added

0m 2m 4m 6m 8m 10m



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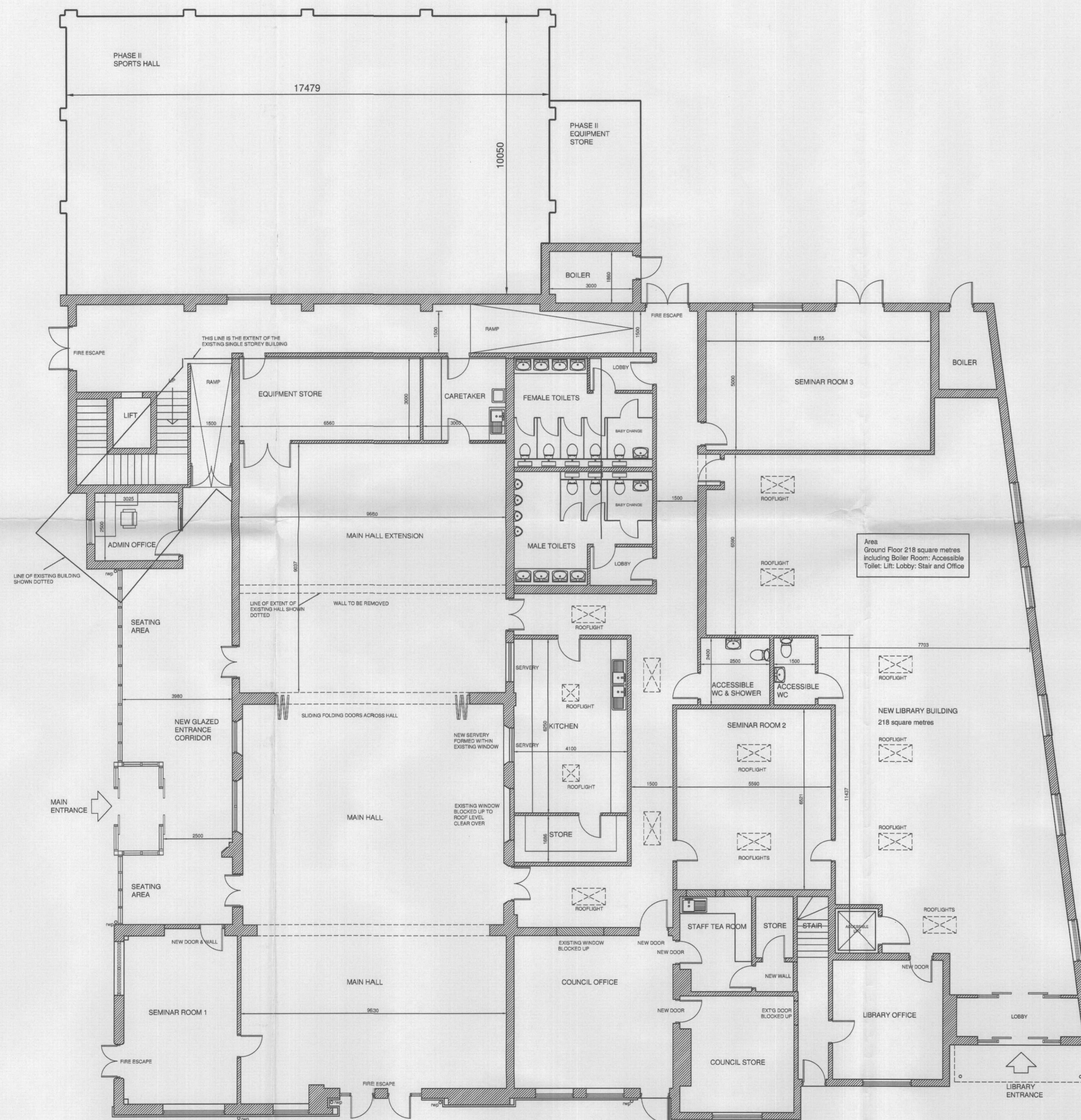
Project
HAXBY MEMORIAL HALL REDEVELOPMENT
THE VILLAGE, HAXBY
YORK, YO32 3HT
For: Haxby Memorial Hall Redevelopment Committee

Drawing Title
Proposed First Floor Plan

| | | | |
|-----------------------|------------------------|---------------|---------------------|
| Project Number 004 | Drawing Number PA08 | Revision B | Scale 1:100 @ A1 |
| | | | Date 14.03.11 |

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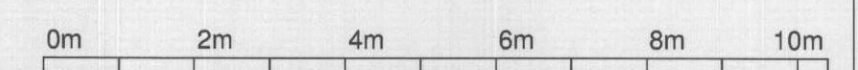
NOTES:



GROUND FLOOR PLAN

PLANNING
16 JAN 2014
DESIGN

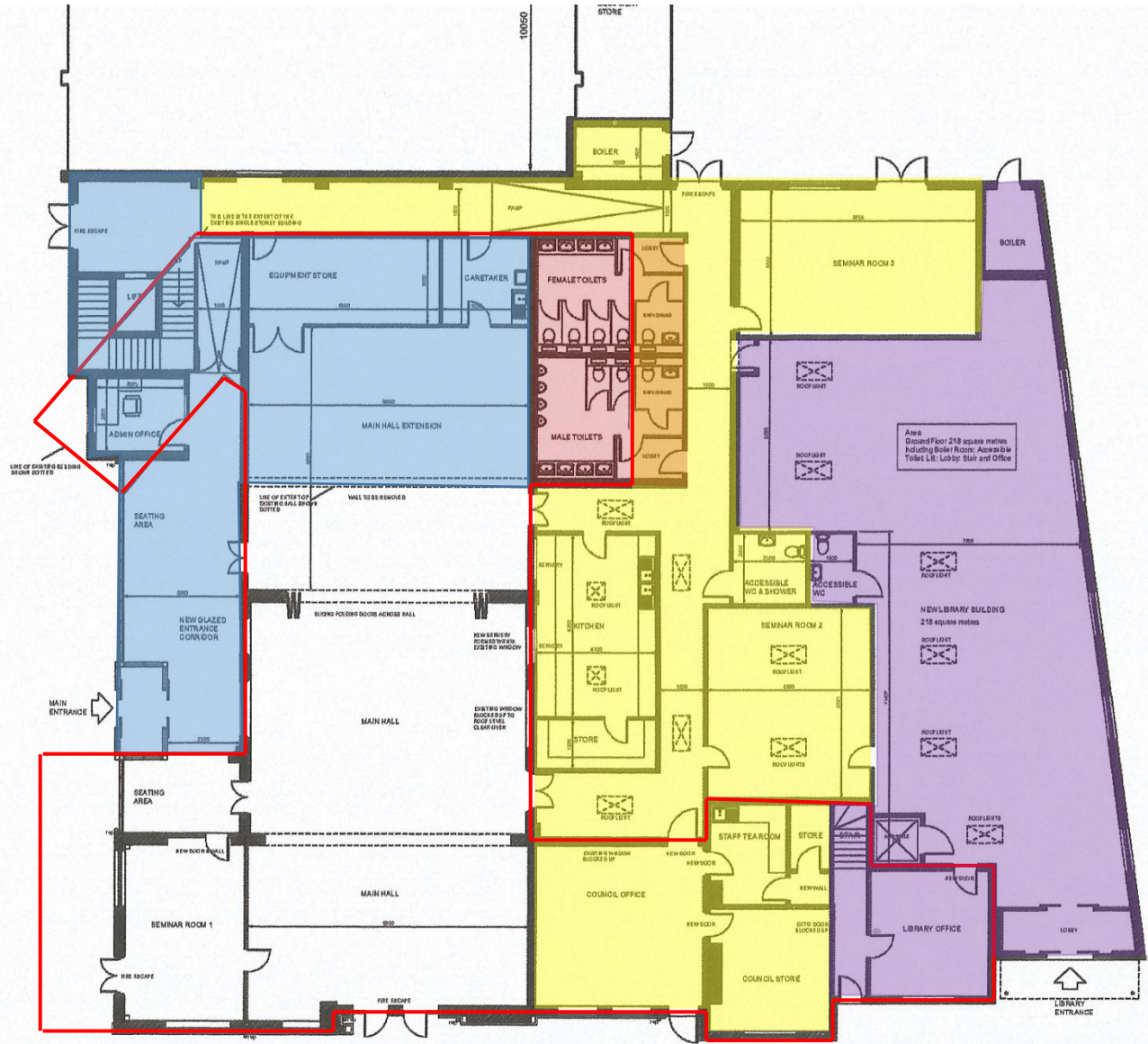
- REVISION B 20.06.2013
Library area added. Sports Hall now part of Phase 2. Entrance corridor enlarged to provide seating area. Admin Office added.
- REVISION A 17.03.2013
Library area increased. sports hall area reduced. toilet and kitchen area transposed. Canopy added to library entrance



| | | | |
|---|--|---------------|---|
| Tel: 01757 248127 Mob: 07751 076889 pdodesign@tiscall.co.uk | Project HAXBY MEMORIAL HALL REDEVELOPMENT THE VILLAGE, HAXBY YORK, YO32 3HT For: Haxby Memorial Hall Redevelopment Committee | | |
| | Drawing Title Proposed Ground Floor Plan | | |
| Project Number 004 | Drawing Number PA07 | Revision B | Scale 1:100 @ A1 Date 14.03.11 |

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HAXBY MEMORIAL HALL – COST ALLOCATION
NOVEMBER 2016



GROUND FLOOR PLAN

- Existing building
- Cost 1
Library
- Cost 2
Joining section
- Cost 3
New Toilets
- Cost 4
Extended Hall, New Entrance + Upper Floor

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Decision Session - Executive Member for Culture, Leisure and Tourism

13 March 2017

Report of the Assistant Director – Planning and Public Protection

An Approved Trader Scheme

Summary

1. This report recommends the strengthening of the partnership between City of York Council and Age UK and support for their Home Services Directory and a partnership with Checkatrade to form a new Trading Standards Approved scheme for local traders in the York area.
2. The aim of the partnerships is to produce enhanced directories of reliable, legally compliant and customer-focused tradespersons, approved by City of York Council Trading Standards (CYC TS), to protect all of York's consumers (residents, businesses and visitors). The partnerships would also help to support local businesses and the economy, to create jobs and to generate income for the council.
3. The report supports the council's priorities to create jobs and grow the economy, build stronger communities and protect vulnerable people. It also supports the three core capabilities to be a confident and collaborative organisation, to be completely in touch with our communities and with a relentless focus on our priorities.

Recommendations

4. The Executive Member for Culture, Leisure and Tourism is asked to:
 - a. Note the contents of the report
 - b. Strengthen the partnership with Age UK
 - c. Agree a new partnership between City of York Council Trading Standards (part of Public Protection) and Checkatrade

Reason – To support the council's priorities to create jobs and grow the economy, to build stronger communities and to protect vulnerable people.

Background and overview of approved trader's schemes

5. Every year City of York Council Trading Standards and York Citizens Advice Bureau (CAB) receive complaints from customers unhappy with the quality, type or cost of work undertaken or products and services supplied. Many of these relate to vehicle repairs and sales and to work undertaken by tradespersons. In the last 12 months there have been almost 2000 complaints from the public (1,100 of these are about York based businesses); 175 of these have been about garages and car sales and 122 about repairs to property. These business areas have numerous trade bodies but few regulations.
6. City of York Council responded to concerns from garages, car sellers and members of the public by launching its' "Approved Garages Scheme" (AGS) on 26 May 2016. The scheme's main aim is to give residents and garages peace of mind about the quality of services they are buying and providing. Another aim is to raise standards at the car dealerships, garages and service and repair workshops approved by the scheme, through checks and audits for both competency and legal compliance by CYC's Trading Standards Officers (TSOs). TSOs undertake checks to maintain standards, investigate any customer complaints and intervene to help to resolve them to the satisfaction of both customer and garage. Members of the scheme receive regular updates on the law, new guidelines and professional advice. They also have access to the council's AGS website and membership of the scheme enables them to promote their business as being Trading Standards Approved. The AGS scheme currently has 10 members.
7. The majority of complaints received by trading standards are as a result of consumers seeking advice or wanting to report a problem trader. All telephone numbers initially direct consumers to the Consumer Helpline (CACH) operated by the CAB. The CAB may then telephone CYC TS, depending on the seriousness of the complaint.
8. TSOs will consider the evidence and may seek further information from the consumer and trader before determining what action, if any, including enforcement such as written warnings and prosecution, is appropriate. This is often a time consuming (and costly) process when the consumer often simply wants a refund. Similarly Trading Standards are usually unable to offer support to businesses where false claims are being made.

9. There are currently a number of different trader approval schemes. These can improve the buying power of small businesses, represent their trade sector and provide services with a code of practice approved by statutory bodies. Most of these schemes however are solely to represent the interests of business and provide little protection or potential redress for the consumer.
10. Such schemes may provide market advantage to their members through well-publicised and familiar names, logos and publicity material that are trusted by consumers. They should also give peace of mind and confidence to consumers and feedback to traders and consumers. The scheme should be open and transparent, provide legal advice to traders and assist with dispute resolution.
11. The scheme should also help the consumer, enabling them to choose traders who are legally compliant, competent, safe, solvent and willing to resolve complaints. The scheme should provide the consumer with protection in the event of the trader becoming insolvent. It should also provide consumers with a means of dispute resolution without cost.
12. However, these types of schemes will only refer consumers to members of their organisation. This can provide consumers with a false sense of security and provides little protection to them as the traders have not been approved by trading standards or another fully independent organisation. Some traders falsely claim membership of such schemes.
13. A good approval scheme should represent the interests of the traders and protect the interests of the consumers. It should therefore include:
 - A process that enables swift action to address the complaints of the consumer and protect legitimate traders against spurious claims
 - Criminal Record checks on key employees including salesmen especially where cold-calling or visiting vulnerable persons at home
 - Complaints about the business received by all regulators and other trade and professional bodies
 - Insolvency history of the business and its officers
 - County Court Judgment (CCJ) checks
 - Current compliance of adverts, documents, websites, warranties
 - References sought from customers
 - Qualifications / competency of staff
 - Insurance provisions for damage to consumer property etc

14. Trading standards approved schemes provide a trusted name and therefore greater confidence for the consumer. They also ensure greater legal compliance by traders. Such schemes can help to drive up customer service and standards within the trade sector due to the in-depth knowledge of the law by TSOs. This closer relationship with business can help to build up trust and provide intelligence about rogue traders outside of the scheme. Since TSOs will be familiar with the business, any complaint can be more easily and quickly resolved without the need for an expensive, time-consuming and often confrontational investigation. In time the scheme will reduce complaints from consumers, thereby enabling officers to concentrate on their priority to create jobs and grow the economy, build stronger communities and protect vulnerable people. However, there are now fewer TSOs and resources to deliver such a scheme, especially if the scheme is to be sustainable.
15. Another option is to have a commercially based approval schemes affiliated to Trading Standards (TS). There are already a number of well known brands with existing customers that work with local authority trading standards departments. These schemes can provide far greater resources, information and publicity, in addition to approval by TS.

Home Services Directory

16. Age UK in York currently operate a “Home Services Directory” (HSD), which is a list of traders vetted by the police, City of York Trading Standards and Age UK York to protect householders (especially the elderly and vulnerable) from rogue traders. The HSD was set up in 2000 as a joint venture between Age Concern (as it was then) and CYC TS to combat the problem many older people experience in finding honest, reliable traders. The directory currently includes about 70 tradespersons and 115 entries including builders/joiners, cleaning services, computer services, decorators, drainage workers, driveway cleaners and repairers, electricians, gardeners, glaziers, handypersons, plumbers, roofers (including guttering), security system installers, adapted living and mobile hairdressers. Annual membership currently costs between £96 and £192, depending on the number of employees, with some initial fees for joining and vetting checks. The scheme members tend to be individual tradespersons and small businesses able to provide a bespoke service to the elderly. It is envisaged that any approved trader scheme would operate alongside and complement the HSD.
17. During the “Boxing Day” floods of 2015 there was a need for local residents and businesses to procure professional, reliable and trustworthy tradespersons.

Unfortunately the Home Services Directory was unable to cope with the sheer volume of requests. A directory of approved traders that were vetted and approved would have been very helpful for this and other future emergencies.

Checkatrade

18. One of the best known commercially based approval schemes affiliated to Trading Standards is Checkatrade. Checkatrade was founded in January 1998 after a tornado swept through Selsey in West Sussex, leaving behind £10 million of property damage. Rogue traders from across the UK travelled to Selsey to prey on the vulnerable. Local and national traders' schemes and local and national government were unable to respond to this at the time so Checkatrade was set up to deal with rogue traders and to protect the vulnerable.
19. Checkatrade is now a national organisation with three UK offices and 285 employees. They have existing partnerships with nine local authority trading standards departments including Buckinghamshire, Surrey, Kent, East Sussex, Suffolk and Nottinghamshire and are currently seeking partnerships with other trading standards departments. They have 23,360 tradespersons as members (currently 55 in the York area), are Competition and Markets Authority "compliant" and undertake significant customer (about 50,000 a month) and business feedback. Their website has approximately 1.2 to 1.5 million visits per month (over 3,000 in the York area). Checkatrade claim to have generated 9158 new jobs in the UK in the past 12 months and receives only one complaint from customers per 200 jobs. They won the Queen's Award for Enterprise in Innovation 2014.
20. Checkatrade has an advantage over other similar schemes in terms of the above and their publicity, sponsoring and advertising including on television (Good Morning, ITV Weather, Cowboy Builders), radio and the English Football League Trophy. If CYC decide to partner with Checkatrade, our scheme would be advertised in regional and local media and social media.
21. All tradespersons joining Checkatrade are rigorously vetted: this includes face to face interviews, insurance, qualifications, references and financial checks and checks by our own TSOs before they could become members (for which we would receive a small fee to cover our time).
22. All of the above checks will provide confidence to customers. Customers can obtain traders information via a website, a mobile app and a printed directory that is delivered straight to homes and businesses.

They would also have access to a trade appraisal help line to obtain accurate information on any of the listed trades and services. Consumers can review all good and bad consumer comments and scores on the website on which there are currently over 2.3 million reviews. Checkatrade also has its own customer complaints advisors to help if a job goes wrong.

23. In a recent poll of Checkatrade customers, 39% wanted tradespersons checked by Trading Standards and 97% said they would choose a TS checked tradesperson over one who wasn't.
24. Over 28,000 consumers in the York area have looked for approved traders on the Checkatrade website.
25. It is proposed that City of York Council enters into a partnership with Checkatrade. However this partnership will only be successful if it also works for and supports local businesses and consumers. CYC TS will therefore have the final say on whether a trader can join the scheme.
26. CYC Public Protection (which includes Trading Standards) has considered a number of alternative approved trader's schemes including Buy with Confidence and Independent / Trustmark, but considered that these were not appropriate for partnership for reasons relating to their resources, finance and charging structure.

Consultation

27. Consultation has taken place with Age UK, the Citizen's Advice Bureau, Older Citizens' Advocacy York and the trading standards departments of Surrey & Bucks, Suffolk, Kent, East Sussex and Nottinghamshire.
28. All the Trading Standards departments contacted were very positive about their partnerships with Checkatrade. Surrey & Bucks mentioned their support and advertising compared with other similar schemes. Checkatrade sponsor Cold Calling Zone signs and leaflets in Suffolk. Some Trading Standards departments use Checkatrade's business database. East Sussex welcomed the transparency of Checkatrade and the income generated. Kent and Nottinghamshire moved from Buy with Confidence to Checkatrade, because they are better known, require less trading standards resources, have a good reputation, better advertising, are accessible, deal better with complaints and have better vetting procedures. Kent also has a Primary Authority Partnership with Checkatrade.

Council Plan

29. The partnership with Checkatrade is closely linked to a number of elements of the Council Plan:
- A prosperous city for all – it will create jobs and grow the economy, by providing dedicated support to local business through professional advice and publicity
 - A focus on frontline services – providing reassurance to consumers and business
 - A council that listens to residents by providing them with an approved traders scheme that protects them from rogue traders and doorstep crime

Implications

Financial Implications

30. There are no direct financial implications to this report except that Public Protection will generate some income from vetting applicants to an approved trader scheme.

Equalities Implications

31. The scheme will protect vulnerable members of the public.

Legal Implications

32. None for the council. The proposed scheme will provide additional legal protection to consumers in York.

Risk Management

33. Not applicable.

Contact Details

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Corporate Director, Economy and Place

**Report
Approved**



Date 28 February 2017

Wards Affected:

All



For further information please contact the author of the report

Background papers: None

Annexes: None

Glossary of abbreviations used in the report:

AGS - Approved Garages Scheme

CAB - Citizens Advice Bureau

CCJ - County Court Judgment

CYCTS - City of York Council Trading Standards Consumer Helpline (CACH)

HSD - Home Services Directory

TS - Trading Standards

TSOs - Trading Standards Officers

**Councillor Ian Cuthbertson**

Liberal Democrat Councillor - Haxby & Wigginton Ward

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Cllr N Ayre
Executive Member for Culture, Leisure & Tourism
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10th March 2017

Dear Nigel

Haxby & Wigginton Library/The Memorial Hall, Haxby

I am writing in support of Option A as described under 'Options' and 'Analysis of options' on pages 5-7 of the report on this decision item, which is for consideration at your Decision Session on Monday, 13th March.

As you are aware, the Memorial Hall offers the possibility of becoming a much greater asset to the community of Haxby and Wigginton with the re-development proposals which have been put forward by the Hall's trustees in conjunction with Explore York. The planning application approved in January 2015 covers work which will enable the Hall to be improved and enlarged in several phases, the first of which could include a new Explore Library and Learning Centre. For this reason, there has been significant input from Explore York into the design of the extension and re-development.

Although the proposed Memorial Hall changes were originally planned on a much longer-term basis, the closure for safety reasons last year of the former Haxby Library has made the need for progress on a replacement library much more pressing. Since then, Oaken Grove Community Centre has kindly provided space for temporary library facilities, but room is restricted, book stocks are reduced and certain facilities (eg PCs) cannot be offered. The restrictions have made it clear how much the former library has been central to the social and cultural fabric of our community, underlining the need to provide a new one as soon as possible.

However, because of the nature of urban development in Haxby & Wigginton through expansion since the 1960s, there is now little or no space for a new building in the main built-up commercial and social centre of the community. The immediate routes for providing a new library appear to lie either in re-building in situ or in re-developing/extending some existing building such as the Memorial Hall. Currently, the former library site seems unsuitable for a building which could offer the full range of facilities required of an updated Explore, while other possible buildings lack desirable attributes such as location, accessibility, connection to public transport and size that already exist in the Memorial Hall. So, unless a full options appraisal (as outlined in Option B) is done at a cost of significant delay and resources, it appears that the Memorial Hall is the right location for this facility

and that Option A should therefore be approved.

Nevertheless, the officer report makes the point that the Option B appraisal should remain a possibility, to be treated on a sequential basis - thus it would only come into play should the Memorial Hall fail to obtain sufficient funding to proceed with Option A. This seems to be a logical and entirely reasonable proposal and I would support it.

Alongside the proposal for a new Explore Library and Learning Centre, I should like to point out that the Memorial Hall enjoys a growing number of regular users and provides a range of community activities through its hirers. Importantly, too, the Memorial Hall trustees have, over recent years, ensured that the Hall's financial position is both stable and sustainable. Co-locating the new Explore library with the growing community centre and Haxby Town Council's office in an expanded building at the heart of our local community will surely add to the activity, energy and momentum that we all hope to find in such a community facility.

All three local councillors, CoYC officers, Explore staff, members of local councils and stakeholders have joined in and supported the working group which was set up by the Memorial Hall trustees in July 2016 to discuss and aim towards longer term solutions. Much progress has been made, thanks to the support of CoYC's very capable Strategic Services Manager, and we look forward to helping see this project to a conclusion which will benefit our local community.

I hope very much that you will be able to give approval to Option A, retaining Option B as a sequential fall-back possibility as described.

Yours sincerely,

Cllr Ian Cuthbertson