



**Notice of meeting of  
Community Safety Overview & Scrutiny Committee**

**To:** Councillors Fraser (Chair), Gillies (Vice-Chair), Orrell,  
Waudby, Vassie, King and B Watson

**Date:** Tuesday, 1 March 2011

**Time:** 5.00 pm

**Venue:** The Guildhall, York

**AGENDA**

**1. Declarations of Interest**

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

**2. Minutes** (Pages 3 - 8)

To approve and sign the minutes of the meeting of the committee held on 18 January 2011.

**3. Public Participation**

At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the committee's remit can do so. The deadline for registering is **Monday 28 February 2011 at 5.00pm.**

**4. Probation Service presentation on (Pages 9 - 20)  
"Contribution to Safer York"**

Mike Ryan – Director LDU York – York and North Yorkshire Probation Trust will give a presentation on “Contribution to Safer York”.

The following documents are attached in support of the presentation:

- Handouts from presentation (Annex A)
- York and North Yorkshire Probation Trust Annual Report Summary 2009-10 (Annex B)

**5. 2010/11 Quarter 3 Performance Report (Pages 21 - 30)**

This report presents an overview of performance at Quarter 3 2010/11 for environmental and regulatory services managed from within the Communities and Neighbourhoods Directorate.

**6. Safer York Partnership Performance Report (Pages 31 - 36)**

This report details performance on the Community Safety Plan.

**7. North Yorkshire Police Performance Report (Pages 37 - 42)**

This report reports on the performance of North Yorkshire Police.

**8. Final Report from the Taxi Licensing Review (Pages 43 - 80)**

The final report of the Taxi Licensing Review is presented for consideration.

**9. Update on Possible Review of CCTV (Pages 81 - 86)**

This report presents a brief history of the proposed topic on CCTV in York, together with a revised topic registration form and possible review remit.

**10. Current Workplan and Draft Workplan for (Pages 87 - 90)  
2011-12**

Members are asked to consider the committee’s workplan.

**11. Urgent Business**

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

Democracy Officer:

Name: Jayne Carr

Contact Details:

Telephone – (01904) 552030

Email – [jayne.carr@york.gov.uk](mailto:jayne.carr@york.gov.uk)

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

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

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## About City of York Council Meetings

### 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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### **Holding the Executive to Account**

The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive 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 Executive 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

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MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	18 JANUARY 2011
PRESENT	COUNCILLORS FRASER (CHAIR), GILLIES (VICE-CHAIR), WAUDBY, VASSIE, KING, B WATSON AND FIRTH (SUBSTITUTE)
APOLOGIES	COUNCILLOR ORRELL
IN ATTENDANCE	COUNCILLOR ALEXANDER COUNCILLOR GALVIN (ITEMS 20-24 ONLY)

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**20. DECLARATIONS OF INTEREST**

Members were asked to declare any personal or prejudicial interests they may have in the business on the agenda. None were declared.

**21. MINUTES**

RESOLVED: That the minutes of the last meeting of the Committee held on 21 September 2010 be confirmed and signed by the Chair as a correct record.

**22. PUBLIC PARTICIPATION**

There were no registrations to speak under the council's Public Participation Scheme.

**23. PROBATION SERVICE PRESENTATION ON "CONTRIBUTION TO SAFER YORK"**

Members were informed that the representative from the York and North Yorkshire Probation Trust was unable to attend the rescheduled meeting but would be pleased to deliver a presentation on "Contribution to Safer York" at a future meeting.

RESOLVED: That the Probation Service Presentation on "Contribution to Safer York" be deferred to the next meeting.

**24. ATTENDANCE OF CHAIR OF SCRUTINY MANAGEMENT COMMITTEE**

The Chair of Scrutiny Management Committee explained that he was attending scrutiny committee meetings to seek the views of Members as to

their experiences of scrutiny with a view to looking at how scrutiny could be improved in the future. A report would be presented at the next meeting of the Scrutiny Management Committee.

Members made the following comments:

- Scrutiny could be made to work more effectively.
- There were issues regarding the resourcing of scrutiny and yet it was noted that the scrutiny budget had an underspend of £15k.
- After a scrutiny topic had been registered there was too long a delay before a review was undertaken. The process was too complicated and this was a barrier to effective scrutiny.
- Recent improvements to scrutiny processes, including the revised topic registration arrangements, were acknowledged. There was, however, still more that could be done to streamline procedures.
- Insufficient action was taken on the recommendations arising from scrutiny reviews.
- Scrutiny was too topic based – more should be done to hold the Executive to account.
- There should be more pre-decision scrutiny. Executive papers should be presented to SMC prior to them being considered by the Executive. Members could make a useful input at that stage. The calling-in procedures could still be implemented if appropriate.
- The agendas for scrutiny committee meetings were too focussed on monitoring reports and other data. This left little time to consider other issues. It appeared that items were sometimes included on scrutiny agendas because they were not within the remit of any other committee.
- Scrutiny topics needed to be timely and relevant – it was useful if they were linked to specific projects that officers were carrying out, for example the review of the Customer Feedback Policy.
- Task Groups were too restricted by the remit for the review, this meant that they were unable to respond to issues that came to light during the process of carrying out the review.
- Members of scrutiny committees did not always feel that they were making a difference or that their time was being well spent. This could be very frustrating.

The Chair of SMC thanked Members for their contributions and stated that they would be included in the report that would be presented to SMC on 28 February 2011.

The Director of Communities and Neighbourhoods suggested that it might be useful for the committee to hold a meeting at which the Assistant Directors could update them on the work that would be taking place during the year ahead. Members would then have the opportunity to decide whether there were particular policies or pieces of work in which it would be useful for them to have an input. This would also help with planning the committee's workload.



**25. NORTH YORKSHIRE POLICE POLICING PLEDGE - 2ND QUARTER PERFORMANCE REPORT**

Members received a report that provided update performance information on the North Yorkshire Police Policing Pledge local performance indicators and the Safer Neighbourhood Team Priority Settings. It was noted that the pledge was to be replaced by service standards. The Public Attitude Survey would no longer be carried out but there would be other methods of consultation in place.

Members queried the figures in Appendix A, specifically those relating to Clifton and Bishopthorpe. Officers agreed to look into this matter<sup>1</sup>.

Members were informed that there was to be a policing restructure and that this would be reflected in future reports.

Members were asked if they would wish a representative from North Yorkshire Police to attend future meetings. They agreed that this would not be necessary unless there were specific issues that the committee wished to raise.

- RESOLVED: (i) That the report on North Yorkshire Police performance be noted.
- (ii) That the committee receive a briefing on the new police structures<sup>2</sup>.
- (iii) That a representative from North Yorkshire Police not be required to attend all meetings of the committee.

- REASONS: (i) To ensure that the committee was informed of North Yorkshire Police performance.
- (ii) To enable the committee to have an understanding of the revised policing structure.
- (iii) To ensure effective use of officer time.

Action Required

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|--|----|
| 1. Check statistics and notify Members of any amendments | MC |
| 2. Include in committee's workplan                       | MC |

**26. SAFER YORK PARTNERSHIP PERFORMANCE REPORT**

Members received a report that presented data on performance in respect of the Community Safety Plan. Members' attention was drawn to the identified priorities.

It was noted that cycle theft continued to be a key issue. Officers gave an update on the work that was taking place to tackle this problem.

Members were informed that a new Community Safety Plan was being prepared and should be available for the next meeting.

Referring to NI 47, Members requested a breakdown of the data in respect of people killed or seriously injured in road traffic accidents. Officers confirmed that data was available that could identify whether the accidents occurred on main roads or estate roads and that it would also be possible to specify whether the accidents involved motorcycles, cycles or pedestrians<sup>1</sup>.

RESOLVED: That the report be noted.

REASON: To ensure that the committee is informed of performance in implementing the Community Safety Plan.

Action Required

1. Circulate a breakdown of the data in respect of people killed or seriously injured in road traffic accidents to Members JM

**27. CITY OF YORK COUNCIL SECOND QUARTER MONITORING REPORT**

Members received a report that presented an overview of performance at Quarter 2 for environmental and regulatory services managed from within the Communities and Neighbourhoods Directorate.

Members noted that the significant exceptions related to waste management (NI192,193) and fly-tipping (NI196). Officers stated that it was not clear why there was an upward trend in fly-tipping and gave details of the investigative and enforcement work that was taking place. Members noted that this year's targets of 48.1% for recycling and 51.1% for landfill were unlikely to be achieved but that there had been an overall reduction in waste collected and landfilled. Members suggested that local manufacturers should be approached to seek their support in reducing the amount of packaging for their products. The approach could be made through the LSP Economic Development Partnership as well as by making direct approaches to the companies concerned.

Officers, referring to the forecast overspend figure detailed in paragraph 4 of the report, stated that because of an overspend on the winter maintenance budget, the predicted overspend for the portfolio had now increased further. Action was being taken to outturn within budget by the end of the financial year.

Officers were asked about the action that was being taken in respect of the projected shortfall in income from Commercial Waste activities. They explained that, although income targets had not been met, the service continued to make a profit. A review was to be undertaken to look at issues including the pricing structure and reasons why some potential customers were using other providers.

RESOLVED: That the financial and performance position of the portfolio be noted.

REASON: In accordance with budgetary and performance monitoring procedures.

## 28. CCTV TOPIC REGISTRATION

Members considered a topic registration form that had been submitted in respect of CCTV.

Councillor Alexander detailed the reasons why he had submitted the topic registration. He explained that he had not included civil liberties within the topic area, as he had understood that a topic registration on this issue had been recently rejected. He did not, however, have any objection to this aspect being considered, should the committee wish to include this issue in the remit of the review.

The Chair clarified that the topic registration form that had previously been submitted by Councillor Vassie had not been rejected but that the committee had agreed that a scrutiny review on the effectiveness of CCTV in York should not take place at that time. It had been noted that North Yorkshire Police Authority were undertaking a review of the costs and effectiveness of CCTV provision across the North Yorkshire police force area.

Officers gave a presentation which provided an overview of City of York CCTV system in operation. Members were informed that the system had three key uses:

- Traffic management
- Car park management
- Crime and Disorder

Details were given of how the system worked, the hardware used, the staffing and support that was in place and the system's potential to be developed in the future. Examples were shown of how CCTV had been used to record specific incidents in the city. Members noted that bodies such as the York and North Yorkshire Safer Communities Forum were also looking at issues in respect of CCTV.

Members agreed that it would be worthwhile for a scrutiny review of CCTV to be carried out and that its remit should include issues that had been identified on the topic registration forms submitted by Councillor Alexander and Councillor Vassie.

- RESOLVED: (i) That the Chair, Vice-Chair, Councillor Vassie and Councillor Alexander meet to:
- Consider the topic registration forms submitted on this issue and identify issues to be included in the draft remit for the review. The draft remit would then be considered by the committee.
  - Draft answers to the final five questions detailed on the topic registration form. The draft

answers would then be considered by the committee.

- (ii) That information on the Police Authority review of CCTV be presented at the next meeting.

REASON: To progress a scrutiny review on CCTV.

**29. WORKPLAN**

Consideration was given to the committee's workplan.


RESOLVED: That the workplan be noted.

REASON: To progress the work of the committee.

Councillor Fraser, Chair

[The meeting started at 5.00 pm and finished at 7.15 pm].

**York Community Safety Oversight and Scrutiny Committee**  
 York and North Yorkshire Probation Trust  
 30.11.2010  
 Pete Brown, CE and Mike Ryan, Director, York

York and North Yorkshire Probation Trust 

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**“making communities safer”** 

**Who we are**

- York and North Yorkshire Probation Trust is part of the National Offender Management Service (MoJ)
- We are one of 35 Probation Trusts in England & Wales, having achieved Trust status in April 2010

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**“making communities safer”** 

**Key aims**

- Protect the Public
- Reduce re-offending
- Punishment of offenders in the community
- Making offenders aware of the effects of their crime on victims & the public
- Rehabilitate offenders

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**“making communities safer”**



**Where are we?**

- Cover the whole of York & North Yorkshire
- Employ 215 staff
- Manage 1 Approved Premises (York)
- staff in local prisons, YOT, courts and field offices

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**“making communities safer”**



**What do we do? -**

**Deliver the NOMS Offender Management Model:**

- **Assess**
  - **Sentence Plan**
  - **Implement**
  - **Review and Evaluate**
- (ASPIRE)**

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**“making communities safer”**



**What do we do?**

- Manage and assess the risk of re-offending and of causing serious harm
- Deliver Interventions
- Enforce the requirements of community order or licence conditions
- Work in partnership!!!!!!!

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**“making communities safer”**



**What do we do in York?**

- Manage 702 offenders as part of a community order or post-release licence
- Deliver @60,000 hours of Community Payback
- Deliver interventions through a range of partnerships
- Manage 32 tier4 cases (PPOs or those identified as high or very high risk of causing serious harm) in the community with 85 in custody

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**“making communities safer”**



**Community Payback**

Graffiti removal, litter-picking, cycle path clearance and maintenance, horticulture, ground-works, women-specific provision at HMP & YOI Askham Grange, charity shop work, graveyard maintenance, park bench renovation, scout hut maintenance, community centre painting and decorating

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**“making communities safer”**



**Programmed Interventions**

- Deliver accredited and treatment interventions: - thinking skills, substance misuse, domestic abuse, sex offender, anger management
- Access to education, training and employment
- Access to housing support services

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**“making communities safer”**



**Integrated Offender Management (IOM)**

delivered in partnership for those who present the highest risk of re-offending through co-located staff from police, probation, substance misuse services, housing advice providers, prison and employment advice providers.

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**“making communities safer”**



**Protecting the Public**

- Contribute to Public Protection > MAPPA
- Southview Approved Premises

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**“making communities safer”**



**Re-offending data (MoJ) of offenders subject to statutory supervision in York**

- Complex methodology which indicates:  
Predicted rate – 12.49%  
Actual rate – 12.26%  
‘Target’ for a statistically significant decrease – 11.01% (26 fewer re-offenders)

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**“making communities safer”**



**Integrated Offender Management, York and Selby cohort**

Local management information indicates a reduction from a baseline of 61 arrests per month to average 42 arrests per month

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**“making communities safer”**



**Working with offenders who present a high or very high risk of causing serious harm**

Southview Approved premises provides regular updates on the management of high risk offenders to key community stakeholders including local councillors, school managers, church leaders and local authority personnel via a Community Engagement group

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**“making communities safer”**



All our work is underpinned by partnerships with statutory agencies, the voluntary and community sector and the private sector

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**“making communities safer”**



Questions?

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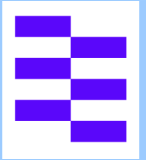
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# York and North Yorkshire Probation Trust

Formerly North Yorkshire Probation Board 4 April 2001-31 March 2010



# Introduction

“ This commendable 2009-10 summary report captures significant achievements in a year of major challenges, and with well documented constraints on public resources. The resilience, commitment and professional skills of our employees have been fully stretched and we are indebted to them for their positive response in achieving high standards of performance.

During 2009-10 North Yorkshire continued to play an important role in local and regional partnerships. Within the Criminal Justice System we continued to play a strong central role. Substantial contributions were made to the Local Criminal Justice Board and other local multi-agency partnerships.

Our close and effective links with sentencers enabled us to continue to provide quick and reliable information, to support their decision making.

Such shared working is essential in making best and effective use of public resources to reduce crime, support victims and provide safer communities.

Realistically we face major challenges in the coming years - but we are assured of the evident commitment and professional skills of our employees. We are confident that we shall continue to provide high standards of effective local probation services.

The Board will fully support and capitalise on our new reputable standing as the York and North Yorkshire Probation Trust; to work closely with local partners and stakeholders, to protect the public, and contribute effectively to safer communities throughout York and North Yorkshire.”



**Ken Bellamy CBE**  
Chair of the Probation Trust




**Pete Brown**  
Chief Executive



Our aim as a Trust is to be a forward looking organisation, responsive to the needs of our local communities. We commit ourselves to excellence, to equality of opportunity and to continuous improvement.

**The aims of the Trust are:**

- protecting the public
- reducing re-offending
- the proper punishment of offenders in the community
- ensuring offenders' awareness of the effects of crime
- rehabilitation of offenders

## Becoming a Trust

**The probation service in York and North Yorkshire works with offenders to cut crime and protect the public. In doing so, we make a vital contribution to the safety of our communities and the people who live in them.**

We worked hard during 2009-10 to achieve Trust status. This enabled us to re-shape our organisation to the needs of each of our localities and to participate in the local partnerships - which will be the most effective vehicles for reducing crime in York and North Yorkshire.

We are now in a position to negotiate a service delivery contract with the Director Offender Management (DOM) Yorkshire and Humberside, our commissioner, which truly reflects the needs of our county.

From April 2010, we restructured our delivery structures, basing them on Local Authority boundaries. We now have two Local Delivery Units; York and North Yorkshire. These are each led by a Director, with the necessary delegated budgetary authority to really shape services in line with local needs and priorities.

The new boundaries are co-terminus with the Local Area Agreements and of many of our major partners. This will enable us to fully participate in the setting of local priorities, in responding to local needs and allow us to build on our existing partnership work to greater effect.

We believe we have laid the groundwork during 2009-10, so that the York and North Yorkshire Probation Trust will be able to demonstrate it is delivering a real impact in reducing re-offending in York and North Yorkshire over the coming years.

# Making communities safer

Public protection is our number one priority

**Assessing and managing the potential risk that offenders in the community present is critical.**

In this country, we have some of the most advanced and effective processes in the world in place to do this. These processes have been particularly strengthened since the introduction of Multi-Agency Public Protection Arrangements (MAPPA), which enables the Police, Prison and Probation Services to work closely together, to manage potentially high risk offenders.

The level of risk in individual cases can never be entirely removed; however it can be effectively managed and reduced.

The vast majority of sexual and violent offenders, at some stage, will be released back into the community. It is the responsibility of MAPPA agencies to work with these offenders to help reduce the likelihood of re-offending.



We work together with a whole range of other agencies including local authorities, education and health, to ensure that plans have been established to manage these offenders. We also have two appointed lay advisers, who represent the views of the local community on the Strategic Management Board. By working together we are helping to ensure North Yorkshire remains a safer place to live.

**York and North Yorkshire is a safe place to live and MAPPA is working hard to keep it that way. The total number of registered sexual offenders in North Yorkshire and the City of York during 2008-09, per 100,000 head of population, was low at 51.**

**For more information:**  
[www.mappayorkandnorthyorkshire.org.uk](http://www.mappayorkandnorthyorkshire.org.uk)

## Approved premises

**The aim of approved premises is to protect the public from offenders who pose a significant risk of harm to others.**

There is one approved premises in North Yorkshire - Southview. It provides accommodation for those who are on bail, subject to probation supervision under the terms of a Community Order, or on licence following release from prison.

It is not a permanent home for offenders; it is used to rehabilitate offenders, to enable them to play a positive role in society.

Southview offers a higher level of supervision, in order to protect the public from those who pose the most harm to others. All residents are subject to thorough risk assessments. They have an individual supervision or sentence plan, that addresses the causes of their offending. This may include receiving drug or alcohol treatment, attending programmes, improving basic skills and working towards employment or longer term accommodation.

Southview imposes a night-time curfew and some residents have other specific curfew requirements. There is CCTV surveillance and staff are on duty 24 hours a day, seven days a week. Hostel rules are strictly enforced and there is close liaison between the police, supervising probation staff, courts, prisons, social care and other partner agencies.

Illegal drugs, solvents and alcohol are banned at Southview. Residents who break these rules may be returned to court or prison.

Approved premises, like Southview, are the safest option for certain offenders, as it allows their risk to be closely managed. They are required to comply with all the conditions of their order or licence, including the curfew and any additional restrictions imposed on their movements.

**Approved premises are a vital part of the public protection process. They enable successful resettlement of offenders back in to the community, while contributing to the reduction of re-offending.**

## Giving victims a voice

**The probation service provides a service to victims of serious sexual or other violent offences.**

This involves - if the victim wishes it - keeping them informed about the progress of the offender through prison. It also involves giving the victim the chance to give their views about any conditions applying to the offender on release from prison. Conditions may include preventing the offender from going near the victim, and if the risk is seen as too great, placing an exclusion zone on the offender to stop them causing any further worry to the victim.

The victim's involvement with this service is voluntary, and victims may change their mind about having contact with a victim liaison officer at any point during the offender's sentence.

Last year the North Yorkshire Probation Board employed dedicated victim liaison officers to work exclusively with victims, to ensure they had a strong voice in the Criminal Justice System.

In 2009-10, the team consisted of 3.5 full-time staff, who managed over 1,100 victim cases between them.

**The government set a target of 90% of victims being contacted by the Board within 56 days of the offender's sentence date.**

**In York and North Yorkshire that target is exceeded every year and in 2009-10, 98.1% of victims were contacted within the target time.**

**Probation works.** Punishing, supervising and rehabilitating offenders in the community is effective and efficient - particularly compared to short prison sentences.

# Partnerships

We worked effectively in partnership to fulfil our duties

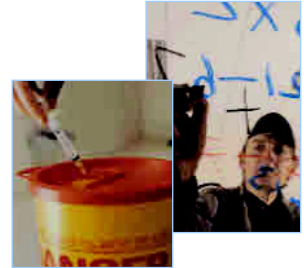
**As one of the key criminal justice agencies, the organisation continued to work in partnership; this is an increasing feature of our work at a local, regional and national level.** The development of strategic partnerships saw great progress in 2009-10.

With the support of the North Yorkshire Strategic Partnership's Safer Communities Forum, we played an active role in strategic developments in relation to work with Prolific and Other Priority offenders, Domestic Violence, Alcohol Misuse, Violent Offending and Information Management.

The Local Area Agreements in York and North Yorkshire provided a platform for enhanced partnership around the shared goals of public protection, reducing re-offending and social inclusion - which provide the basis for Integrated Offender Management.

We continued to jointly commission services for drugs and alcohol interventions with police, health and local authority partners through the two Drug and Alcohol Action Teams (DAATs). Our then Assistant Chief Officer Interventions, chaired the North Yorkshire DAAT for the past year and also sat on the Safer York Partnership / DAAT.

Working with prisons, local colleges, the Learning and Skills Council, Job Centre Plus and Next Steps Agencies, we continued to establish a Local Offender Learning and Skills Partnership to oversee effective routes for offenders into learning opportunities, skills development and employment.



## Integrated Offender Management

Keeping offenders in the spotlight

**The basic concept of Integrated Offender Management (IOM) is to bring together the right agencies, to ensure the right interventions are undertaken with the right offenders, at the right time.**



This multi-agency initiative works with those offenders who have the motivation to stop offending, so that criminal justice agencies can focus their efforts on catching and convicting those offenders who pose a greater risk to communities. During last year the Board worked with the Local Criminal Justice Board to set up multi-agency teams in probation offices in three areas - York, Scarborough, and Harrogate. Each team has between 15 and 20 staff from probation, police, drugs teams and other partners, working together to manage up to 300 offenders at any one time.

The IOM unit in Scarborough has been operating for nearly one year and results are encouraging, with reductions in re-offending for the 200 offenders under supervision averaging at 38%.

## Our work in court

**Liaison with sentencers remained a key feature of the Board's work last year and we remained committed to ensuring high standards of service to the courts.**

During 2009-10 our employees prepared 2,624 professional reports for the courts, to help sentencers with their decision making.

The Board has an excellent record of submitting reports to the courts within the required timescale and 2009-10 was no exception, achieving 99.8% against a national target of 100%.

Over the year there was a further increase in the number of oral and fast delivery reports, with 1,357 being completed - compared to just 615 back in 2004-05. The increase in fast delivery reports enabled more sentencers than ever to make their decisions on the day.

The Board knows that regular liaison with courts is key to our work and in 2009-10 we continued our commitment to regular liaison. We achieved this through newsletters, training events, Liaison Committees and numerous face to face meetings at all management levels.



Locally we have strong partnerships with courts.

# Punishment with a purpose

## Community Payback



**Every year, offenders perform hours of Community Payback in England and Wales; it is a valuable resource to local communities.** Last year, offenders in York and North Yorkshire alone, performed some 136,241 hours for the benefit of local communities. In cash terms this equates to over £790,000 (calculated on minimum wage).

Community Payback punishes offenders for their crimes and is able to prevent the likelihood of re-offending.

Work done on Community Payback projects, such as gardening, catering, painting and decorating and carpentry, can be accredited by education providers, giving offenders a recognised certificate. For many this is the first educational qualification they have ever achieved and is an incentive to carry on with further education or apply for jobs.

During 2009-10 our Community Payback teams were busier than ever responding to local needs. This included helping many local councils to clear footpaths and communal areas when heavy snow fell early in 2010.

A full list of our beneficiaries, and the work that we undertake for them, is published every month on our website.

### Mayoral Project 2009

The Lord Mayor of York (2009-10), Councillor John Galvin, found out just how tough community punishments can be when he attended the first ever City of York Community Payback Mayoral Project, at one of York's most popular cycling paths.

As project sponsor, the Lord Mayor gave his official backing to the project, which saw offenders working hard to make amends for their crimes. Offenders carried out work in Layerthorpe on the National Cycle Network which is co-ordinated by Sustrans, the UK's leading sustainable transport charity. To help maintain the popular cycle route for the benefit of its regular users, offenders undertook a raft of environmental jobs that included strimming and cutting back of hedges, removing rubbish and broken glass, cleaning away graffiti from the bridge, and repainting local monuments in the immediate area.

### So how can you get involved?

The Community Payback teams would like to hear from you about projects which you think will make a real difference to your local community. Contact us at:

#### Email

communitypayback@north-yorkshire.probation.gsi.gov.uk

“...The people in York want to know that criminals in York are being made to payback for their crimes. Community Payback schemes, like mine, make this a reality and very importantly give local communities a say in what criminals must actually do to make amends for their crimes.”

The Lord Mayor of York (2009-10)  
Councillor John Galvin



## Cutting crime, changing lives

### Skills for Life

**One of our many tasks is making sure offenders have the sort of basic skills that most of us take for granted.** Many offenders, for example, struggle with even the simplest English or cannot deal with numbers. By supporting offenders to attain basic standards in such skills they become more employable. Research shows that if offenders can gain stable employment they are 30% less likely to re-offend.

North Yorkshire's target for 2009-10 was to get 600 offenders on to courses to achieve basic educational and vocational skills. In the event, we placed 603 offenders on to courses.

In addition, 45.9% of offenders, under our supervision, were in employment at the point of their sentence termination.

### Accredited programmes

**Accredited programmes are evidence based behavioural programmes, which are designed to reduce re-offending by helping offenders to learn new skills that improve the way in which they think and solve problems.**

Problems with attitudes and behaviours are amongst the most common characteristics of offenders and accredited programmes are a good way of tackling them.

During 2009-10, 52 offenders completed our Domestic Violence programme, against a national target of 37. A further 19 offenders completed the accredited Sex Offender Treatment programme, against a national target of 14.

### Substance mis-use

**Year on year, substance mis-use treatment continues to be increasingly successful for us.**

These orders are designed for those offenders whose offences are directly related to their drug or alcohol addiction. They involve high levels of contact and supervision with offenders, who have to stick rigidly to the condition of the order.

During the year, we managed 77 offenders on a Drugs Rehabilitation Requirement (DRR), against a target of 74.

During the year, we managed 115 offenders on an Alcohol Treatment Requirement, against a target of 30.

# Performance

## Significant achievements in a year of major challenges

**The achievement of key national, regional and local targets continued to be a high priority for the Board. 2009-10 was a very successful year in which we achieved 'Green Star' status across all measures, under the Integrated Probation Performance Framework (IPPF) - the highest rating possible.**

**2,408** offenders were either in custody, on licence, or on an order under our supervision, as of the 31 March 2010.

**4,009** Community Orders, supervised by North Yorkshire Probation, were started during the year.

**1,393** of those Community Orders required the offender to carry out Community Payback (unpaid work).

**321** of those Community Orders required the offender to complete an accredited programme.

**77** Drug Rehabilitation Requirements and **115** Alcohol Treatment Requirements were started during the year.

**603** offenders, supervised by North Yorkshire Probation, were referred for further educational provision.

**161** offenders, supervised by North Yorkshire Probation, secured retained employment for at least a month.

**2,624** Pre-Sentence Reports were produced for courts to assist them with their sentencing decisions. Of these **99.8%** were on time.

**354** offenders started supervision on licence, on release from prison.

**98.1%** of victims of serious sexual or violent offenders (sent to custody for one year or more), were contacted by our staff within eight weeks of the sentence date.

**136,241** hours of Community Payback were carried out by offenders in York and North Yorkshire.

# About us

**Staff are the Board's greatest asset, and we sought to ensure, that we had the right staff, in the right place, doing the right things.**

The workforce profile as at 31 March 2010 showed that 209 staff (full time equivalent) were employed by the Board. Of these, 33% were male and 67% female, and of staff that declared their disability, 9.9% were registered disabled. The highest percentage of age representation was the 41-50 year old bracket, which represented 30.5% of all employees.

We believe strongly in training and development and considerable resources and time went into training employees and developing their practice. There was significant investment over the year with real emphasis placed on both skills training to ensure probation staff skills were maintained, together with an emphasis on leadership and management development. Last year our employees received some 783 training days in total.

The management of attendance by the Board continued to be a high priority and this resulted in a continuation of an excellent record in the number of days lost due to sickness. The average number of days lost during 2009-10 was low at 6.49 days per employee.

## How we spent our money in 2009-10

Budget	2008-09	2009-10
Employee costs	9,926,000	<b>7,197,000</b>
Operating costs	2,823,000	<b>3,047,000</b>
Income	(312,000)	<b>(308,000)</b>
<b>TOTAL</b>	10,437,000	<b>9,936,000</b>

Operating costs include: supplies and services; contracted out services (including IT and estates); third party payments (partnerships); and other administration costs. We are principally funded by the Ministry of Justice.

## Complaints

Year	Number of complaints
2009-10	<b>2</b>
2008-09	2
2007-08	3

We hope this short summary has helped you to understand what we do, how we do it and what we achieved during 2009-10. If you want to know more, a full copy of the Annual Report is available on our website or a copy can be obtained from the contact details below. In addition please contact us if you, or anyone you know, requires this document in an alternative language or format, e.g. or Braille or large print.

York and North Yorkshire Probation Trust  
Thurstan House, Thornfield Business Park, Standard Way Business Park, Northallerton, DL6 2XQ  
Tel 01609 778644 • Fax 01609 778321 • Web [www.ynyprobation.co.uk](http://www.ynyprobation.co.uk)







## **Community Safety Overview and Scrutiny Committee**

1 March 2011

### **2010/11 Quarter 3 Performance Report**

#### **Summary**

- 1 This report presents an overview of performance at Q3 2010/11 for environmental and regulatory services managed from within the Communities and Neighbourhoods Directorate. A separate report on the agenda provides details of the crime and community safety position to end December.

#### **Background**

- 2 It is a requirement in the council's constitution to report to the relevant scrutiny panel every quarter. The panel has requested that these reports focus on exceptions only.

#### **Finance overview**

- 3 The approved 2010/11 budget for this portfolio is £29.6m and this review indicates a forecast overspend of £393k. The main areas causing this overspend are a projected shortfall in income from Commercial Waste activities along with a forecast increase in the cost of winter maintenance following the period of severe weather during December.
- 4 Work is being carried out to address the income shortfall with alternative options that would reduce the position being assessed. The directorate will also address its current overspend position via vacancy management measures along with a continued freeze on non essential spend in order to outturn within budget by the end of the financial year.

#### **Performance overview**

- 5 All but one of the relevant corporate strategy actions were on target or complete at the end of Quarter 3.
- 6 As at Q2, the main exceptions against target relate to an increase in fly-tipping levels, and recycling and landfill rates not improving as quickly as expected.

#### **Corporate Strategy**

- 7 The table below provides more detail about progress on the relevant corporate strategy actions.

**Table 1: Progress on delivering Corporate Strategy Actions.**

Priority vision	CYC commitments	Improvement by 2012	2009/10 actions / milestones	Status	Comment
Safer City: We want York to be a safer city with low crime rates and high opinions of the city's safety record.	We will reduce the number of burglary and thefts within the city, using all available funds, such as target hardening.	Reduce serious acquisitive crimes by at least 18%.	Respond to 100% of resident requests to have Cold Calling Control Zones.	On target	Continuing to develop and respond to requests as they come in. To date we have 144 zones in place, with 49 having been refused overall.
	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of anti-social behaviour.	Reduce public concern about anti-social behaviour.	Maintain 4 "capable guardian" schemes in wards with high crime rates throughout 2010-11 and then ensure that the schemes are taken on and run by the community in those wards. These schemes aim to intervene at an early stage to prevent youth crime.	On target	Heworth Capable Guardian Scheme (CGS) is up and running. The Guildhall CGS is still in the early stages and needs to be developed. Hull Road CGS will be having the first official meeting after the bi election, the new councillor has been updated, the next stage will be to discuss issues and set priorities. Clifton CGS, has been promoted at ward surgeries, the next stage in Jan/Feb will be to discuss prioritise with councillors and CYC officers.
			Continue a targeted under age sales testing programme throughout 2010-11 to target the sale of alcohol, tobacco, fireworks, knives and spray paints	On target	Alcohol, Tobacco and Fireworks testing programme was undertaken in Q3. Of 47 test visits, 5 illegal sales were recorded. Alcohol: 1 illegal sale from 14 tests. Tobacco: 4 illegal sales from 27 tests. Fireworks: 0 illegal sales from 6 tests.

	We will reduce alcohol related crime in York	Limit hospital admissions caused by alcohol related illnesses to 1,675 per 100,000 population (LAA)	Individual targeted campaigns will be run where intelligence leads us to believe that these will be effective.	On target	Operation SPOKE is continuing - 7273 bikes had been registered on the database by end December 2010. The cycle theft task-group is continues to coordinate a range of actions aimed around supporting victims, catching offenders and improving facilities. Examples of work undertaken include staff attending over 150 events, ongoing work with bike shops, poster campaigns on buses and at city centre racks. In December York hosted an event for Met Police, Cambridgeshire and Oxfordshire to learn what other things we could be doing. While cycle theft did fall sharply in December we think this was due to weather conditions. We expect to suffer about 1500 cycle thefts in 2010/11 - which represents a 34% rise.
Sustainable City: We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive	We will reduce the environmental impacts of council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill and through the Carbon Management Programme (CMP)	* Recycle, reuse or compost 50% of household waste. * Reduced CO2 emissions in the LA area per head by at least 0.8 tonnes (12% reduction) (LAA). * Reduce council's energy consumption in offices by 5% each year. * Save approximately an additional 1680 tonnes of carbon through the installation of 7 projects funded through Salix finance (approx. 740 t), and 940 tonnes through additional CMP Strategic	Implement a wider rollout of kerbside recycling to 98% of properties by March 2011.	On target	Implementation programme is ongoing. The programme will be completed by mid February 2011. We will then move on to include a proportion of remote and rural properties by end March 2011.
			Use route optimisation software to make bin rounds and other vehicle routes more efficient.	On target	Pilot scheme in October was continued at the end of the pilot period. The software will continue to be used to review vehicle routes within waste and across other service areas. Remaining work on reviewing waster rounds will be completed during 2011/12 as part of ongoing budget and service review process.
			Raise recycling participation to 70% of York households through communications and investment in new recycling equipment.	Project complete but no measure	Roll out of new equipment almost completed, and a range of waste minimisation work is ongoing. Intention was always to measure participation late in the year after service changes had bedded down for most residents. The decision not to undertake a resident survey this year closed off a simple measurement method. The alternative was to bring in a specialist firm to measure participation using industry standard processes, but we cannot justify cost of doing this. Therefore we will measure the impact of investment and service changes indirectly through the recycling rate and landfill tonnage figures.

		Implementation Plan identified projects	Roll out improved kerbside recycling containers to approximately 60,000 households by March 2011.	Complete	Completed the replacement/upgrade programme for those properties that already had a kerbside recycling service. New boxes will continue to be deployed as part of the ongoing roll out of alternate weekly collection and kerbside recycling to new properties - due to be completed by end March 2011.
			Continue to modernise our street lighting with the aim of reducing energy consumption by 25% over 5 years.	On target	Cllr Reid agreed a detailed programme of light replacement at EMDS meeting on 22nd June 2010. The 2009/10 programme achieved a 2.5% reduction in energy use (£22k) and a reduced Co2 emissions by 126 tonnes. The 2010/11 programme should realise another 7.5% reduction in energy usage (£71k) and reduce Co2 emissions by 336 tonnes. Further reductions in the next years are likely to need more radical approaches. 10/11 programme is 90% complete - and will be completed by year end. Budget will be fully spent. Supporting City Strategy to develop an inventory of traffic lights, which we need before we can get an overall inventory that Northern Electric will sign off.
	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Develop a joint city centre management and enforcement team by December 2010.	Not on target	Discussion is ongoing between CAN and City Strategy regarding the structures of the departments in light of the More for York budget setting process.
			Implement a vehicle tracking system for the mechanical sweeper fleet by March 2011 to provide improved information to improve street cleanliness.	Complete	Tracking systems now in the mechanical sweeper fleet. We are now able to gather data which will help us to alter rounds to become more efficient and effective.

## National Performance Indicators

8 We have received some clearer information about the future of data collection for central government. The Secretary of State abolished the national indicator set in October. It will be replaced with a single list of data that councils will be required to provide to central government. Some of the data returns that are likely to continue (e.g. DEFRA flycapture system, Waste dataflow system) support former national indicators. The former national indicators in the table below will therefore continue to be measurable in 2011/12 as a by-product of data collection from the council, or from the police or other crime/criminal justice agencies.

National Indicator		2009/10 performance	2010/11 target	2010/11 performance at Q3	On target?	Improving?
168	Principal roads where maintenance should be considered.	4%	3%	Annual survey	Can't say	Can't say
169	Non-Principal roads where maintenance should be considered.	6%	9%	Annual survey	Can't say	Can't say
190	Control systems for animal health	Level 1.3	Level 2.0	Annual figure	Can't say	Can't say
191	Residual (landfilled) household waste – per household.	614kg	611kg	590kg (annual forecast)	Yes	Yes
192	% household waste reused, recycled or composted	43.26%	48.07%	44.35%(annual forecast)	No	Yes
193	% of municipal waste landfilled	56.73%	51.13%	54.95% (annual forecast)	No	Yes
196	Fly-tipping performance	Level 2 (effective)	Level 2 (effective)	Level 3 (not effective)	No	No

9 The second table below shows relevant NPIs that have been abolished, and where we will not need to collect and report data to central government during 2010/11. The rationale for abolishing the NPI set was to allow councils to agree their own measures. Through our service planning processes we will need to decide whether we value the following measures enough to continue to

collect and use them to manage performance. Work is being done corporately to decide whether to undertake a resident survey in 2011/12. We will complete data collection for 195a-d for this financial year.

NPI	
5	Overall/general satisfaction with local area (Place Survey)
138	Satisfaction of over 65s with home and neighbourhood (Place Survey).
182	Business satisfaction with Regulatory Services (prescribed survey method)
195 a-d	Local environmental quality (local cleanliness audits)

## Exceptions

- 10 The separate report on the agenda sets out information relating to the crime and community safety element of the committee's remit in detail.
- 11 Within the environmental and regulatory services parts of the committee's remit, the significant exceptions relate to waste management (NI192,193) and fly-tipping targets (NI196).

## Fly-Tipping

- 12 The first half of 2010/11 saw a 20% rise in fly-tipping incidents compared with the annual figure for 2009/10. However the third quarter was more positive, with incidents during November and December well below 2009/10 levels (about 40 per month). This leaves the annual figure as a projected 13% rise.
- 13 Enforcement activity undertaken by the Street Environment and Enforcement team officers has increased by about 20% in the first three quarters of the year, compared with 2009/10. A number of investigations that may in due course lead to more formal legal action are currently being pursued.
- 14 Member should be aware of the context over the last few years. The table below shows the number of fly-tips recorded in York during the last 5 years. It shows that 2009/10 was a good year, and that taken over a longer timescale the 2010/11 figure remains comparatively positive.

	2006/07	2007/08	2008/09	2009/10	2010/11 (forecast based on first 9 months)
Number of fly-tips	1,669	931	1,118	771	871

## Waste Management

- 15 NPI 191-193. Waste collection and management (NPI 191 was an LAA indicator). Although current forecasts based on Q3 data indicate that recycling and landfill levels are improving, this year's targets of 48.1% for recycling and 51.1% for landfill will not be achieved. Overall perhaps the key issue is that we will reduce waste to landfill this year by 6.3% (3820 tonnes less).
- 16 The amount of waste that we are collecting is continuing to reduce. We will achieve the 2010-11 LAA target of 611kg for NPI191, set 3 years ago. We expect to collect 590kg of residual waste per household this year – compared with 663kg in 2007/08.
- 17 We expect to collect 102,780 tonnes of municipal waste this year, compared with 106,300 tonnes last year (3.3% reduction). Overall we will landfill 56,480 tonnes this year, compared with 60,300 tonnes last year – giving an improved NPI193 figure of 54.9%.
- 18 We expect to recycle an extra 1220 tonnes of household waste this year. However green waste levels collected this year will reduce by 860 tonnes – meaning that overall we will recycle and compost 40020 tonnes out of the 90240 tonnes of household waste that we collect – giving a rate for NPI192 of 44.3%.

	2009/10	2010/11 target	2010/11 forecast
Household waste collected	91726	89930	90240 (-1.6%)
Household waste recycled	22924	25960	24140 (+5.3%)
Household waste composted	16754	17270	15890 (-5.2%)
Household waste recycled and composted	39678	43230	40030 (+0.9%)
Residual (landfilled) household waste	52048	46700	50220 (-3.5%)
NPI192: (household recycling and composting rate)	43.3%	48.1%	44.3%
Municipal waste collected	106289	104780	102780 (-3.3%)
Municipal waste landfilled	60296	53570	56480 (-6.3%)
NPI193: (municipal waste landfilled rate)	56.7%	51.1%	54.9%
Number of households	84819	85133	85133
NPI191: residual household waste per households	614kg	549kg (LAA target 611kg)	590kg

### Consultation

19 The report is an information report for Members and therefore no consultation has been undertaken regarding its contents.

### Options

20 The report is primarily an information report for Members and therefore no options are provided to Members.

### Corporate Priorities

21 The Inclusive City, Safer City and Sustainable City themes from the corporate strategy are relevant to the scrutiny committee.

### Implications

#### Financial

22 The report provides details of the portfolio revenue forecasts

#### Human Resources

23 There are no significant human resources implications within the report

#### Equalities

24 There are no significant equalities implications within the report.

#### Legal

25 There are no significant legal implications within the report

#### Crime and Disorder



26 There are no significant crime and disorder implications within the report

**Information Technology**

27 There are no significant IT implications within the report.

**Property**

28 There are no significant Property implications within the report.

**Risk Management**

29 The report is primarily a look back at finance and service performance and therefore there are no significant risks in the content of the report.

**Recommendations**

30 That the Scrutiny Committee note the financial and performance position of the portfolio.

**Reason – In accordance with budgetary and performance monitoring procedures.**

**Contact Details**

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Sally Burns  
Director of Communities and  
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Report Approved  Date 17<sup>th</sup> Nov 2010

**Specialist Implications Officers**

**Financial:** None, **Human Resources:** None, **Equalities:** None  
**Legal:** None, **Crime and Disorder:** None, **Information Technology:** None  
**Property:** None, **Risk Management:** None  
**Wards Affected:** *List wards or tick box to indicate all* All

For further information please contact the author of the report

**Background Papers:**

Quarter 2 Performance report to Community Safety Scrutiny Panel 18<sup>th</sup> January 2011.

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## **Safer York Overview and Scrutiny / Partnership Board Report**

### **February 2010**

#### **PERFORMANCE REPORT ON COMMUNITY SAFETY PLAN**

*This is an updated version of a report that went to SYP Board December 2010*

#### **1. Introduction and Overview**

1.1 Data and/or update information on progress is not held by the Safer York Partnership support team for all of the indicators contained within the plan and Local Area Agreement. Therefore this report does contain gaps where information is missing.

1.2 Very little new data has become available for the national indicators. As there has been no SYP Board since December and a new performance regime is being developed for April, this report only includes information where there is updated information.

1.3 In terms of the overall measure of Crime Groups on IQUANTA, York is currently 13<sup>th</sup> in its family of most similar CSP's. This is one place higher in its family than at the start of the previous quarter.

1.4 Violent crimes are still predicted to come in over target for strategy end. York is now in 6<sup>th</sup> Place out of 15<sup>th</sup> for Assault with Injury. This is a fall from 12<sup>th</sup> within its family two months ago

1.5 It is predicted that there will only now be eighty more crimes in 2010/11 than in 2009/10. This is an improvement in predicted end-year levels based on the autumn's figures. This can be put down to the low levels of crime over the Christmas period, especially in the areas of cycle theft and violent crime.

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	11931	11876	10861	10354	9896
Out-turn		10010	9906	7547	7526 (Est)

1.6 The lowest performing area on Iquanta (15<sup>th</sup>) is Cycle Theft. This is preventing York improving on its overall crime family position.

1.7 The overall end-year figure for cycle theft is still a cause for concern. December only saw 39 cycle thefts mainly due to the snow and the lack of cyclists. This was the lowest level of cycle theft in an individual month since 2001.

#### **2. Safer Neighbourhoods**

2.1 The only crime indicator for this section is Criminal Damage and this continues to be under target. The most recent comparison data indicates that York is no longer worst performing in its group. It is estimated that York will have lower levels of criminal damage in 2010/11 than in 2009/10 accounting for a change in around 300 crimes.

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline/ Target	4189	3985	3781	3592	3412
Out-turn		3697	3630	2777	2461 (Est)

2.2 Information for NI39 Alcohol Related Harm Admissions has been taken from the Local Alcohol Profiles for England website. York continues to be the only location in North Yorkshire where the levels of alcohol related harm admissions are stable and under target. Work is currently being completed for York District Hospital to provide accident and emergency information in 2011/12.

### NI 39

Indicator	Type	2006/07	2007/08	2008/09	2009/10	2010/11
NI39 Alcohol Related Harm Admissions	Target	1270.1	1270.1	1544	1620	1675
	Out-turn		1199	1405	1405	1400 (Est)

### 2010/11

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI39 Alcohol Related Harm Admissions	Target	418.75	418.75	418.75	418.75	1675
	Out-turn	370	330			1400 (Est)

2.3 Information is available up to December 2010. Hate crime only increased by 3% when comparing 2009/10 to 2008/09, and based on latest available data is predicted to decrease 3% when comparing 2010/11 to 2009/10. There were ten in December and eleven in November.

Indicator	Type	2003/4	2004/5	2005/6	2006/7	2007/8	2008/9	2009/10	2010/11
Hate Crime	Out-turn	85	104	102	102	68	164	169	163 (Est)
	Direction of Travel								

2.4 Calls for Service for Anti-Social Behaviour are tracked by the ASB Task Group. These figures show that York is going to have 2% more calls for service in 2010/11 than in 2009/10. These figures show there have been rises in calls for service in the following areas.

- NYP Animal Calls
- NYP Behaviour Calls
- NYP Drinking Calls
- NYP Trespass Calls
- CYC Drug Related Litter Calls
- CYC Fly-Tipping Calls
- CYC Noise Calls

## 3. Drugs & Alcohol

3.1 The Night-safe Task group continues to be effective in co-ordinating multi-agency projects. It has completed a review and upgrade of the Cumulative Impact Zone (CIZ) in order to stabilise the levels of city centre violent crime. Information available on the CIZ suggests that violent crime fell by 25% between 2008/09 and 2009/10. This is compared to violent crime falling by 8% city-wide.

3.2 Quarter 1 data for NI38 Drug Related Offending has been released and indicates that the actual amount of drug related offending is lower than it is predicted to be. This indicator has been on target for four out of the last five quarters. Iquanta suggests that this indicator will be discontinued after Q2. There is no method of collating this data at a local level, due to complexities of comparing PNC, OASYS and Crams Data.

#### 2009/10

Indicator	Type	Q1	Q2	Q3	Q4	2009/10 (Est)
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	40	40	40	40	37
	Predicted Offences	37.8	32.2	28.9	24.3	123.2
	Actual Offences	16	28	36	15	95
	Ratio Target	1.05	1.05	1.05	1.05	1.05
	Ratio Out-turn	0.42	0.87	1.25	0.62	0.77

#### 2010/11

Indicator	Type	Q1	Q2	Q3	Q4	2010/11
NI 38 Drug Related (Class A) Offending Rate	Cohort Size	13				13
	Predicted Offences	15.8				15.8
	Actual Offences	13				13
	Ratio Target	0.98	0.98	0.98	0.98	0.98
	Ratio Out-turn	0.82				0.82

### 4. Volume Crime (including Burglary, Vehicle Crime and Cycle Theft)

4.1 NI 16 Serious Acquisitive Crime is continuing to have low levels. Last year there were 1500 fewer crimes than the year before. Each month of this financial year has been under target, and it is now expected we may have 20 crimes less than last year. Significant improvement has been seen in the Iquanta family with York now placed at 6<sup>h</sup> in its most similar family group compared to 13<sup>th</sup> at this stage last year. The volume in this indicator is in Theft from a Vehicle and Domestic Burglary.

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	4311	4101	3891	3696	3512
Out-turn		3330	3459	1998	1982 (Est)

4.2 Vehicle Crime across all three indicator parts has continued to be low. There is predicted to be a slight rise this year in Theft of a Vehicle, but this is offset by the significant reductions at the end of 2009/10

#### Theft from a Vehicle

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	2363	2248	2133	2026	1925
Out-turn		1680	1749	905	864 (Est)

#### Theft of a Vehicle

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	660	628	596	566	538
Out-turn		492	437	263	269 (Est)

#### Vehicle Interference

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	492	479	467	455	443
Out-turn		303	180	111	91 (Est)

4.3 Theft from a vehicle was 55% below its target in 2009/10 and is estimated to finish 55% below in 2010/11. Theft of a vehicle was 53% below its target in 2009/10 and is estimated to finish 48% below in 2010/11. Vehicle interference was 76% below its target in 2009/10, and is estimated to finish 80% below in 2010/11.

4.4 Domestic Burglary reduced by 37% when comparing 2009/10 to 2008/09. Based on available data to date is predicted to 2% higher than last year, but this only equates to 18 crimes.

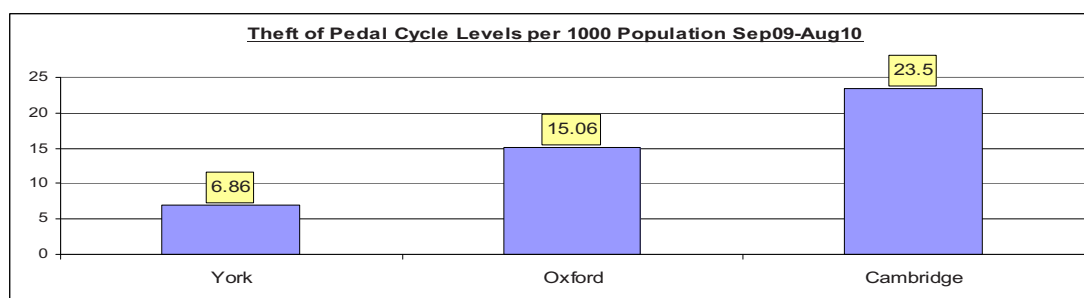
#### Domestic Burglary

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	1081	1029	976	927	880
Out-turn		989	1126	713	731 (Est)

4.5 There have been large decreases in cycle theft in December and January but Theft or unauthorised taking of a cycle saw large increases during the summer and is therefore predicted to 30 to 40% higher than last year which equates to around 300 more crimes.

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	1414	1345	1276	1212	1152
Out-turn		1198	1014	1120	1450 (Est)

4.6 York has historically had a large number of cycle thefts largely because of the high number of cycles and cycle users. York compares favourable in terms of cycle theft compared to other cycling cities, with Cambridge having four times the levels of cycle theft per head of population, and Oxford having double the level of cycle theft per head of population. Oxford and Cambridge's rate of cycle crime has risen at a faster rate than York during 2010/11.



4.7 Other elements of serious acquisitive crime, such as robbery continue to have low levels in York. Aggravated vehicle taking is above target but is predicted to have the same levels as last year. There is predicted to be a rise in personal robbery of around 20%, but this only equates to eighteen crimes.

#### Robbery of Business Property

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	24	22	21	20
Out-turn			45	15	13 (Est)

Robbery of Personal Property

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	159	151	143	136	130
Out-turn		137	73	74	86 (Est)

Aggravated Burglary in a Dwelling

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	10	9	9	8
Out-turn			5	10	5

5. **Violent Crime**

5.1 Information regarding NI34 - Murders connected to Domestic Violence shows York had none in 2009/10. There have been none this financial year

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 34 Domestic Violence Murder	Target	N/a	0	0	0
	Out-turn		0	0	0

5.2 NI20 Assault with injury is one of the only crime sets that are predicted to be above target. This is now predicted to be 4% above the final year outcome in 2009/10. This indicator has continually been above target throughout the life of the strategy. It is likely that this indicator will not be used next financial year, and will be replaced by an overall violence indicator

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	1024	990	956	922
Out-turn			1239	1140	1198 (Est)

5.3 York is now in 6<sup>th</sup> position for this indicator within the Iquanta family. This compares to 12<sup>th</sup> Position six months ago.

5.4 NI 15 Most Serious Violent Crime is still on track to come in under target.

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	N/a	151	144	136
Out-turn			123	118 (Est)	

5.5 Gun Crime and Knife crime offences continue to have very small numbers.

Knife Crime

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	67	64	62	60
Out-turn			60	40	36 (Est)

Gun Crime

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	2	2	2	2
Out-turn			5	13	8 (Est)

## 6 Business Crime

6.1 The latest business crime figures are below (Robbery of a Business Property is covered in the Serious Acquisitive Crime Section). There is no comparison information on Iquanta at present for Theft by an Employee, Burglary of a Business Premise or Making off Without Payment.

### Shoplifting

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	1645	1617	1590	1563
Out-turn			1745	1573	1648

### Burglary of Business Premises

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	466	458	450	443
Out-turn			N/a	342	358

### Making Off Without Payment

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	98	96	94	93
Out-turn			N/a	101	96

### Fraud

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	261	256	252	248
Out-turn			N/a	311	269

### Theft by an Employee

Type	2006/07	2007/08	2008/09	2009/10	2010/11
Baseline / Target	N/a	42	41	41	40
Out-turn			43	33	41

**Report Written by:** Ian Cunningham, Senior Analyst, Safer York Partnership



## **Community Safety Overview & Scrutiny Committee**

### **North Yorkshire Police Performance Report - January 2011**

#### **Service Standards - District Performance Jan 2011**

##### **Background to Service Standards**

1. On the 29 June 2010, the Home Secretary announced the withdrawal of national targets for the Police Service. Despite the removal of these targets, North Yorkshire Police (NYP) recognise it is still essential that the confidence of the public in NYP as a public service provider, and the fundamental good practices outlined in the Policing Pledge continue to be things which the Force aspires to and strives to achieve. NYP's focus illustrated by the Service Standards document, is on the quality of service and level of customer satisfaction that it can deliver to the communities of North Yorkshire and the City of York.

##### **Introduction**

2. The Service Standards detailed in Annex A, define a corporate quality level of service and NYP embrace the fundamental good practices that it contains across North Yorkshire and the City of York. It is envisaged this will improve community confidence and community engagement in local service delivery.

##### **Performance Indicators**

3. The local (district) performance indicators are shown against each of the service standard statements at Annex A. In a few cases, meaningful performance indicators are not available. Most of the Service Standards are monitored through local surveys, principally the Police user satisfaction and the force control room. Survey methodologies are:

##### **User Satisfaction –**

- Frequency - Monthly survey carried out over the telephone to victims of burglary crime, vehicle crime, violent crime, racist incidents
- Sample size - an annual target of 1976 respondents across the force area, which breaks down to 166 per month.

#### **Crime Figures In North Yorkshire Police Command Areas - December 2010**

4. On the 31 January 2011 the Home Secretary launched "police.uk" a website which enables individuals to see what crime and antisocial behaviour has happened on their streets. The Home Secretary announced:

*“Interactive maps which can be accessed on computers and mobile phones will open the door on crime and policing information, allowing people to view crimes including burglary, violence and anti-social behaviour in their areas. This transparent new level of crime and local policing information will ensure people can tell forces what their concerns about crime and disorder are”*

5. [www.police.uk](http://www.police.uk) interactive map allows access to six categories of crime these are: burglary, robbery, vehicle crime, violence, other crime and anti-social behaviour (a total of all of these combined is also included). The crime data should enable members to assess crime levels within their area whilst comparing them against other command areas within North Yorkshire.
6. The table shown at Annex B presents a data comparison of the command areas within North Yorkshire. This is the first tranche of data from the newly launched website. **Subsequent reports will illustrate trends in all the six categories.**
7. At the request of Members made at the last meeting of this committee, an additional table highlighting crime figures for Bishopthorpe and Clifton is also shown in Annex B, as these statistics were absent from the last report.

#### **Recommendation**

8. Members are invited to comment and note the report.

#### **Report Author:**

Ian Wolstenholme  
Local Accountability and Scrutiny Officer  
North Yorkshire Police Authority



**North Yorkshire Police's aim is to deliver the best possible policing service across North Yorkshire and the City of York.**

Our principles are to:

- Keep our neighbourhoods and roads safe
- Solve crime and reduce anti-social behaviour by working closely with and understanding our communities
- Deliver a high quality, cost effective and professional service

### North Yorkshire Police's Commitments to You

**We are committed to being there when you need us**

- We aim to answer 999 calls within 10 seconds
- We aim to answer non emergency and all other telephone calls within 30 seconds
- If your call is relating to an emergency incident we will aim to attend within 15 minutes in urban areas and within 20 minutes in rural areas
- If your call is relating to an incident that is classified as a non emergency and attendance is required, we will make an appointment to see you and provide you with an estimated time of arrival. If you are vulnerable we will aim to attend within 60 minutes
- We will be visible and put your communities' needs first

**We are committed to being your local police service**

- We will publish details of your local Policing Team in a range of accessible formats
- We will respond to every message directed to your local Policing Team
- We will attend community meetings, hold surgeries and consult with members of your community to agree local priorities
- We will work with you, your community and other local organisations to tackle agreed priorities
- We will provide communities with monthly updates on progress made towards tackling local priorities and policing issues
- We will publish information about crime in your area

**We are committed to listening to you**

- Whether you are a victim or a witness we will ask you what you need, listen to you and ensure a fair service for all
- We will respond to you in a professional and polite manner and deliver what we promise
- When you contact us we will explain what will happen next and agree with you how you will be kept informed
- When responding to written correspondence such as a letter, fax or email, we will, subject to any legal considerations:
  - i Aim to respond fully within 10 working days but if this is not possible, provide a full response within 28 days; if it is likely to take longer we will inform you of the steps we are taking and the estimated timescales involved
  - ii Provide the contact details of the individual or team who will be dealing with the enquiry
- If we need to re-contact you we will agree with you the best time to do so, along with the most appropriate means eg telephone, e-mail or text
- We will deal with complaints fairly and in an open and timely manner



Delivering modern policing in a traditional way



### WE ARE COMMITTED TO BEING THERE WHEN YOU NEED US:

Key Performance Indicator	Year To Date			Latest Month Analysis				District Comparison
	2010/11	2009/10	+/-	Jan-11	Avg 09/10	+/-	Trend	
(NYP) % of emergency calls answered within 10 seconds:	95.1%	86.8%	8.4%	95.1%	89.1%	6.0%	Deteriorating	n/a
(NYP) Avg time to answer an emergency call (seconds):	4.3	6.0	-1.8	4.0	5.6	-1.6	Stable	n/a
(NYP) % of non emergency calls answered within 30 seconds:	90.9%	86.2%	4.7%	88.1%	88.6%	-0.5%	Deteriorating	n/a
Attendance to Immediate Urban incidents within 15 minutes:	77.3%	74.7%	2.6%	79.0%	79.4%	-0.4%	Improving	
Attendance to Immediate Rural incidents within 20 minutes:	78.3%	73.9%	4.4%	78.0%	74.4%	3.6%	Deteriorating	
Attendance to Vulnerable Person Incidents within 60 minutes:	69.3%	68.3%	1.0%	73.0%	71.3%	1.8%	Stable	
Attendance to Neighbourhood Priority Incidents within 60 minutes:	79.5%	77.8%	1.7%	81.0%	82.3%	-1.3%	Improving	
% of victims satisfied with the time it took to arrive:	84.9%	84.2%	0.8%	84.9%	83.4%	1.6%	Improving	

### WE ARE COMMITTED TO BEING YOUR LOCAL POLICE SERVICE:

Key Performance Indicator	Year To Date			Latest Month Analysis				District Comparison
	2010/11	2009/10	+/-	Jan-11	Avg 09/10	+/-	Trend	
% of victims satisfied with ease of contact:	92.7%	92.2%	0.6%	92.7%	93.5%	-0.8%	Improving	

### WE ARE COMMITTED TO LISTENING TO YOU:

Key Performance Indicator	Year To Date			Latest Month Analysis				District Comparison
	2010/11	2009/10	+/-	Jan-11	Avg 09/10	+/-	Trend	
% of victims satisfied with actions taken by NYP:	81.9%	81.3%	0.6%	81.9%	79.7%	2.2%	Improving	
% of victims who felt informed about what the police would do:	59.4%	56.9%	2.5%	59.4%	60.2%	-0.9%	Improving	
% of victims who thought their questions were answered adequately:	84.6%	83.3%	1.3%	84.6%	81.4%	3.3%	Improving	
% of victims who felt reassured by what the police did:	91.5%	86.5%	5.0%	91.5%	86.7%	4.8%	Improving	
% of victims satisfied with the treatment they received:	97.9%	93.1%	4.7%	97.9%	93.0%	4.8%	Improving	
% of victims satisfied with being kept informed of progress (follow up):	67.6%	62.3%	5.3%	67.6%	65.2%	2.4%	Improving	
% of victim given updates without asking:	55.5%	62.7%	-7.2%	55.5%	65.7%	-10.2%	Improving	
% of victims satisfied with overall service:	83.6%	66.7%	17.0%	83.6%	79.8%	3.8%	Improving	

#### Notes:

User Satisfaction Survey data is based on a representative sample of Burglary, Violence, Autocrime and RTC victims and is captured and produced in accordance with Home Office guidance. If the current month's performance is highlighted in red or green this means it represents a statistically significant change from 2009/10 performance.

Trend analysis is calculated based on the latest 3 months of data.

District comparison shows where a district is an outlier in comparison to the performance of other districts. This is represented by '+' (above) or '-' (below).

Month	Neighbourhood	All Crime & ASB	Burglary	Anti-Social behaviour	Robbery	Vehicle Crime	Violent Crime	Other Crime
2010-12	Filey	233	17	122	0	10	19	65
2010-12	Scarborough	618	16	315	6	10	98	173
2010-12	<b>York north</b>	<b>483</b>	<b>31</b>	<b>217</b>	<b>3</b>	<b>38</b>	<b>54</b>	<b>140</b>
2010-12	<b>York central</b>	<b>790</b>	<b>27</b>	<b>376</b>	<b>1</b>	<b>22</b>	<b>85</b>	<b>279</b>
2010-12	<b>York south</b>	<b>496</b>	<b>40</b>	<b>231</b>	<b>2</b>	<b>30</b>	<b>61</b>	<b>132</b>
2010-12	Harrogate	608	30	282	3	28	64	201
2010-12	Knaresborough	148	8	76	0	9	15	40
2010-12	Ripon Pateley Bridge	201	25	88	0	7	22	59
2010-12	Ryedale	243	6	137	0	7	32	61
2010-12	Hambleton south	170	10	91	0	6	27	36
2010-12	Hambleton north	54	8	26	0	2	1	17
2010-12	Hambleton central	227	10	127	0	9	30	51
2010-12	Richmondshire	267	8	135	0	9	36	79
2010-12	Whitby	142	1	77	0	7	20	37
2010-12	Craven rural	128	12	56	0	8	18	34
2010-12	Selby rural	231	21	114	0	7	30	59
2010-12	Selby town	183	14	82	0	7	29	51
2010-12	Skipton	129	8	68	0	2	19	32

Month	Neighbourhood	All Crime & ASB	Burglary	Anti-Social behaviour	Robbery	Vehicle Crime	Violent Crime	Other Crime
2010-12	Clifton	225	16	113	0	23	12	61
2010-12	Bishopthorpe	11	1	6	0	1	0	3

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**Meeting of the Taxi Licensing Review Task Group****16 February 2011****Taxi Licensing Policy Review - Draft Final Report****Purpose of Report**

1. This report presents information gathered in support of this review and the resulting draft recommendations for the Task Group's consideration.

**Chair's Foreword**

2. The Working Group was presented with challenging objectives and reporting timeframe. Nevertheless, with able support from council officers, they were quickly able to understand the workings of the Hackney and Private Hire businesses and bring fresh - innovative - thinking to bear on the various issues. In particular, the Working Group saw that deregulation would not be desirable for York if the City was to maintain a quality Hackney trade into the future that best served the Customers, Trade and City.
3. Of greatest relevance, the Working Group saw the need to adopt a bold vision for future vehicle provision. Therefore, it recommends aiming for zero tailpipe emissions by 2021 and 'incentivising' the introduction of 'eco-friendly' vehicles in the interim period.
4. Whilst implementing the recommendations may be a challenge in itself, the Council must pursue a 'bold' vision if it is to be at the forefront in supporting Taxi and Private Hire provision that meets both the service and environmental needs of York's citizens and visitors.

**Background**

5. This topic was registered by Councillor Gillies as Chair of the Licensing & Regulatory Committee, following a number of recent meetings where the committee made decisions based on the council's current Taxi Licensing Policy, which highlighted aspects of the policy open to interpretation. The Licensing & Regulatory Committee unanimously agreed that the policy was in need of review to ensure it was robust and fit for purpose.
6. In September 2010, the Community Safety Overview & Scrutiny Committee received a feasibility report on the proposed topic informing them that nationally, each authority sets its own policy based on its own specific requirements. Therefore little would be gained by looking in detail at the Taxi Licensing Policies in place elsewhere. Instead it was proposed that the review would be better informed if it

were to focus on the Department for Transport's 'Best Practice Guidance for Taxi & Private Hire Licensing'. This authority's guidance for applicants contains the conditions currently applied to vehicle and driver licences.

7. In accordance with the decision of members of the Licensing and Regulatory Committee in May 2008, the committee were informed that a further survey of unmet demand is required in spring 2011 with a view to reviewing the restriction policy on hackney carriage numbers. Officers welcomed this scrutiny review as a way of assisting with their revision of the policy within that timeframe.
8. With that in mind, the Community Safety Overview & Scrutiny Committee agreed to set up a Task Group to carry out this review on their behalf and set a timeframe for the review which would enable the findings to be fed into the Licensing Unit's policy review process. They requested that a draft final report be brought back to them for their consideration at their meeting in March 2011. They also agreed the following remit for the review:

**Aim**

To ensure the council has an up to date Taxi Licensing Policy which is robust and fit for purpose.

**Key Objectives**

- i. To consider the future allocation of hackney carriage vehicle licences having regard to the Department for Transport's Best Practice Guidance for Taxi & Private Hire Licensing, in meeting the needs of all potential members of the travelling public
- ii. To examine the provision and usage of taxi ranks in the city
- iii. To examine conditions attached to vehicle licences, in particular with regard to accessibility, emissions, vehicle colour and window tinting
- iv. To look at innovative ways in which the licensed taxi and private fleet may enhance the public transport provision both within the city and in rural communities

**Review Workplan**

9. At a meeting held on 15 November 2010, the Task Group met for the first time and agreed the following workplan for their review:

Meeting Dates	Workplan
<p><u>Meeting 1</u> 15 November 2010 5:30pm</p>	<ul style="list-style-type: none"> <li>• Consider scoping report containing information gathered to date and suggested methods for carrying out the review</li> <li>• Receive presentation on 'Overview of CYC Licensing Policy'</li> <li>• Agree workplan and future meeting dates</li> </ul>
<p><u>Meeting 2</u> 15 December 2010</p>	<ul style="list-style-type: none"> <li>• Receive interim report presenting information relating to the review objectives</li> </ul>



	<ul style="list-style-type: none"> <li>Identify relevant consultees and a suitable consultation method</li> </ul>
<u>Meeting 3</u> 19 January 2011	<ul style="list-style-type: none"> <li>Receive interim report presenting any additional information required and consider responses from consultation process</li> <li>Identify suitable recommendations</li> </ul>
<u>Meeting 4</u> 16 February 2011	<ul style="list-style-type: none"> <li>Consider draft final report and agree recommendations</li> </ul>
1 March 2011	<ul style="list-style-type: none"> <li>Presentation of final report to Community Safety O &amp; S Committee</li> </ul>

## Consultation

10. The Head of Licensing, Bereavement and Registry Services and officers from CYC Licensing Unit supported the work of the Task Group.
11. At the meeting in December 2010 the Task Group agreed to issue a questionnaire to the following relevant parties, inviting them to participate in a consultation exercise:
  - Taxi and Private Hire Vehicle Licence Proprietors
  - Taxi and Private Hire Drivers
  - Association of York Taxi Drivers
  - Private Hire Operators  
(The above are represented by 3 trade organisations)
  - Applicants on hackney vehicle licence waiting list
  - Access Groups
  - CYC Highways officers
  - CYC Licensing Unit officers
  - CYC Legal officers
  - North Yorkshire Police
  - Chamber of Commerce
  - East Coast Railways
  - Visit York
  - The Garrett Residents Association
  - Dean Court Hotel
12. The questionnaire was drafted and 40 copies were sent out mid December with a closing date of 19 January 2011. 10 responses were received (25% return). In addition, the questionnaire was made available via the council's online consultation facility, generating a further 8 responses. A summary of all the responses is provided at Annex A.

**Objective (i) - To consider the future allocation of hackney carriage vehicle licences having regard to the Department for Transport's Best Practice Guidance for Taxi & Private Hire Licensing, in meeting the needs of all potential members of the travelling public**

13. At the meetings in December 2010 and January 2011, the Task Group received information in support of the objectives of the review, and comparisons were drawn with other cities of similar size and type. The comparable cities used and referred to were Oxford, Chester, Cambridge, Nottingham and Brighton & Hove, as these are the cities generally used by Transport Planning as suitable comparators.

### Information Gathered

14. Number of Hackney carriages per population

Authority	Population	Restricted?	No. Hackney Carriages	Ratio
Chester	120,000	De restricted	130	1/923
Cambridge	121,000	De restricted	303	1/399
Oxford	149,000	Restricted	107	1/1393
YORK	191,000	Restricted	178	1/1073
Brighton & Hove	256,000	Restricted	520	1/492
Nottingham	301,000	Restricted	411	1/732

15. The total number of Licensing Authorities in England & Wales is 343. As of November 2010, This total can be broken down to 256 (74.64%) that do not restrict hackney carriage numbers or have voted to remove restrictions at a future date, and 87 (25.36%) that do restrict hackney carriage numbers.
16. Over the years a number of Licensing Authorities (68) who originally restricted their number of hackney carriages have since removed or given a firm commitment to remove licensing restrictions. Of those, many moved from quantity control to quality control on hackneys as they tried to raise standards and increase their number of wheel chair assessable vehicles.
17. Following a policy review of quantity control by 151 Local Authorities (LAs) in 2004, 67 chose to de-regulate. Following 5 years of de-regulation, this number reduced to 63 when 4 of those LAs chose to change their policy back from that of 'unrestricted' to 'restricted' for the following reasons:

Cardiff

- Hackney numbers rose by 75% from 480 in 2004/5 to 840 in 2008/9
- Huge numbers of licenses led to a dip in the standards of taxi drivers
- Sheer numbers of taxis led to what they dubbed as chaotic scenes at official ranks too many taxis waiting - not enough rank spaces etc
- Police reported illegal ranks springing up around the city hot spots causing crime and disorder

Birmingham

- Hackney numbers rose from 770 licenses in 1997 to 1405 in 2008
- Research found ample supply of vehicles
- At less busy times there was an over supply of taxis resulting in congestion at ranks
- Propose to reduce number of cabs and introduce tougher quantity controls.

- Sheffield
- Introduced re-restriction in 2008 following pressure from the trade
  - Research concluded over saturation of the market.
  - To many licensed vehicles for too few jobs

- Derbyshire Dales
- Matlock re-restricted in 2008
  - Independent report on taxi licensing recommended restricting the number of hackney carriages serving Derby Dales
  - Currently 78 licensed vehicles.

18. In each of the above cases the Task Group noted that, the Licensing Authorities had found de-regulation had resulted in an over supply of hackneys and an increase in congestion and opportunities for crime and disorder.

### **Analysis**

19. De-regulation – Benefits & Disadvantages for York  
The Task Group considered the benefits and disadvantages of restricting hackney carriage numbers in York:

#### Benefits

- Council not involved in commercial market regulation
- Increases proportion of accessible vehicles
- More accountability with fewer rented vehicles
- Meets DfT objectives
- All can obtain licence / no waiting list
- No disputes over vehicle ownership
- More vehicles for customers
- No further costly surveys required

#### Disadvantages

- Initial disruption to existing trading patterns
- May lead to additional traffic congestion and pressure on ranks
- Overprovision may lead to deterioration of standards
- Loss of investment value for those who bought a licensed vehicle (Value up to £40k)

### **Draft Recommendations For Objective (i)**

20. In regard to the first objective of this review and in light of the evidence shown in paragraphs 14, 20 & 21 of this report, the Task Group agreed to recommend:
- i. Not to introduce deregulation. Future increases in the number of taxi licenses to be subject to the findings from future unmet demand surveys and the forthcoming quota to be set by the Government for wheelchair accessible vehicles. Notwithstanding this, in an effort to introduce/increase the number of environmentally friendly vehicles into the city's taxi fleet, two additional licences to be made available to applicants with a hybrid or electric vehicle every 6 months.

### **Objective (ii) - To examine the provision and usage of taxi ranks in the city**

21. In December 2010, the Task Group received national comparator information on the number of ranks & number of spaces on ranks in cities of similar size and type:

Authority	No. of Hackneys	Rank Spaces	Ratio
Oxford	107	17+6 at railway station	1/ 4.7
Chester	130	90	1/1.4
YORK	178	Full time 34 + station 20 Inc part time 87	1/ 3.3 1/1.3
Cambridge	303	Full time 21 + 25 at station Inc. Part time 13	1/6.6 1/5.14
Nottingham	411	200 (unknown if station included)	1/ 2.1
Brighton & Hove	520	58 (unknown if station included)	1/ 9

22. The Task Group also received comprehensive information on the location and usage of hackney carriage ranks in York:

Full-time Ranks	Spaces	Part-time Ranks	Spaces
Clifton Moor Cinema	3	Clifford Street (for Gallery Nightclub)	4
Haxby	2	Clifford Street (opp. Gallery Nightclub)	4
Queen Street	4	Micklegate (for Ziggys Nightclub)	3
Tower Street	4	Rougier Street 10.30pm – 6am	3
The Crescent (Blossom St)	1	Toft Green (for Tru Nightclub)	4
St. Leonard's Place	4	Duncombe Place – 7.30am – 10pm	8
St. Saviourgate – Rank A	12	St. Sampson's Square 8pm – 6am	8
St. Saviourgate – Rank B (feeder rank)	4	York Racecourse (Race Days only)	12
		Exhibition Square 8pm – 6am	3
		Piccadilly – 11am – 6am	4

23. Usage of ranks and waiting times

The following table shows information from February/March 2008 (provided by Halcrow) detailing the average delay in minutes at ranks and the level of demand

Rank	Passenger Departures	Taxi Departures	Average Passenger Delay	Average Taxi Delay
Clifford St (Gallery)	4,387	1,880	1.07	3.20
Clifford St (Opp Gallery)	2,700	1,207	0.84	1.57
Railway Station	7,679	5,293	3.80**	7.46
St Saviourgate	5,681	3,509	2.55	5.86
Tower Street	0	18	0.00	5.00
Duncombe Place	1,028	594	2.28	5.68
St Leonard's Place	15	15	0.00	15.00
Piccadilly	5*	0	2.50	0.00
Rougier Street	1,832	932	12.32	1.69
Micklegate	180	72	1.00	0.00
Total	23,685	13,519	3.21	5.42

\* - At Piccadilly, the 5 passengers left the rank without obtaining a taxi.

\*\* - At the Railway Station, the figure of 3.80 has been amended to reflect the poor throughput of taxis at the Railway Station rank. It is recognized that passengers are waiting longer for a vehicle (4.17 mins) but this is not as a result of the restricted policy, more to do with the traffic management layout at York Railway Station.

24. The table below shows totals from February/March 2009 for comparison purposes:

Rank	Passenger Departures	Cab Departures	Average Passenger Delay	Average Cab Delay
Clifford St (Gallery)	1,127	605	0.84	1.46
Railway Station	4,801	2,988	0.94	7.51
St Saviourgate	3,181	2,432	0.70	8.45
Rougier Street	2,102	1,170	0.75	5.25
<b>2009 Totals</b>	<b>11,211</b>	<b>7,195</b>	<b>0.83</b>	<b>6.95</b>
Equiv ranks 2008	19,758	11,613	3.61	5.82

### Analysis

25. The Task Group acknowledged that ranks at railway stations are difficult to compare nationally as many stations have dedicated parking for hackneys waiting to go onto the rank ie 'feeder ranks'. Ranks are often on land owned by railway companies who often introduce permit systems to limit the number of taxis allowed to use those ranks. This is true in York where 117 permits are issued. In York, vehicles can also wait in the overspill car park.
26. Raising Public Awareness of Little Used Ranks  
The Task Group recognised that the trade would need to increase their level of service at those ranks that were under used, for the public to have the confidence to stand at them. Officers confirmed they plan to look at how best to raise public awareness of little-used ranks in the city centre e.g. Piccadilly, Tower St and Queen St.
27. Duncombe Place  
The Task Group queried the ongoing issues around the use of the rank at Duncombe Place and received a briefing note from officers on the history surrounding its use – see Annex B.
28. The Task Group acknowledged the council's efforts to improve the area adjacent to the rank location through the introduction of the Designated Public Places Order in March 2007, and the improvements to street lighting etc around the boar War memorial gardens. They also noted there was little evidence to substantiate that the use of the rank gives rise to noise disturbance. Finally, they recognised that as a hackney carriage can pick up passengers in any street and can be "flagged down" when not already booked, irrespective of the operation of the taxi rank in Duncombe Place, if there are passengers waiting a taxi can lawfully stop and pick them up.

**Draft Recommendations – Objective (ii)**

29. In regard to the second objective of this review, the Task Group agreed to recommend:
- ii. CYC Planning Dept to encourage the siting of new/additional taxi ranks adjacent to major new developments e.g. outside the new stadium or near the new council offices or major retail centres / supermarkets
  - iii. CYC to produce a map showing York's taxi ranks indicating times of use and incorporated into other local maps, to raise public awareness of little-used ranks in the city centre. Map to be made available on CYC website and hard copies to be provided to relevant external parties e.g. Visit York
  - iv. For a 12 month trial period, the rank at Duncombe Place to be made available for use on a full time basis.

**Objective (iii) - To examine the conditions attached to taxi licences, in particular with regard to accessibility, emissions, vehicle colour and window tinting**

**Information Gathered**

30. Accessibility  
The Task Group were informed that officers are currently awaiting a Government announcement on the quota requirements for the number of wheelchair accessible taxis etc. York currently has 41 wheelchair accessible taxis (with a further 2 in the next 3 months) The new government quota is expected to be higher than this.
31. Understanding the Effects of Taxi Emissions on Air Quality  
Emissions from a vehicle in terms of g/km depend on its age and the size and type of its engine. The main pollutants are PM10, NOx and CO2. The quantity of emissions over a period of time depends on how far the vehicle travels in a set period and the type of journey i.e. urban, motorway etc.
32. The Task Group received detailed information on a new Air Quality Strategy that has recently been introduced in London. Through a brand new programme of investment, this new strategy seeks to address the particulate air quality problems currently experienced in London and will:
- encourage the uptake of electric vehicles by enabling Londoners to sign up to Source London, a brand new electric vehicle membership scheme tailored to make electric driving an easier choice.
  - convert London's bus fleet to hybrid or low emission and;
  - clean up London's taxi and Private Hire Vehicle (PHV) fleet by promoting the use of newer, cleaner vehicles
33. From spring this year, the Greater London Authority (GLA) intends to use the taxi and PHV licensing regime to remove the oldest vehicles from the fleet by

introducing age limits for these vehicles. From 2012, a rolling 15 year age limit will be set for hackneys so that no hackney over 15 years old will be licensed to operate in London unless by a special exemption. For PHVs, a ten year rolling age limit will be introduced from 2012. This reflects the differential values of the vehicles used for private hire and hackneys and the broader structures and licensing requirements of the two industries.

34. In addition, all new hackneys entering the fleet will be required to meet the Euro 5 emissions standard from 2012. However, this Euro 5 diesel policy will only work for London in the short term as they only provide emission reduction in terms of particulate, and could make the NO<sub>x</sub> situation worse. In the longer term London will have to address the emissions of NO<sub>x</sub> as well. To do this, new PHVs entering the fleet from 2012 will be required to meet the Euro 4 standard and be five years old or newer, and the London Authority aim to work with the vehicle manufacturing industry to develop a vehicle suitable for use as a PHV with a 60 per cent improvement in fuel economy by 2015 (based on current levels), and a vehicle with zero tail pipe emission by 2020. The introduction of such vehicles will deliver significant air quality benefits.
35. The GLA will also amend the annual taxi inspection regime from its current form of one combined mechanical and licensing inspection to two MOTs per year, to ensure that taxis are operating as efficiently and cleanly as possible. This will be complemented by a requirement for all new taxi drivers to undertake an eco-driving course before becoming licensed drivers, which can reduce emissions and help drivers use their vehicles more economically, at no cost to themselves.
36. Finally, the GLA will also seek to eliminate situations where taxi drivers are effectively forced to keep engines running – for example at taxi ranks at stations and while empty running. They plan to achieve this by facilitating additional taxi ranks, suspending stopping and waiting restrictions where possible and encouraging new technologies to enable taxi sharing and electronic hailing.
37. Alternative Technologies  
There are a variety of promising propulsion and power technologies which could see hybrid, plug-in electric, full-electric and fuel cell taxis on the roads in the future. As part of the GLA scheme, it is intended to establish a financial incentive that will offer a reduction on the purchase price of qualifying vehicles to taxi drivers. It will be made available to drivers for a limited time and for a pre-defined number of new vehicles meeting strict environmental requirements.
38. Taxi Emissions in York  
Carbon fuelled engines represent the overwhelming majority of current road vehicles. They produce both CO<sub>2</sub> (greenhouse gas) and polluting emissions, and the pollutant Nitrogen Dioxide(NO<sub>2</sub>) in particular. They represent a significant source of CO<sub>2</sub> albeit by no means the largest share, but the single most important source of the latter.
39. There are currently six technical breach areas in York's Air Quality Management Area (AQMA), where levels of nitrogen dioxide caused mainly by vehicle exhaust emissions, exceed the annual objective. These traffic related breaches, reflect the particular circumstances in York i.e. the narrow enclosed central routes. And, taxis

and buses with their many repeat journeys, have a more significant impact than other vehicles. In an effort to improve air quality, LTP2 contained an Air Quality Action Plan to limit the average nitrogen dioxide concentrations to  $30\mu\text{g}/\text{m}^3$  by 2011. It was expected that if the plan was implemented as recommended within the AQMA, the annual average nitrogen dioxide objective would have been met in most locations by 2011, although there would still be some exceedances in the technical breach areas. However, subsequent monitoring has shown worsened levels in the last three years, which indicates that the predicted reductions were due mainly to cleaner vehicle technology and not LTP2 measures.

40. To undertake a detailed study of emissions from York taxis, officers would need to know as a minimum, vehicle ages, fuel types and have an estimation of mileage over a set period e.g. day, week, year etc - ideally per vehicle, but failing that an 'average' for a taxi in York. Unfortunately for this review, very little information is currently held electronically about hackney carriages and PHVs in York. What is available is held in an access database that doesn't lend itself to detailed investigation. For example, there is no information on the access database about vehicle fuel type or mileages.
41. However, officers were able to provide a broad brush estimate of emissions from York's taxi fleet based on all vehicles in the fleet doing a set amount of mileage per year (this was done for various levels of mileage). They also provided an estimate of emissions of NO<sub>x</sub> and CO<sub>2</sub> in g/km for each of the different classes of vehicle based on Euro standard and fuel type – see Annex C. They also received information on the cost of different types of low emission vehicles and their operating costs.
42. Introduction of Low Emission Zone in York  
At the present time efforts to reduce emissions in York are being focused on the development of a Low Emission Strategy (LES) which uses incentives to encourage the uptake of cleaner vehicles and technology. At the present time there are no plans to introduce a Low Emission Zone (LEZ) for all vehicles, including taxis. As has already been outlined above, improving the Euro standard of a diesel vehicle does not necessarily lead to a reduction in nitrogen dioxide concentrations (see paragraph 31 above).
43. One option would be to 'enforce' the uptake of electric / hybrid and gas fuelled vehicles within the taxi (and general vehicle fleet) by the use of Low Emission Zone (LEZ) style controls requiring the use of these vehicle types, but this would not be possible until hybrid vehicles became more accessible and affordable to the general population.
44. In officers' view, in the short term the council's emphasis should be on doing what it can to promote the use of hybrid, and to a lesser extent electric vehicles. This may need to involve some lobbying of government to try and secure financial assistance for the purchase of these types of vehicles by taxi drivers and the provision of as many local incentives as possible.
45. Increased Personal Safety  
In 2008, in an effort to promote the protection and safety of the public and taxi drivers, the authority introduced:



- Approved installation of driver shields
- Amended conditions of tinted windows
- Adoption of DfT guidance on driver safety
- Review of crime statistics every 3 months – crime against taxi drivers example attached
- Approved installation of CCTV camera to licensed vehicles subject to certain criteria as outlined below:

*'Personal safety – when fitted, a camera lens and equipment should present no impact danger to passengers*

- *The quality of recorded images should be of sufficient quality during all lighting conditions to continually demonstrate their strong deterrent value*
- *Passengers should be aware that they are being recorded. The vehicle will carry appropriate signs, approved by the council, informing the public that camera surveillance is active in the vehicle*
- *Encryption of images stored. The images contained in the recording device may only be downloaded by an authorised officer of the council or police officer. The manufacturer will supply the council with de-encryption software free of charge.*
- *Appropriate activation device*
- *The recording system and memory card or other image memory recording system will be securely stored within the vehicle and away from public access'*

## **Analysis**

46. In regard to taxi emissions, having acknowledged that air quality is an issue that affects all cities and towns across the country, and in particular, the worsening problem in York, the Task Group agreed that those who contribute more to the problem i.e. buses, taxis and vans - should be expected to do more to provide the solution.
47. The Task Group considered the measures contained within the Greater London Authority's new Air Quality Strategy. In particular, they noted the planned introduction from 2012 of age limits for hackneys (15 yrs) and PHVs (10 yrs). The Task Group agreed this was a sensible approach to the issue of emissions, but officers informed them of a recent court decision in York in which the Judge upheld the council's policy on emissions but not our policy on having an age limit for the taxi fleet.
48. The Task Group also noted that whilst some low emission vehicles might offer up some CO<sub>2</sub> savings, they were unlikely to help with the NO<sub>2</sub> issue in York because there is emerging evidence that modern diesel engines contribute more nitrogen dioxide out of the rear of the vehicle than older versions did. This is as a direct result of the engine technology that has been put in place to try and control particulate emissions. They also recognised the trade off between NO<sub>2</sub> and particulate, as petrol vehicles produce less NO<sub>2</sub> than diesel but are less efficient, so increase CO<sub>2</sub> emissions. They therefore agreed that one way to reduce NO<sub>2</sub>

emissions in the city centre would be to encourage an increase in the number of hybrid /electric vehicles in use as hackneys / PHVs.

49. In regard to the issue of reducing emissions and increasing accessibility, the Task Group considered how best to achieve the forthcoming quota requirements for wheelchair accessible taxis and agreed it would be necessary to find ways of increasing applications from new drivers with suitable vehicles. However, an examination of the market revealed that, currently, there are no electric, hybrid or petrol wheelchair accessible vehicles on the market. LTI (the manufacturer of London Taxis) does not produce a petrol wheel chair accessible vehicle. However, they plan to release a new Euro 5 diesel vehicle in 2012. Similarly, all of the vehicles supplied by Cab Direct (the leading supplier of taxis in the UK) are diesel. They have stated that the only way to get a petrol one is by specific request at a cost from the manufacturer. The reason for this, is that their vehicles are shipped all over the world, diesel engines last longer and are more economical etc, and diesel throughout the world is cheaper than petrol (apart from in the UK). However, they have said that new more environmentally-friendly emission diesel engines will be available later this year. Members were also supportive of the introduction of an Eco-driving course for all new drivers to undertake before being issued with a taxi drivers licence. It was recognised that the authority may need to facilitate the provision of this course.
50. The Task group recognised that the key to the issue of reducing emissions and increasing accessibility would be the Government's guidelines on the percentage of wheelchair accessible taxis we should have in our fleet. They agreed therefore that the council should give priority to electric or hybrid vehicles, and not accept non wheelchair accessible diesel vehicles.
51. In regard to charging points, the Task Group queried whether there were any plans for the provision of these across the city within the council's third Local Transport Plan (LTP3) – see extract from LTP3 showing the included measures and their implementation plan at Annex D. The Task Group agreed that the council would need to be flexible in its introduction of new charging points to ensure the infrastructure is in place to encourage and support a cleaner taxi fleet, in line with the recommendations arising from this review.
52. Finally, in regard to personal safety, having considered the measures previously introduced by the Authority i.e. drivers shields, tinted windows etc, the Task Group agreed those measures were acceptable and no amendments to the policy were required.

#### **Draft Recommendations – Objective (iii)**

53. In regard to the third objective of this review, the Task Group agreed to recommend that for the short to medium term :
  - v. To reduce the emissions from hackneys and PHVs, the following European standards only to be accepted for replacement vehicles, as from 1 June 2012 for hackneys and 1 November 2012 for PHVs.

- For petrol cars – Euro 4 petrol vehicle class
  - For diesel cars – Euro 5 diesel vehicle class
- vi. The number of low emission vehicles and to meet the forthcoming quota to be set by the government for wheelchair accessible vehicles, a hierarchy should be applied to issuing new licences in priority order as follows:
- those applicants providing an electric car
  - those applicants providing a hybrid car or euro 3 standard gas fuelled car
  - those applicants providing a wheelchair accessible diesel car
  - those applicants providing a petrol car
- vii. No additional hackney carriage vehicle licences will be issued to 'non wheelchair accessible' diesel cars.
- viii. Where there are a number of applicants with cars of the same type (i.e. types shown above) the order they are issued plates should be based on the length of time they have been on the waiting list in line with the council's current policy.
- ix. CYC Taxi Licensing Unit to monitor emissions and the number of wheelchair accessible vehicles in York's taxi fleet (Hackneys and PHVs) by revising their annual inspection regime to ensure the gathering and recording of the relevant information, within the new Licensing Unit computer system (once its commissioned)
- x. Introduce as soon as is practicable a requirement for new taxi drivers to undertake an Eco-driving course prior to the issue of a taxi licence.
- xi. Support for the council's current policy in regard to livery of the city's taxi fleet, but in the light of the court judgement, it be made advisory.
54. Finally, the Task Group recognised the need for a longer term vision for the city and its taxi fleet in relation to the council's Air Quality Strategy, and the need for the market to develop in terms of low emission, and wheelchair accessible vehicles. They therefore agreed to recommend:
- xii. Subject to the adequate progression with new technologies making the application practical, and the introduction of vehicle charging points as shown in the implementation plan at Annex D to his final report, introduce a zero tail pipe emissions policy similar to the Mayor's plan for London for hackneys and PHVs by 2021.

**Objective (iv) - To look at innovative ways in which the licensed taxi and private fleet may enhance the public transport provision both within the city and in rural communities**

#### **Information Gathered**

55. Types of Meters In Use In York

At the present time whilst it is a requirement for all hackney carriages to be fitted with a meter to calculate the journey fare, there is no specification in relation to the meter itself. However, following the issue of a European Measuring Instrument Directive, new regulations were introduced in 2006 for the protection of the public. The Measuring Instrument (Taximeters) Regulations 2006 provide standards and specifications that manufacturers have to meet for taximeters produced after 30 October 2006.

56. Some meters can be calendar controlled and locked and sealed by the manufacturers/suppliers so that tariff rates change automatically and cannot be tampered with manually by a driver. Other meters can be manually controlled by a driver to change between tariff rates i.e. from tariff 1 to tariff 2. This can and has led to complaints of over charging by some drivers who set an inappropriate tariff rate for either time of day or the day itself e.g. Christmas Bank Holidays, Races. In addition, some private hire firms have introduced meters connect to GPS mapping.
57. Issuing of Receipts & Alternative Payment Methods  
York's current Taxi Licensing Policy states that all drivers whether hackney or private hire will issue receipts on request. These invariably are hand written. However, technology does exist for receipts to be issued directly from a printer on a meter. This gives clear accountability and would greatly assist in reducing overcharging. It would however be an additional cost to the driver or vehicle owner. It should be noted that not all private hire vehicles are fitted with a meter and some companies operate off mileage charts.
58. In addition, the council places no restriction on drivers installing debit or credit card readers in their vehicles but does request that customers are made aware of any surcharges imposed for paying through this route.
59. Finally, the Task Group met with a representative from Visit York who gave feedback on visitors perspectives on York's taxi fleet. They specifically requested that a map showing the location of taxi ranks be produced so that they can make it available to visitors via the Visitor Information Centre and their website (see draft recommendation iii at paragraph 25). They also suggested that greater clarity be provided on how customers can book a wheelchair accessible vehicle. Finally they informed the Task Group of the training programme they have developed for York's taxi drivers, which has been conducted with the support of the main taxi associations. The programme provides drivers with information on the city's history and its main attractions and has proved very successful, and Visit York plan to continue providing the training in the future.

### **Analysis**

60. In regard to meters, the Task Group considered how best to revise the council's policy to bring it in line with national best practice and considered wording in use in other council's policy e.g. Darlington Borough Council state the following in their policy:

*'A new specification will apply to taximeters i.e. the taximeter must comply with the Measuring Instruments (Taximeter) Regulations 2006 and must be of the*

*calendar control type which is locked and sealed by and approved manufacturer /supplier and/or installer.*

*The specification will initially apply to new vehicle applications only and subsequently will apply to all existing vehicles, both hackney and private hire (where fitted) with effect from.....'*

61. The Task Group were pleased to hear that Visit York consider York's taxi fleet to be a key factor in providing a 'quality visitor experience'. They expressed their thanks to Visit York for their work with York's taxi drivers, recognising that the training they provide enable the drivers to act as ambassadors for the city.

### **Draft Recommendations – Objective (iv)**

62. In regard to the fourth objective of this review, the Task Group agreed to recommend that:
- xiii. the council be sympathetic towards the introduction of taxi buses for use in rural areas and work with possible future providers to investigate how such services may be introduced.
  - xiv. In regard to taximeters, the policy to include a new specification - *'the taximeter must comply with the Measuring Instruments (Taximeter) Regulations 2006 and must be of the calendar control type which is locked and sealed by an approved manufacturer/supplier and/or installer'* The application of any GPS system must provide a comparable level of security for the customer.
  - xv. The new specification to initially apply to new vehicle applications only and subsequently will apply to all existing vehicles, both hackney and private hire (where fitted) with effect from 1 April 2015.
  - xvi. The council to continue to assist in raising all drivers awareness of the training programme offered by Visit York.

### **Options**

63. Having considered the information provided within this report and its associated annexes, Members may choose to amend and/or agree:
- the information gathered and analysis contained within this report
  - the draft recommendations shown at paragraphs 20, 29, 53, 54 & 62 of this report

### **Implications**

64. **Financial** - There are no financial implications for the council directly arising from this report. However, there may be financial implications for taxi drivers associated with the suggested recommendations in this final report. These include the

purchase of newer vehicles, the phasing out of diesel cars and the replacement of meters. This may lead to legal challenge in the future which would result in added costs to the authority.

65. **Legal** - Given the approach that has been adopted for the review and the consultation that has taken place (in line with the DfT Guidance), the recommendations arising from the review are robust, and any legal challenge could therefore be resisted.
66. There are no known HR, Equalities, ITT or other implications associated with the recommendations in this report.

### **Corporate Strategy**

67. This topic falls within the remit of the Community Safety Overview & Scrutiny Committee and supports a number of the aims of the council's Corporate Strategy i.e. to make York a thriving city with a successful economy and a safer city.

### **Risk Management**

68. There is a risk to the council of future legal challenge associated with the recommendations made within this report. In order to mitigate against such challenge and/or be robust in any defence, all licence conditions imposed must be 'reasonably necessary'. In order to satisfy this, any proposals will need to be fully researched and any new requirements will need to be seen as reasonable. Significant proposals should be consulted upon prior to any policy being determined.

### **Recommendations**

69. Members are recommended to agree:
- any required amendments to the wording of this final report
  - the draft recommendations (i) – (xvi) arising from this review (shown at paragraphs 20, 29, 53, 54 & 62)

Reason: To conclude this review and enable the presentation of this final report to the Community Safety Overview & Scrutiny Committee.

### **Contact Details**

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**Report Approved**

**Date** 7 February 2011

**Specialist Implications Officer(s)**

**Legal** – Martin Blythe  
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**Financial** – Debbie Mitchell  
Finance Manager

**Wards Affected:**

**All**



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

**Background Papers:** N/A

**Annexes:**

**Annex A** – Consultation Responses

**Annex B** – Briefing Note on Taxi Rank at Duncombe Place

**Annex C** – Information on Emissions from York's Taxi Fleet

**Annex D** – Briefing Note on LTP3 – The Introduction of Charging Points Across the City

**Task Group Members:**

Cllr Joe Watt (Chair)

Cllr Dave Merrett

Cllr Christian Vassie

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## Taxi Licensing Scrutiny Review

### Summary of Consultation Findings

#### Response Rates

40 surveys were issued by post/email with a closing date of 12 January 2011.  
10 responses were received resulting in a 25% return.

The survey was also included on the council's online consultation facility, generating a further 8 responses.

#### Question 1 - Should the Council continue with its controlled growth approach? i.e. the issue of two new hackney carriage vehicle licences every 6 months.

Yes = 9 ( 50%) No = 5 ( 28%) Not answered = 4 ( 22%)

#### Question 2 - If we continue to limit the number, is the current limit right?

Yes = 6 (33%) No = 8 ( 45%) Not answered = 4 ( 22%)

#### Question 3 - If you think the number should be raised, please state to what number and give reasons why?

- Controlled slow growth; quality not quantity; New hackneys should be high specification, wheelchair accessible and eco-friendly. De-regulation would cause chaotic scenes at official ranks. Illegal ranks would spring up and emission issues would rise
- Should be raised in line with unmet demand surveys x 2
- 6 per 6 months in line with growth of city and its population
- although we maintain there is no unmet demand the Equality Act may mean extra wheelchair accessible taxis will be required above the current level of 41 (23% of total fleet). This level will increase to 43 in Jan 2011. If more are required to satisfy Equality Act, then controlled growth would cause less harm to the trade
- Unable to scientifically comment but two seems very low even to take account of turnover of drivers, unless this is a net increase. Evaluation of a number of factors such as availability of service, working hours of existing drivers and sustained income for existing drivers needs to be taken into account. Perhaps there should be consideration of seasonal or temporary licenses should be considered for events such as race days, Christmas, New Year etc where demand almost always exceeds supply.
- I think about 220 would be about right. It is noticeable that there are still high queues at the ranks so the current level is obviously too low. Also, an increase in Hackney plates does not unnecessarily increase the overall number of taxis on the road as some current private hire drivers will become Hackney drivers

**Question 4** - Should the council cease to restrict the number of hackney carriages it licences and let commercial considerations regulate numbers?

Yes = 5 ( 28%) No = 10 ( 55%) Not answered = 3 ( 17%)

**Question 5** - The Government is soon to announce a minimum quota for the number of licensed wheelchair accessible hackney carriages. It is anticipated there will need to be a percentage increase in York, if so how should this be achieved?

a) by licensing more additional wheelchair vehicles

Yes = 12 ( 67%) No = 3 ( 16%) Not answered = 3 ( 17%)

b) By enforcing a change of vehicle type within the existing fleet numbers

Yes = 6 (33%) No = 9 ( 50%) Not answered = 3 ( 17%)

**Question 6** - Has the city got enough taxi ranks?

Yes = 7 ( 39%) No = 7 ( 39%) Not answered = 4 ( 22%)

**Question 7** - Are the taxi ranks in the right place?

Yes = 7 ( 39%) No = 7 ( 39%) Not answered = 4 ( 22%)

**Question 8** - Do the taxi ranks operate at the right times?

Yes = 2 ( 11%) No = 5 ( 28%) Not answered = 11 ( 61%)

*The number of respondents who appear not to have answered this question is high because the question was missed from the online consultation. However, 1 online respondent having seen the paper version of the form, chose to provide an answer to this question elsewhere on the electronic form.*

**Question 9** - Please provide any suggestions you have for additional taxi rank locations.

8 ( 45% ) Responses received

- Outside the train station x 4 (possible use of bus stops after 11pm)
- Blake St / Lendal Loop x 2
- On all main roads in and out of the city
- Station Rise vicinity x 3
- University
- New tear drop site
- New stadium
- Blossom St / Micklegate

- Acomb
- Duncombe Place to be open 24/7
- Piccadilly, Queen street & Railways Station to be open to all Hackney Carriages

**Question 10 - What incentives from the council do you believe would encourage the taxi trade to move towards using a more eco-friendly vehicle e.g. a hybrid or electric car?**

9 ( 50%) Responses received

- Fee reduction for hybrid/LPG/electric vehicles and ensure all new vehicles are eco-friendly
- Awards towards purchase of such vehicles
- Lower fees
- Financial incentives should be offered if a 'practical for taxi use' vehicle was available
- Substantial cash rewards should be offered and drivers should be given a reasonable time to convert
- Grant licences based upon the condition of meeting certain environmental standards
- Allow a period of time e.g.3 yrs during which time no fee is charged by the council for the licence and provide charging points at each rank
- Provide charging points at each rank x 2
- Priority use of inner city ranks,
- Reduced licensing cost / variation of licence fee. Increased availability of Hackneys particularly those which can be hailed to encourage taxi use rather than PH use, with an eco benefit
- Financial assistance with purchasing such vehicles
- Reduced testing and licensing fees for such vehicles

**Question 11- The council receives complaints regarding the supply of accessible vehicles particularly for wheelchair users. Please let us have your views on the availability and suitability of such vehicles in use in the City.**

14 ( 78%) Responses received

- CYC are awaiting quota from Government. Currently 23% of Hackneys are wheelchair accessible, and all licensed vehicles have luggage space to take a folding wheelchair
- Nearly all wheelchair users prefer booking a PH car rather than waiting on ranks x 2
- Incentives could be given to PH drivers to buy wheelchair vehicles i.e. lower licence fees
- See Qu.5 competition through demand
- Currently wheelchair drivers do not pick up passengers in wheelchairs
- Currently 1 in 5 wheelchair vehicles in the Hackney fleet. As most are not on radio circuit they can only be hailed in the street or accessed from a rank

- Are complaints about PH companies or Hackneys? Very few wheelchair accessible vehicles in PH companies
- The elderly and ambulant frequently refuse to travel in a wheelchair accessible taxi as they are harder to get in to
- Don't know about the current level of availability
- Exclude these vehicles from the controlled increase in numbers until an adequate number is reached, to encourage applicants to swap to this vehicle type
- In my previous city (Salisbury) all new cabs had to be accessible and this worked well
- Although number has increased there is increasing confusion about council policy. Many have rear access but this is not now recommended unless escape is possible from the side. However, sideways travel is not safe and turning some chairs can be difficult. Rear facing is safest and used on buses but others are saying forward facing is a requirement. 'London' taxis are normally large enough to turn in of seats are folded up and back against the luggage area. Further discussion is needed
- Issuing new licences would resolve this issue

**Question 12 - The council receives complaints of overcharging by drivers often involving the application of incorrect meter tariffs. Please tell us your views on the use of calendar controlled meter and the automatic printing of receipts**

13 ( 72% ) Responses received

- Given the technology available and for the protection of consumers we should aim to have all meters in hackneys calendar controlled so tariff rates change automatically and facilities for credit cards and receipts
- Drivers have been reported for mis-use of meters with statements / evidence given but no action against them is ever taken. There should be more enforcement of the rules and penalties
- + point = regulated charges and proof of correct charges being made; - point = cost which might raise fares
- In favour of calendar controlled meters but not auto printing receipts
- We are all in favour of calendar controlled meters; receipt printers would not be practical or affordable. When you consider the number of complaints in relation to journeys, it is not a major problem
- Problem with small minority of drivers in both sectors. In accordance with I.T.A. policy of improving image of trade. I.T.A. favours calendar controlled meters. Demand for receipts is low and 99% of passengers and happy with written receipts. Proposal for receipt printers is not justified either in demand or cost
- At least half if not substantially more of complaints received by PH companies on overcharging are ill founded. No qualms about calendar meters and see no real need for printed receipts and can see no reason why this would reduce overcharging. I do know of drivers who had the ability to print receipts but had reliability issues with the equipment. I also carried a credit card machine for some time but no one would pay the small excess so I withdrew the facility

- I don't believe I have been overcharged. I don't think you need to waste resources looking at this
- Good idea x 2
- All new meters should be of this type, although punitive loading on certain days may be seen as profiteering by visitors. A single year round tariff that reflected effort might be better, combining distance and time anyway such that loading for race days etc became unnecessary
- This could be a problem for blind or partially sighted passengers
- I think this is a very good idea – it would eliminate the possibility of mistakes (or dishonesty) and would give the customer confidence that the tariff is both fair and correct

**Question 13 - It maybe that hackney carriages and private hire vehicles can help meet community transport needs in alternative or by innovative ways. Please provide any suggestions you may have?**

5 ( 28% ) Responses received

- Local Transport Act 2008 allows for this
- We have not looked at this but would be willing to discuss any ideas with the Council. We are open to opportunities which increase work for us
- There may be some relevance in the already available method of operating 'Taxi-buses' in more rural communities of course. However, in general terms it may well be that the ability to travel by private hire vehicle may be better communicated to the travelling public as a viable option in certain cases. For example many journeys across the suburbs require a us journey into the city centre to change routes and another out again. It may be almost as cheap and a lot quicker to do this journey by private hire "taxi".
- Enabling those with travel concessions to use them at a significant discount or even free might mean that those in inaccessible locations such as villages could access a service rather than running a bus for one or two passengers. This might additionally be extended to those in shift work who could purchase a "season ticket" to dissuade from personal car use just because no public transport exists. Some companies especially in London already do this through use of contracts for taxis for out of hours workers.
- More use of shared minibus type vehicles should be explored. This works on the Continent.

**Question 14 - Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....**

15 ( 83% ) Responses received see below:

14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

① AS PEOPLE TEND TO TELEPHONE PRIVATE HIRE COMPANIES, PERHAPS THEIR NUMBERS OF W.A.V'S NEEDS TO BE ADDRESSED

Re. Q1 THE 6 MONTH ISSUE WAS FOR A 2 YEAR PERIOD, UNTIL 8 HAD BEEN ISSUED THEN AN UNMET DEMAND SURVEY WOULD BE CARRIED OUT, WHICH I AM CONFIDENT WILL SHOW THERE IS NO UNMET DEMAND,

Q5 IT IS NOT CLEAR WHAT THESE %'S WOULD BE. IT MAY WELL BE THAT 23% WOULD BE SUFFICIENT,

WITH THE HISTORY BETWEEN THE TRADE & THE DEAN COURT, I AM AMAZED THAT HE SHOULD BE INVOLVED IN SOMETHING THAT COULD HAVE AN IMPACT OF SO MANY PEOPLES LIVELIHOOD

14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

② City of York Council is committed to social inclusion and ensuring a wide variety of opportunities is available to disabled residents to enjoy a high quality of life. Without the ability to travel; people with disability are denied access to life opportunities. This access to education, shopping, employment, health care as well as social and family life is significantly improved when journeys become accessible. For this reason the Council considers it important that people with disability have access to all forms of public transport.

Accessibility is therefore an important consideration in respect of vehicles licensed as hackney carriages. Await quota. direction from Government.

③ Please get Dancombe Place closure sorted!

④ I would like to be more involved in the work of S.C.

14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

5

Q 4

Continue to restrict the number of Hackney Carriages.

York is not suitable for an unrestricted number of Hackney Carriages. Similar towns & Cities as mentioned in your report continue to restrict and so should York.

There is not enough rank space for unlimited Cabs, there is not enough work for them all and standards would fall.

The problems with plates being rented and disputes about ownership happened because the Council over the years allowed it to happen.

Clearer rules about proof of ownership are needed - Insurance, reg. documents should be in the owner name. Other councils manage to regulate Licence and vehicle ownership details without de-restricting numbers.

Please return your completed questionnaire by 12 January 2011 to:

Scrutiny Services  
City of York Council  
The Guildhall  
York  
YO1 9QN





14 Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.....

⑥ The number of taxis goes hand in hand with the number of taxi ranks and number of spaces at each rank. Long established popular ranks will, if numbers were to rise dramatically, attract even greater numbers which will then likely have a knock ~~on~~ effect to the surrounding network.

Current compliance with the Duncombe Place part time rank has been raised as a problem. What practical options for enforcement ~~is~~ are in place, or could be put in place, for part time ranks?

There is competing demand for the limited road space in the central area (Bus stops, cycle racks, etc) hence requests for additional ranks should ~~be~~ <sup>not</sup> be viewed in isolation.

Please return your completed questionnaire by 12 January 2011 to:

Scrutiny Services  
City of York Council  
The Guildhall  
York  
YO1 9QN



**Q14. Your views are important to us - please provide below any further information you want the Scrutiny Committee to consider.**

7 Taxi's are just other peoples cars and shouldn't be considered any different. It makes no difference whether I travel as an individual in a taxi or my own car. Keep taxis out of the centre of York and stop them using bus lanes.

8 the current system works, the balance of hackneys to private hire is about right. the problems in the past about plate ownership is caused because over the years the council allowed it to happen, and turned a blind eye to the renting of plates. the proving of ownership is easy (bill of sale, registration document and insurance) other councils can regulate this without de-restricting licences.

9 The city needs to be welcoming to visitors and residents alike and the current gridlock cannot be allowed to continue. Much of this is the way vehicles including taxis circumnavigate the city to allow people a few yards off their journey. Making roads within the inner ring road a pedestrian zone might help reduce cross city traffic, disabled/accessible vehicles might be permitted access but far more stringent control is needed as some put pedestrians in danger by their poor driving.

10 Disabled people all want a good taxi service, but they will only use it when they are confident it will be available when they most depend on it, when their train or flight has been delayed, and it is wet and cold, and the driver will not look for any excuse to get them home or to an unfamiliar destination.

(11)

**Item 14 – The ITA views we wish the scrutiny committee to consider**

The ITA represents the interests of many independent taxi owners and drivers who work the taxi ranks and most have no connection to any ‘taxi company’. The taxi trade is made up of self-employed individuals working hard to support their families; many have financially committed themselves to the trade.

Many of our views are given in the questionnaire but these are some others we would wish to bring to your attention”. Paragraph 3 of the report states that “each authority sets its own policy based on its own specific requirements. Therefore little would be gained by looking in detail at the Taxi Licensing Policies in place elsewhere.” Having stated this, several comparisons have been made regarding taxi provision in other towns. As a further comparison we have compiled the table below showing taxi provision in surrounding towns and cities.

**Taxis per head of population (All restrict taxi numbers)**

<b>Council</b>	<b>No/Taxis</b>	<b>Population</b>	<b>Ratio</b>	<b>Taxis/1000 pop.</b>
York	179	191,000	1 per 1067 people	0.94
Harrogate	149	157,900	1 “ 1059 “	0.94
Hull	170	262,400	1 “ 1543 “	0.65
Leeds	537	715,404	1 “ 1332 “	0.75
Bradford	225	506,800	1 “ 2252 “	0.44

To compare York with these towns, using Leeds as the benchmark:

York and Harrogate have 25% more taxis than Leeds

Hull has 13% less taxis than Leeds

Bradford has 41% less taxis than Leeds

It can be seen from Annex A that in general larger towns and cities have a restricted taxi policy and smaller towns and rural areas do not.

We consider that the survey system is the best method available to measure taxi demand and should be retained along with the restricted numbers policy. We feel sure that the Spring 2011 survey will show no unmet demand.

We have shown that York compares very well with taxi provision compared to other local towns and cities but we appreciate that more WAV’s may be necessary to achieve government guidelines regarding the Equality Act. If this is the case then a controlled approach should be implemented until a quota is reached.

We are sure the option of derestriction would be a disaster for the taxi trade and also the City of York and should be dismissed.

**A J Davies**

For the Independent Taxi Association – York

10-01-11

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## Taxi Licensing Task Group

19 January 2011

Report of the Directors of Communities and Neighbourhoods and City Strategy

### **DUNCOMBE PLACE TAXI RANK - Briefing Note**

#### **Summary**

1. This briefing note advises on the on-going issues in relation to the use of the Duncombe Place taxi rank after 22.00hrs and the conflict between users, a local business and a residents association.

#### **Background**

2. In February 2007 the hours of operation of this taxi rank were reduced from a 24hr operation to 07.30- 22.00 hrs. This decision was taken by the Director of Neighbourhood Services following a series of complaints from the manager of the Dean Court Hotel and the residents committee of The Garret, Duncombe Place. The complaints were of noise and disturbance from those waiting in the taxi queue.
3. At that time there was also significant disturbance in the area caused by young people gathering around the Boar war memorial drinking, playing music and displaying generally antisocial behaviour. These matters were addressed by implementing a Designated Public Places Order in the Memorial Gardens (alcohol restriction), improving street lighting and cutting back bushes and shrubbery in the gardens.
4. The reduction in the hours of the taxi rank was not popular with the taxi trade and the public continued to use the rank as before.
5. On 20<sup>th</sup> January 2009 the council received a petition signed by 175 members of the local taxi trade. The petition requested that the rank reverted to a 24hour operation.
6. On 16<sup>th</sup> March 2009 the petition was considered by the Executive Member for City Strategy Advisory panel. After receiving verbal representations and after some debate it resolved "to take no action at the present time with respect to the Duncombe Place taxi rank operational hours.

#### **Legal Position and Compliance**

7. The Local Government (Miscellaneous Provisions) Act 1976 makes provision for a local authority to appoint taxi ranks. The process involves consultation with the

highway authority, the police and the publication of a public notice in the local press seeking wider views. Once a rank is established it is protected for the exclusive use of taxis for the hours of its operation. After those hours it reverts to the normal traffic regulations pertinent to the area in which it is located.

8. It should be noted that a taxi can pick up passengers in any street and can be “flagged down” when not already booked. This means that irrespective of the operation of a taxi rank in Duncombe Place if there are passengers waiting a taxi can lawfully stop and pick them up.
9. Parking restrictions in Duncombe Place consist of double yellow lines – no waiting at any time, single yellow lines – no waiting Monday to Saturday from 8am to 6pm and then at 6pm the single yellow lines become evening parking - pay and display from 6pm to 8am Monday to Saturday. During the pay and display period any York resident with a permit (Minster Badge) can park in the pay and display bays without payment. During the hours of operation of the taxi rank taxis can wait in the rank area. After those hours the taxi rank area reverts to double yellow lines. Double yellow lines mean no waiting – they do not prohibit any person setting down or picking up regardless of whether they are a taxi or other vehicle. They do not prohibit any one waiting in that area and calling a taxi or other person to come and pick them up, nor do they prohibit a taxi driving up and down the road and picking anyone up who ‘flags’ them down. Penalty charge notices can be issued to any person who contravenes the parking regulations. Penalty charge notices can be issued to anyone who is found to be waiting on any of the double yellow lines, this would include the taxi rank area outside the hours of operation. However penalty charge notices can only be issued if the Civil Enforcement Officer sees the vehicle and can issue a notice before the driver moves off. The CCTV system cannot be used to issue penalty charge notices as it was not designed for this purpose and its design is such that it cannot be authorised by the Secretary of State to be used for the purpose of penalty charge notices. Officers have to be in uniform to issue penalty charge notices.
10. In order to seek adherence to the operating hours of this rank officers have tried to educate members of the public as to its part time status. Initially signs were displayed on the head of rank post advising of the operating hours. This seemed to have little effect. A larger sign was then displayed in the shelter advising of the location of the nearest alternative rank in St Leonards Place. On the 1<sup>st</sup> March 2010 an additional late night rank was opened in St Sampsons Square to alleviate the pressure on Duncombe Place. This was indicated by a replacement sign in the shelter. This was again ignored by the public so an “A” board was obtained to put out at 2200hrs to emphasise the rank closure. The “A” board generated a complaint from a taxi driver to City Strategy.
11. The use of “A” boards on the highway is classed as an obstruction of the highway. In York, such obstructions are generally tolerated unless a complaint is made in which case action is initiated to have the board removed. The City Council is likely to open itself up to criticism if it operates a one rule for businesses and another rule for itself.

12. With respect to the drivers themselves. They have been advised and reminded about the hours of operation of the rank many times by taxi licensing officers through newsletters, by individual letters and via liaison meetings with the trade associations. Parking Services have written to the proprietors of all licensed taxis where information has been received that their vehicles have been seen at the Duncombe Place taxi rank outside the hours of operation to remind them of the regulations and that this practice must cease and that failure to do so could result in the issue of a penalty charge notice.
13. Enforcement, however, is not a simple matter. The hours during which the taxi rank is suspended are outside the normal working hours of the Civil Enforcement Officers. To undertake any enforcement during the early hours of the morning poses a number of difficulties. Firstly, the health and safety issues posed for the Civil Enforcement Officers in dealing with any one found contravening the regulations and any member of the public who may object to the enforcement and turning away of taxis. A police presence would be required. Secondly, regular enforcement could not be sustained both in terms of personnel and financial resources (subject to any Officer being willing to volunteer to undertake patrols) and thirdly, effectiveness. A minimum of two Officers volunteering plus the Police would be required and these Officers would have to be paid additional payments. So unless a sufficient number of penalty charge notices could be issued to fund the additional payments there is no existing budget to finance this.
14. Enforcement has been attempted in the past. However, the result was that as soon those waiting at the rank saw the Officers approaching they moved off and alerted all other taxis. Therefore no penalty charge notices could be issued. Whilst this was effective at the time it is not sustainable. Of course no Civil Enforcement Officer can be compelled to volunteer and adjustment to the normal parking rotas would have to be made which would affect coverage throughout the city.

### **Current Situation.**

15. Despite all the actions taken the rank continues to be used into the early hours of the morning. During the last two weeks of September 2010 106 of the 178 licensed taxis were seen using the rank after 2200hrs. As far as travellers are concerned it remains a popular rank at all times of day. It serves people leaving the theatre and late night city venues.
16. Complaints continue to be received from both the Dean Court Hotel and the residents association that taxis are still using the rank after 22.00hrs. The council has little evidence to substantiate that the use of the rank gives rise to disturbance. Indeed comments on Trip Advisor rate the hotel highly for sleep quality. The last complaint received by Environmental Protection was in August 2006 and concerned youths gathering at the war memorial. Since the introduction of the Designated Public Places Order in March 2007 incidents of crime and antisocial behaviour have reduced by 79%. The crime analyst from Safer York Partnership has analysed crime and antisocial behaviour in the area between 1<sup>st</sup> November 2009 and 31<sup>st</sup> October 2010. There were 7 incidents of crime ( 1 after 22.00hrs ) and 16 of antisocial behaviour ( 7 after 22.00hrs).

17. There is a general perception by both the trade and the public that this is the safest night time rank in the city. This is supported by the statistics produced by the Safer York Partnership. The Nightsafe task group acting under the Community Safety Strategy has a current intervention to “develop a transport plan for the dispersal of the night time visitor” and wish to see this rank operating 24hrs.
18. The Community Safety Overview and Scrutiny Committee are currently undertaking a study of taxi licensing issues and are to consider taxi rank provision as part of the scrutiny topic. They have agreed to look at the Duncombe Place rank situation in that process.

## Options

19. Despite all the actions taken there is clearly a strong public demand for a rank to operate through the night in this location. The current situation places the council in a difficult situation in that it does not have the resources to adequately enforce the parking consequences of the rank closure at 22.00hrs..

Option 1: Accept the current situation, undertaken ad hoc parking enforcement as and when practical.

This option would see the council appear to be ineffective in delivering its own policy and could lead to adverse publicity and potential complaint to the Ombudsman

Option 2 : Fully resource a late night parking enforcement team to concentrate activity on Duncombe Place.

This option has clear resource implications. It maybe that a short period of fulltime enforcement or intermittent periods would suffice but there is no certainty that would be the case.

Option 3: To amend the current hours of operation of the rank to a later hour to cover theatre and other later night venue departures.

This option would not resolve the enforcement difficulties experienced in dealing with parking enforcement after the rank ceased operation.

Option 4: To revert to a 24hr operation of the rank.

This option would see the late night transport needs of residents and visitors met. It would however inevitably lead to complaints from the Dean Court Hotel and the residents association.



## Taxi Licensing Scrutiny Review

### Estimated Emissions from Taxis in York

Vehicle type and fuel data has been collected for the taxi fleet in York (inclusive of hackney carriages and private hire vehicles). A total of 750 vehicles have been considered.

Where possible each vehicle has been assigned an emission rate in g/km for NO<sub>x</sub> and CO<sub>2</sub> based on information taken from the vehicle registration documents. These figures are representative of the manufacturing standard for the vehicle when it was new, not the in-use emissions for the vehicle which are likely to be considerably higher. In use emissions are dependant on a number of factors including how well the vehicle is maintained, how it is driven and the length and type of journey.

Where data for individual vehicles could not be obtained it has been assumed that the vehicle would have the maximum emission rate allowable for its data of manufacture.

For pre-Euro III vehicles (before January 2000) it has not been possible to obtain NO<sub>x</sub> emission rates as there were no limits in place before these dates. In these cases it has been assumed that the vehicles have the maximum allowable Euro III emission level. This is likely to be an underestimate of the true emissions from pre-Euro III vehicles of which there are 35 in the data set.

The requirement to publish CO<sub>2</sub> emission rates for vehicles did not come into force until September 2005. The requirement is only to publish data, not to meet a specific standard. There were 92 vehicles for which no CO<sub>2</sub> data was available. In these cases the vehicle was assigned a figure of 175g/km which was the average emission from the remainder of the vehicles (same figure assumed for diesel and petrol at this stage)

The tables below provide an overview of the age and fuel type of the current taxi fleet. Estimates have also been made of the total emissions from the whole fleet assuming each vehicle travels a set distance. It has not been possible in the timescale available to obtain actual annual mileages for individual taxis.

#### Fleet composition

<b>Euro standard</b>	<b>Number of vehicles</b>	<b>Number of petrol</b>	<b>Number of diesel</b>	<b>Number of gas conversion</b>	<b>Number of hybrid electric</b>
Pre-Euro 1	1	1	0	0	0
Euro 1	2	1	1	0	0
Euro 2	32	11	21	0	0
Euro 3	358	137	221	1	0
Euro 4	333	58	275	0	0
Euro 5	24	0	23	0	1
<b>Total</b>	<b>750</b>	<b>208</b>	<b>541</b>	<b>1</b>	<b>1</b>

## Estimated emissions

The figures in the table below assume that every vehicle in the fleet travels the specified mileages shown per annum so represent a predicted emission for the fleet per year. For a more accurate estimate of emissions annual mileage for individual vehicles is required but this type of information is not currently readily available within CYC.

\* Note difference in units – NO<sub>x</sub> in tonnes, CO<sub>2</sub> in Ktonnes

Assumed mileage per vehicle per annum (miles)	Estimated NO <sub>x</sub> emission from taxi fleet (tonnes)	Estimated CO <sub>2</sub> emission from taxi fleet (Ktonnes)*
20,000	6.4	4.2
30,000	9.5	6.3
40,000	12.7	8.5
50,000	15.9	10.6

## Average emission (g/km) per vehicle type

This table shows the average g/km emission per vehicle for each vehicle class.

### Note:

- Higher NO<sub>x</sub> emissions from diesel than petrol vehicles
- Trend towards purchase of new diesel vehicles = greater NO<sub>x</sub> emissions (of which an increasing proportion is primary NO<sub>2</sub>)
- Hybrid vehicles offer a considerable reduction in NO<sub>x</sub> and CO<sub>2</sub> emissions per km

	Number of vehicles	Average NO <sub>x</sub> emission (g/km)	Average CO <sub>2</sub> emission (g/km)
Pre-Euro 1 diesel	0	-	-
Pre-Euro 1 petrol	1	0.15 (estimated)	175 (estimated)
Euro 1 petrol	1	0.15 (estimated)	175 (estimated)
Euro 1 diesel	1	0.5 9 (estimated)	175 (estimated)
Euro 2 petrol	11	0.15 (estimated)	175 (estimated)
Euro 2 diesel	21	0.5 (estimated)	175 (estimated)
Euro 3 diesel	221	0.41	167.9
Euro 3 petrol	137	0.27	187.43
Euro 3 gas	1	0.005	161
Euro 4 petrol	58	0.04	188.44
Euro 4 diesel	275	0.285	172.7
Euro 5 petrol	0	-	-
Euro 5 diesel	23	0.231	172.3
Euro 5 electric hybrid	1	0.005	92

## Taxi Licensing Scrutiny Review

### Extract From Draft LTP3 Implementation Plan Relating To Vehicle Recharging Points

Priority Measure or Intervention	Timescale					
	2011 -12	2012 -13	2013 -14	2014 -15	2015 - 21	2021 - 31
Recharge points at council car parks						
Recharge points at other public car parks						
Other recharge points e.g. at taxi ranks						

The Low Emission Strategy Steering Group is looking into how this can be delivered

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## Community Safety Overview & Scrutiny Committee

1 March 2011

### Update On Possible Review of CCTV

#### Summary

1. This report presents a brief history of the proposed topic on CCTV in York, together with a revised topic registration form and possible review remit. Bearing in mind that a new Community Safety Overview & Scrutiny committee will be formed in the new municipal year, this report asks Members to consider whether or not to recommend to the new committee that the topic proceed to review.

#### Background to Topic

2. In Jan 2010 this committee received a topic registration form on CCTV submitted by Cllr Bowgett. Members were informed that an update Executive report on CCTV in York was expected from officers in July 2010, which would answer many of the questions raised in the topic registration form. On that basis, the committee chose to defer their decision on whether to proceed with a review.
3. In September 2010, the officer report was received by this committee together with some written views on the report from Cllr Vassie, who was unable to attend the meeting. At that time, Members were informed that North Yorkshire Police Authority had been tasked by the York and North Yorkshire Safer Communities Forum to bring together a 'Task & Finish Group' to undertake a review of the costs and effectiveness of CCTV provision across the North Yorkshire police force area. It was expected that this would include looking at:
  - The advantage of new technologies and networks
  - Agreed evaluation methods and results
  - Learning from other areas and national guidelines
  - Approaches to needs assessment
  - Opportunities to do things better, cheaper, more effectively & efficiently
  - Opportunities for joint working
4. Again, the committee chose not to proceed with the review at that time. Instead, it was agreed to await the outcome of the Police Authority review before deciding whether or not the scrutiny review was necessary.
5. The Police Authority review was commenced with all councils in North Yorkshire feeding in information on their individual CCTV provision etc. But this work was halted, following a proposal that Local Government North Yorkshire & York Board (LGNYY) carry out a review of a number of services (including CCTV) where there was scope to introduce a shared service in an effort to secure significant (and

quantifiable) efficiency savings. See briefing note on the LGNYY project at Annex A.

6. In January 2011 Cllr Alexander registered a further CCTV scrutiny topic, which was considered at a meeting of this committee on 18 January 2011. It was noted that although the issues raised in both CCTV topic registrations had some similarities, they were not identical. It was agreed therefore that the Chair and Vice Chair would meet with Cllr Vassie and Cllr Alexander, to amalgamate the two topic registration forms into one (taking account of Cllr Vassie's written views), and identify a suitable remit for a review for the consideration of this committee.

### **Consultation**

7. Officers from Network Management were consulted on the amalgamated topic registration form and the proposed remit shown at Annexes B & C respectively (to be tabled at the meeting).

### **Options**

8. Having considered the information within this report and its associated Annexes Members may choose whether or not to recommend that the Community Safety Overview & Scrutiny Committee formed in the forthcoming municipal year, proceed with the review, based on the revised topic registration form, and subject to the agreement of the committee members at that time.
9. If a decision is taken to make that recommendation, Members may choose to amend and/or agree the proposed remit shown at Annex B (to be tabled at the meeting).

### **Corporate Strategy**

10. A review of CCTV in York would support the Council's corporate strategy to make York a safer city with low crime rates.

### **Implications**

11. There are no known Financial, HR, Legal, Equalities, Crime & Disorder, ITT or other implications associated with the recommendation in this report.

### **Risk Management**

12. There are no known risks associated with the recommendation in this report.

### **Recommendations**

13. Members are asked to consider whether or not they wish to recommend to the new Community Safety Overview & Scrutiny Committee (to be formed in the forthcoming municipal year) that they proceed with a scrutiny review on CCTV in York based on the remit proposed in Annex C.

Reason: To progress the work of this Overview & Scrutiny Committee, in line with scrutiny procedures and protocols.

**Contact Details**

**Author:**

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Tel No. 01904 552063

**Chief Officer Responsible for the report:**

Andrew Docherty  
Assistant Director Governance & ITT

**Report Approved**



**Date** 17 February 2011

**Specialist Implications Officer(s):** N/A

**Wards Affected:**

**All**



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

**Background Papers:** N/A

**Annexes**

**Annex A** – Briefing Note on Local Government North Yorkshire & York Board Shared Service Project

**Annex B** – New Topic Registration Form (to be tabled at the meeting)

**Annex C** – Proposed Remit For Review (to be tabled at the meeting)

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Briefing Note On Local Government North Yorkshire  
& York Board Shared Service Project

1 March 2011

1. Public authorities in the area predominately provide a whole range of in-house services and support services in line with local choices and priorities. It is recognised that the future financial prognosis means that there is ever greater value in reviewing services and particularly those where there is a scope to share and enjoy economies of scale and/or rationalisation.
2. Public sector organisations in the sub-region have therefore expressed an appetite for sharing some services and this has been ratified by political and managerial leaders through the Local Government North Yorkshire & York Board (LGNYY).
3. As a result, a project has been initiated to undertake the initial stages of the shared services programme. The intention behind the project is to secure significant (and quantifiable) efficiency savings and a sustainable model to share which provides local options (where possible and desirable) and allows for equity of partners whilst having the appropriate amount of governance.
4. The project is being led by a small project team consisting of senior officers representing the council in York and North Yorkshire, and led by the Deputy Chief Executive of Hambleton & Richmondshire District Council. City of York Council's representative on the project team is the interim Head of Strategy, Policy and Performance.
5. Initially, a paper was produced and approved by the Leaders and Chief Executives of the seven District Councils and the County Council, and discussions were held with this Council, the Police, PCT, North Yorkshire Fire & Rescue and National Parks. To support the process, it has been recognised that particularly in the early stages, external consultancy support to map out the opportunities available to them, will be needed i.e.:
  - To provide an independent challenge to the partners and the project team
  - To facilitate discussions and explorations of shared services opportunities, barriers, concerns and risks with individual partners
  - To develop a challenging but achievable strategic delivery plan for the shared service programme
5. The Consultants have now been appointed. They will develop four business cases covering Economic Development, CCTV, Revenues & Benefits and Access to Public Services in Harrogate. They will set out a range of options (worst, central and best case) for the savings that can be delivered depending on

the approach adopted. One of these options must provide for 25% savings. The business cases will also explore, where appropriate, alternative delivery methods and provide an implementation plan that partners can instigate quickly.

6. Their key milestones for the project are:
  - February 2011 - Prepare initial discussion document 'road map' of potential opportunities and outline scope of business cases
  - Feb/March 2011 - Consult on 'road map' and development of business cases
  - Early April 2011 - Produce interim report providing initial business cases and collated views on emerging 'road map'
  - Early May 2011 - Produce final Strategic Delivery Plan and business cases
  - May/June 2011 - Present findings to LGNY&Y
7. Subject to the above timeframe been achieved, it may be possible to provide a project update at the first meeting of the Community Safety Overview & Scrutiny Committee in the new municipal year, on 28 June 2011.

Melanie Carr  
Scrutiny Officer  
Scrutiny Services  
TelNo.01904 552063

## Community Safety Overview & Scrutiny Committee Work Plan 2010-11

Meeting Date	Work Programme
29 June 2010 @ 5pm	<ol style="list-style-type: none"> <li>1. 2009/10 Year End Outturn Report</li> <li>2. Safer York Partnership Board Performance Report</li> <li>3. Report on Safer Neighbourhood Teams Priorities &amp; Public Attitude Survey Results</li> <li>4. Policing Pledge Report</li> <li>5. Presentation from North Yorkshire Police by Superintendent Lisa Winward</li> <li>6. Draft Final Report for Gritting Policy Review</li> <li>7.. Workplan</li> </ol>
21 Sept 2010 @ 5pm	<ol style="list-style-type: none"> <li>1. First Quarter Monitoring Report</li> <li>2. SYP Performance Report</li> <li>3. Update Report on CCTV</li> <li>4. Report on Capable Guardian Pilot, and an overview of other initiatives inc. the 'Area Based Working Pilot'</li> <li>5. Assessment Report on registered scrutiny topic on 'Review of CYC Taxi Licensing Policy'</li> <li>6. Workplan</li> </ol>
30 Nov 2010 @ 5pm	<ol style="list-style-type: none"> <li>1. Probation Service presentation on 'Contribution to Safer York' Partnership (Mike Ryan - Director, LDU York - York and North Yorkshire Probation Trust)</li> <li>2. North Yorkshire Police Performance Report</li> <li>3. Safer York Partnership Performance Report</li> <li>4. CYC Second Quarter Monitoring Report</li> <li>5. Workplan</li> </ol>
18 Jan 2011 @ 5pm	<ol style="list-style-type: none"> <li>1. Probation Service presentation on 'Contribution to Safer York' Partnership (Mike Ryan - Director, LDU York - York and North Yorkshire Probation Trust)</li> <li>2. Attendance of the Chair of SMC to discuss ongoing improvements in Overview &amp; Scrutiny</li> <li>3. North Yorkshire Police Performance Report</li> <li>4. Safer York Partnership Performance Report</li> <li>5. CYC Second Quarter Monitoring Report</li> <li>6. Workplan &amp; New Topic Form on CCTV in York with supporting short presentation from CYC Network Management</li> </ol>
<b>1 Mar 2011 @ 5pm</b>	<ol style="list-style-type: none"> <li><b>1. Probation Service presentation on 'Contribution to Safer York' Partnership</b> (Mike Ryan - Director, LDU York - York and North Yorkshire Probation Trust)</li> <li><b>2. CYC Third Quarter Monitoring Report</b></li> <li><b>3. Safer York Partnership Performance Report</b> - to include details of new Community Safety Plan</li> <li><b>4. North Yorkshire Police Performance Report</b></li> <li><b>5. Final Report from Taxi Licensing Review</b></li> <li><b>6. Update on proposed CCTV Review</b></li> <li><b>7. Current Workplan &amp; Draft Workplan for 2011-12</b></li> </ol>

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## Community Safety Overview & Scrutiny Committee Work Plan 2011-12

Provisional Meeting Dates	Work Programme
<b>Scrutiny Member Workshop - Part 2</b> Date TBA	<b>Workshop to cover:</b> - Introduction to Committee Remit - Understanding Legislative Requirements in regard to Crime & Disorder - Presentations by Assistant Directors on ongoing work within Directorates & future planned work - Presentations by relevant Local Strategic Partners
<b>5 July 2011 @ 5pm</b>	1. Verbal Report from Executive Members on Year Ahead 2. Safer York Partnership Board Performance Report 3. North Yorkshire Police Performance Report 4. 2010/11 Year End Outturn Report 5. Report on Restructure of North Yorkshire Police 6. Update Report On Proposed CCTV Review 7. Workplan
<b>20 Sept 2011 @ 5pm</b>	1. Possible Presentation on PCT contribution to Safer York Partnership (still to be arranged) 2. North Yorkshire Police Performance Report 3. SYP Performance Report 5. First Quarter Monitoring Report 6. Report on Joint Strategic Needs Assessment 7. Workplan
<b>29 Nov 2011 @ 5pm</b>	1. North Yorkshire Police Performance Report 2. Safer York Partnership Performance Report 3. CYC Second Quarter Monitoring Report 4. Workplan
<b>17 Jan 2012 @ 5pm</b>	1. Workplan
<b>6 Mar 2012 @ 5pm</b>	1. North Yorkshire Police Performance Report 2. Safer York Partnership Performance Report 3. CYC Third Quarter Monitoring Report 4. Workplan

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