

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

To: Councillors Douglas (Chair), Healey (Vice-Chair), King, Barnes, Watson, Steward and Orrell

Date: Tuesday, 17 July 2012

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 this agenda.

2. Minutes (Pages 3 - 10)

To approve and sign the minutes of the meeting held on 27 June 2012.

3. Exclusion of Press and Public

To consider excluding the public and press from the meeting during consideration of the Joint Strategic Intelligence Assessment (JSIA) at agenda item 9.

The JSIA is a Police restricted document that contains data and information which can only be shared under Section 115 of the Crime and Disorder Act 1998 between responsible authorities defined within that Act. None of the paragraphs under Schedule 12A of the Local Government apply, but the document is a Police document and therefore not within the gift of the Local Authority to share in the public domain.

4. Public Participation

It is at this point in the meeting that members of the public who have registered their wish to speak can do so. The deadline for registering is by **5pm on Monday 16th July 2012**. Members of the public can speak on agenda items or matters within the remit of the committee.

To register please contact the Democracy Officer for the meeting, on the details at the foot of this agenda.

5. Animal Enforcement Review (Pages 11 - 14)

Members will be asked to consider the information provided to them at the previous meeting on this topic and agree a remit for the review. Supporting documentation will be provided at the meeting. *[briefing note now attached]*

6. Work Plan and Suggested Remit for Domestic Recycling Task Group Scrutiny Review. (Pages 15 - 22)

Members are asked to consider the committee's work plan and to agree a remit for the Domestic Recycling topic (suggested remit to be tabled at the meeting). *[remit now attached]*

7. Attendance of the Safer York Partnership and North Yorkshire Police to discuss Crime and Disorder issues.

8. Safer York Partnership Bi-Annual Performance Report. (Pages 23 - 36)

Members will be asked to consider the Safer York Partnership Bi-Annual Performance Report.

**9. Safer York Partnership Report on the (Pages 37 - 96)
Community Safety Plan and the Joint
Strategic Intelligence Assessment 2012.**

Members are asked to consider a refreshed Community Safety Plan which responds to new legislative requirements and good practice. The Plan is based on the priorities agreed at the first Crime Summit hosted by the Cabinet Member for Crime and Community Safety in April 2012, and the 2011-12 Joint Strategic Intelligence Assessment (JSIA).

The JSIA focuses on key progress, changes and wider developments affecting the community safety and policing landscape at a local level.

Members are asked to consider both documents ahead of them being considered by the new Police & Crime Commissioner later this year.

**10. Year End Finance and Performance (Pages 97 - 122)
Update for Communities and
Neighbourhood Services, Environment
Services and Public Protection.**

The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services and Public Protection.

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

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

- Registering to speak
- Business of the meeting
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- Copies of reports

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Holding the Cabinet to Account

The majority of councillors are not appointed to the Cabinet (39 out of 47). Any 3 non-Cabinet councillors can 'call-in' an item of business following a Cabinet meeting or publication of a Cabinet Member decision. A specially convened Corporate and Scrutiny Management Committee (CSMC) will then make its recommendations to the next scheduled Cabinet meeting, 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

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City of York Council

Committee Minutes

MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	27 JUNE 2012
PRESENT	COUNCILLORS DOUGLAS (CHAIR), HEALEY (VICE-CHAIR), KING, BARNES, WATSON, STEWARD AND REID (SUBSTITUTE FOR COUNCILLOR ORRELL)
IN ATTENDANCE	COUNCILLOR WISEMAN (ITEMS 1-4(I)) COUNCILLOR FRASER
APOLOGIES	COUNCILLORS ORRELL

1. **DECLARATIONS OF INTEREST**

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

2. **MINUTES**

RESOLVED: That the minutes of the meeting of 28 March 2012 be confirmed and signed by the Chair as a correct record.

3. **PUBLIC PARTICIPATION**

It was reported that there were no registrations to speak under the council's Public Participation Scheme.

4. **DRAFT WORKPLAN FOR 2012-13**

Consideration was given to the committee's draft work plan for 2012-13. Discussion took place around the following issues:

(i) Monitoring of City of York Council Performance

The Chair of Corporate and Scrutiny Management Committee explained that each scrutiny committee was being asked to consider how best to monitor City of York Council performance in respect of the areas within the

committee's remit, including whether the committee would wish to continue the arrangement whereby performance monitoring reports were regularly presented at committee meetings.

Members agreed that it was useful to receive the monitoring reports, particularly if these highlighted challenges being faced in specific areas. The reports were also useful to identify possible issues for scrutiny review.

The Chair requested that, if possible, Members identified any questions regarding the reports in advance of the meeting and contacted the officer concerned. This would ensure that the necessary information would be available at the meeting.

(ii) Director Update on Planned Service Reviews for 2012/13

Details were given of planned service reviews for the areas within the remit of the Cabinet Member for Environmental Services and the Cabinet Member for Crime and Stronger Communities. The reviews would focus on the following areas and recommendations arising from the review would be considered by the Cabinet or by the relevant Cabinet Member:

- Highways and civil engineering (including practices, procurement and efficiencies)
- Waste Services – the rationalisation of waste rounds (including consideration of a move away from the policy on same day waste collection arrangements)
- Policies at household waste sites
- Greenwaste collection
- Street level waste services (including street cleaning and street environment services)

Members agreed that when determining the topics for review in 2012/13, it was important that the Committee did not duplicate work that was already taking place as part of the planned service reviews. They did, however, note that there may be opportunities for the Committee to contribute to some of the service reviews.

(iii) CYC Related Topics

It was noted that, following discussions at previous committee meetings and at the scrutiny planning event, the following had been identified as possible topics for scrutiny review:

- CCTV
- Animal enforcement on CYC land and the public highway
- Commercial waste/recycling/incinerator

Consideration of the topics in respect of CCTV and Animal enforcement on CYC land were considered under items 5 and 6 on the agenda (minutes 5 and 6 refer).

Discussion took place regarding the proposed topic on commercial waste. Officers provided an update on the situation in respect of the waste incinerator plan and the arrangements that would be in place depending on the outcome of the planning application. Details were also given of the issues that were to be considered as part of the service review into commercial waste, including the reasons why income targets were not being achieved and the charging structure. At Members' request, officers agreed to circulate information on commercial waste services, including data on the amount collected and the costs and charges involved.¹

In view of the planned service review of commercial waste, the Committee agreed that it would not be appropriate to carry out a scrutiny review on the topic at this time. Members agreed that there were, however, aspects of domestic recycling that merited review, for example investigation into the disparity between rates of recycling within different parts of the community and comparisons with other local authorities.

Members queried why, at the last meeting, parking services had been identified as a possible topic for review but this had not been included in the list. Officers agreed to clarify this matter and report back at the next meeting.²

(iv) Crime and Disorder Issues

Members noted the crime and disorder issues that were to be discussed with Safer York Partnership and North Yorkshire Police arising from topics put forward at the scrutiny work planning event. They agreed that the proposed topic on the new 101 police number should not be progressed at this time, as the new system had not yet had time to become embedded.

- RESOLVED:
- (i) That the City of York Council monitoring and performance reports continue to be presented to the committee on a regular basis.
 - (ii) That a Task Group be established to carry out a review on issues in respect of domestic recycling.
 - (iii) That the members of the Domestic Recycling Task Group be Councillors Healey, Watson and Orrell (subject to his approval). Councillor King to be appointed to serve on the Task Group if the event that Councillor Orrell declined the offer of appointment.
 - (iv) That, at the next meeting, the Task Group report to the Committee on the proposed remit for the domestic waste review.
 - (v) That the proposed scrutiny topics on Commercial Waste and the Police 101 number not be progressed at this stage.

REASON: To progress the work of the Committee in accordance with agreed scrutiny protocols.

Action Required

- | | |
|--|----|
| 1. Email briefing note with information on Commercial Waste Services | GD |
| 2. Clarify for next meeting | MC |

5. INTRODUCTORY BRIEFING ON CCTV TOPIC

Members had received a briefing note which outlined the present arrangements in respect of the City of York CCTV system and which detailed current and planned developments of the system. The report suggested that it may not be an appropriate time to carry out a scrutiny topic regarding CCTV, as the service was about to undergo significant changes. The report recommended that scrutiny of the CCTV service after April 2013 may be more worthwhile as, by that time, the service would have been moved into new accommodation and would have implemented new digital technologies.

Discussion took place regarding issues relating to the costs of the provision. Members suggested that consideration should be given as to whether it would be appropriate to seek financial recompense from North Yorkshire Police in respect of the utilisation of CCTV to assist in crime and disorder management. Members also commented on the possibility of exploring a public private partnership in respect of elements of the provision. It was also recognised that some cameras had been provided through ward committee funding on the understanding that ward committees would also pay the relevant licenses but that there had subsequently been significant changes to ward committee funding.

- RESOLVED:
- (i) That a task group be established to look informally at issues in respect of the financial aspects of CCTV provision.
 - (ii) That the members of the task group be Councillors Barnes, Steward, King and Douglas.
 - (iii) That, in April 2013, the task group would consider whether there was a need to carry out a more formal review of other aspects of CCTV provision.

REASON: To progress the work of the committee in accordance with agreed scrutiny protocols and procedures.

6. ANIMAL RELATED HEALTH, SAFETY AND ENFORCEMENT

Members received a briefing on animal related health, safety and enforcement issues, in support of a proposed scrutiny topic.

The Chair suggested that, although the initial topic suggestion had focussed on animals on council land/verges and the public highway (incorporating enforcement around tethered horses), consideration should be given to extending this remit to include the way in which the council dealt with all animals on the highway.

Officers gave details of the work that the Animal Health Team carried out including:

Dog Warden Service

- A statutory duty to collect stray dogs
- Enforcing dog-fouling legislation (a non-statutory function)
- Seeking control orders through the Magistrates Courts in respect of dangerous dogs

Officers gave details on new legislation in respect of dog control orders but explained that the City of York Council had historically implemented a significant number of dog control orders and hence was already well-served in this respect.

Animal Health and Welfare

Details were given of the duties of the Council in respect of the welfare of animals, including livestock entering the food chain.

Horses

Members were informed of the situation in respect of tethered horses, including the following:

- It was lawful to tether a horse providing this was done correctly.
- It was acknowledged that horses could be a nuisance or danger if by the roadside.
- The law permitted a land owner to detain for 48 hours, a horse placed on their land provided that the Police or the owner were notified.
- Horses could be seized on welfare grounds if they were not tethered correctly or there were concerns about their health.
- Most roads are owned by City of York Council but CYC cannot act if the road is owned by the Highways Agency

or if the horse is positioned beyond the verge on private land. The Council cannot “adopt” cases on behalf of others.

- There were huge costs involved in detaining horses, including vehicle costs, food and vets fees.
- A project was currently underway to consider how the Council could better address the issue, including seeking examples of good practice in other local authorities, and looking at the possibility of making land available for this purpose as an alternative to the tethering of horses on verges.

Members agreed that it would be appropriate to carry out a scrutiny review into issues in respect of the animal related health, safety and enforcement.

RESOLVED: That, at the next meeting, a remit be agreed for a scrutiny review on animal related health, safety and enforcement.

REASON: To set a remit for a scrutiny review on this topic.

Councillor Douglas, Chair

[The meeting started at 5.00 pm and finished at 7.00 pm].

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Briefing on the Role of CYC's Animal Health Team & Dealing with Tethered Horses

Introduction

1. The City of York Council's (CYC) Animal Health service has two aspects:-
 - The Dog Warden Service
 - The Trading Standards 'Animal Health' Service.
2. The team currently consists of 4 full time equivalent (fte) posts; most of the officers cover both aspects of the service. There is however a service review under way and it is proposed to separate the two functions, saving 1 fte post.

The Dog Warden Service

3. This service deals with the council's statutory responsibility to collect stray dogs. There is a contract with a private boarding kennel to house them until they are re-united with their owners or re-homed. In a very small number of cases, dogs which are not suitable for re-homing are destroyed.
4. The team also deals with a number of other issues arising from irresponsible dog ownership. These are not statutory duties. In particular they enforce dog fouling legislation, dealing with dangerous dogs (usually by obtaining 'control orders' from the magistrates court i.e. ordering owners to keep their dog(s) under control).
5. The team are also responsible for enforcing local By-laws requiring dogs to be on leads in certain areas of the city. These By-laws cover most of the city's main roads (bus routes) as well as most parks. There are no plans to introduce new 'dog control orders' under the Clean Neighbourhoods and Environment Act 2005 (not to be confused with dangerous dog control orders) as we would lose the existing by-laws

with no guarantee that the controls they give would be re-introduced. At present, there are no other advantages in introducing these 'dog control orders'.

6. Where the officers come into possession of dogs that have been caused 'unnecessary suffering' they are empowered to enforce the Animal Welfare Act 2006 and take appropriate action against the offender. However, as a rule the team do not deal with general complaints about cruelty to dogs in order not to duplicate the work of the RSPCA.

The Trading Standards 'Animal Health' Service

7. This CYC has a number of statutory duties under various Acts and Regulations to ensure livestock animals are being farmed, transported and traded lawfully. The legislation is aimed at reducing the spread of animal disease, preventing unsafe meat entering the food chain, and ensuring farmers/transporters comply with minimum standards of welfare.

Horses

8. The CYC fully respects the right to own a horse, and understands this is an important part of the culture of the travelling community. It is however acknowledged that horses can be problematic and in some circumstances dangerous, particularly when left unattended by the roadside.
9. The tethering of a horse is not illegal in itself; there is DEFRA guidance on tethering horses. A serious breach of the guidelines may amount to an offence under the Animal Welfare Act and is something that RSPCA officers would be invited to consider. This is because horses do not fall within the remit of the 'dog warden service', and are not caught by most of Trading Standards 'Animal Health' legislation (except when in market, there are also obligations in relation to horse passports).

Can tethered horses be seized?

10. Under the Animals Act 1971, the owner of land can detain a horse for up to 48 hours. In which time they must notify the police and the owner (if known) that the horse has been detained. If the horse is not claimed within 14 days, the horse may be sold to recover the costs incurred. This option is, in theory at least, open to the CYC **on our**

land, but in reality the situation is much more complicated (see paras 13-15 below).

11. If a horse has been mistreated or there are serious concerns about the way it is tethered (concerns for the welfare of the horse not safety of the public) it may be taken into possession under the Animal Welfare Act. The RSPCA would be invited to take the lead. However, many horses are well looked after, and tethering in accordance with the guidelines is acceptable.
12. There are no provisions to seize a horse for failing to comply with the Horse Passport Regulations.

Practicalities of seizing horses

13. Seizing horses is a huge commitment, the costs escalate rapidly. Skilled personnel are required to move horses (police assistance may be required for public safety). If a horse 'bolts', they can be extremely difficult to capture. Suitable transport needs to be arranged, suitable housing/husbandry, feed, vet fees etc. all become CYC responsibility. It is unlikely that CYC will receive its costs back from the owner or at market if subsequently sold.
14. By way of example, the Animal Health Service seized 7 horses on welfare grounds in 2010. Some of those horses were in foal and we were soon in possession of 10 horses - the cost of the operation was over £10k. The horses ended up being put to sleep, and no money was recovered.
15. There is no capacity within existing budgets to handle horse seizures. The CYC approach – led by the Street Environment Service - has therefore been to find the owners and encourage moving on. However, it recognised this is shifting the problem on and horses come back!

New project proposal

16. There is a new project, headed by Steve Waddington, Assistant Director of Housing & Community Safety, to help find a long term solution to the problem of horses on CYC land. There are three strands to the project:-

- i) Firstly, to obtain some land where horses can be kept as an alternative the roadside/ private land. There is a need to consider how this will be managed in practical terms and other issues including liability for welfare/damages. And how we will recover costs?
- ii) Secondly, if horses remain on roadside, owners (assuming they can be identified) will be encouraged to move their horses to the site.
- iii) Thirdly, if the horses are not moved, enforcement action will be taken. There are a number of options to explore:-
 - Engage RSPCA (would be good option, but we've had mixed success in the past)
 - Appoint a contractor to act on our behalf. Different models are employed by different authorities in this respect. Some pay in region of £1500 per month to police (plus £1500 per seizure), others just pay in the region of £2-3k per seizure.
 - One CYC team has responsibility for this work. However this will need additional resources i.e. dedicated officer time, availability of specialist help to remove the horses and somewhere to keep them –feed/veterinary treatment etc.

Conclusion

17. This is a sensitive and complex area. The CYC has done its best to deal with the situation with the resources available. A more effective solution will be available in the longer term providing budgetary support is forthcoming.

Report Author

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Community Safety Overview & Scrutiny Committee –Work Plan 2012-13

Provisional Dates	Work Programme
27 June 2012	<ol style="list-style-type: none"> 1. Draft Workplan for 2012-13 – Discussion re: <ul style="list-style-type: none"> • New Ways of Working & of Monitoring CYC Performance • Director Update on Planned Service Reviews for 2012/13 • Agreed CYC related Topics 2. Briefing on Proposed CCTV Topic 3. Introductory briefing on Animal Related Enforcement Topic
17 July 2012	<ol style="list-style-type: none"> 1. Animal Enforcement Review - Review remit to be agreed (Matthew Boxall) 2. Workplan & Suggested Remit for Domestic Recycling Task Group Scrutiny Review 3. Attendance of SYP & NYP to discuss Crime & Disorder Issues (see list below) 4. Safer York Partnership Bi-Annual Performance Report (Jane Mowat) 5. SYP Report on CSP Plan & Joint Strategic Intelligence Assessment (Jane Mowat) 6. CYC Year End Financial & Performance Monitoring Report (Sharon Brown)
11 Sept 2012	<ol style="list-style-type: none"> 1. CYC First Qtr Finance & Performance Monitoring Report 2. Draft Hate Crime Strategy - Consultation 3. Animal Enforcement Scrutiny Review Interim Report 3. Workplan
13 Nov 2012	<ol style="list-style-type: none"> 1. Animal Enforcement Scrutiny Review Interim / Final Report 2. Domestic Recycling Task Group Scrutiny Review Interim Report 3. Workplan
15 January 2013	<ol style="list-style-type: none"> 1. CYC Second Qtr Finance & Performance Monitoring Report 2. Domestic Recycling Task Group Scrutiny Review Final Report 3. SYP Bi-Annual Performance Report (Attendance of SYP & NYP) 4. Workplan
12 March 2013	<ol style="list-style-type: none"> 1. CYC Third Qtr Finance & Performance Monitoring Report 2. CCTV Monitoring Group – Update Report 3. Workplan
23 April 2013	<ol style="list-style-type: none"> 1. Attendance of Cabinet Members for Crime & Community Safety and Communities and Neighbourhood Services –Re outcomes from priorities for 2012/13 & new priorities for 2013/14 2. Draft Workplan for 2013/14 – Discussion re Possible Topics for Scrutiny Review in coming Municipal Year

Crime & Disorder Issues to be Discussed with SYP & NYP - Arising from topics put forward by Committee and at Scrutiny Work Planning Event in May 2012

- ii. New 101 Police Number
 - To address residents complaints about the new Police 101 number – Cllr Hodgson
- iii. Addressing Fear of Crime – suggested by Cllr Douglas
- i. Addressing Hate Crime – how we access reporting systems given increase in incidents – suggested by Cllr Jeffries.
 - Work on a CYC Hate Crime Strategy is currently ongoing. The plan is to take the draft strategy and action/delivery plans to EAG in July and then the final draft to Cabinet around September time. It is therefore suggested that the Committee be consulted on the draft Strategy etc at their September meeting so that their views be fed into the Cabinet report.

DRAFT

Domestic Waste Recycling Scrutiny Topic

Suggested Remit

To identify future improvements in CYC's working methods in order to increase domestic waste recycling

Suggested Key Objectives

- i. To consider best practice from exemplar Local Authorities including incentive schemes
- ii. To consider the views of CYC waste operatives
- iii. To gather evidence on the effectiveness of the initiatives scheduled for this financial year.

To do this the Task Group recognise that data on collections will need to be provided on a round by round basis. the Task Group have requested that officers identify specific rounds in which to implement the initiatives, and other control rounds where they will not be implemented – this to be discussed in more detail at the meeting.

Time Frame for Completion of Review

5 Months - Final Report to be produced for Committee meeting in January 2013

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Zero Waste York - Waste Management & Minimisation Strategy 2012 - 2015

City of York Council's new waste management strategy is scheduled to be published later in 2012 and will be based on a zero waste theme. The concept of zero waste was introduced in 'Waste Strategy for England 2007' as being a simple way of encapsulating the aim to go as far as possible in reducing the environmental impact of waste. It is a visionary goal which seeks to prevent waste occurring, conserve resources and recover all value from materials.

To help maintain the momentum in the challenge to keep reducing the impact of waste in York the new waste management strategy will be delivered through Zero Waste York. This is a new campaign, launched in 2011, primarily promoting waste prevention and reduction with a major aim being to reduce the amount of residual waste arisings per household. Zero Waste York provides a framework on which we can build and focus all of our waste management projects. This approach also helps to establish better links with sustainable development work being undertaken in other council directorates, external organisations and community groups.

The Zero Waste York initiative supports the waste hierarchy focus on waste prevention (avoidance and minimisation), then reuse, then recycling and composting, then ensuring that all value is recovered from materials and finally landfill disposal. The waste hierarchy prioritises the methods for dealing with waste by ranking them according to environmental impact. The principle is to deal with as much waste as possible in the upper levels of the hierarchy.

Zero Waste York will also be a fundamental driver to help 'protect the environment' which is one of five key priority areas identified in the Council Plan 2011 - 2015. To help make this happen we will continue to promote the value of waste as a natural and viable resource and will produce less waste overall. These aims will be achieved by:

- Reusing, recycling and composting the maximum practicable amount of household waste (and investigating opportunities for developing waste management services for businesses).
- Maximising opportunities for reuse of unwanted items and waste by working closely with community groups and various other organisations.
- Maximising the recovery of materials and/or energy from waste that is not reused, recycled or composted so as to further reduce the amount of waste sent to landfill.

Changes in service provision have helped drive behaviour change and achieve year on year improvements in recycling performance (1999/2000 - 10% / 2011/2012 - 46.41%). Within our current structure of service provision and resources, however, it is unlikely that there will be any major improvements in recycling performance without significant additional investment. It is therefore recognised that a 50% target for reuse, recycling and composting of household waste is the watershed in what is likely to be achieved between 2012 and 2015. In this period, the most effective use of budgeted resources will be achieved by focussing on waste prevention.

Beyond 2015, York's participation in the Waste Private Finance Initiative - Residual Waste Processing Facility will reduce the amount of waste going to landfill by at least 90% and will help increase recycling.

Zero Waste York Challenge

Work plans for 2012/2013 and 2013/2014 are being developed within the Zero Waste York framework outlined above but also to reflect the challenges arising from the recent budget process. To meet the budget savings targets more waste needs to be diverted from landfill by increasing levels of reuse, recycling and composting of waste. To achieve this we need to target our resources more effectively in areas where we think there is scope to work with residents and various organisations to secure the necessary improvements. There is also a need to work closely with our partners (internal and external) to help meet the challenges.

There are five main themes for the 2012/2013 and 2013/2014 work plans comprising:

- Reduce More - including food waste reduction and redistribution.
- Reuse More - incorporating Choose2Reuse events, themed workshops etc.
- Recycle More - including promotion of kerbside recycling to boost participation, capture rates and quality of materials collected.
- Compost More - primarily promoting home composting through York Rotters.
- General Communications - including improvements to the waste collection information available on the council's website, development of a dedicated Zero Waste York website to modernise the method of delivering information and messages to residents, and increasing use of social networking packages such as Facebook and Twitter.

Please note that within each of these main themes, some events and campaigns will involve city wide coverage whilst others will only apply in specific areas (determined by property type or geography).

Which areas of York should we target?

To help achieve the challenges outlined above we need to target our resources in areas where we think residents are willing to make a change and where there is scope to reduce waste to landfill and boost recycling and reuse.

We can use existing profile information from the business Intelligence team and data from the recycling survey, waste/recycling tonnages and anecdotal evidence to help decide where would be most effective.

Who will we need to work with to achieve these aims?

We will need to work closely with various partners to achieve success. Within CYC we will need to work with Street Environment/Enforcement, Housing (Estate Managers and workers), Sustainability, allotments, waste supervisors and collectors etc..

Within chosen areas we will need to work with:

- Residents
- Councillors
- Residents Associations
- Parish Councils

- Schools, play groups
- Churches
- Community Centre
- Existing community groups, clubs etc
- Shops and local businesses
- Leisure facilities
- Library
- Allotments

We can communicate our message in a wide variety of ways to get mass appeal, although word of mouth may be the most powerful way of getting others involved.

- ZWY website, Twitter, Facebook, local champions (Buddies), knocking on doors, local meetings, speak with existing community groups, council newsletters, local posters, flyers, the Press, YLL, email participants regularly

What's the plan?

We must approach residents with a call to action on two fronts: to reduce waste in their bins and save themselves money.

We can deliver a varied programme of work which will appeal to the different people living in the chosen communities. This will focus on reducing waste, reuse opportunities, increasing recycling and composting and reducing waste in their residual bins.

We can link this to existing waste prevention campaigns:

- Love Food hate Waste
- Choose2Reuse
- Bag free York

....as well as other campaigns, for example Love Where You Live, sustainable schools, York Edible Schools (YES)

Zero Waste York Challenge - Work Plans 2012/2013 & 2013/2014

Reduce More

- Do you know what's in your bin? (self audit).
- Advice to shop smart, save money and reduce waste.
- Downsize your bin challenge (target 240s).
- LFHW workshops, competitions and advice.
- Waste free-lunch challenge (schools).
- Junk mail stickers and information.
- Real nappies & waste prevention advice for parents.

Reuse More

- Choose2Reuse swaps.
- Bag free project.
- Reuse days/events.
- Promote local charities (shops, collections).
- Work with businesses.

Target Areas: by generic property type, e.g. communal, student accommodation; by geographic area, e.g. within city walls; by collection round.

Recycle More

- Site visits - identify and resolve issues impacting upon recycling performance.
- Service information - kerbside collection services (including online search facility to identify collection days), household waste recycling centres and bring sites.
- Explore more local recycling opportunities (batteries, textiles, books etc).
- Investigate impact of rewards schemes.

Compost More

- Explore community composting.
- Promote food waste composting.
- Link with allotments.
- One day compost bin sales.
- Schools projects (link to YES).
- York Rotters project.
- Compost the mini musical in schools.

SYP Bi-annual Performance Report

July 2012

PERFORMANCE REPORT ON COMMUNITY SAFETY PLAN 2011-14

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.

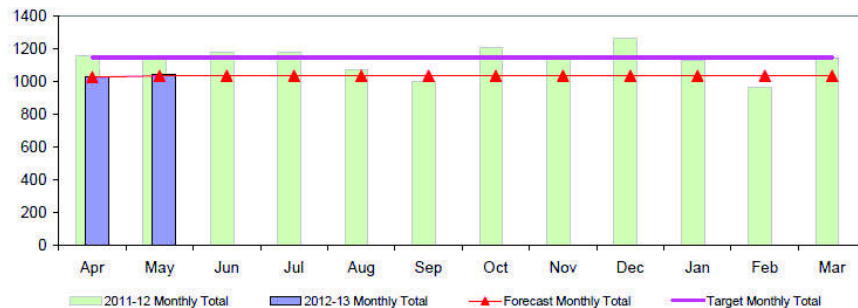
1.2. This report will now take the form of an exception report whereby only items which are underperforming are reported upon. The exception report will be presented in a form in line with the Community Safety Plan 2011-14 which has the following priorities;

- Acquisitive Crime
- Anti-Social Behaviour
- Violent Crime
- Business Crime
- Re-offending Information
- Other Indicators

York - All Crime (from IQUANTA)

Totals

Target 2013-14	13756
Forecast 2012-13	12408
Cumulative	2068
Target Monthly Total	1146.3



Previous Years

2007-08	18924
2008-09	17886
2009-10	14480
2010-11	15199
2011-12	13576

Milestone Targets

2012-13	13937
2013-14	13756

The Graph shows:

- 1) Target level 2013-2014 (Strategy end not the Yearly milestones)
- 2) Forecasted annual total based upon a moving average of months (There has been no allowance for known seasonal patterns)

Key:

	- Action Needed (>120%)
	- Caution (100% - 120%)
	- No Action (<100%)



Month	2012-13	2011-12	2010-11	2009-10
Apr	1026	1157	1264	NA
May	1042	1151	1370	NA
Jun	x	1177	1323	NA
Jul		1177	1269	NA
Aug		1069	1331	NA
Sep		1001	1320	NA
Oct		1205	1346	NA
Nov		1138	1320	NA
Dec		1261	923	NA
Jan		1129	1171	1008
Feb		966	1207	1066
Mar		1145	1355	1084

1.3. Total crime in York dropped by 10% (1623 crimes) in 2011-12 compared to 2010-11. There first two months of data available from Iquanta suggest that crime continues to reduce and at present is predicted to be between 5 and 10%.

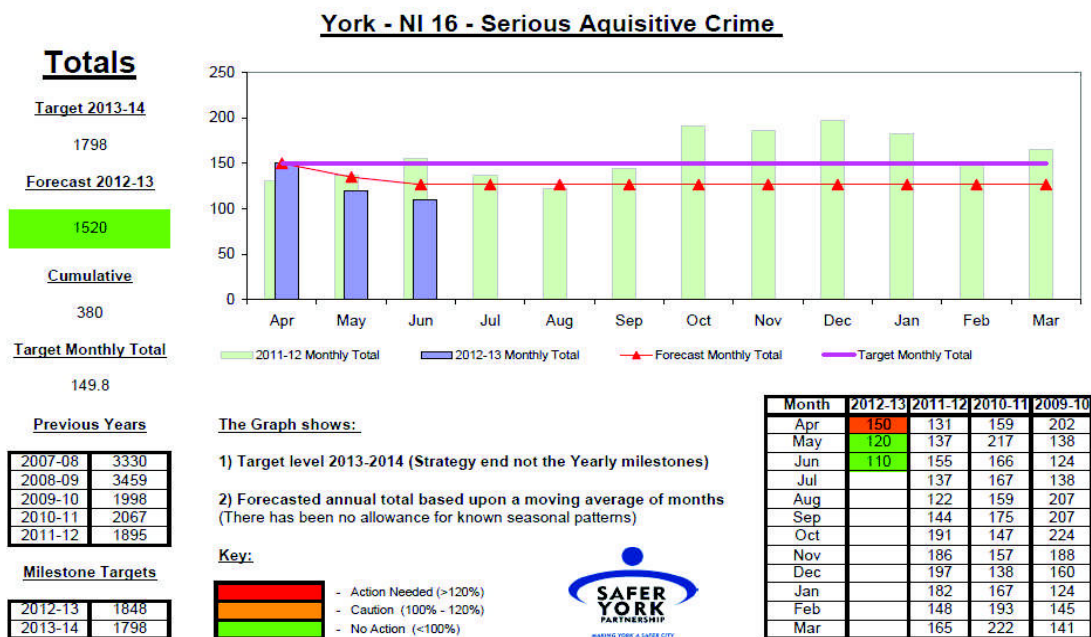
1.4. York's Joint Strategic Intelligence Assessment has been completed. This has identified four themes that will make up part of North Yorkshire Police's control strategy:

- Serious Acquisitive Crime
- Protecting Vulnerable People
- Cross Border Crime
- Organised Crime Groups

1.5. York continues to be placed 12th place in the Iquanta family comparison of most similar family members.

1.6. The only crime performance targets, where there was not a reduction in crime within the last strategy were; NI 20 Assault without Injury, NI 29 Gun crime and Aggravated Vehicle Taking which saw rises of 172 crimes (17%), 5 crimes (250%) and 1 crime (7%) respectively.

2. Acquisitive Crime



2.1. Acquisitive crime in 2011-12 was 8% lower (170 crimes) than the previous financial year and based upon three months data in 2013-14 this reduction is predicted to continue. Progress has also been made within the Iquanta family, since the high volumes of acquisitive crime in Q3, with York now sitting in 9th place.

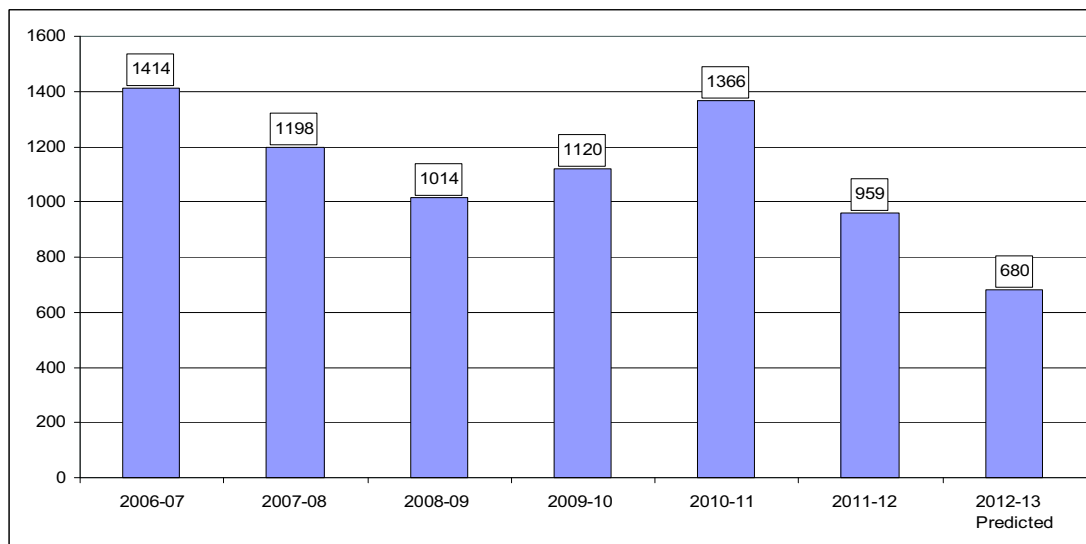
2.2. The rises in Q3 of 2011-12 can be attributed to the increases in domestic burglary, theft from a motor vehicle and robbery of personal property.

2.3. The following changes have been made when comparing 2011-12 to 2010-11.

- Domestic Burglary - 12% Decrease - 96 Crimes
- Non-Domestic Burglary - 7% Decrease - 97 Crimes
- Theft from a Motor Vehicle - 3% Increase - 26 Crimes
- Theft of a Motor Vehicle - 30% Decrease - 80 Crimes
- Robbery of Personal Property - 17% Decrease - 16 Crimes

- 2.4. The majority of auto-crimes are occurring to vehicles parked on-street. Locations that have historically seen high levels of auto-crime such as industrial estates, car parks, hotels and other business premises have suffered low levels of auto-crime during the last financial year.
- 2.5. There is no single type of property that has been targeted in theft from vehicle. Vehicles in York have been broken in to for amongst many things, sports equipment, sat-navs, money and documents, clothing and any other property left on show.
- 2.6. Areas which saw higher than predicted levels of auto-crime during 2011-12 were:
- Heworth Ward in Q3 and Q4
 - Clifton Ward in Q3 and Q4
- 2.7. Levels of all types of acquisitive crime at the following continue to be low and under target;
- Business premises and industrial estates;
 - Schools and six form colleges;
 - City-centre cycle racks;
 - Council car parks;
 - Allotments;
 - Hotels;
 - University and York St Johns;
 - York District Hospital.
- 2.8. The majority of cases (60%) in York of scrap metal theft are where lead has been stolen from windows and roofs of domestic premises at some point during the evening / night, with the property owner not realizing a theft has occurred until the next day. The majority of these crimes are undetected.
- 2.9. Based on information that is available for Q1 2012, all indicators within the serious acquisitive crime group are predicted to be lower in 2012-13 than they were last year.
- 2.10. We continue to work with the University of York and the University of York St. John to develop Student Watch in York. To date, we have set up systems with both universities to send out timely crime prevention alerts via both Student Unions. We have also developed a good working relationship with the York Residential Landlords Association who will also forward crime prevention messages to landlords of student lets on our behalf. We continue to work with both universities to examine how we can best use the network of student community coordinators and volunteers to fulfill a 'Neighbourhood Watch' aspect to their role. Where existing Neighbourhood Watch schemes exist we will encourage students to make contact to draw them into the communities in which they live.

- 2.11. We continue to offer free crime prevention equipment to all vulnerable victims of crime via the Safer Homes Handyperson Service. The eligibility criterion of the scheme has now been extended to include students.
- 2.12. We held a joint stall with the Home Improvement Agency (Safer Homes Handyperson service) at the recent Landlords Fair at the Park Inn. We displayed shed and garage crime prevention equipment prior to our plans to sell equipment via the York Residential Landlords Association website. This gave landlords the opportunity to have a look at the equipment and ask any questions. We had positive feedback from the event and we are now progressing the work with the YRLA on the website. We are likely to offer some form of subsidy to properties within the Fishergate, Micklegate and Guildhall wards as we have a target within the directorate service plan to improve the security of private rented sector dwellings in these areas.
- 2.13. A meeting was convened on the 13th June to discuss the development of a preventative strategy to assist with the reduction of Serious Acquisitive Crime in the Heworth, Hull Road and Clifton Wards. This is in response to significant increases in SAC in these areas.
- 2.14. We now have 209 Cold Calling Control Zones in the city, covering 255 streets and 8189 properties. There have been 7 distraction burglaries in 2011-12 and 2 in Quarter 1 of 2012-13. The main types of MO for this crime were criminals pretending to be from the council or water board with 2 crimes each.



- 2.15. Levels of cycle theft continue to reduce with a 407 crimes fewer of theft of cycles equating to a 30% drop since last financial year. Cycle theft levels in April and May of 2012 have been two of the lowest months in the last five years suggesting levels of cycle theft will continue to reduce.

2.16. Just under 14000 Bikes have now been registered within the Operation Spoke project since January 2010. These bikes were registered at a rate of around 10 bikes a day since the start of 2011.

2.17. York continues to perform well on cycle crime levels, compared to other cycling cities;

Cycle theft levels per 1000 population in Cycling Cities

	Apr10- Jun10	Jul10- Sep10	Oct10- Dec10	Jan11- Mar11	Apr11- Jun11	Jul11 - Sep11	Oct11 - Dec11	Jan12 - Mar12
York	1.87	2.24	1.55	1.21	1.30	0.98	1.27	1.14
Cambridge	6.72	7.04	6.13	3.67	5.04	4.36	4.29	2.98
Oxford	3.67	3.93	3.30	2.77	5.32	4.87	4.25	3.75
Brighton	1.09	1.34	0.75	0.75	1.21	1.02	0.92	0.69
Bristol	1.21	1.54	0.96	0.99	1.15	1.37	1.17	0.95
Exeter	0.95	0.94	0.92	0.53	0.72	0.86	0.94	0.78
Lincoln	1.28	2.43	1.31	1.36	2.41	2.29	2.05	1.59
Manchester	1.40	1.44	1.15	0.89	1.29	1.64	1.10	0.85

2.18. A study of fourteen months of data between Apr11-May12 has been completed, where all burglaries were looked at to see if cycles were stolen. The following are facts from this study:

- There were 496 burglaries at an average of 35 a month.
- There have been only 10 repeat locations during this time period.
- 668 cycles were stolen in these burglaries at an average of 1.45 per property.
- In 142 (30%) of these burglaries more than 1 cycle was stolen which suggests that multiple offenders were involved in at least these number of crimes.
- Only 34 (4%) out of these 668 cycles are recorded as recovered.
- Very few of these crimes are recorded as detected (2%), although many of these investigations are ongoing.
- Out of the 496 burglaries;

204 crimes (42%) were stolen from garages

262 crimes (53%) were stolen from sheds / outbuildings

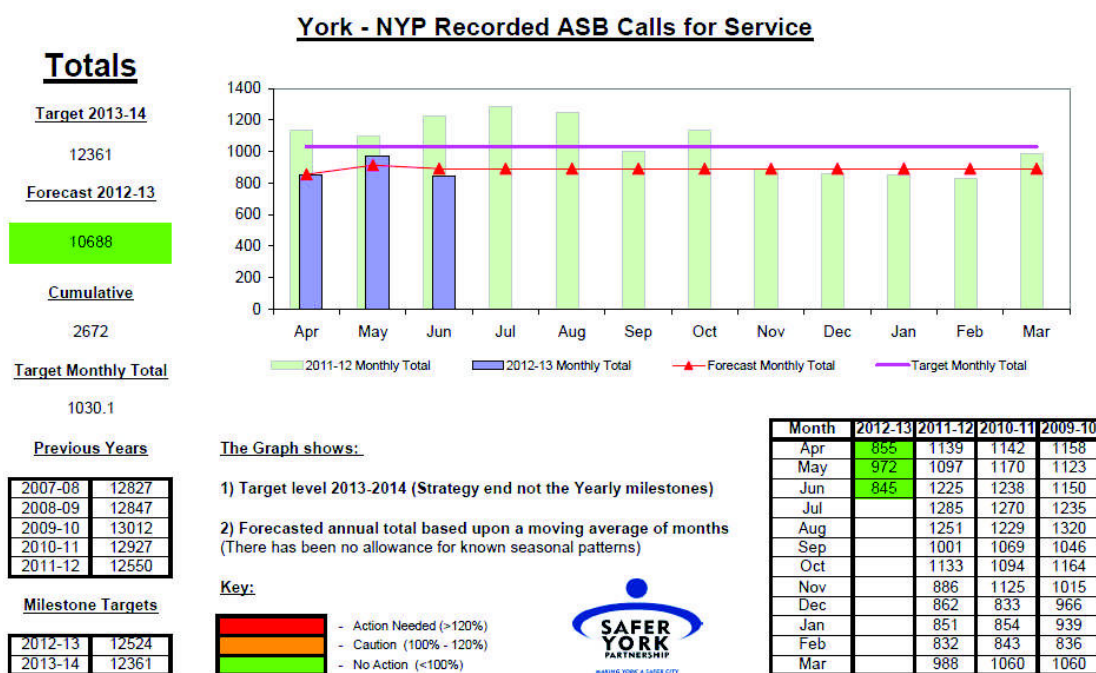
18 crimes (4%) were stolen from inside the house

12 crimes (2%) were stolen from other (garden, commercial, car park)

- Out of the cycles that were recovered the majority had security markings.
- Geographically at a ward level the burglaries of this nature are evenly spread around the city. There are however, slightly higher than expected levels of this type of crime in Dringhouses and Huntington and New Earswick.

2.19. We have used our Local Sustainable Transport Fund budget allocation for 2012/13 to fund a CCTV camera to cover the cycle rack on St. Andrewgate. This is the largest cycle rack in the city and is also the most targeted due to a lack of natural surveillance. The camera will be erected on the Your Move premises following permission from the owner. The camera will also prove beneficial in tackling the anti-social behaviour that often occurs on St. Andrewgate as part of the Night-time Economy.

3. Anti-Social Behaviour



3.1. Levels of anti-social behaviour calls for service recorded by North Yorkshire Police were slightly lower, 400 cases (2%) at the end of the financial year. Levels in the first three months of 2012-13 continue to reduce. June / July and August historically have the highest levels of police recorded anti-social behaviour.

3.2. Following the anti-social behaviour classification change in April 2011, the main type of anti-social behaviour are nuisance (65%) followed by personal (25%); and a very small number of environmental (9%) incidents.

3.3. The level of criminal damage in 2011/12 was 16% (407 cases) lower than last year. All types of criminal damage fell. Based on the first three months of 2012-13 this drop in criminal damage is predicted to continue and is likely to be in the region of 10%.

3.4. Despite the reductions predicted York currently sits in 13th position in its Iqanta family compared to 8th place at the end of the summer 2011, although it has improved its position from 15th, since January 2011.

- 3.5. Overall levels of council recorded anti-social behaviour rose by around 320 cases (8%) higher. These are due to rises within fly-tipping, litter and to a lesser extent graffiti and drugs related litter. No data has yet been processed for 2012-13 at the moment.
- 3.6. The level of graffiti recorded on TAAGY, the multi-agency system for logging graffiti, has now levelled off to an average of 50 cases over the last two months compared to the 80 cases a month that had been received over the Christmas and New Year period.
- 3.7. Information held on graffiti by TAAGY suggests that areas of Micklegate, Holgate and Acomb continue to be the main wards affected by graffiti in York. Over the last six months there are very few individual tags, which have had five or more instances logged on the system, suggesting that there are few prolific taggers operating in York.
- 3.8. The Council used its budget that has been established from the surplus created in carrying out work for Yorkshire Housing, to tackle ASB in the private sector by obtaining a Premises Closure Order on a property in Dringhouses. The order has closed the property for a period of 13 weeks. An Injunction was also obtained separately banning 3 individuals from the area
- 3.9. The Housing Department have now signed up to the Respect Standard for Housing Management, which allows them now to display the Respect standard sign on letters and the website.
- 3.10. SYP working with Environmental Protection Unit have agreed to fund some additional Noise Patrol nights. It has been agreed to fund all of the England matches in the Euro 2012 campaign, as well as other busy periods such as Freshers Week, Halloween and Bonfire Night. A press release has been issued to publicise this for residents.

4. Violent Crime

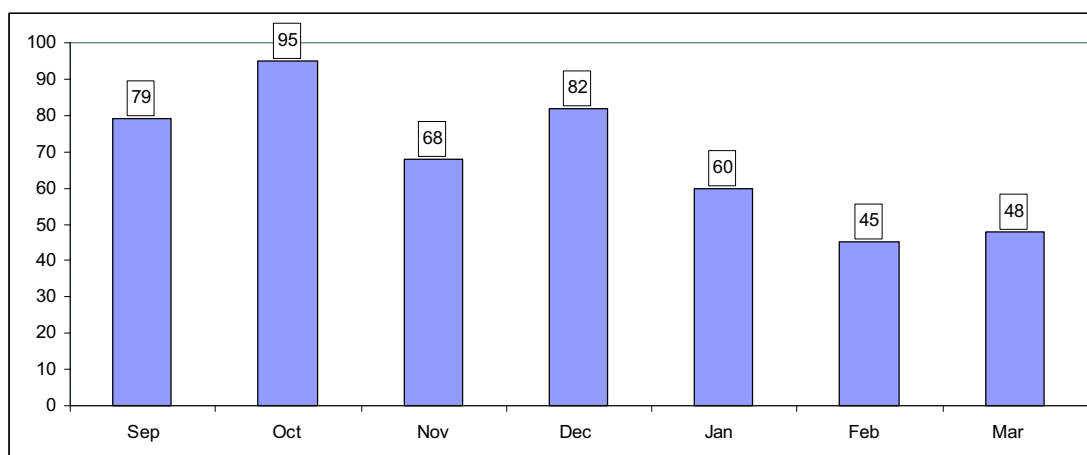
- 4.1. Levels of violent crimes in York were 388 crimes lower in 2011-12 than last year, equating to a 14% reduction. This reduction has continued in to 2012-13 with the total violent crime for May and June 2012 being two of the lowest monthly total since at least 2007-08.
- 4.2. York is currently in 8th place within its IQUANTA family for violent crime, this is an improvement from 12th place at the start of 2011.
- 4.3. Levels of violent crime within York's Cumulative Impact Area (City Centre) were 470 crimes of violence compared to 525 last year. This equates to a drop of 10%. Levels of damage related to the night-time economy within the city centre also reduced.
- 4.4. Members of the Night-safe task group are re-looking to see if effective prosecutions can be brought about for street urination. Information and

processes are attempting to be adopted from Selby, and a meeting has been set up between the chair of the Night-safe meeting, CYC Legal and Neighbourhood Safety Manager to progress this.

4.5. Background work on the possible city-wide DPPO continues, with the consultation of licensed premises and the wider online consultation through the Safer York website planned for late July.

4.6. The NHS Anonymised Data Sharing project went live in September. A&E departments are now required to audit local levels of assaults and are gathering anonymised data which they share with Safer York Partnership. This will assist us in building a more accurate picture of violent crime in the city and ensure that we develop the appropriate responses. Data from this project has already been used in a number of licensing negotiations in York and Selby.

York Total Monthly A&E Attendances for Victims of Assault



4.7. Work has been completed to create a corporate data-set for domestic incidents and have a standardised definition across North Yorkshire Police.

Key Statistics	2011/12 Financial Year												Running Total
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Total Domestic Incidents	214	202	204	217	202	195	162	164	178	159	162	159	2218
Change on Previous Month													
Repeat Incidents	56	40	54	57	44	43	39	38	43	23	41	32	510
% Repeats	26%	20%	26%	26%	22%	22%	24%	23%	24%	14%	25%	20%	23%
Incidents involving Arrest	60	58	59	67	46	46	53	51	50	48	44	44	626
% Involving Arrest	28%	29%	29%	31%	23%	24%	33%	31%	28%	30%	27%	28%	28%
Incidents Crimed	61	55	56	73	56	49	59	65	50	45	43	49	661
% Crimed	29%	27%	27%	34%	28%	25%	36%	40%	28%	28%	27%	31%	30%
Incidents with Children Present	34	39	34	31	32	28	31	32	22	25	21	26	355
% with Children Present	16%	19%	17%	14%	16%	14%	19%	20%	12%	16%	13%	16%	16%

- 4.8. There were 2218 domestic incidents in 2011-12 which is a comparable level to the previous year. The level of repeat domestic incidents was 23% for 2011-12, which was lower than the previous 12 months.
- 4.9. In 2011-12, the wards of Clifton (18.1), Heworth (19.3), Hull Road (19.8) and Westfield (23.2), had significantly more incidents per 1000 population than the York average (12.2 per 1000 population).
- 4.10. The Honour Based Violence Conference, held on the 18th April was one of the first in a series of Hidden Crime events that the Police and SYP are holding. This event was aimed at strategic leads and head of departments to cascade messages to teams. The second event is planned for October on Stalking
- 4.11. The mapping information and data required for the Domestic Abuse Commissioning Strategy - Consultation event planned for the 29th June, is now complete, with some cost analysis still to be worked out around the projects. Invites have gone out.
- 4.12. Euro 2012 – The Posters being used across County are felt to be unsuitable for York. Therefore the chosen option is to continue with Red and White messages on the rear of Police vans and have ordered some self adhesive posters promoting IDAS and the new free-phone helpline number.
- 4.13. Work in promoting domestic abuse service included Argos receipts had Myth busting messages on with the strap line 'Abusers choose to Abuse'.
- 4.14. There have been 2 Sessions of MAPPA/MARAC training and 7 Sessions of Police DASH training inputs – recording and referring.
- 4.15. There has been a re-Launch of Making Safe task and finish group with Custody Supervision – MOTD and in the Loop.
- 4.16. Following a gap highlighted in the Commissioning Strategy the Risk and Resilience group (Amanda Gaines) agreed to co-fund some Respect training for Professionals dealing with young perpetrators. This will then enable the existing workforce to deliver accredited perpetrator programmes for Young people.
- 4.17. There were 162 Multi-Agency Risk Assessment Conferences (MARAC's) held for domestic violence during 2011/12. The percentage of repeat Marac's is at similar levels to the last two years.

Month	Total MARAC's	Initial	Repeat	% Repeats
2007-08	36	33	3	8.3
2008-09	83	74	9	10.8
2009-10	91	75	16	17.6
2010-11	148	121	27	18.2
2011-12	162	131	31	19.1

4.18. The total number of Marac's held in York rose for the fourth year in a row since their inception.

4.19. No domestic violence murders were recorded during 2011/12 in York.

Indicator	Type	2007/08	2008/09	2009/10	2010/11	2011/12
NI 34 Domestic Violence Murder	Target	N/a	0	0	0	0
	Out-turn		0	0	0	0

5. Re-offending information

5.1. Data on proven re-offending by young offenders is now available for the completed 2010/11 year and the 3rd quarter of 2011/12. The level of re-offending has been higher than target in 2010/11. Information taken from the integrated commissioning document suggest:

“York historically very high compared with statistical family and region. 2008 and 2009 saw good performance. Detailed analysis of 2010 and 2011 cohorts shows fundamental change in risk profile: improving FTE (PI 111) figures have resulted in taking out the lower risk young people from the re-offending (PI 19) cohort.”

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 19 Rate of Proven re-offending by young Offenders aged 10 to 17	Target	1.91 (2005)	1.82	1.74	1.66
	Out-turn		1.62	1.17	2.00

Indicator	Type	2011/12			
		Q1	Q2 +	Q3 +	Q4 +
NI 19 Rate of Proven re-offending by young Offenders aged 10 to 17	Target	0.69	1.26	1.63	1.88
	Out-turn	0.66	1.27	1.72	

5.2. Data on first time entrants in to the youth justice system is now available for the completed 2010/11 year, and quarter 3 of 2011/12. This data suggests that the number of first time entrants continues to decline in York year on year. Information taken from the integrated commissioning document suggest:

“Provisional Figure. Data quality problems with new police system persist. Early reporting from NYP showed that the Community Resolution Disposal were effectively being used in place of reprimands for low level crime – this will contribute to the falling FTE numbers as a CRD is not a

criminal disposal. Numbers of Reprimands have reduced consistently over recent years but seem to be plateauing. Having a perverse impact on re-offending (PI 19)."

Indicator	Type	2007/08	2008/09	2009/10	2010/11
NI 111 First time entrants to the Youth justice System aged 10 to 17	Target	2350	2185	2040	1900
	Out-turn		1810	1559	846

Indicator	Type	2011/12			
		Q1	Q2 +	Q3 +	Q4 +
NI 111 First time entrants to the Youth justice System aged 10 to 17	Target	232	464	696	928
	Out-turn	242	471	617	776

5.3. New information for NI18 Adult-reoffending has been released on Iquanta and this shows that the last available quarters data on actual adult rate of re-offending is higher than the predicted level.

Indicator	Type	2011/12			
		Jun-11	Sep-11	Dec-11	Mar-12
NI 18 Adult Reoffending Rate	Predicted	12.56%	12.36%		
	Actual	12.54%	12.77%		
	Difference	-0.2%	3.3%		

6. Business Crime

6.1. Levels of most types of business crime are comparable to last year except shoplifting where there were 176 fewer crimes of shoplifting. After high levels of shoplifting over the Christmas period, monthly totals are now back to normal levels.

6.2. The levels of arrests for shoplifting are in the region of 100 arrests a month. The number of people whose disposal is Youth Restorative Justice or Community Resolution has increased in 2011 as the number of people with full charges has dropped.

6.3. Smaller supermarkets continue to account for 10 of the top 20 premises suffering the highest volumes of shoplifting.

6.4. Levels of shoplifting on the three main retail parks on the outskirts of York continues to be low with a 149 crimes at Monks Cross, Clifton Moor and McarthurGlen in 2011/12 compared to 169 crimes in 2010/11.

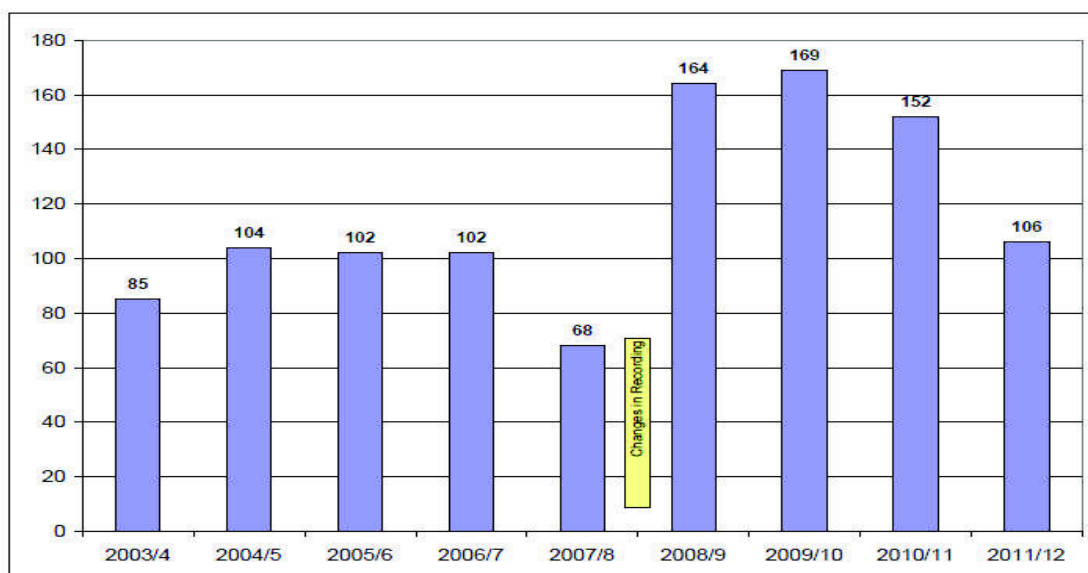
6.5. Following an interesting and extremely useful workshop on this theme at the recent Crime Summit, we have been working to increase our work in this area. The workshop highlighted the potential benefit of closer working between CYC Trading Standards and the NYP Business Crime Adviser, particularly in the area of e-crime. As a consequence the remit of the

Business Crime Task Group has been broadened to ensure we are covering all Business Crime types, rather than just retail crime.

- 6.6. We have recently received a very positive response to a survey of businesses on the Clifton Moor Retail and Business Park gauging their interest in a stand alone radio security system for the park. Clifton Moor retailers have always been reluctant to join Retailers Against Crime in York (RACY) as they feel that they have little in common with city centre retailers, and as such they have been reluctant to purchase the RACY radio. Radio contact between stores should encourage communication between retailers with the ultimate aim of establishing a Business Watch scheme across the park. Monks Cross Security staff have already expressed an interest in giving support to the scheme. There are obvious benefits to security staff at Monks Cross and Clifton Moor working more closely together to share information and intelligence.
- 6.7. We are also looking to set up a network of Shop Watch schemes across the city, with pilot schemes due to launch in Fossgate and Burton Stone Lane.

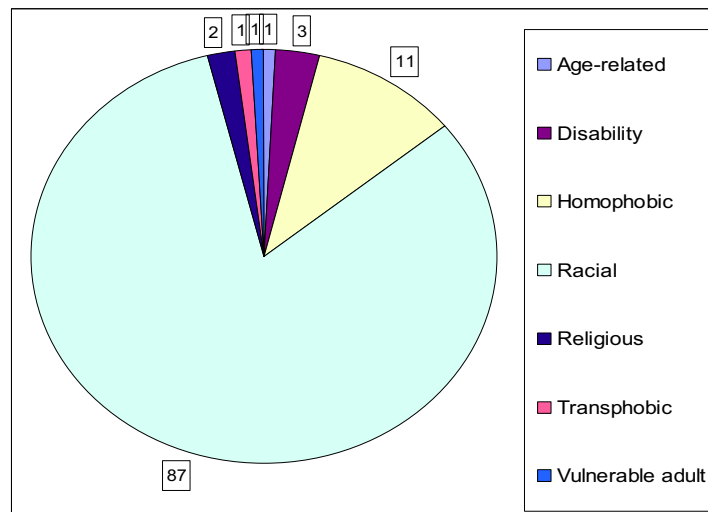
7. Other Information

- 7.1. Levels of hate crimes / incidents have dropped in 2011/12 with 46 fewer cases this year. There is no specific pattern for this reduction, just a few fewer cases in all areas across the city.
- 7.2. The majority of the hate crime / incidents are Racial related, although there have been a small number of hate crimes / incidents which fall in to Religious, Homophobic and Disability categories over the last three years.

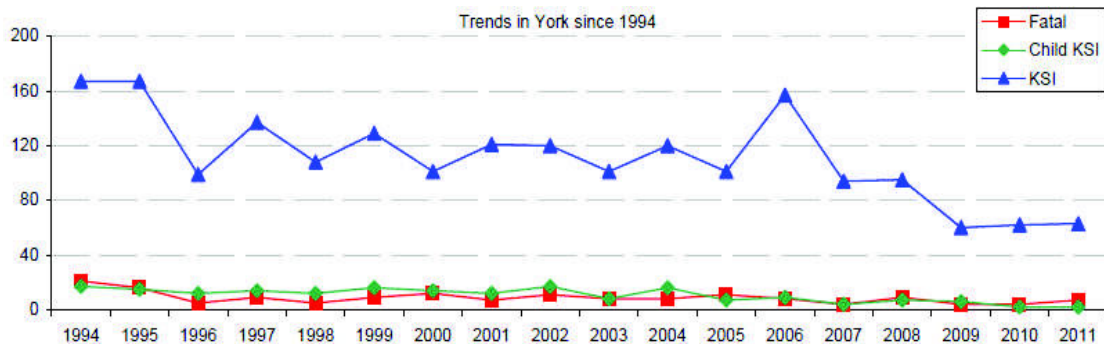


- 7.3. Around 25% of all hate crimes / incidents are recorded to city centre locations with the other cases being evenly distributed throughout the city. There is little evidence of repeat victimisation for hate crime in York.

Breakdown of Hate Crimes / Incidents in York 2011-12



7.4. Road traffic Collision information is available for the whole 2011. The number of people killed or seriously injured in road traffic collisions in York has stayed static for the last three years after a decade of reduction.



7.5. There were 63 KSI's casualties in York in 2011 compared to 62 KSI's the year before. Of the 63 KSI casualties in York in 2011;

- 7 of them are fatal injuries (3 Car, 2 Motorcycle, 1 Pedestrian, 1 Pedal Cycle) compared to 4 year before.
- 56 of them are serious injuries compared to 58 year before.
- 2 of them have been a serious injury to a child (0-15) compared to 2 year before.
- 17 of them have been serious injuries to pedal cyclists compared to 14 year before.

Report Written by:

Ian Cunningham, Senior Analyst,
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 Jo Beilby, Domestic Violence coordinator
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 Paul Morrison, Neighbourhood Safety Manager

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MAKING YORK A SAFER CITY

**COMMUNITY SAFETY PLAN 2011-14
REFRESH: JUNE 2012**



INTRODUCTION

Safer York Partnership, formed in response to the Crime and Disorder Act 1998 has continued to reduce crime and anti-social behaviour within the City of York year on year for the last eight years. It has been highlighted by the Home Office as an example of good practice for the work that it has achieved through the many initiatives it has developed through it's delivery structure.

The partnership has a clear strategic focus and also prides itself on listening and responding to communities across the city, working together with residents and members of the business community to address those issues that affect quality of life.

The partnership is not complacent and will strive for continuous improvement. It has been recognised that by working together, a real difference can be made by drawing on the expertise within both statutory and voluntary agencies.

This Community Safety Plan is the fifth plan and responds to new legislative requirements and good practice. This refresh is based on the 2011-12 Joint Strategic Intelligence Assessment and priorities agreed at the first Crime Summit hosted by the Cabinet Member for Crime and Community Safety in April 2012.

As a partnership we actively encourage involvement and participation in our common aim to make York a safer place and look forward to developing these links in the year ahead.



THE PARTNERSHIP PLAN

Each Community Safety Partnership in England and Wales is required to produce a Partnership Plan developed from a Joint Strategic Intelligence Assessment (JSIA) which sets out a comprehensive analysis of multi-agency crime and disorder data and identifies the priorities on which the partnership will focus its efforts.

The plan, is reviewed annually and this document is the refreshed summary of the plan, which includes updated information from the 2011-12 JSIA and additional actions identified at York's first Crime Summit held in April 2012. The plan aligns to other local plans and strategies including City of York Council's Corporate Strategy and the Policing Plan.

Total crime in York dropped by 10% (1623 crimes) in 2011-12 compared to 2010-11. There is only one month of Iqanta data available in 2012-13 so no predictions are made for this year.

York has improved from 12th place to 11th place in the Iqanta family comparison of Most similar family members



OUR PRIORITIES

ACQUISITIVE CRIME

OUR PERFORMANCE 2011-12

Acquisitive crime in 2011-12 was 8% lower (170 crimes) than the previous financial year and based upon two months data in 2013-14 this reduction is predicted to continue. Progress has also been made within the Iquanta family, since the high volumes of acquisitive crime in Q3, with York now sitting in 9th place.

The rises in Q3 of 2011-12 can be attributed to the increases in domestic burglary, theft from a motor vehicle and robbery of personal property.

Levels of cycle theft continue to reduce with 407 fewer crimes. This equates to a drop of 30% since last financial year. York continues to perform well compared to other cycling cities.

HOW WE TACKLE ACQUISITIVE CRIME

- We have worked with both Universities in the city to develop Student Watch, issuing timely crime prevention alerts to students
- We have developed a good working relationship with the York Residential Landlords Association to forward crime prevention messages to landlords of student lets.
- We offer free crime prevention equipment to all vulnerable victims of crime via the Safer Homes Handyperson Service.
- We now have 209 Cold Calling Control Zones in the city, covering 255 streets and 8,189 properties
- Over 13000 cycles have now been registered within the Operation Spoke project since January 2010. These cycles were registered at a rate of around 10 per day since the start of 2011.

CRIME SUMMIT ACTIONS

- We will strengthen the links between the voluntary sector, neighbourhood watch and public and private sector agencies
- We will work with City of York Council to implement community safety related actions within Community Contracts
- We will develop the Neighbourhood Watch nominated neighbour schemes to provide support to vulnerable members of the community
- We will empower communities to get more people involved in working with Safer York Partnership to tackle crime and disorder within their own neighbourhoods



VIOLENT CRIME

OUR PERFORMANCE 2011-12

Levels of violent crime in York were 388 crimes lower in 2011-12 than the previous year, equating to a 14% reduction. York is currently in 11th place within its IQUANTA family for violent crime. This is an improvement from 12th place at the start of 2011.

Levels of violent crime within York's Cumulative Impact Area (City Centre) were 470 in 2011-12 compared to 525 in the previous year. This equates to a 10% reduction.

There were 2218 domestic incidents in 2011-12, which is comparable to the previous year. The level of repeats domestic incidents was 23%, which was lower than the previous 12 months.

A total of 162 Multi agency risk assessment conferences (MARACs) were held for domestic violence during 2011-12. The percentage of repeat MARACs is at similar levels to the last two years. No domestic violence murders were recorded during 2011-12.

HOW WE TACKLE VIOLENT CRIME

- Background consultation is being undertaken in relation to a city wide Designated Public Place Order, giving the police the right to seize alcohol from anyone behaving in a violent or anti-social manner
- The NHS anonymised data sharing project went live in September with the hospital A&E department gathering and sharing data with the community safety partnership. This will assist in building a more accurate picture of violent crime in the city. Data from this project has already been used in a number of licensing negotiations.
- The Honour Based Violence Conference held on 18th April was one of the first of a series of Hidden Crime events that the Police and Safer York Partnership are hosting during 2012.

- A domestic abuse awareness campaign was run during the Euro 2012 competition in line with a historic rise in domestic abuse cases during major football competitions
- Domestic abuse services are promoted using an online surgery on the Safer York Partnership Website and targeted campaigns.

CRIME SUMMIT ACTIONS

- We will develop links between Safer York Partnership and the Health and Wellbeing Board to share awareness on common issues and ensure strategies are joined up
- We will improve the quality of Domestic Violence data collection to ensure that robust data and evidence is available to support future funding bids
- We will continue to develop relationships between key organisations working to tackle domestic violence in York
- We will improve communication of our achievements and ensure that agencies are aware of the work that is being developed to tackle domestic violence



BUSINESS CRIME

OUR PERFORMANCE 2011-12

Levels of most types of business crime were comparable to last year with the exception of shop lifting (176 less crimes). Levels of arrest for shoplifting are in the region of 100 arrests per month. The number of people whose disposal is youth restorative justice or community resolution has increased in 2011-12 as the number of people with full charges has dropped.

Smaller supermarkets continue to account for 10 of the top 20 premises suffering the highest volumes of shoplifting.

HOW WE TACKLE BUSINESS CRIME

- Safer York Partnership has an active multi-agency Business Crime task group working to tackle all forms of crime against business in the city
- We are working to set up a stand alone radio security system for Clifton Moor out of town retail and business park
- Work is under way to review Retailers Against Crime in York (RACY) and how we tackle shop lifting within the city centre
- We are setting up a number of shop watch schemes across the city with pilot schemes launching in Fossgate and Burton Stone Lane

CRIME SUMMIT ACTIONS

- We will strengthen the links between Trading Standards and the Business Crime Police Community Support Officers (PCSO) in relation to tackling e-crime
- We will increase involvement from the business community through the establishment of Business Watch schemes

- We will facilitate the sharing of information from the Business Crime PCSOs to the wider police safer neighbourhood teams
- We will improve communication between Safer York Partnership and new businesses and business partnerships in the city



ANTI-SOCIAL BEHAVIOUR

OUR PERFORMANCE 2011-12

Levels of anti-social behaviour calls for service recorded by North Yorkshire Police were 2% lower this year than last financial year. Levels of Council recorded anti-social behaviour rose by around 320 cases (8%) this financial year. These were due to rises in fly tipping and litter.

Following the anti-social behaviour classification change in April 2011, the main type of anti-social behaviour recorded is nuisance (65%) followed by personal (25%) and a very small number of environmental incidents (9%).

The level of criminal damage in 2011-12 was 16% (407 cases) lower than the previous year.

HOW WE TACKLE ANTI-SOCIAL BEHAVIOUR

- We are now working across all tenures within the city to tackle anti-social behaviour
- The Housing Department in City of York Council has signed up to the Respect Standard for Housing Management, which allows them to display the Respect standard sign on letters and their website
- We are working with the Environmental Protection Unit to fund additional noise patrols during known busy periods of the year ie. Major sporting events, freshers week at the universities, Halloween and bonfire night.
- The mediation service has expanded with further volunteer mediators being trained to undertake work within the local authority, private and registered social landlord properties and other neighbouring local authorities.

CRIME SUMMIT ACTIONS

- We will utilise research being undertaken by York University to assist Safer York Partnership in developing a more evidenced based approach to tackling anti-social behaviour

- We will implement the new tools and powers being introduced by Government to tackle anti-social behaviour from 2013
- We will work closely with all key agencies to strengthen our response to repeat victims
- We will develop a more streamlined meeting structure to ensure the right people are able to attend multi-agency problem solving meetings to tackle anti-social behaviour
- We will develop mechanisms for early intervention to tackle low level nuisance and prevent it from escalating to more serious anti-social behaviour



LINKS TO WEBSITES

Safer York Partnership

www.saferyork.org.uk

City of York Council

www.york.gov.uk

North Yorkshire Police

www.northyorkshire.police.uk

North Yorkshire Police Authority

www.nypa.org.uk

North Yorkshire Fire & Rescue

www.northyorksfire.gov.uk

North Yorkshire and York Primary Care Trust

www.nyypct.nhs.uk

York and North Yorkshire Probation Trust

www.ynyprobation.co.uk

North Yorkshire and York Primary Care Trust

www.nyypct.nhs.uk

Job Centre Plus

www.direct.gov.uk/en/employment

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**Community Safety Overview and Scrutiny
Committee****17th July 2012**

Report of the Director for Communities and Neighbourhoods, and the interim Director of City and Environmental Services

**Year end Finance and Performance update for CANs Environment
Services and Public Protection****Summary**

1. The purpose of this report is to provide an update on financial performance, service plan improvement actions and performance measures for Environmental Services and Public Protection.
2. Overall good progress has been made with 45% actions completed, 13% completed ahead of timescale, 21% have been deleted and 21% have been transferred into another year for completion due to factors such as reorganisations, staffing issues and other resourcing problems. This is laid out in full in Annex 1.
3. The service has a total of 39 performance indicators, 33 are reportable at the year end. There are six indicators where no data is available, five of which are customer satisfaction indicators and a survey was not conducted in 2011/12 due to cost saving measures. However customer satisfaction data will be collected 2012/13 through the Council's Resident Survey. One indicator (% recycling achieved by the Council) is awaiting data.
4. Of the 33 reportable indicators only four indicators were over 10% from achieving target. This non performance is discussed later in the report. A complete list of all 39 indicators and the status of each indicator appears as Annex 2.
5. Over the last year the service has had a number of achievements , details are provided on page 9

Financial Performance

Analysis

Finance – forecast outturn overview General Fund

6. The outturn position within the overall CANS Directorate was an overspend of £402k compared to a total net budget of £37,541k, an improvement of £398k compared to the projected overspend reported at Monitor 3. Service Plan Variations which relate to services within this scrutiny are shown by service plan are shown below:

	Net Budget £'000	Outturn £'000	Variance £'000
CANS Directorate (Extract)			
Environmental Services	25,721	25,911	+190
Public Protection	1,179	799	-380
Safer York Partnership	257	257	0
Total	27,157	26,967	-190
Corporate			
Fleet Project	-650	270	+920

Note: '+' indicates an increase in expenditure or shortfall in income
 '-' indicates a reduction in expenditure or increase in income

7. Details of the main variations by service plan are detailed in the following paragraphs.

Environmental Services (£+190k)

8. There was an overspend of £520k on Waste Management. This was primarily due to a shortfall of £576k on the Commercial Waste profit target. There were also overspends on salaries and transport due to delays in implementing round reduction savings but these were offset by savings on replacement containers.
9. There was an underspend of £366k within Highways Maintenance as a number of schemes were deferred to provide mitigation against overspends within other areas of the CANS Directorate.
10. There was an overspend of £109k within Parking Services due primarily to a shortfall of income from Penalty Charge Notices.
11. There was an underspend of £86k within the Street Environment Service as spending on Campaigns and Smarter York budgets were controlled.

12. Parks and Open Spaces delivered an underspend of £54k whilst Building Cleaning made a loss of £34k compared to a profit target of £22k as a number of contracts were lost.

Public Protection (£-380k)

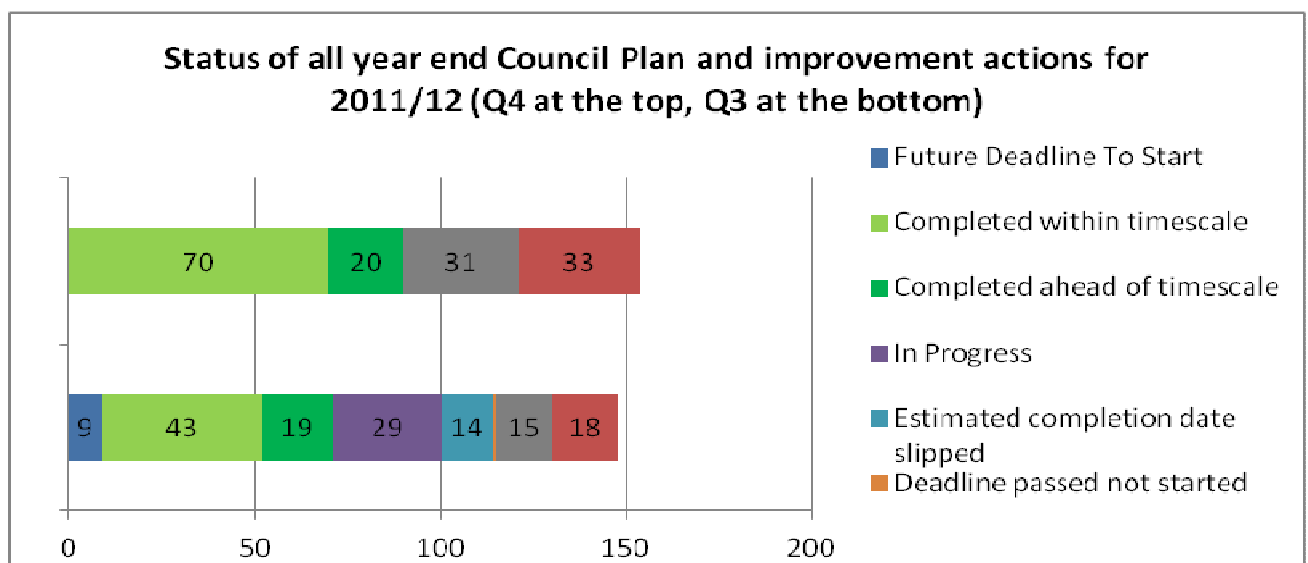
13. The services within public protection and underspend primarily due to increases in income notably Registrars (£82k), Bereavement Services (£79k) and Licensing (£81k). There was also an underspend of £121k within Environmental Health and Trading Standards due to holding staffing vacancies, controlling general expenditure and additional income.

Fleet Project (£+920k)

14. The Fleet review had a significant savings target of £650k within CANS in addition to unachieved prior year savings within the council. The review was not forecasting any savings achievable in this financial year due to the part year effect of savings and one off investment costs. In the final outturn figures investment costs of £270k are allocated to the project, whilst the savings (£220k identified) are accounted for within the individual service areas both within CANS and council wide. Project Savings of £530k are currently forecast for 2012/13.

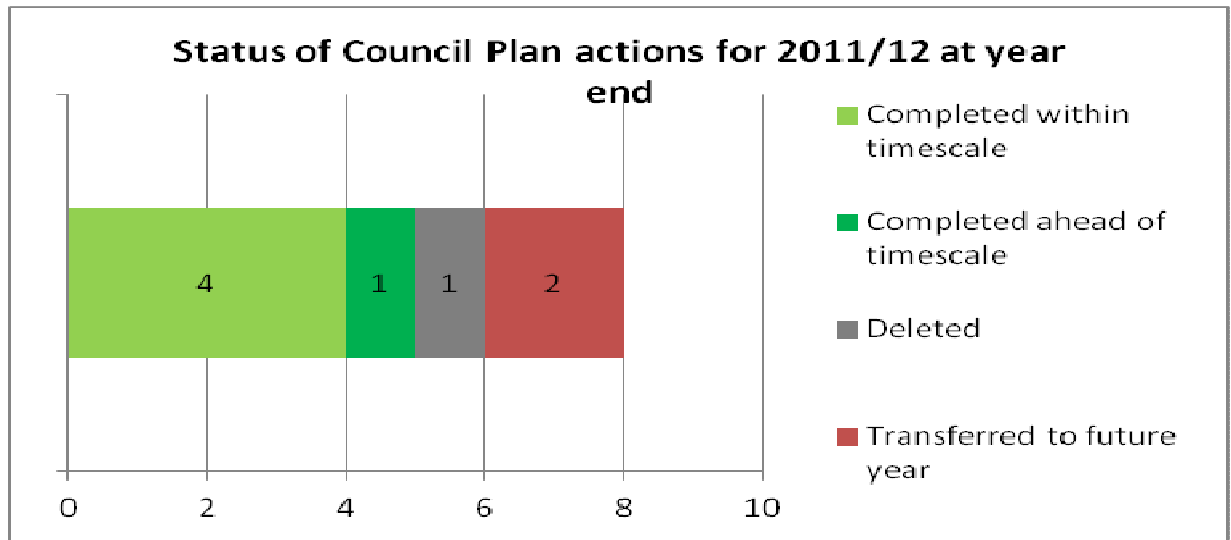
Service Plan Actions and Performance Indicator Headlines

15. As part of Environment’s commitment to deliver the Council’s priorities and excellent services a challenging service improvement plan for 2011/12 was produced with a total of 154 Improvement Actions, eight of which are contained within the Council Plan.



Council Plan Actions

16. Five Council Plan actions have been completed, one ahead of timescale. One action has been deleted and a further two have slipped into 2012/13.



17. There are three Council Plan actions which have not been completed for a variety of reasons, and these are as follows:

Action	Milestone	Original deadline 2011/12	Revised deadline 2011/12	Progress status	Quarter 4
Waste and Recycling	Planning decision in relation to Waste PFI	Mar-12	Mar-12	Deleted	Planning application to be submitted by contractor. No further action can be taken by the Waste team so action has been deleted.
Review City of York Council's Waste Strategy and develop on the theme of Zero Waste to help maintain the momentum	Report to Members in September 2011	Sep-11	Sep-12	Transfer red to 2012/13	This is ready to be produced and published but is being held back until the outcome of the budget process - which is now finalised - and the decision on planning for Allerton Waste Recovery Park. The decision is due in August so it is planned

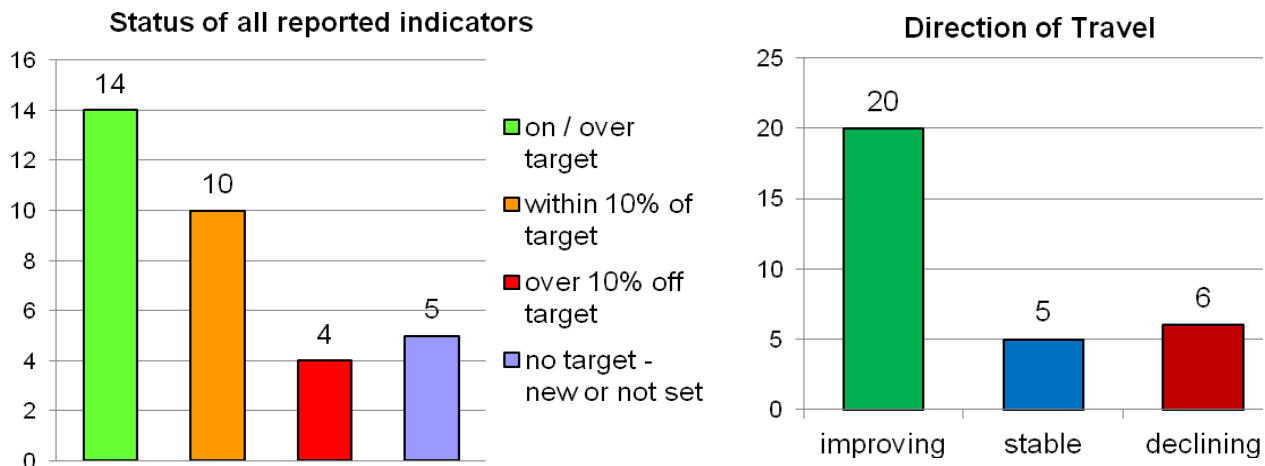
in the challenge to keep reducing waste.					to publish the revised Strategy in September 2012.
Waste and Recycling	Rollout of alternate storage facilities to terraced properties and low occupancy housing throughout 2011/12.	Mar-12	Ongoing	Transfer red to 2012/13	No specific work is planned on this, but development of the existing rollout will continue throughout 2012/13 as part of the wider waste activity work.

Year End Service Plan update

18. Since monitor 3, a further 27 actions have been completed making the total 70, and another was completed ahead of schedule. 16 actions have been deleted since monitor 3 making the total of actions deleted 31. The main reasons for deleting actions are either a reduction in priority for that action, or that it is no longer relevant.
19. There were no actions where the deadline had passed and work not commenced.
20. There are 33 actions transferred into a future year - The reasons for doing this are based on efficiency decisions that are required and, because of ongoing service reviews, improvement actions identified at the start of 2011 have a lesser priority for completion. These appear in Annex 2 of this report.

Performance Indicators

Performance Measures



21. Of the 39 key high level measures in service plans, 33 can be reported at this point, and their status is shown in the charts above. Five of the 33 do not have a numerical target set, because they are a new indicator or a context setting volume measure. Of the 6 not reported, 5 are satisfaction measures where no appropriate survey was conducted in 11/12, but will be collected through the Residents' Survey or appropriate service surveys in 12/13. The recycling rate achieved by the Council at its buildings & facilities (in house & partners) in 2011/2012 was 32.87%.
22. A number of key indicators are reported from LAGAN using Business Objects. Following the upgrade to LAGAN in September an issue with Business Objects prevented the reports from working, and no data was available to the business between September and February, when some limited data was able to be produced manually. This has had a significant effect on performance, particularly around missed bins, since the lack of data restricted the ability to identify and address issues in a timely manner.
23. There are a large number of indicators showing a positive direction of travel at quarter 4, including:
- Residual household waste per household (kg)
 - Household waste recycled, reused or composted (%)
 - Total tonnes of municipal waste landfilled
 - Total number of fly-tipping incidents recorded in York

- Areas with detritus at unacceptable levels
 - Percentage of highways serious work carried out within 3 working days, and percentage of highway general repairs within 20 working days
 - Reduction in CO2 through investing in more efficient street lighting.
 - Actual tonnes of composted waste
 - Percentage of businesses reporting that Public Protection information provided was useful
 - Percentage of businesses that were compliant with legislation concerning the illegal use and sale of alcohol and tobacco
 - Appointments for birth registration/declaration within 3 working days
24. Performance on the number of missed bins per 100,000 collections and missed bins put right by end of next working day is significantly off target for the year and declining. A significant contributory factor has been the rollout of revised rounds in the summer and the additional workload that was caused by the transition to the new schedule. Following the LAGAN upgrade, issues with handheld technology, where missed bins have been completed by the operative on the device but the system has not updated, has impacted on performance. The absence of operational reports meant that these issues could not be identified and addressed at the time, and the data cannot be retrospectively corrected. Therefore the reported figure represents performance from April to August. Performance in March 12 had returned to target levels of 98%.
25. Three other indicators are red (more than 10% off target). The percentage of highways serious work carried out within 3 working days was affected by a reduction in resource levels in the latter part of the year following over-commitment earlier in the year, but performance on timely completion of all highways work has improved from last year. Replacement of the IT system controlling handheld devices should improve the accuracy of reporting next year. Two of the indicators derived from surveys of street cleanliness (litter and graffiti) are red status, but both are consistent with last year's performance despite not meeting the ambitious improvement targets. The method of calculation and small numbers of fails also introduces inherent variability.
26. Performance has been generally good on highways maintenance, including the condition of the city's roads, maintenance of street lighting and removal of graffiti.

27. Levels of sickness absence across the service have improved by 26% from last year's level, and improvements in recording are ensuring that actions being taken to address sickness absence are fully reflected in the statistics. Long term absence makes up 64% of the total absence.
28. Although indicators for % of municipal waste land filled, and % of household waste recycled are not quite reaching target, the amounts of waste collected, land filled and composted for the year are improving. The amount of waste composted has risen 4% compared to last year.
29. This year a targeted marketing campaign was delivered to encourage further recycling and continue to improve the recycling rate for the city, with the results being a 1.4% increase in recycling in the city. All York properties except farms and rural properties now receive 2 kerbside recycle collections (currently 99.4% of York households), and there has been a 4% increase in the tonnage of waste composted. Whilst the percentage of landfill waste has not met the target of 51.83%, it has continued to improve.
30. There is a continuing reduction in waste going to landfill. However the council has to pay higher levels of landfill tax each year due to the high annual tax increases per tonne (see table below provided by the Waste Management Officer).

Performance data	2008-09	2009-10	2010-11	2011-12	-/+ change
Tonnes of Landfilled waste - Household	50,850	52,000	49,180	48,070	-1,110
Tonnes of Landfilled waste - Commercial	9,480	8,300	6,410	5,420	-990
Tonnes of Landfilled waste - Combined	60,330	60,300	55,590	53,490	-2,100
Cost of landfill tax - Household	£1,627,200	£2,080,000	£2,360,640	£2,691,920	£331,280
Cost of landfill tax - Commercial	£303,360	£332,000	£307,680	£303,520	-£4,160
Cost of landfill tax - Combined	£1,930,560	£2,412,000	£2,668,320	£2,995,440	£327,120

Other Achievements

31. It has been a successful year for the Directorate, especially given the current financial pressures and additional workloads that teams are contending with:
- The authority won a Silver Gilt award for York in Britain in Bloom annual competition
 - Highways and Winter Maintenance were shortlisted for the APSE award for 'Best performer' in our first year as members.
 - Registrar Services continued to work with partners, such as Sure Start and York Hospital, to offer greater access to services. There are now four Sure Start Centres in operation, registering around 20% of births in the City.
 - Scambusters has continued to trap and prosecute rogue traders, including a team of people involved in a £2 million motor matching scam, and a woman who was selling old and frail horses as fantastic horses ready to be ridden. All were fined or jailed.
 - Street Environment, alongside Safer York Partnership, Probation and North Yorkshire Police, were awarded a commendation in the Butler Trust award for TAAGY - the graffiti database— and continuing ongoing work. The Trust promotes excellence in prisons, probation and youth justice. They have also continued their crackdown on flytippers and have seen a number of successful prosecutions through the courts this year.
 - The amount of recycling carried out by residents has increased 1.4% through a series of targeted campaigns and education.
 - Results from an APSE survey placed York in the top 10% of councils for performance on cost in a number of services including Parks and Open spaces, Refuse Collection and Street Cleansing Services.
 - Parking Services have implemented an online payment system for Penalty Charge Notices, and all 19 car parks maintained the 'Safer Parking' award.
 - The 'Love Where You Live' environmental awareness campaign is a huge ongoing success, and has involved stakeholders from all over the City, including schools and Parish Councils.

- Highways Maintenance Services have reviewed what materials are sent to landfill to reduce, reuse and recycle further. A new agreement is also in place for the disposal of wood, so costs have been reduced.
- Civil Engineering engaged in talks with the National Trust to look at new ways of working and a way to share our expertise. As a result work was carried out by our teams at Rievaulx Abbey, Beningbrough Hall and at the Treasurers House
- We now have over 1,300 tenancies on City of York Council's 17 allotment sites— up from less than 600 in 2003
- The number of waste collection rounds has been reduced to achieve budget savings, but with no drop in the standard of service to residents. £110k was also achieved by reducing the service on green collections over the Winter months.
- There are now more than 80 Snow Wardens in place.

Consultation

32. This paper is an information report for Members and therefore no consultation has been undertaken regarding its contents.

Corporate Priorities

33. Reporting on Financial Performance and Service Improvement support the Corporate Theme of 'Core Capabilities.

Implications

- **Financial** - Considered as part of this report
- **Human Resources (HR)** - N/A
- **Equalities** - N/A
- **Legal** - N/A
- **Crime and Disorder** - N/A
- **Information Technology (IT)** - N/A
- **Property** - N/A
- **Risk Management** - N/A

Conclusion

34. This report has provided an update on Year End performance.

Recommendation:

35. The Scrutiny Committee is asked to note the financial and performance position of the portfolio.

Reason: To keep the Committee informed on financial and performance issues.

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Report Approved Date 28th June 2012

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Annex 1 – Actions transferred into 2012/13

Action description	Milestone	Original deadline 2011/12	Revised deadline 2012/13	Comments
Pilot garden tool recycling scheme via hazel Court (from Ad Hoc scrutiny report into community food growing)	Revise timescale	Oct-11	Jun-12	This will be started in 2012/13 as it is not currently a priority for the service. Agreed to transfer
Undertake As-Is measurement of comparable costs using APSE benchmarking data and any other available data. Provide simple cost v performance assessment for each service area.		Jul-11	Sep-12	Restructure only came into place on 1st April, so work has not progressed any further as the outcome of reorganisation was needed first. Transferred in to future year to assess what support the Performance Manager might need to give.
Review allotments services	Allotments – service to become cost neutral (cans 132)	Mar-12	Mar-14	3 year programme, monitoring ongoing
Instigate new management arrangements for Rowntree Park café in partnership with Library service	Old lease stops 31.11.11	Nov-11	Sep-12	Work in progress with Library Services. Existing cafe tenant has now left. CYC architect drawing up refurbishment plans. Awaiting feedback on CRAM bid
Review income collection costs and car park income from Rowntree Park	July Executive member report	Jul-11	Sep-12	Slip to 2012/13 - decided in Q2
Review park attendant role for Clarence Gardens		Sep-11	Apr-12	Slipped to 2012/13 depending upon budget process. Decided in Q2

Develop work programme based on 'to-be' report.		Sep-11	May-12	Delayed due to technical problems with the IT systems. May 2012 now the revised deadline to complete this piece of work.
Develop work programme based on 'to-be' report.		Mar-12	Mar-13	This is programmed to run from October 11 to March 2013
Deliver Value for Money Services	CAN81: Explore automated tele payment	Mar-12	Mar-12	This is tied up with the work being done by the Business Change team and the Corporate Customer Strategy. We are currently refocusing our priorities on other methods, so this has now transferred into 2012/13.
Deliver Value for Money services	Undertake a Directorate review of street level neighbourhood services	Sep-11	Sep-12	This is dependent on the remit of the new AD following reorganisation. Transferred into 2012/' pending decision on viability.
Deliver Value for Money Services	Parking Review CANS80/84: Review parking services structure	Nov-11	Apr-12	Transferred into 2012/13. Ongoing discussions and consultation, including Unions, around this sensitive issue. Correct process is ongoing.
Produce annual report of SEES work		Mar-12	Jul-12	The review of work done in 2011/12 is to be carried out in April and a service update is due by July. Many of the year end reviews are currently on the Love Where You Live website, as well as on Twitter.
Produce To-Be report, include suggested practical approaches to both involvement and engagement across Environmental Services.		Sep-11	Sep-12	This is dependent on the remit of the new AD following reorganisation. Pending neighbourhood working, the team have used Love Where You Live York to engage and involve the community on environmental issues. The project has been

				delayed overall corporately, so transferred into 2012/13 pending decision on viability.
Deliver value for money services	Single Service review of Parking services	Sep-11	Sep-12	See line 439 - Transferred into 2012/13. Ongoing discussions and consultation, including Unions, around this sensitive issue. Correct process is ongoing.
Improve permit application process	Undertake journey mapping for Resident Permit application including Mystery Shopping, and building on the Equality Impact Assessment.	Oct-11	Mar-13	Reviews continue - will be rescheduled once they have been completed. Revised deadline is March 2013
NEW PROJECT: Explore potential to bring in a self-funded joint purchaser / business manager for Environmental Services.		Sep-11	Sep-14	This is not financially viable for the foreseeable future in the current climate. Will look to reinstate this as a credible option in 2014/15.
Single Service review of Blacksmiths and Ancient Monuments operations		Sep-11	Sep-12	This is being absorbed into a process to establish multi-disciplined supervisors in Civil Engineering
Review NPS operations to explore impact on NPI192 recycling/composting rate.	By September (to fit with single service review timetable?)	Sep-11	Apr-12	Review of all litter and dog bins taking place as part of the 2012/13 budget process. Arisings from ground maintenance work continues to be sent to Harewood Winn for composting.
Work with Waste to consider whether they could empty some litterbins to avoid two teams visiting the same location for different tasks.	Start Autumn 11	Oct-11	Apr-12	Review of all litter and dog bins taking place as part of the 2012/13 budget process. Slip to 2012/13 pending budget process.

Bulky Items Collection Contract - This contract ends on 31 March 2012. Assess if service could be provided in-house or whether it should be retendered. Also look at opportunity for combining with other services. V4	May/ June 2011 - Make decision on future service provision.	Sep-11	Apr-12	Being considered as part of the 2012/13 budget process.
C2 C4 Undertake customer journey mapping on key processes, e.g. assisted collections policy.C4 - linked to C2	Work with YCC to review process July 2011 and establish project plan Sept 2011	Sep-11	May-12	This is scheduled to begin in May 2012 as there was insufficient resource to begin this in the last financial year.
NEW PROJECT: Assess potential market place for Depot based services.		Ongoing	Aug-11	This has now moved into the new CES Directorate and is the responsibility of the new Assistant Director. No longer to be reported by CANs, but will continue in CES.
Improve Recycling C12 Raise awareness of recycling service and opportunities to under-performing areas to encourage participation through the Kerbside Improvement Project. C12	Initial report May 2011. Cross ref report for action plan	Sep-11	Oct-12	This has now been incorporated into the 2012/1 budget savings and began in March 2012. Although the estimated completion date is Octol 2012, this is for the work itself and the results may not be apparent until April 2013.
Improve Recycling CAN 119 Improve participation in kerbside recycling scheme to increase recycling rate by 1% (additional 900 tonnes of recyclates). Utilise MOSAIC data for targeting publicity and communications. E6	June 2011 see C12	Nov-11	April 2013	This has now been incorporated into the 2012/13 budget savings and began in March 2012. Although the estimated completion date is October 2012, this is for the work itself and the results may not be apparent until April 2013.

Translate 'Area-Working' and 'Big Society' vision, and DMT vision statement into a meaningful strategic approach for Environmental Services.		Jul-11	Mar-13	This is now part of CANs work on area working, and is being led by the Director and Transition Board following the 2012/13 budget process, required savings and organisational review. Working through the Board and Cabinet Member to process during 2012/13.
Consider use of dual purpose vehicles within HMS.		Year End	Year End	Ongoing as part of the Transport and Fleet review. Transferred into 2012/13.
Develop method to measure customer satisfaction with winter maintenance work. Explore potential to use on-line survey.	Start investigating potential in Q2. In place in Q3 & Q4 and analyse results at end of year.	Sep-11	Aug-12	Annual Winter Maintenance Review to be carried out and report to member decision in August 2012
Work with procurement to review all contract spending		Sep-11	Apr-12	This piece of work is now ongoing. The Operatic Manager is working closely with the Procurement Team, and we are also looking to piggyback on existing best practise frameworks from neighbouring authorities including North Yorkshire CC, East Riding of Yorkshire and Leeds.
C3 Review all waste services to secure improvements and value for money.	Report by September 2011	Sep-11	May-12	APSE feedback now received, delivery model to be considered Spring 2012.
Review charging structure for bulky items (consider a charge per item). V22	Sept 2011 – part of service review	Sep-11	Apr-12	Being reviewed as part of the 2012/13 budget process and Waste Strategic review
Single Service review of Waste Operations		Sep-11	Apr-12	Being reviewed as part of the 2012/13 budget process and Waste Strategic review

Annex 2 – All Environment performance indicators

Year end performance as at May 2012

Performance status

on or exceeding profiled target
 less than 10% outside profiled target
 more than 10% outside profiled target

Key



Direction of travel

h Improving
n Stable
i Declining

* compared to last reported, usually 10/11 year end

Performance Indicator	Date of latest 2011/12 data	Current Performance & Status	Annual Target	Comparator for Direction of Travel*	Direction of Travel	Comments on performance
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Waste

COLI3: Missed bins per 100 000 collections	Apr-Mar (year end)	44.8	40	40.51	i	
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i Number of missed bins increased considerably in July and August, due to changes in rounds and increased customer confusion. The absence of operational reports from September to February limited opportunities to identify and address patterns of poor performance. Level of missed bins in Q4 has been well below target.

VW19: Missed bins put right by end of next working day (POG code VW19)	Apr-Mar (year end)	80.0%	98.00%	95.8%
191 - Residual household waste per household (kg)	Apr-Mar (year end)	564kg	560kg	582kg
192 - Household waste recycled, reused or composted (%)	Apr-Mar (year end)	46.41%	47.07%	45.06%
NPI193 - Municipal waste landfilled (%)	Apr-Mar (year end)	52.92%	51.83%	54.47%
BVPI 90a: Satisfaction with household waste collections	Annual	No data		
BVPI 91b: number of properties offered two kerbside recycle collections	Apr-Mar (year end)	99.37%	100%	99.37%

i Performance on this indicator has been badly affected by issues with handheld technology, where missed bins have been completed by operative on the device but the system has not updated. The absence of operational reports from September to February meant that these issues could not be identified and addressed at the time, and the data cannot be retrospectively corrected. Therefore these figures seriously under-represent the true performance. Performance in March 12 had returned to target levels of 98%

h Amount of waste collected per household continues to decrease, and although the level for 11/12 has not met target it is 12% below 2008 levels

h Recycling levels continue to increase, but the ambitious target of a 2% increase this year has not been met (1.4% increase achieved). Much of this is being achieved by increasing the number of households who receive 2 kerbside recycle collections

h Percentage of waste landfilled has not met the target but it has improved from 10/11 outturn of 54.47%

No survey done - to be considered for 2012/13

n The position remains the same as last year - all properties in York except farms and rural properties receive two kerbside collections

Total tonnes of household waste collected (POG code CAND5)	Apr-Mar (year end)	90,170	90,930	90,300
Total tonnes of municipal waste landfilled (POG code CAND6)	Apr-Mar (year end)	53,490	53,430	55,810
Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) (POG code CAND7)	Apr-Mar (year end)	101,070	103,090	102,460
satisfaction with doorstep recycling overall (POG code CAND8)	Annual	No data		
Recycling participation rate among York households (POG code CAND9)	?	No data		
Actual tonnes of composted waste (POG code CAND10)	Apr-Mar (year end)	17,270	16,630	16,560
% recycling achieved by the Council at its buildings & facilities (in house & partners)		?	45%	25.61%
NPS/ SES				
Customer satisfaction – street cleanliness (via Resop) (code BVPI 89)		No data	75%	69%
Remove flytipping with 4 days (SLA timescale)	Apr-Mar (year end)	89.03%	95%	89% (Q3)
Total number of fly-tipping incidents recorded in York (POG code CAND4)	Apr-Mar (year end)	913	No target	932

h Slight improvement in performance from last year, and on target

h 4% improvement in performance from last year, and only marginally higher than the target

h Slight improvement in performance from last year, and well within target

No survey done - to be considered for 2012/13

??

h Significant increase (over 4%) in the amount of waste composted is forecast compared to last year .

Awaiting data

No survey done, to be collected in 2012/13

Ongoing issues with handheld technology is having an impact on performance. Still have technology issues but processes in place to work around. Performance improved in Q3 (to 89%) and further in Q4 (to 94%) and now seems stable.

n

h DEFRA's flycapture performance measure (which evaluates both incidents of fly-tipping, weighted for scale and type, and enforcement actions) scores performance as Effective.

NPI195a: Areas with litter at unacceptable levels	Apr-Mar (year end)	4.49%	96.2% pass rate (3.8%)	4.4%
NPI195b: Areas with detritus at unacceptable levels	Apr-Mar (year end)	5.70%	8%	6.5%
NPI195c: Areas with graffiti at unacceptable levels	Apr-Mar (year end)	0.90%	0.15%	99% pass rate (1.0%)
NPI195d: Areas with fly-posting at unacceptable levels	Apr-Mar (year end)	0.10%	0.00%	0%
% of abandoned vehicles removed within 24 hours from the point at which the authority is legally entitled to remove the vehicle (POG code CAND2)	Apr-Mar (year end)	70% (7/10)	Target to be set	71% (5/7)
Parking				
Parking - numbers using off street car parks	Apr-Mar (year end)	1,622,538	no target	1,595,308
Parks and Open Spaces				
Yorkshire in Bloom - number of groups involved	Apr-Mar (year end)	25	10	7
Highways Maintenance Services				
G14: % highway inspection carried out within 4 working days	Apr-Mar (year end)	97.43%	98.50%	92.1%

n Overall performance is consistent with the last two years, although the fail rate in the third survey was higher. This follows the pattern of previous year, but may also have been influenced by the timing of the survey (over Christmas) and a period of high winds.

h Detritus levels remain fairly consistent over all three surveys and year on year, with a slight improvement

h Increase in fails in the third survey has impacted the overall result, but this still represents an improvement from last year's performance

i Fly posting fail rate has been consistently low, with fails only identified in 2 of the last 9 surveys (over 3 years)

n Very low numbers make data inherently variable.

h Numbers are up 1.7% on last year.

h significant increase in numbers this year, but this may not be sustainable

h Issues with system interface means that this under-represents actual performance. 3504 jobs in total. Replacement of Kirona system which is due in 2012 should improve accuracy of reporting

G15: % highways emergency work carried out within 1 working day	Apr-Mar (year end)	93.12%	97.50%	89.4%
G16: % highways serious work carried out within 3 working days.	Apr-Mar (year end)	79.47%	92.50%	66.1% (11 months)
G17: % highway general repairs within 20 working days	Apr-Feb	96.19%	92.50%	43.7% (11 months)
COLI33: Streetlamps not working as planned	Apr-Mar (year end)	0.89	<1%	0.83%
BVPI215a. Average number of days taken to repair a street lighting fault. (SLA = 2 days)	Apr-Mar (year end)	0.494	<2 days	0.164 days
Reduction in CO2 through investing in more efficient street lighting.	Annual	13.64%	25% over 5 years	7.5%
COLI77a: Time taken to remove obscene graffiti	Apr-Mar (year end)	0.97	0.98	0.98
COLI77b: Time taken to remove non-obscene graffiti	Apr-Mar (year end)	1.04	1.94	1.94
% of residents satisfied with the condition of roads and footpaths		No data		

h Replacement of Kirona system which is due in 2012 should improve accuracy of reporting. (378 jobs in total)

h Replacement of Kirona system which is due in 2012 should improve accuracy of reporting. Performance in the latter part of the year was affected by a reduction in resource levels due to over-commitment earlier in the year. As resources remain at this level, performance is unlikely to improve dramatically. (748 jobs in total)

h Replacement of Kirona system which is due in 2012 should improve accuracy of reporting. (3255 jobs in total)

i Although performance has slightly declined from last year it is still on target, remaining below 1%.

i Although performance has declined from last year it is still very well within the target, remaining below standard AMEY contract of 2 days

h Figures for the last 2 years (base point) total 20.14%, making good progress towards the 5 year target. However, further improvements will be harder to achieve.

n Although performance slipped slightly in the latter part of the year the overall level has remained steady from last year.

h Represents a significant improvement on last year's performance

No survey conducted, will be measured by local survey in 12/13

% of road and pathway network that are grade 3 (poor condition)	Apr-Mar (year end)	Road 16%, Footway 5%	no target	
% of Principal roads where maintenance should be considered (NI 168)	Apr-Mar (year end)	2%	3%	3%
% of Non-principal classified roads where maintenance should be considered (NI 169)	Apr-Mar (year end)	6%	6%	5%
% of Unclassified roads where maintenance should be considered (old BV224b)	Apr-Mar (year end)	11%	to be set	New
Staff				
Sickness absence (Days per fte)	Apr-Mar (year end)	11.71	Reduce from 10/11 level - 15.87	14.9 (forecast at Nov 11)
Public Protection				
PP1 - % of businesses reporting that contact with officers was helpful	Apr-Mar (year end)	93%	97%	96.9%
PP2 - % of businesses that feel they were treated fairly	Apr-Mar (year end)	93%	97.00%	96.9%

Targets for the coming year will be to maintain this level, but this will be a significant challenge given the reduced budget

h

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Significant improvement in sickness absence, 26% lower than last year. Good progress in improving levels of sickness has been matched by improvements in data and recording in the last few months of the year. LT absence makes up 64% of all absence, down from 76% at Nov 11.

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Q4 data still not available

i

Q4 data still not available

PP3 - % of businesses reporting that the information provided was useful	Apr-Mar (year end)	99%	98%	98%
PP4 - %of customers who were satisfied with the action taken to resolve their complaint	Apr-Mar (year end)	74%	80%	N/A
PP5 - Number of website users who found the information about air quality easily available	Apr-Mar (year end)	1,061		N/A
PP6 - % of food premises that are classified as broadly compliant	Apr-Mar (year end)	95%	96.00%	96%
PP7 - % of businesses that were compliant with legislation concerning the illegal use and sale of alcohol and tobacco	Apr-Mar (year end)	98%	93.00%	91%
PP8 - % of vulnerable customers who were satisfied with the action taken to resolve their complaint	Apr-Mar (year end)	94.00%		N/A
Registrars				
Registrar Service % of customer seen within 10 minutes of appointment time	Apr-Mar (year end)	99%	95%	100%

h Q4 data still not available

Q4 data still not available

In order to establish the % of website users who found the information about air quality easily available, the council would need to include a satisfaction survey on each of the air quality pages on the website. Practically, this is not currently possible with the current content management system used by the council. Furthermore, users who generally fill in such surveys, tend to be those who are disgruntled with the information provided. This is likely to unfavourably skew the results.

i 95% is a provisional figure, confirmation of actual figure will be received at a later date

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No target set due to being a new measure

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Appointments for birth registration/declaration within 3 working days	Jan-Mar (Q4)	100%	98%	98%
Appointments for still birth registration/declaration within 2 working days	Jan-Mar (Q4)	100%	98%	100%
Appointments for death registration/declaration within 2 working days	Jan-Mar (Q4)	100%	98%	100%
Appointments for marriage/civil partnership notice within 5 working days	Jan-Mar (Q4)	100%	98%	100%
% of satisfied customer as evidenced from responses to satisfaction surveys and actual number of returned forms	Jan-Mar (Q4)	100%	93%	100%
Total number of formal complaints received as a percentage of all registration	Jan-Mar (Q4)	0%	<0.3%	0%
Registrar service letters replied to within 10 working days	Jan-Mar (Q4)	100%	100%	100%
Registrar service % of telephone calls answered within 20 seconds	Jan-Mar (Q4)	99.00%	100%	99.60%
% of births registered within 42 days	Jan-Mar (Q4)	99%	98%	98%
% of still births registered within 42 days	Jan-Mar (Q4)	99%	98%	100%
% of deaths registered within 5 days	Jan-Mar (Q4)	97%	95%	100%
% of certificate applications dealt with within 5 days of receipt	Jan-Mar (Q4)	100%	95%	100%
Staff				
RIDDOR Reportable accidents (CP13a) - Registrars only	Jan-Mar (Q4)	0		0.00
Number of staff receiving annual appraisals or equivalent - Registrars only	Apr-Mar (year end)	100%		100%

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Sickness absence (Days per fte)	Apr-Mar (year end)	5.91		
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