



Notice of a public meeting of

Customer and Corporate Services Scrutiny Management Committee

To: Councillors Crawshaw (Chair), Fenton (Vice-Chair), Baker, Fisher, Hollyer, Musson, Norman, Pearson and Rowley

Date: Monday, 9 January 2023

Time: 5.30 pm

Venue: The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

1. **Declarations of Interest**

At this point in the meeting, Members are asked to declare any disclosable pecuniary interest or other registerable interest they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests.

2. **Minutes** (Pages 1 - 10)

To approve and sign the Minutes of the meeting held on 31 October 2022 and 7 November 2022.

3. **Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is 5:00pm on Thursday, 5 January 2023.

To register to speak please visit

www.york.gov.uk/AttendCouncilMeetings to fill in an online registration

form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

Webcasting of Public Meetings

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

During coronavirus, we made some changes to how we ran council meetings, including facilitating remote participation by public speakers. See our updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. 2022/23 Finance and Performance Monitor 2 (Pages 11 - 22)

Members will receive the second report of the financial year detailing the overall finance and performance position together with an overview of any emerging issues.

5. Budget Setting Overview (Pages 23 - 28)

This report outlines the Council's approach to budget setting and provides an update on some of the current financial challenges.
[To note]

6. Scrutiny Review Support Budget 2023/24 (Pages 29 - 34)

This report sets out the current position in relation to available Council funding for research in support of scrutiny review work. [To note]

7. Annual Complaints Report April 2021 to March 2022 (Pages 35 - 98)

The Committee will receive a report which provides a snapshot of the full Annual Complaints Report 2021/22 contained in full at Annex 1.

8. Schedule of Petitions (Pages 99 - 122)

This report provides Members with details of new petitions received to date since the last report to the Committee in December 2021.

9. Monitoring and Tracking of Approved Council Motions (Pages 123 - 160)

This report provides information on approved Council motions since March 2022.

10. Work Plan (Pages 161 - 162)

To consider the Work Plan.

11. Urgent Business

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

Democracy Officer:

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

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City of York Council

Committee Minutes

Meeting	Customer and Corporate Services Scrutiny Management Committee-Commissioned Slot
Date	31 October 2022
Present	Councillors Crawshaw (Chair), Fenton (Vice-Chair), Fisher, Hook (Substitute for Cllr Pearson), Kilbane (Substitute for Cllr Norman), Looker (Substitute for Cllr Musson) and Orrell (Substitute for Cllr Hollyer)
Apologies	Councillors Hollyer, Pearson, Norman, Musson and Rowley
In Attendance	Cllr D'Agorne, Executive Member for Transport
Officers Present	Neil Ferris, Corporate Director of Place James Gilchrist, Director of Transport, Environment and Planning Ian Stokes, Principal Development Control Engineer (Planning) Dave Atkinson, Head of Highways and Transport Sandra Branigan, Senior Solicitor, Planning Gareth Arnold, Development Manager Bryn Roberts, Director of Governance and Monitoring Officer Dawn Steel, Head of Civic, Democratic and Scrutiny Services

1. Declarations of Interest

Members were asked to declare at this point in the meeting any disclosable pecuniary interests or other registrable interests that they might have in the business on the agenda, if they had not already done so in advance on the Register of Interests.

No interests were declared.

2. Public Participation

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

3. University Parking Update

The Corporate Director of Place introduced the report which provided an update on University Parking and gave a summary of the background. He explained that the expansion of the University needed to be considered in relation to local employment, the local transport plan (LTP) and transport behaviours. He also highlighted the obligations, in relation to the s106 agreement, would cease to apply after 30 September 2024.

Harvey Dowdy, Director of Technology, Estates and Facilities, University of York addressed the committee and noted the University's sustainable travel plan was consistent with the City of York (CYC) policy. She highlighted a 20% float in available University car parking spaces and emphasised the University's commitment to be a 'good neighbour'.

Cllr Warters, Ward Member for Osbaldwick and Derwent, had been invited by the Chair to attend the meeting and provide a Ward Councillor viewpoint. He stated that Ward Councillors had not been included in any Travel Plan discussions. He noted it was important to address parking at the Heslington East site at the earliest opportunity. He acknowledged that he had seen an improvement in congestion and parking since the start of term.

He also responded to Members questions concerning the improved parking situation and student parking habits. He explained that students living in shared houses in Badger Hill with one parking permit between them had tended to leave their cars for weeks at a time in Osbaldwick.

University staff answered a number of questions from Members covering University parking surveys, student parking permit scheme and the University travel plan.

- Surveys were undertaken at different times through observation.
- The student permit scheme was for those students who lived outside the ring road or on placements.
- Officers confirmed that they were in recent receipt of the University travel plan.

Following debate, the Chair summarised the Committee's comments on the University Parking Update, as outlined in the report and further presented at the meeting as being:

- An update from officers be circulated to the Committee on the cycling and pedestrian network projects, as identified in LTP3, that had not yet been delivered;

- To request that the future Travel Plan seeks to reduce the number of car journeys;
- To request the University commit to develop an ongoing relationship with the relevant Ward Councillors;
- To request the Executive Member work closely with the University and other stakeholders to ensure a holistic approach to the active travel routes.

These requests were acknowledged and welcomed by both the University representatives and the Executive Member for Transport.

Resolved: That the content and recommendations of the University Parking Update be noted, subject to the above additional requests.

Reason: To support the development of the Travel Plan.

Cllr J Crawshaw, Chair

[The meeting started at 1.11 pm and finished at 2.12 pm].

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Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	7 November 2022
Present	Councillors Crawshaw (Chair), Fenton (Vice-Chair), Fisher, Hollyer, Musson, Norman, Pearson and Wann (Substitute for Cllr Baker)
Apologies	Councillors Baker and Rowley
In Attendance	Councillor D'Agorne, Executive Member for Transport
Officers Present	James Gilchrist, Director of Transport, Environment and Planning Dave Atkinson, Head of Highways and Transport Dawn Steel, Head of Civic, Democratic and Scrutiny Services

Chair's Opening Remarks:

Cllr Crawshaw opened the meeting and put on record that he believed the existing arrangements for the substitution of Members at this meeting were contrary to the spirit and purpose of the legislation, in particular that which allowed the substitution of a Green Member by a Liberal Democrat one. He had asked the new Monitoring Officer to provide further advice on these arrangements.

14. Declarations of Interest (5.33 pm)

At this point in the meeting, Members were asked to declare any disclosable pecuniary interest or other registerable interest they might have in respect of business on this agenda, if they had not already done so in advance on the Register of Interests.

Cllr Crawshaw declared a personal, non-prejudicial interest in relation to item 4 (City Centre Access – Action Plan Update) as his mother was a member of the Steering Group for York Disability Rights Forum (YDRF).

No further interests were declared.

15. Minutes (5.33 pm)

Resolved: That the minutes of the last meeting held on 03 October 2022 be approved and signed as a correct record.

16. Public Participation (5.34 pm)

It was reported that there had been four registrations to speak at the meeting under the Council's Public Participation Scheme, in relation to agenda item 4 (City Centre Access – Action Plan Update).

Diane Roworth stated that the decision to ban Blue Badge holders from the city centre lacked balance and that it should be taken separately from decisions that related to the Hostile Vehicle Mitigation Measures (HVMM). She urged consultation and co-production with affected groups and urged Members to take action on the Reverse the Ban petition.

Tom Franklin, Chair of the Green Party York, stated that the advice from the Police lacked an accessibility assessment. He noted that it was important to minimise the risk from a terrorist attack, but further action was needed to ensure that Blue Badge holders could access the city centre during footstreet hours. He welcomed the progress of the action plan and emphasised that the council must ensure access for disabled people.

Adam Myers asked that Members listened to the voices of those who signed the Reverse the Ban petition. He explained that the ban had caused harm, had impacted on people's social lives, made them feel unimportant and not part of the wider community. He noted that the current HVMM in place would not prevent someone from driving the wrong way up a one-way street to get through the barriers.

Cllr Peter Kilbane, Deputy Leader of the Labour Group, stated that should a Labour administration be elected that they would enable Blue Badge holders' access to the city centre. He highlighted that counter terrorism advice required a sterile zone in place which banned all vehicle movements at set times. He raised concerns that vehicles could currently gain access to the city centre at any time. He stated that due to the vetting process undertaken to process Blue Badges, that Blue Badge holders were the safest people to have in the city centre. He felt that pavement café licences, rather than the security of residents, were behind the reasons for the HVMM.

17. City Centre Access - Action Plan Update (5.49 pm)

The Director of Transport, Environment and Planning introduced the report which provided an update on the City Centre Access Action Plan. He noted that the Executive had received an action plan update in July 2022. Members were informed that the appointment of an access officer was very close to being finalised, and that an access consultant had been appointed to progress some of the actions in the absence of an access officer.

The following stakeholders, who had attended the scrutiny meetings in October 2021, had been invited to provide their views at this meeting:

Flick Williams, from the York Disability Rights Forum, stated that there had been no sense of urgency to improve the situation for those for whom various mitigations were not effective. She also identified that the café pavement licenses had increased access problems and made it very difficult to get around the city in a wheelchair.

Scott Jobson, Chief Executive of MySight York, stated his disappointment for the blind and partially sighted residents of York. He highlighted the co-production of Street Charters as an example of best practice but stated it was difficult to put these into practice with the existing measures in place. Members were informed that the Blue Badge parking ban had impacted immeasurably on the community. He confirmed his willingness work with the new access officer.

Jim Cannon, Chair of York Older People's Assembly (YOPA), emphasised the effects of a lack of city centre access on older people and explained that it had increased social isolation and prevented them from attending drop-in centres such as St Sampsons Centre. He gave credit for reopening Castlegate parking but highlighted the difficulties in walking round the city due to the café pavement licences.

Jane Burton, from York Accessibility Action, explained that mitigations such as benches and dropped curbs did not address the main issue of providing parking close enough to the city centre. She highlighted the social isolation experienced by those affected by the Blue Badge ban and urged consultation with other cities, to find a solution that kept people safe and did not discriminate against older people. She urged Members to open the footstreets to enable disabled people access to the city centre.

All four stakeholders noted that the Martin Higgate access report contained recommendations that would, in their opinion, improve city centre access.

Officers responded to questions from Members covering access officer recruitment, the access consultants (MIMA), the number and cost of benches, vehicles accessing the city centre, the shuttle bus trial and pavement café licences.

Following extensive debate, Members agreed the following actions / recommendations:

- To request that Pavement Café Licencing is added to the City Centre Access Action Plan.
- To receive a further update to the Action Plan in three months' time.
- To recommend to Executive that the Action Plan is amended to include those with sensory, physical and hidden disabilities.
- For the Chair and Vice-Chair to discuss at the next scrutiny work planning meeting if a Counter Terrorism item should be examined at a future Customer and Corporate Services Scrutiny Management Committee or alternative Scrutiny Committee.
- For the Chair of the Housing and Community Safety Policy and Scrutiny Committee to consider any outcomes from the Manchester bombing enquiry and to consider the timings of Executive Member security briefings.
- To request that the Monitoring Officer considers the legal advice received last year regarding city centre access for blue badge holders and satisfies himself that, from a legal perspective, CYC is in a safe, robust position considering the recent Westminster Council High Court judgement.
- That the advice from the Monitoring Officer be circulated to Members of the Committee in due course.
- To request that a detailed report which addresses the issues raised within the Reverse the Ban petition and considers them against the City Centre Access Action Plan be taken to a future Executive meeting.

Resolved:

- i. That the update to the City Centre Access Action Plan be noted and that the recommendations relating to the Action Plan, listed above, are actioned accordingly.
- ii. That the above recommendations relating to the Reverse the Ban petition be actioned accordingly.

Reason:

To provide ongoing scrutiny of the implementation of mitigation measures agreed by Executive and consider

petitions presented to Council as required by the Constitution.

18. Budget Setting Overview - Item deferred

Resolved: That the item be deferred to the next Committee meeting.

Reason: To allow sufficient time for proper scrutiny.

19. Scrutiny Review Support Budget 2023/24 - Item deferred

Resolved: That the item be deferred to the next Committee meeting.

Reason: To allow sufficient time for proper scrutiny.

20. Work Plan (8.40 pm)

Members noted the corporate scrutiny work plan covering the next meeting of this Committee and the meetings of the other Scrutiny Committees up until 09 January 2023.

Resolved: That the work plan be noted.

Reason: To ensure that the Committee has a planned programme of work in place and an overview of the other Scrutiny Committees.

Cllr J Crawshaw, Chair

[The meeting started at 5.32 pm and finished at 8.40 pm].

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**Customer and Corporate Services Scrutiny
Management Committee****9 January 2023****Report of the Chief Operating Officer
Portfolio of the Executive Member for Finance and Major Projects****2022/23 Finance and Performance Monitor 2****Summary**

1. To present details of the overall finance and performance position for the period covering 1 April 2022 to 30 September 2022, together with an overview of any emerging issues. This is the second report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.
2. This report highlights a number of known pressures that need to be carefully managed throughout the year, with mitigation strategies being in place and regularly monitored across all directorates. Through ongoing monitoring and identification of mitigation alongside a review of reserves and other funding, the Council will continue to make every effort to reduce this forecast position but it is possible that it will not be reduced to the point that the outturn will be within the approved budget. The Council has £6.9m of general reserves that would need to be called on if this were the case.
3. We continue to see significant and ongoing pressure across both children's and adults social care budgets in particular. Within Children's these pressures are mainly in relation to Out of City placements and the continued use of agency staff. With Adults, the main pressures include the cost of care beds and also an inability to recruit to vacancies leading to the use of more expensive agency staff.
4. In a number of areas, services are holding vacancies in order to reduce costs and mitigate against the overall forecast overspend. This is expected to have an impact on the level of service that can be delivered in those areas. The impact of this is being closely monitored by Directorate Management Teams.
5. As outlined in the 2021/22 outturn report, considered by Executive in June 2022, many of the budget pressures are recurring whilst the mitigations

that have allowed us to balance the budget were one off. Given the recent increases in interest rates, rising inflation and the ongoing pressures in both adults and children's social care it is therefore unsurprising that the forecast is a significant overspend. Inflationary pressures are a particular challenge, adding some £4.5m to the overall forecast outturn. The 2022/23 pay award offer, whilst not yet confirmed, adds a further £2.5m to the expected pressures.

6. Whilst the council's overall financial health provides a strong platform upon which to meet these financial challenges and good progress is being made with the achievement of savings, the forecast outlined in this report remains a matter of concern. The ongoing pressures within social care will again need to be addressed in the 2023/24 budget setting process.

Recommendations

7. The Committee is asked to:
 - note the finance and performance information and the actions needed to manage the financial position

Reason: to ensure expenditure is kept within the approved budget.

Financial Summary

8. The gross financial pressures facing the council are projected at £7.7m but after mitigation it is considered that this can be brought down to a net position of £3.7m.
9. As previously reported, there are serious underlying budget pressures across both adult and children's social care. Both adult and children's social care is operating in an extremely challenging environment and as a result additional funding of £7.6m was allocated across the People directorate in the 2022/23 budget.
10. This report highlights a number of known pressures that need to be carefully managed throughout the year, with mitigation strategies being in place and regularly monitored across all directorates. Through ongoing monitoring and identification of mitigation alongside a review of reserves, the Council will continue to make every effort to reduce this forecast position but it is likely that it will not be reduced to the point that the outturn will be within the approved budget. The Council has £6.9m of general reserves that would need to be called on if this were the case.
11. A number of mitigations and cost control measures will need to be considered to ensure that there are additional expenditure controls in place to ensure a reduction in expenditure. Given the scale of the

financial challenge, and the expected impact on budgets in future years due to inflationary and other pressures outlined above, it is vital that every effort is made to balance the overall position. It is recognised that this will require difficult decisions to be made in order to protect front line services to vulnerable residents.

12. York is maintaining both sound financial management, and delivering priority services to high standards, during a continued period of significant financial challenge. Whilst the Council's track record of delivering savings and robust financial management provides a sound platform to continue to be able to deal with these and future challenges there remains a significant risk to ongoing service delivery and achievement of Council priorities that needs to be managed effectively.

Financial Analysis

13. The Council's net budget is £135m. Following on from previous years, the challenge of delivering savings continues with £6.4m to be achieved in order to reach a balanced budget. The latest forecast indicates the Council is facing net financial pressures of £7.7m (after mitigation) and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below. The main variations and any mitigating actions that are proposed are summarised in Annex 1.

Service area	Net budget	2022/23 Net Q1 Forecast Variation	2022/23 Net Q2 Forecast Variation
	£'000		£'000
Children & Education	22,365	7,280	7,732
Adult Social Care & Integration	49,544	1,750	2,192
Place	21,748	747	0
Customers & Communities, Public Health & Corporate Services	24,655	693	693
Central budgets	18,072	-2,729	-2,829
Sub Total		7,741	7,788
Contingency	-1,000	-1,000	-1,000
Use of earmarked reserves			-3,000
Net total including contingency	135,384	6,741	3,788

Table 1: Finance overview

Directorate Financial Summaries

Corporate Services, including Customers & Communities and Public Health

14. Overall the remaining Council services are forecasting an overspend of £693k.
15. Internal Business Support is forecast to overspend by £240k due to reduced income from schools for payroll services and not achieving the budgeted vacancy factor. Other variations include the non-achievement of approved budget savings in ICT (£200k), a £62k shortfall in income projected in Registrars) forecast impact of inflation on contracts for leisure facilities and libraries (£251k) and the continued pressure on Housing Benefit overpayments (£150k) as outlined in the 2021/22 outturn report. These overspends were offset by underspends in policy & partnerships (£67k) and finance & procurement (£62k) due to staff vacancies.

Corporate Budgets

16. These budgets include Treasury Management and other corporately held funds. A net underspend is forecast due to the early and increased delivery of a corporate saving. In addition, due to slippage on the capital programme, there has been a saving on interest and the cost of borrowing.

Reserves and Contingency

17. The February 2022 budget report to Full Council stated that the minimum level for the General Fund reserve should be £6.8m (equating to 5% of the net budget). At the beginning of 2022/23 the reserve stood at £6.9m and, as part of the budget report, approval was given to maintain this level of reserve in 2022/23 thus giving some headroom above the minimum level to take account of the continued risks facing the council, in particular the scale of future reductions on top of those already made.
18. Should the mitigation outlined in annex 1 not deliver the required level of savings in the current financial year then this reserve is available to support the year end position. However, in light of the ongoing financial challenges being faced by all councils it is now more important than ever to ensure the Council has sufficient reserves. Therefore, should it be the case that we need to draw down a substantial amount from this general reserve in 2022/23, some growth will need to be included in the 2023/24 budget to ensure that reserves can be maintained at an appropriate level.

19. In addition to the general reserve of £6.9m there are a range of other earmarked reserves where funds are held for a specific purpose. These reserves are always subject to an annual review and these funds will again be reviewed on a quarterly basis and where appropriate to do so will be released to support the in-year position. It is expected that some £3m is available to support the position. Whilst this is a prudent approach that will ensure the financial resilience of the Council, it is not a substitute for resolving the underlying overspends but instead allows time to develop future savings proposals in a planned way.
20. As in previous years a contingency budget is in place and this is currently assumed to be available to offset the pressures outlined in this report. The unused budget of £0.5m from last year, added to the base budget of £0.5m totals £1m available to offset the forecast overspend.

Loans

21. Further to a scrutiny review, it was agreed that these quarterly monitoring reports would include a review of any outstanding loans over £100k. There are 2 loans in this category. Both loans are for £1m and made to Yorwaste, a company part owned by the Council. The first was made in June 2012 with a further loan made in June 2017 as agreed by Executive in November 2016. Interest is charged on both loans at 4% plus base rate meaning currently interest of 6.25% is being charged. All repayments are up to date.

Performance – Service Delivery

22. In spite of the many challenges that the organisation and City has faced over the last two years, performance across the wider organisation, not just the Council plan indicators, has continued to remain high and continues to compare favourably when benchmarked against other areas with similar characteristics to York. Whilst Covid and the actions taken to tackle the global pandemic have in places affected performance in the short-term, the general pattern for data and information monitored by the Council is that levels of resident and customer satisfaction, timeliness and responsiveness, as well as various directorate and service based indicators, have remained positive.
23. It is likely that due to impacts of COVID, a number of the Council Plan indicators will continue to see a change both in terms of their numbers and their direction of travel in future reporting periods. The majority of the performance measures within the Council Plan have a lag between the data being available and the current reporting period and therefore

impacts will not be immediately seen, and may occur over several years as new data becomes available.

24. The Executive for the Council Plan (2019-23) agreed a core set of strategic indicators to help monitor the council priorities and these provide the structure for performance updates in this report. The indicators have been grouped around the eight outcome areas included in the Council Plan. Some indicators are not measured on a quarterly basis and the DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly.
25. Performance items around the Council plan topic “Open and Effective Council” are reported below, as historically other topics in the Council plan are reported to the other various scrutiny setups. See background documents for links to where this data has also been published at Executive.

An open and effective Council						
	Previous Data	Latest Data	DoT	Frequency	Benchmarks	Data Next Available
Forecast Budget Outturn (£000s Overspent / -Underspent) - CYC	£7,741 (excluding contingency) (Q1 2022/23)	£7,788 (excluding contingency) (Q2 2022/23)	➡	Quarterly	Not available	Q3 2022/23 data available in January 2023
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	12.86 (Q1 2022/23)	12.98 (August 2022)	➡	Monthly	Public Sector (Y&H) 2020/21 8	Q2 2022/23 data available in November 2022
Customer Services Waiting Times - Phone / Footfall / Webchat	00:02:07 (Phone) (Q1 2022/23)	00:03:26 (Phone) (Q2 2022/23)	➡	Monthly	Not available	Q3 2022/23 data available in January 2023
	73.00% (Footfall) (Q1 2022/23)	82.50% (Footfall) (Q2 2022/23)	➡	Monthly	Not available	Q3 2022/23 data available in January 2023
	NC (Webchat) (Q1 2022/23)	NC (Webchat) (Q2 2022/23)	➡	Monthly	Not available	Q3 2022/23 data available in January 2023
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	3.14 (2020/21)	3.19 (2021/22)	➡	Monthly	Not available	Q1 2022/23 data available in November 2022
% of 4Cs complaints (grade 1 and 2) responded to 'In Time'	94.59% (Q1 2022/23)	95.07% (Q2 2022/23)	➡	Monthly	Not available	Q3 2022/23 data available in January 2023
% of 4Cs complaints (grade 1 only) responded to 'In Time'	88.55% (Q1 2022/23)	82.61% (Q2 2022/23)	➡	Monthly	Not available	Q3 2022/23 data available in January 2023
CYC Apprenticeships	25 (Q1 2022/23)	28 (Q2 2022/23)	↑ Good	Quarterly	Not available	Q3 2022/23 data available in January 2023
FOI & EIR - % In time - YTD	84.00% (Q1 2022/23)	85.80% (Q2 2022/23)	➡	Quarterly	Not available	Q3 2022/23 data available in January 2023
The DoT (Direction of Travel) is calculated on the latest three data points whether they are annual or quarterly. All historic data is available via the Open Data Platform						

Average Sickness Days per FTE - CYC (Excluding Schools)

26. At the end of August 2022, the average number of sickness days per FTE (rolling 12 months) had increased to 13 days from 9.1 in August 2021. In 2020-21, sickness had reduced in the authority by approximately 2 days per FTE, to 8.8 days per FTE, which is close to the LGA public sector for

Yorkshire and Humber authorities average of 8 days. Since the start of Covid, although exact comparative figures are not yet available, all authorities in Yorkshire and Humber are reporting a significant increase in sickness levels within the whole workforce due to both Covid cases and increased pressures in frontline services.

27. On top of day-to-day managerial practices for sickness cases, additional work is underway to assist and remind managers of the support and services that employees can access as well as the managerial role in ensuring the wellbeing and absence management of those employees absent, or those who remain at work but showing signs of reduced resilience. Managers are being reminded of the importance of timely absence support for individuals and teams, and employees are reminded of the self care that they need to exercise to ensure that they are able to perform their roles effectively.
28. CYC still has a number of Covid cases throughout staffing structure and although now falling will contribute to increases overall sickness figure. Internally, business continuity plans are in place to ensure that services are able to be resilient to the fluctuating peaks and troughs of Covid infections, and it is likely that absence levels associated with Covid will return in the late Autumn / Winter, when combined with other reason for absence, which will further impact on our absence levels.

Customer Services Waiting Times (Phone / Footfall / Webchat etc)

29. Customer Service is the main point of contact for residents and business visitors. Demand was higher than usual during Q2 due to new demand such as; supporting customer enquiries/applications for the £150 energy rebate scheme and the household support fund and higher than usual seasonal demand following a new approach to the annual electoral canvass. The number of calls received increased to 59,338 (56,253 in Q1 2022-23), with 70% answered (44,158). 27.1% of calls were answered within 20 seconds.
30. The data for footfall to West Offices is still to be confirmed due to changes in systems. In addition to speaking to customers over the phone, the customer service team also responded to 13,981 e-mails (13,380 in the previous quarter). Customer satisfaction is 63%, with high wait times cited as the main reason for dis-satisfaction responses. This should improve as wait times reduce.
31. Customers are continuing to opt to access services using alternative means:
 - 8,798 customers made payments using the auto payments facility
 - 14,897 people used the auto operator

- 54% of issues available to report online were reported by customers on-line
- There were around 900 thousand pages of the CYC website reviewed

Number of days to process Benefit claims (currently Housing Benefit)

32. The average number of days taken to process a new Housing Benefit claim, or a change in circumstance, has remained stable, being just over three days during 2021-22. York performance is above the most recent national average of 4.98 days (2020-21).
33. The first quarter of 2022-23 saw the introduction of the Energy Rebate (£150), the second Household Support Fund (HSF) and payment to qualifying businesses of the Covid Additional Relief Fund (CARF). This support ran through to the end of the second quarter (30th Sep). The YFAS fund aimed at keeping residents in the community, and providing emergency payments, continues to operate as normal. A new HSF scheme will start on the 1st October through to the end of March 2023.
34. Business and Welfare support provided at the end of the second quarter of 2022-23 includes:
- Household Support Fund – 8,332 payments to families totalling £1,006,782
 - 60,516 Energy Rebate payments of £150 and 13,863 credits of £150 to Council Tax accounts which accounts for 100% of qualifying residents
 - 76 Discretionary Energy Rebate payments of £150 totalling £11,400 (this scheme runs until the end of November)
 - CARF payments to 1,000 businesses totalling £4.5m
 - 626 YFAS payments totalling £143k
 - 98 Discretionary Housing Payments totalling £87k

% of 4C's Complaints responded to 'In Time' / % of Grade 1 4C's Complaints responded to 'In Time'

35. In Q2 2022-23, although there has been an increase in the number of both grade 1 and grade 2 corporate complaints received compared to the same reporting period in 2021-22 (160 grade 1 complaints in Q2 2022-23 compared to 104 in Q2 2021-22 and 495 grade 2 complaints in Q2 2022-23 compared to 275 in Q2 2021-22) there have been improvements for the percentage of both grades of corporate complaints responded to in time (82.6% of grade 1 complaints in Q2 2022-23 compared to 80.4% in Q2 2021-22 and 98.9% of grade 2 complaints in Q2 2022-23 compared to 87.9% in Q2 2021-22). The Corporate Governance team continues to work across the council to maintain this improvement.

CYC Apprenticeships

36. The number of CYC stand-alone apprenticeships only, which excludes those within schools or being completed alongside existing roles, was 28 at the end of Q2 2022-23. During the height of the pandemic the number remained consistent but was slightly lower than previously seen. Levels have now not only recovered but are exceeding figures seen in recent years demonstrating the value placed on these roles within the CYC workforce and work being undertaken to increase participation.
37. Regular updates on apprenticeships within CYC and York are submitted to the Decision Sessions for Economy and Strategic Planning and the Staffing Matters and Urgency Committee. The most recent publication can be found here:
<https://democracy.york.gov.uk/documents/s161342/SMUC%20Apprentices.pdf>

FOI/EIR and SAR - % In time

38. In Q2 2022-23, although there has been a decrease in the number of FOIs (Freedom of Information Act requests) and EIRs (Environmental Information Regulation requests) received compared to the same reporting period in 2021-22 (159 FOIs in Q2 2022-23 compared to 263 in Q2 2021-22 and 148 EIRs in Q2 2022-23 compared to 156 in Q2 2021-22), we have improved the percentage of both FOIs and EIRs responded to in time (82.9% of FOIs in Q2 2022-23 compared to 76.7% in Q2 2021-22 and 93.0% of EIRs in Q2 2022-23 compared to 80.1% in Q2 2021-22).
39. There has been an increase in the number of SARs (subject access to records request) received compared to the same reporting period in 2021-22 (29 in Q2 2022-23 compared to 24 in Q2 2021-22), and we continue to improve the percentage of SARs responded to in time (69.2% in Q2 2022-23 compared to 65.2% in Q2 2021-22).

Annexes

40. All performance data (and approximately 1,000 further datasets) within this document is made available in machine-readable format through the Council's open data platform at www.yorkopendata.org under the "performance scorecards" section.

Consultation

41. Not applicable.

Options

42. Not applicable.

Council Plan

43. The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

44. The implications are:
- **Financial** are contained throughout the main body of the report.
 - **Human Resources (HR)** There are no HR implications related to the recommendations
 - **One Planet Council / Equalities** Whilst there are no specific implications within this report, services undertaken by the council make due consideration of these implications as a matter of course.
 - **Legal** There are no legal implications related to the recommendations
 - **Crime and Disorder** There are no crime and disorder implications related to the recommendations
 - **Information Technology (IT)** There are no IT implications related to the recommendations
 - **Property** There are no property implications related to the recommendations
 - **Other** There are no other implications related to the recommendations

Risk Management

45. An assessment of risks is completed as part of the annual budget setting exercise. These risks are managed effectively through regular reporting and corrective action being taken where necessary and appropriate.

Contact Details

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Debbie Mitchell Chief Finance Officer Ext 4161	Ian Floyd Chief Operating Officer		
Ian Cunningham Head of Business Intelligence Ext 5749	Report Approved	✓	Date 25/11/22
Wards Affected: All			✓
For further information please contact the authors of the report			

Glossary of Abbreviations used in the report:

CARF	COVID-19 Additional Relief Fund
CYC	City of York Council
EIR	Environmental Information Regulation requests
FOI	Freedom of Information Act requests
FTE	Full Time Equivalent
HSF	Household Support Fund
ICT	Information and Communications Technology
LGA	Local Government Association
SAR	Subject Access to Records request
YFAS	York Financial Assistance Scheme

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**Customer and Corporate Services Scrutiny
Management Committee**

7 November 2022
deferred to
9 January 2023

Report of the Chief Finance Officer

Budget Setting Overview**Summary**

1. This report outlines the Council's approach to budget setting and provides an update on some of the current financial challenges.

Recommendations

2. Members are asked to note the information in this report

Reason: To keep the Committee informed of any financial issues.

Finance Update 2022/23

3. The gross financial pressures facing the council are projected at c£8m. This is a significant overspend, and a great deal of work is ongoing to identify mitigation and the further actions needed to bring current spending under control. Finance & Performance Monitor 2 is currently being prepared and will be presented to Executive in late November.
4. Since the budget was set in February 2022 a number of new financial pressures have emerged. The ongoing cost of living crisis, inflationary pressures and significant increase in energy prices have added c£5m to the overall overspend. The 2022/23 pay award, although not yet confirmed, is expected to cost £2.5m more than was originally estimated.
5. The regular finance and performance update reports to Executive identify the various pressures that need to be actively monitored and managed, with mitigating actions agreed and regularly monitored across all directorates. Through ongoing monitoring, identification of mitigation and a review of reserves, the Council will continue to make every effort to reduce this forecast position, but it remains a possibility that it will not be reduced to the point that the outturn will be within the approved budget. The Council has £6.9m of general reserves that would need to be called on if this were the case.

6. A number of measures have been introduced to ensure that there are additional expenditure controls in place, particularly around vacancy management and the use of temporary staff. In addition, measures are being introduced to reduce any non-essential expenditure.
7. All areas of the Council are currently considering where further efficiencies and reductions in spend can be achieved in order to support the overall financial position.
8. Whilst the Council's track record of delivering savings and robust financial management provides a sound platform to continue to be able to deal with these future challenges there remains a significant risk to ongoing service delivery and achievement of Council priorities that needs to be managed effectively.

Annual Budget Setting Process

9. The following paragraphs outline the annual budget setting process in terms of the legislative requirements, decision making and outline timetable.
10. Every council must have a balanced and robust budget for the forthcoming financial year and also a Medium Term Financial Strategy (MTFS) which projects forward likely income and expenditure over the next 3 years. Due to income constraints and the pressure on service expenditure through increased demand and inflation, projected expenditure is usually higher than projected income.
11. Whilst such budget gaps are common in years two and three of the MTFS, the requirement to approve a balanced and robust budget for the immediate forthcoming year means that efforts need to be made to ensure that any budget gap in the next financial year is closed. This is achieved by making proposals to reduce expenditure and/or increase income. Clearly all stakeholders will be concerned with any potential effect that these financial decisions have on service delivery.
12. The annual budget report outlines the proposals that will be taken forward and includes an overarching Equalities Impact Assessment that attempts to look at the cumulative impact of the budget. A number of the individual proposals will also require their own assessments and consultation with service users which will be undertaken separately at the appropriate time.
13. There is a significant amount of legislation around local authority financial planning and budgeting.
14. The Local Government Act 2000 states that it is the responsibility of the full council, on the recommendation of the Executive, to approve the budget and related council tax demand.

15. The Local Government Act 2003, section 25 requires the council's Section 151 officer to report to the council on the robustness of the estimates made and the adequacy of the proposed financial reserves assumed in the budget calculations.
16. The Local Government Finance Act 1988, section 114 requires the Section 151 officer to report to all of the authority's councillors if there is or is likely to be unlawful expenditure or an unbalanced budget. The council must meet within 21 days to consider the report and during that period the authority is prohibited from entering into new arrangements that will cause money to be spent.
17. Failure to set a legal budget may lead to intervention from the Secretary of State under section 15 of the Local Government Act 1999.
18. The following paragraphs outline the usual annual budget setting process. Due to the pandemic and ongoing financial uncertainty at a national level, the timings have been slightly different over recent years but the principles remain the same.

April to July

- Estimate revenue income and expenditure over at the next 3 years, updating for previous years outturn position and any other information available.

July to September

- Identify any new budget pressures
- Calculate forecast budget gap (difference between forecast expenditure and forecast income)
- Chief Officers and Heads of Service start detailed work to identify new efficiencies and savings proposals
- Consider any capital projects needed
- Begin discussions with Executive Members as to the level and type of savings required

October to December

- Finalise budget proposals with the Executive, including potential impacts and risks
- Review budget in light of spending review and Local Government Provisional Settlement and update budget assumptions for any Govt announcements

December

- Executive Member Decision Sessions publish budget proposals and allow for wider discussion with residents and other stakeholders, including local businesses

February

- Revenue and capital budgets considered by Executive and debated at Full Council. Council Tax is set.

19. Once the year starts, actual spending and income will be monitored against the approved budgets with regular reports to Executive highlighting any variations.

Summary / Medium Term Financial Outlook

20. Ordinarily, we would be able to use information provided by Government to forecast our funding streams over a 4 year period. Whilst there would sometimes be changes at the draft settlement in December, these would usually be minor adjustments and we could plan with a reasonable amount of certainty.
21. However, following the pandemic, cost of living crisis and changes in leadership at a national level there is an unprecedented level of uncertainty in terms of financial planning for local government. Given the reversal of the Health & Social Care Levy it is expected that Adult Social Care reform and the care cap will be deferred by at least one year. It is also assumed that funding for 2023/24 will be another “rollover” year. However, it is also understood that all Government departments have been asked to identify spending cuts for next year and it is likely that this again will have a negative impact on local government funding.
22. At the time of writing the UK had just appointed its 3rd Prime Minister of 2022 and its 4th Chancellor of the last 4 months. This inevitably leads to uncertainty and delay. The next budget is due to be announced on the 31 October, which is after the publication of this report. Therefore, any further emerging issues will be reported verbally at the meeting.
23. The ongoing inflationary pressures and impact of rising prices on the Council is, of course, a significant concern. There is clearly also a significant impact on the financial health of key providers and partners as well as that of individual residents.

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Chief Officer Responsible for the report:

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Report Approved **Date** 25.10.22

Wards Affected:

All

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Abbreviations

MTFS Medium Term Financial Strategy

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**Customer & Corporate Services Scrutiny
Management Committee**

**7 November 2022
deferred to
9 January 2023**

Report of the Director of Governance

Scrutiny Review Support Budget 2023/24**Summary**

1. This report sets out the current position in relation to available Council funding for research in support of scrutiny review work.
2. Customer and Corporate Services Scrutiny Management Committee (CCSMC) has a constitutional right, under its delegated authority, to consider and recommend to the Executive a budget for scrutiny research. This report seeks to consult Members on any recommendations it may wish to make to the Executive prior to the budget setting process for 2023/24.

Background

3. Since February 2011, Scrutiny has been allocated a research support budget for reviews in the sum of £5k per annum. In previous years, that budget has either been shared out across each Scrutiny Committee or retained for use by CCSMC as appropriate.
4. In making its recommendations on this budget to Budget Council for the last few financial years, this Committee has debated at some length the merits of potentially asking Council to increase this support budget to enable more outward facing scrutiny to take place. In light of the low spend reported below consistently against this budget, the Council has continued to allocate an annual sum of £5k.
5. The impact of the Covid 19 pandemic on scrutiny activity and resources available to support any activity has affected spend and what work has been possible to undertake.

Analysis

6. In this current financial year to date 2022/23, there has been no spend against this budget which, at this stage, again demonstrates a continuing trend and one which is unlikely to change for the remainder of the

financial year given the comparatively small, dedicated resource available to support scrutiny. Members will recall that new working arrangements, to continue some scrutiny activity, were introduced during the pandemic, namely the introduction of informal Scrutiny Forums meeting remotely, with a reduced number of mainline public Committee meetings. In March 2022, Council approved revised Scrutiny Procedural Rules, broadly confirming a pattern of scrutiny meetings and arrangements to reflect the resource available to support to it. Even prior to the pandemic, this Committee had received reports for several years outlining a declining spend on external scrutiny research activity.

7. Historically, there has been no spend against this budget since 2016/17, when this Committee allocated the available budget to cover required training costs for newly-appointed Scrutiny Chairs, to reflect new working arrangements which accompanied the amended scrutiny structure at that time. This training also doubled up as refresher training in scrutiny skills and feedback from those Members attending at the time was extremely positive. Total costs for this training amounted to £1,426.40.
 8. Irrespective of recent changes to scrutiny arrangements, to demonstrate the historical pattern of low spend against this budget for a number of years, the position is as follows:
 - 2010/11 - £380
 - 2011/12 - £0
 - 2012/13 - £1,500 (health workshop facilitation)
 - 2013/14 - £0
 - 2014/15 - £2,500. Following a decision by this Committee in January 2015, the available budget was again used for scrutiny training purposes i.e.:
 - 3 cross party Members (and 2 officers) travelling to and attending the Annual Centre for Public Scrutiny Studies Conference and Awards;
 - £1k contribution to Leeds City Council to cover the cost of running the regional Joint Health & Overview Scrutiny Committee; and
 - Some travel expenses for a Councillor attending an event in London to gather information for an ongoing scrutiny review; and
 - 2 Members attending a Pupil Premium Conference
- 2015/16 - £350 in relation to support costs for the Tour De France Scrutiny Review.

9. Given the use of IT facilities and the internet in recent years as essential research tools, it is noticeable that there has been no need to 'buy in' paid external research in relation to the chosen reviews which have taken place. Significantly, any external research support engaged for scrutiny in the last decade has been at no cost to the Authority, as a result of the willingness on the part of external 'specialists' to engage freely with the Council. Such examples would be the Bootham Park Hospital review completed by the former Health & Adult Social Care Policy & Scrutiny Committee in September 2016 and academic support provided by the University of York and The Joseph Rowntree Foundation on various reviews.

Member Training

10. As reported in paragraphs 7 and 8 above, this particular research budget has sometimes been used for specific training on scrutiny, when there has been little or no spend in relation to specific research work.
11. There is, however, a specific budget set aside for Member Training. Annually, this amounts to £5k and is often supplemented specifically for an induction year of newly elected Members.
12. Prior to the start of the pandemic, Scrutiny Chairs and Vice Chairs had planned to discuss the potential for specific scrutiny training for scrutiny members, looking at the possibility of utilising funds from this budget for the specific purpose. However, this Committee has acknowledged that any training for Scrutiny Members would now be best addressed as part of the full induction round following the forthcoming local elections in May 2023.

Consultation

13. No consultation was required on this report at this stage, given that it provides this Committee with their constitutional opportunity to consider making a recommendation to Executive for a research support budget for scrutiny.

Options

14. Having regard to the analysis section in this report, Members can
 - (i) to note the position and recommend to Executive not to provide any budget specifically to support external research and consultancy work for scrutiny in 2023/24 onwards; or

- (ii) to recommend Executive retains the current budgetary support for external research and consultancy work, explaining why; or
- (iii) to recommend Executive increases the current budgetary support for external scrutiny research/consultancy, explaining why and suggesting an appropriate figure.

Council Plan 2019-23

- 15. Whilst this report does not in itself materially affect how the work of scrutiny can support and develop the Council's overall priorities to set out in the new Council Plan 2019-23, how scrutiny organises itself and undertakes its activities could have a significant impact on how it contributes to the Council's development.

Implications

- 16. **Financial** – There would, of course, continue to be some financial impact should this Committee recommend continuing with a scrutiny research support budget, if the Executive supported that proposal. If funding continues at a comparatively low level as currently provided, then that impact would be minimal in comparison to the potential benefits of receiving any support, if required. However, in times of financial constraint upon all Councils following the pandemic, Members would be prudent to consider the recommendation of any funding most carefully for 2023/24, given the lack of spend over many consecutive years.
- 17. There are no Human Resources, Equalities, Legal, Information Technology, Crime & Disorder or other implications associated with the recommendations in this report. Constitutionally, this Committee has the right to recommend to Executive an appropriate budget to support scrutiny research.

Risk Management

- 18. Clearly, this Committee needs to address what it believes the current and future needs of scrutiny may be, taking into account the historical levels of spend and any potential impact on improvements to Council performance/services.

Conclusions

- 19. It is clear that there has been very little call on this budget spend since 2009/10 and that it has become a continuing trend for the budget not to be

required to be spent on external research or consultancy. Rather in recent years this Committee and other Scrutiny Committees have looked to diversify and seek to use the funds in alternative ways.

- 20. The reasons for this are diverse as referenced in this report. In part it is also due to the topics chosen in recent times and to a decreasing number of those running up to a local election year.
- 21. It is difficult to envisage scrutiny needing to call upon this particular budget in the coming year given the information contained in this report.

Recommendations

- 22. Members are asked to consider what recommendation to make to the Executive in relation to a scrutiny support budget for use on external consultation/market research, for consideration as part of the Council's budget setting process for 2023/24

Reason: To address the Committee's constitutional right to comment to Executive on setting the above scrutiny budget.

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Director of Governance

Report Approved **Date** 24 October 2022

Specialist Implications Officer(s)
None

All

Wards Affected:
For further information please contact the author of the report

Background Papers: None

Annexes: None

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**Customer and Corporate Services Scrutiny
Management Committee**

9 January 2023

Report of the Director of Governance and Monitoring Officer

Annual Complaints Report April 2021 to March 2022

1. Summary

- 1.1 This covering report provides Committee with a snapshot of the full Annual Complaints Report April 2021 to March 2022 which is shown in full at Annex 1.

2. Background

- 2.1 The council produces and publishes the annual report covering:

- Complaints about adults (including Public Health) and children's social care services which are dealt with under two separate pieces of legislation
- Complaints about other council services dealt with under the council's Corporate Complaints and Feedback procedures
- Ombudsmen cases – both the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS)
- Other feedback including compliments received.

- 2.2 This annual report has been to the council's Governance Risk and Assurance Group (GRAG) and Council Management Team (CMT) for information prior to it coming to Corporate and Customer Services Scrutiny Management Committee.

3. Children's Social Care complaints overview

- 3.1 Whilst the council's Corporate Governance Team (CGT) receive copies of compliments received by this service area, we know that

many more are received that are either not recorded or passed on. However, some examples recorded are:

- Social worker wonderful, quick to answer, sorted out holiday and overnight respite
- Thanks to social worker for all their support with the family
- Thanks to worker for all their help with Children in Need and family
- Thanks, from a judge for all the preparation and hard work on the case
- Worker great moving things forward, supporting adoption process, valued support & input

- 3.2 In Children's social care complaints, the CGT conduct an assessment of the issues raised including severity, complexity, risk to the customer and other customers, risk to the authority, history of similar complaints and likelihood of future similar complaints to grade the complaint into Stage 1, 2 or 3. Other considerations include, the outcomes wanted to resolve the complaint, who is best placed to consider and effectively respond to the complaint and the complainant's views of how the complaint should be dealt with.
- 3.3 There was a reduction in the total number of complaints under the children's social care procedure during 20/21 compared to the number received the previous year. It fell from 55 to 42.
- 3.4 There was an increase in complaints dealt with through the corporate 4Cs policy from 1 in the previous year, to 4 in 20/21.
- 3.5 It is important to note though numbers of complaints received can fluctuate each year and is typical of social care complaints received across Yorkshire and Humberside.
- 3.6 From work undertaken to understand this decrease, we determined there were a few factors involved. These include actions taken as a council and in the service area, following the public maladministration report from the LGSCO a few years ago. Part of this was providing a programme of staff training and awareness sessions to increase their understanding of the procedure and how they can ensure children and young people are aware of and can be supported, to make complaints.

- 3.7 Feedback from complaints especially where there are related themes, provides the service area with invaluable information to review and improve the services they provide. In this annual report, the main theme concerned a lack of action including failings in communication.
- 3.8 Work is already underway to improve these ongoing areas of concern.
- 3.9 There are also concerns regarding number of cases where responses were sent late, or we have had to record as no response. This may be due to CGT not being sent a copy of the response or being informed that a verbal response has been given. Managers have been reminded that it is important that updates including copies of responses are provided to CGT in a timely way.

4. Adults Social Care complaints overview

- 4.1 Similar as in Children's Social Care, we are aware that not all compliments received are recorded as more will be received that are either not recorded or passed on to CGT. Some examples of those that have been recorded from the report are:
- Thank you for efforts regarding breakdown cost
 - Helpful, clear, and thorough in how dealt with the issues
 - Really supportive, has been reliable and easy to communicate with
 - Thanks to Be Independent for call out services.
 - Thanks for help to assist relative to stay at home for so long and the peace of mind it has given
- 4.2 In adults social care complaints, we must use the Department of Health's tool for grading or assessing the seriousness of complaints and to decide the relevant action. This is shown in section 26 of the report at Annex 1.
- 4.3 There was an increase in the total number of complaints in 20/21 compared to the previous year that were dealt with under the legislative adult's social care complaints requirement – it rose from 28 to 42. This included 3 graded as red in 20/21 compared to 0 the year before.

- 4.4 It is important to note though that receiving larger numbers of complaints is not always a negative, because it can be partly a reflection that the procedures we have in place, are accessible and customers are supported to make complaints which provide invaluable feedback.
- 4.5 Feedback from complaints especially where there are related themes, provides the service area with invaluable information to review and improve the services they provide. In this annual report concerns are identified about the increase in the number of complaints about disagreeing with assessment, a lack of action and quality of advice/communication. The CGT continue to work with senior managers to ensure any lessons are identified and service improvements made where necessary. Examples of where this happened are in section 39 of the report at Annex 1:

5. Corporate 4Cs Overview

- 5.1 The corporate 4Cs policy and procedure is used for all complaints about council services where there is no statutory procedure or legal/appeal process.
- 5.2 We record compliments received across these council services and areas and although as in Adults and Children's social care, we know not all are recorded, some examples are:
- Man cutting grass verges is doing a great job
 - Thank you to our recycling crew who have improved their handling of our collections
 - Thank you assisted collection was collected after reporting
 - Thanks to licensing staff, you made the process seamless
 - Thanks to housing maintenance and repairs really delighted with the workmanship and our service altogether.
 - Thanks to NEO team for help with noise complaints
 - To parking staff, help was invaluable
 - To Registrars a wonderful day. We both enjoyed every moment, and the service was truly exceptional.
 - Thank you to the department planting the wild flower beds along the central reservation of the Hull Road
 - Thanks to council tax staff for being professional and patient making a positive experience.

5.3 The corporate 4Cs process for investigating and responding to corporate complaints was implemented at the beginning of this reporting period and included the change from 3 hierarchical stages to 2 grades. The appropriate grade or referral to the relevant Ombudsman is assessed by the CGT taking account of

- The risk to the customer and the authority
- The severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

5.4 The timescales were also changed to

- Grade One - 20 working days (10 for Housing Complaints in line with the Housing Ombudsman guidance)
- Grade Two - 30 working days (20 for Housing Complaints in line with the Housing Ombudsman guidance)

5.5 It is important to note that where there are large numbers of complaints received for a directorate/service area, this is where services are provided to every household in York weekly and is probably the most highly visible council service.

5.6 Corporate 4cs provide senior managers with useful information in respect of the way that services are delivered, and examples of improvements made are:

- The parking team check the counters on the carparks on a quarterly basis
- Crew reminders and monitoring
- Reminders to staff about access arrangements for assisted waste collections
- Repairs completed

6. Local Government and Social Care Ombudsman (LGSCO)-overview

6.1 The LGSCO provides an annual review letter about the council covering April to March each year which includes tables presenting the number of complaints and enquiries received about

the council and the decisions the LGSCO has made during the reporting period. This is to help us assess our performance in handling complaints. It includes the number of cases where the LGSCO's recommendations remedied the fault and the number of cases where they decided we had had offered a satisfactory remedy during our local complaints process. In these latter cases the LGSCO provides reassurance that we had satisfactorily attempted to resolve the complaint before the person went to them.

6.2 The LGSCO received 71 cases about the council in April 2021 to March 2022 with 71 cases being concluded within this time. (This includes cases which may have been received but not concluded in the previous reporting period). Of the 71 cases, 22 were considered as a detailed investigation and of these 19 were upheld.

6.3 Further details about LGSCO cases are set out in section 2 of the report at Annex 1.

7. Recommendations

Committee are asked:

7.1 To note the details contained in the annual report

7.2 To provide any feedback or comments to CGT by 31 January 2023 ahead of the publishing of the report on the council's website.

Reason: To ensure that processes for monitoring complaints remain effective.

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Report Approved Date 19 December 2022

Wards Affected:

All

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Annexes

Annex 1 – Annual Complaints Report April 2020 to March 2021

Background Information

Not applicable

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City of York Council Annual Complaints Report April 2021 – March 2022

Bryn Roberts

Director of Governance and Monitoring Officer

Cath Murray

Corporate Governance Operational Manager (which includes Designated Complaints Officer for children's social care complaints and Complaints Manager for adult social care complaints).

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1 Introduction

Complaints and Feedback are managed for all council areas through the Corporate Governance Team (CGT) to ensure that comments, complaints, concerns, and compliments are dealt with in an independent and consistent way across the council.

Complaints about adult and children's social care services are dealt with under two separate pieces of legislation:

- The Children Act 1989 Representations Procedure (England) Regulations 2006
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Complaints about other council services are dealt with under the council's 4cs procedure for Complaints, Concerns, Comments and Compliments. This procedure was designed using the guidance and good practice specified in the statutory procedures and by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS).

It is essential that all teams delivering services (including the contractors or providers of services on our behalf) formally capture and record complaints. It is only by doing so that complaints can be tracked and where things have gone wrong, managers can ensure that matters are put right. Senior managers and the CGT therefore regularly encourage teams to recognise complaints and report these to the CGT.

Staff continue to work based mainly from home, with some office working, including for team, and training sessions. Staff however continue to be available to attend appropriate venues as needed to complete their work. It is considered these arrangements have a positive impact on service provision, with staff having the flexibility to speak to customers, key staff, and managers, at a time and in a manner convenient to them and appropriate for the circumstances of the contact.

It has given team members and senior managers the ability to work more closely to respond to and resolve complaints, with the CGT providing advice to managers about appropriate remedies and responses for managers to then consider and agree or amend.

This has resulted in the ability to provide responses to the complainants' satisfaction more quickly and to provide thorough responses and explanations to explain the council's actions regardless of whether the complaint is upheld or not.

2 Ombudsman Investigations and Annual Review Letter

The Local Government and Social Care Ombudsman (LGSCO) is the council's regulator and following the conclusion of the relevant complaints' procedure, can investigate complaints about council services.

The exception to this is that the Housing Ombudsman Service (HOS) is the regulator for most housing related services and the Information Commissioner's Office (ICO) is the regulator for all information governance complaints, including complaints about data breaches, and responses to requests under the Data Protection Act, General Data Protection Regulation, Freedom of Information Act and Environmental Information Regulations.

The LGSCO provides an annual review letter about the council covering April to March each year. This includes tables presenting the number of complaints and enquiries received about the council and the decisions the LGSCO has made during the reporting period. This is to help us assess our performance in handling complaints. It includes the number of cases where the LGSCO's recommendations remedied the fault and the number of cases where they decided we had had offered a satisfactory remedy during our local complaints process. In these latter cases the LGSCO provides reassurance that we had satisfactorily attempted to resolve the complaint before the person went to them.

The LGSCO received 71 cases about the council in April 2021 to March 2022 with 71 cases being concluded within this time. (This includes cases which may have been received but not concluded in the previous reporting period). Of the 71 cases, 22 were considered as a detailed investigation and of these 19 were upheld.

LGSCO Total Decided Cases

LGSCO decided cases	2020 - 2021		2021 - 2022	
	How many?	% Rounded down to whole number	How many?	% Rounded down to whole number
Closed after initial enquiries	17	39%	29	40%
Referred for local resolution	6	14%	14	19%
Advice given	1	2%	4	5%
Incomplete/invalid	1	2%	2	2%
Not upheld – detailed investigations	7	16%	3	4%
Upheld – detailed investigations	12	27%	19	26%
Total	44		71	

The LGSCO's 19 upheld decisions had the following remedies

Remedy	Number
Apology	1
Apology, Financial redress: Avoidable distress/time and trouble	1
Apology, Financial redress: Avoidable distress/time and trouble, financial redress: Loss of service	1
Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss	1
Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Procedure, or policy change/review, provide services to person affected	1
Apology, Financial redress: Avoidable distress/time and trouble, new appeal/review, or reconsidered decision	1
Apology, Financial redress: Avoidable distress/time and trouble, provide information/advice to person affected, Procedure or policy change/review	1
Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	1
Apology, Financial Redress: Quantifiable Loss	1
Apology, New appeal/review, or reconsidered decision, Provide training and/or guidance	1
Apology, provide information/advice to person affected, Provide training and/or guidance	1
Financial redress: Avoidable distress/time and trouble	1
Financial redress: Avoidable distress/time and trouble, provide services to person affected, provide services/information to others affected	1
No remedy recommended	6
Total	19

The details of the 19 upheld cases are shown at Annex 1 at the end of this report. The points of particular importance in the Ombudsman's annual letter and published performance from this year are:

- 86% of all detailed investigation were upheld. This compares to an average of 64% in similar authorities. However, when considered from all decided cases it is 26% were upheld

- In 100% of cases the Ombudsman were satisfied that the authority has successfully implemented their recommendations. This compares to an average of 99% in similar authorities.
- In 11% of upheld cases the Ombudsman found the authority had provided a satisfactory remedy before the complaint reached the Ombudsman. This compares to an average of 12% in similar authorities. In practice this means that although the Ombudsman found there had been fault, the authority had already acknowledged this and provided an appropriate remedy. The aim of the complaints team is to identify and offer appropriate remedies where fault has occurred.

Further details from the LGSCO's annual report with the breakdown of cases they dealt with, and the outcomes found for this reporting period are included at annex 1.

In 2021 to 2022 there were 3 cases determined by the HOS. Of these:

- 1 was upheld as service failure without a public report – the council complied with all actions.
- 1 was resolved with early intervention/resolution – the council apologised, completed repairs, and paid £150.00
- 1 was closed as no maladministration

3 What is a Complaint?

A complaint is an expression of dissatisfaction however made, about the actions, decisions, or apparent failings of a local authority's social services provision, and/or the level or nature of a council service or policy, which requires a response. If it is possible to resolve the complaint immediately this does not need to be logged through the complaint procedure.

A complaint is not a request for a service that is made for the first time. For example, if a customer complains that a streetlight is not working, we will treat it as a service request that we aim to fulfil by repairing it within the service level agreement. If we then fail to repair it within that timescale, and the customer is still unhappy, it should then be defined and treated as a complaint

4 Effectiveness of the Procedures

The CGT offer and proactively encourage all staff and managers to participate in regular training and awareness raising, about the complaints and feedback procedures.

In addition to this, guidance is provided to assist managers in children's and adult services with completing thorough investigations and comprehensive responses including on a case-by-case basis. We have continued to work with the providers of our independent investigators, who have knowledge and experience of complaints across several authorities to ensure our practice and guidance is effective and appropriate to fulfil our obligations and ensure best practice in complaints handling.

When managers in adult and children's services provide a response to a complaint, they are asked to record what will be done to resolve it, what lessons have been learnt and what action will be taken to improve services and avoid problems being repeated, which is also in place for corporate complaints. The CGT proactively monitor the completion of both action plans and lessons learned.

A summary of the information received regarding the lessons learnt and action taken is included in this report at sections 23, 39 and 48.

5 Themes

The main themes this year continue to include the quality and timeliness of communication. Several complaints are logged as Lack of Action, where information had not been provided, or calls and requests for contact have not been returned.

6 Cost of delivering the complaints procedure including the corporate procedure:

There are ongoing costs attached to delivering an efficient and effective complaints service. These costs should be seen against the inherent costs of not providing this service. These may include customer dissatisfaction escalating, an increase in number of and amount awarded as financial remedies being recommended by the LGSCO, increased judicial reviews and non-compliance with legislation.

The total actual spends for the full service including the Information Governance provision, salary and on-costs was £363,727.

The financial remedies payments made as part of the three different complaints procedures are provided at sections 21, 36 and 49 later of this report.

The council must provide investigating officers and independent people for social care complaints where required and the costs for this in this reporting period was £34622 compared to £60424 last year. This includes the core costs for the service provision. It is noted this is significantly lower than the previous year. It is considered this is due to the work to improve the quality and timeliness of

responses in children's services in the previous year. However as this has not been maintained it is anticipated this will increase in the next reporting period.

The CGT has however continued to work with the agency and managers to better understand and manage these costs without impacting on the thoroughness or independence of the investigation. This has included looking at improving the efficiency around provision of information and arrangements for interviews with staff.

Annual Children's Social Care Complaints and Representations Report April 2021 – March 2022

7 Context

The following information relates to complaints made during the twelve months between 1st April 2021 and 31st March 2022 for children under the Children Act 1989 Representations Procedure (England) Regulations 2006.

It is noted there has been an increase in the number of complaints which were responded to late and a number which did not receive a response. This is a concern, and the Corporate Governance Operational Manager (CGOM) is working with managers to return to and build on the improvements made in the previous reporting period.

The CGOM has made several requests to be invited to team sessions to provide feedback, lessons learnt and awareness raising. Although the CGOM has been invited to regular meetings with some managers, there has been no response to requests to meet with staff teams in this reporting period. This remains a concern which needs to be addressed, to ensure learning and awareness about the importance of responding appropriately to concerns is shared, to improve customer experience and reduce the need for avoidable complaints and ensure they are dealt with fully, without the need for them to be escalated to a higher stage unnecessarily.

The CGGM is now working with the recently appointed Corporate Director and Director of Safeguarding, to ensure awareness and learning can be shared with all staff to make improvements, which it is hoped will be reflected in the next reporting period.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded, and these are:

Compliments received

14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22
3	23	6	17	22	22	59	21

The CGT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure we can provide an accurate picture of our customers' experiences of the services they receive.

The compliments received include:

- Social worker wonderful, quick to answer, sorted out holiday and overnight respite
- Thanks to social worker for all their support with the family
- Thanks to worker for all their help with Children in Need and family
- Thanks, from a judge for all the preparation and hard work on the case
- Thanks for all the time spent helping the family
- Thanks for patience, kindness, help and advice
- Worker great moving things forward, supporting adoption process, valued support & input
- appreciated wonderful support
- Thanks for support of foster carer, values support of children as well & detailed feedback in review

The legislation makes it clear that people should be able to provide feedback and have this responded to, without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

The number of concerns, comments and requests received in this period were:

Numbers of Concerns, Comments and Requests

14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22
6	14	11	26	20	33	29	19

A concern is logged when someone wants to tell us about a problem, without wanting this to be considered as a complaint.

A comment or request is logged when someone suggests, or request. This is then passed to the appropriate person to respond to the issues being raised. If a person remains dissatisfied after receiving a response, this would then be logged as a complaint.

8 Who can make a Complaint?

- Any child or young person (or a parent, or someone who has parental responsibility) who is being looked after by the local authority or is not looked after by them but is in need.
- Any local authority foster carer (including those caring for children placed through independent fostering agencies).
- Children leaving care
- Special Guardians

- A child or young person (or parent) to whom a Special Guardian order is in place.
- Any person who has applied for an assessment under section 14F (3) or (4).
- Any child or young person who may be adopted, their parents and guardians.
- Persons wishing to adopt a child.
- Any other person whom arrangements for the provision of adoption services extend.
- Adopted persons, their parents, natural parents and former guardians and such other person as the local authority consider has sufficient interest in the child or young person's welfare to warrant their representations being considered by them.

Where a complaint is received from a representative on behalf of a child or young person, we will, where appropriate, confirm that the child or young person is happy for this to happen and that the complaint received reflects their views.

The CGOM in consultation with relevant operational managers will decide whether the person is suitable to act in this capacity and has sufficient interest in the child's welfare. If it is decided that a person is not suitable to act as a representative for a child, they will be informed of the decision in writing by the CGOM. The complaint will then fall outside the statutory procedure. They will however be able to complain through the 4Cs corporate complaints procedure.

Complaints may also be made by adults relating to a child or young person but are not being made on their behalf. The CGOM in consultation with operational managers will decide whether the person has sufficient interest in the child's welfare for the complaint to be considered. The child may also be consulted as part of the decision-making process.

9 Grading of Complaints

Complaints are graded following an assessment of issues including severity, complexity, risk to the customer and other customers, risk to the authority, history of similar complaints and likelihood of future similar complaints. Other considerations include, the outcomes wanted to resolve the complaint, who is best placed to consider and effectively respond to the complaint and the complainant's views of how the complaint should be dealt with.

Stage One.

Is dealt with by line managers of the service area the complaint concerns, this includes where the service is being provided on behalf of the council by an external contractor. The expectation is that the managers will have the knowledge and

understanding of the issues and delegated responsibility to be able to resolve complaints at this stage quickly, without the need for an in-depth formal investigation.

The legislation requires complaints at stage one to be responded to within 10 working days. This can be extended for a further 10 working days in some circumstances, for example where further time is needed to arrange an advocate, or where staff may be away from work. This can only be extended with the agreement of the complainant.

Stage Two.

This stage is implemented where the complainant is dissatisfied with the findings of stage one, or where it is assessed as being appropriate to be considered and responded to at this stage, due to issues including the severity, complexity, or risk. Stage two requires an investigation conducted by either an internal manager who has not had any previous involvement in the complaint and has no line management responsibility for the area being complained about, or an external investigating officer. The Director of Children's Safeguarding adjudicates on the findings of the investigation.

The council must offer an advocate to assist children and young people in making a complaint and appoint an Independent Person to oversee the investigation process at this stage. Stage two complaints falling within the social services statutory complaints procedures should be dealt with in 25 days, although in certain cases this can be extended to 65 days.

Stage Three.

The third stage of the complaints process is the review panel. Where complainants wish to proceed with complaints about statutory social service functions, the council is required to establish a complaints review panel. The panel makes recommendations to the Corporate Director of Children and Education, who then decides and provides a written response on the complaint and any action to be taken.

Complaints review panels must be made up of 3 independent panellists. There are various timescales relating to stage three complaints. These are:

- setting up the panel within 30 working days.
- producing the panel's report within 5 working days of the panel; and
- producing the local authority's response within 15 days following receipt of the report.

A further option for complainants is the LGSCO who is empowered to investigate where it appears that a council's own investigations have not resolved the complaint. Complainants can refer their complaint to the LGSCO at any time, although the Ombudsman normally refers the complaint back to the council, unless the council has been given sufficient opportunity to consider and respond to the complaint.

10 Activity

The CGT recorded 42 complaints under the children's social care procedure during the year, compared with a total of 55 last year.

An additional 4 complaints were received through the 4Cs corporate complaints procedure, compared to 1 in the previous year.

11 Total complaints made:

Of the 42 complaints dealt with:

- 31 were investigated at stage one of the social care procedures,
- 3 progressed to stage two, with 1 of these being from the previous reporting period.
- 10 complaints in total heard at stage two with 7 of these being moved straight to stage 2, due to their complexity and or severity.
- 1 complaint was raised at stage 3, but not pursued to the panel.

12 Comparison with the preceding year

The numbers of complaints being received are small and typically fluctuate each year and this is typical of social care complaints received across Yorkshire and Humberside. The figures show a decrease of 24% for this reporting period. The reasons for this are noted in the following information.

13 Outcomes of Complaints – total

	2017-2018	2018-2019	2019 - 2020	2020 - 2021	2021-2022
Upheld	4	6	19	8	3
Partly upheld	10	19	27	17	11
Not upheld	20	14	12	16	12
Not proved	0	0	2	-	-
Not pursued	2	5	14	9	5
No response	2	-	16	2	9
Ongoing	2	0	1	3	2
Total	40	44	91	55	42

14 Response Times

A key requirement of complaints procedures is to ensure that individuals are informed of the outcome of their complaints, in an appropriate time frame.

The timescales in working days for children's social care complaints as set out in the regulation are:

- 10 days at Stage 1 (with a further 10 days for more complex complaints or additional time if an advocate is required).
- 25 days at Stage 2 (with maximum extension to 65 days).
- 20 days for the complainant to request a Review Panel.
- 30 days to convene and hold the Review Panel at Stage 3.
- 5 days for the Panel to issue its findings: and
- 15 days for the local authority to respond to the findings.

Details of Complaints by stage

15 Stage One Complaints

There were 31 stage one complaints compared to 41 last year.

We are pleased to note that as expected the numbers during this reporting period have reduced since the previous year.

Although it is not considered receiving larger numbers of complaints is always a negative, because this can show that the procedure is accessible, and customers are supported to make complaints which provide invaluable feedback.

These have been categorised as follows:

Stage One - Theme of complaint

	2018 – 2019	2019 - 20	2020 - 21	2021 - 22
Attitude of staff		-	-	1
Disagree with Policy	1	-	1	1
Disagree with Assessment	9	13	7	5
Discrimination	1	-	-	-
Inappropriate Action	12	32	10	5
Lack of Action	6	22	9	11
Quality of Advice/ Communication	5	5	14	8
TOTAL	34	72	41	31

You will note that the lack of action is the highest theme this year and higher than in previous years. However, this includes failings in communication and this theme remains the highest area of complaint.

Stage One - Responding in time performance

	2017 - 2018	%*	2018 - 2019	%*	2019 - 2020	%*	2020 - 2021	%*	2021 - 2022	%*
Within 10 days	24	80%	17	50%	31	43%	20	49%	11	35%
Within 20 days	5	17%	12	34%	8	11%	6	15%	1	3%
Over 20 days	0	-	1	2%	20	28%	7	17%	16	52%
Not Pursued	1	3%	4	11%	13	18%	8	19%	3	10%
TOTAL	30		34		72		41		31	

*% figures are rounded to the nearest whole number

We are concerned about the number of complaints where responses were sent late to the customer and where no response was received by the Corporate Governance Team (CGT) at this stage.

We are aware that where the complaint is recorded as no response sent, managers may have responded verbally to customers and not updated the CGT team. It is also possible managers may have sent written responses and not forwarded these to the CGT. It is however of the utmost importance that the CGT are updated with the progress of complaints. This is so that performance in this area can be monitored and reported accurately.

The significant objective of complaints is so that actions can be identified to resolve the complaint for the customer and lessons learnt to improve service. The CGT continues to remind managers of the importance of ensuring they are updated on the outcome of complaints and are provided with responses, so that the council can ensure appropriate lessons are learnt, actioned, and reported.

Stage One - Outcomes

	2017 - 2018	%*	2018 - 2019	%*	2019 - 2020	%*	2020 - 2021	%*	2021 - 2022	%*
Upheld	3	10%	3	8%	16	22%	8	19%	3	10%
Partially Upheld	7	23%	14	41%	15	21%	7	17%	7	22%
Not Upheld	16	53%	13	38%	10	14%	16	39%	9	29%
Not Proven	0	-	0	-	2	3%	0	-	0	-
Not Pursued	2	7%	4	11%	13	18%	8	19%	3	10%
No response	2	7%	-	-	16	22%	2	5%	9	29%
TOTAL	30		34		72		41		31	

*% figures are rounded to the nearest whole number

16 Stage Two Complaints**Stage Two - Theme of Complaint**

	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022
Attitude of staff	-	-	-	-	-
Disagree with Policy	-	-	-	-	-
Disagree with Assessment	1	3	6	1	-
Discrimination	-	-	-	-	-
Inappropriate Action	4	3	6	6	4
Lack of Action	3	4	4	2	3
Quality of Advice/ Communication	2	-	1	-	3
TOTAL	10	10	17	9	10

Stage Two – Responding in time performance

	2017 - 2018	%*	2018 - 2019	%*	2019 - 2020	%*	2020 - 2021	%*	2021 - 2022	%*
Within 25days	6	60%	1	10%	3	17%	2	21%	0	-
Within 65 days	0	-	2	20%	3	17%	-	-	0	-
Over timescale	4	40%	6	60%	9	51%	4	44%	7	70%
Not Pursued	0	-	1	10%	1	6%	-	-	1	10%
Ongoing	0	-	-	-	1	6%	3	33%	2	20%
TOTAL	10		10		17		9		10	

It is noted for all but the complaint, which was not pursued, all responses at this stage were “over the timescale”. It is important to remember, complaints at this

stage are often complex, with several elements and there may also be the need to arrange advocates and appointments with both staff and complainants, particularly at adjudication.

It is however noted that many of the responses at this stage in this reporting period, had further delays following the departure of the previous Assistant Director, who would normally have responded to these complaints. This coincided with the Corporate Director post also being vacant. There were then significant difficulties identifying managers to take on the responsibility of the Adjudicating Officer and providing responses. This also impacted on the ability to provide appropriate updates to complainants, and we are aware this led to further upset and frustration for complainants.

The importance of keeping complainants up to date especially where there are delays in responding to their complaints, cannot be overstated. The CGT is working with the newly appointed Corporate Director and Director, as well as other managers to ensure this is improved for the current reporting period.

Stage Two Outcomes

	2017 -	%*	2017 -	%*	2019 -	%*	2020 -	%*	2021 -	%*
	2018		2018		2020		2021		2022	
Upheld	-		3	30%	2	12%	-	-	-	
Partially Upheld	3	30%	5	50%	11	65%	6	67%	4	
Not Upheld	3	30%	1	10%	2	12%	-	-	3	30%
Not Pursued	2	20%	1	30%	1	6%	-	-	1	10%
No response sent	2	20%	-	-	-	-	-	-	-	
Ongoing	-		-	-	1	6%	3	33%	2	20%
TOTAL	10		10		17		9		10	

The CGT continued to work to ensure that complaints at this stage were not forgotten about and responses were provided, regardless of the time this took to achieve.

17 Stage Three Complaints

There was 1 children's stage three complaint, compared with 5 in the previous reporting period. It is considered this is because of the improvements in the quality and timeliness of responses made in the previous reporting period and that as these improvements have not continued it is likely the number of stage 3 complaints in the next reporting period will increase.

The process at stage three of the Children's Social Care Complaints Procedure is an independent review panel that will consider whether the investigation, findings, and recommendations at stage two, were thorough, logical, and fair. The Panel

then provides a report to the Corporate Director of Children and Education with their conclusions and any recommendations considered appropriate. The Corporate Director would then respond confirming whether they agree with the conclusions and any recommendations made.

Stage Three - Theme of Complaint

	2018 -2019	2019 - 2020	2020 - 2021	2021 -2022
Attitude of staff	-	-	-	-
Disagree with Policy	-	-	-	-
Disagree with Assessment	-	-	-	--
Discrimination	-	-	-	
Inappropriate Action	-	-	4	1
Lack of Action	-	2	1	
Quality of Advice/ Communication	-	-	-	-
TOTAL	-	-	5	1

Stage Three - Responding in time performance

	2018 - 2019	%*	2019 - 2020	%*	2020 - 2021	%*	2021 - 2022	
Within 15 days	-	-	1	50%	3	60%	-	-
Over 15 days	-	-	1	50%	1	20%	-	-
Not Pursued	-	-	-	-	1	20%	1	100%
TOTAL	-	-	2		5		1	

Stage Three Outcomes

	2018 - 2019	%*	2019 - 2020	%*	2020 - 2021	%*	2021 - 2022	
Upheld	-	-	1	50%	-	-	-	1
Partially Upheld	-	-	1	50%	4	80%	-	1
Not Upheld	-	-	-		-	-	-	1
Not Pursued	-	-	-		1	20%	1	100%
No response sent	-	-	-		-	-	-	-
Ongoing	-	-	-		-	-	-	-
TOTAL	-	-	2		5		1	

In addition to the information given above for complaints made through the children's' social care complaints procedure, 1 complaint was received as a 4cs corporate grade one and three as a corporate grade 2. Complaints are dealt with under the corporate procedure when the complainant is not complaining with the consent of the customer, or it is considered they are not complaining in the customer's best interest.

18 Percentage escalation

The following table indicates how many complaints in children's services have been escalated. By measuring these figures as a percentage, we can gauge the implied customer satisfaction levels.

Percentage escalation

	Number	% Escalated to next stage	% Implied customer satisfaction
Stage 1 to Stage 2	2 of 31 (1 was from previous reporting period)	6%	94%
Stage 2 to Stage 3	0 of 1 (the stage 2 was from the previous reporting period)	0%	100%

It is important to note that whilst only a small number of complaints have escalated in this reporting period, the implied customer satisfaction needs to be considered alongside the next reporting period.

19 Equalities Monitoring Information

Following the guidance produced by the Department of Health and the Department for Education and Skills, we must seek to identify who is making complaints to get a greater understanding of them. The following information was provided:

Gender

	2017 - 2018	2018 - 2019	2019 - 2020	2020 - 2021	2021 - 2022
Male	10	15	17	24	14
Female	25	26	64	29	27
Male & Female	5	3	0	2	1
Not stated	-	44	0	55	42

20 Who made the complaints

- 5 complaints were made by a child or young person via an advocate.
- 1 complaint was made by family or friends on behalf of a child or young person.
- 36 complaints were made by adults about the service provided to them.

The CGOM is aware most complaints about Children's Services are not made by children or young people receiving a service. To ensure that children are aware of and are supported to use the complaints and feedback procedure, the team works closely with the Children's Rights team and where appropriate, other support and advocacy services and others making a complaint on behalf of a child or young person.

The council has a statutory obligation to offer advocacy support to any child or young person making a complaint and the Children's Rights team make people aware of the options available for raising comments, concerns, complaints, and compliments and provide advocacy support to assist with this where requested.

The CGT are also available to attend meetings with staff members, children, and young people and on occasions foster carers to raise awareness of and understanding about how people can use the procedure.

21 Costs and Payments

The council has an obligation to ensure independence in the children's social care complaints procedure. This includes a requirement for:

- A person independent of the council to oversee all complaints at stage two made by children and young people.
- To ensure the investigator at stage two has not had any involvement in the complaint or line management responsibility for the services being complained about.
- To have a panel of 3 independent people at stage three.

These costs can be found in the section 6.

In addition to this the council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that:

- the LGSCO would find that there has been maladministration by the council causing injustice to the complainant; and
- the LGSCO would recommend that financial recompense should therefore be paid to the complainant.

Details of payments:

Delays in responding to stage 2 complaint and time and trouble having to pursue to Ombudsman. Time and trouble of having to pursue a complaint to stage 3	£100.00
Total	£100.00

22 Alternative Dispute Resolution

It is important to note that the Department for Education and Skills Guidance makes it clear that nothing in the procedure should preclude Alternative Dispute Resolution and that if agreed by both complainant and the CGOM, the council should explore this option.

Possible alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

23 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint. Some of the types of action the council has undertaken to resolve complaints have been issuing apologies, meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place. This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date. The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has included the agreement to undertake the following actions, in addition to apologies and financial recompense:

- Reminder to all staff of the importance of providing contact details to wider family members who are supportive of parents involved with Children Social Services, and the importance of recording the views of family members.
- Held a lesson learned exercise for all frontline staff, to ensure that children in social care are provided with the necessary information and support when moving from children services to adult social care especially where issues arise in respect of allocation of social workers and drift is experienced.
- Met with family to give assurances that their concerns have been heard.
- Developed a communication plan with details about what can and what can't be shared.
- Reminder to staff of the importance of sharing minutes of core group and case conference minutes with parents and carers in a timely manner.
- Review of case file quality assurance procedures to ensure statutory social worker visits and diary notes to looked after or Child Protection casework is carried out and recorded correctly.
- Development of a Pathway Plan
- Reminder about the importance of good communication

Annual Adult Social Care Complaints Report April 2021 to March 2022

24 Context

This report provides information about complaints made during the twelve months between 1st April 2021 and 31st March 2022 for adults under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

It is noted that several complaints related to delays and errors relating to assessments, reviews and care provision and charges.

Whilst there have not been many complaints about transition arrangements for people moving from children to adult services, the CGOM is aware of the concern, upset and frustration for complainants, these will cause. This is particularly the case where complaints have needed to be escalated to the LGSCO to be resolved. One complaint from this reporting period needed to be escalated to the LGSCO, the outcome will be included in the next reporting period (April 2022 – March 2023). However, this was upheld by the LGSCO. The Corporate Director of Adult Social Care and Integration is aware of this and is working to improve transitions planning and will liaise with managers in children's services as part of this work.

All timescales contained within this report are for working days. The structures for reporting have changed and are reflected in the reporting for adult service as shown in the below tables.

In addition, the numbers of compliments are also recorded were:

	18/19	19/20	20/21	21/22
Be Independent	-	1	4	1
Commissioning & Contract Management	1	-	1	-
Community Provision	7	22	10	6
Joint Commissioning	-	-	-	-
Assessment	16	10	9	-
Care Homes	9	6	5	-
Mental health Safeguarding & DOLS	4	3	19	18
Learning Disability	-	-	-	1
Older People	-	-	-	11

The CGT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure that we can provide a true picture of our customers' experiences of the services they receive.

The compliments received included:

- Thank you for assistance with process and support
- thank you for your help with a housing application you were very helpful
- Doing a marvellous job
- Thank you for efforts regarding breakdown cost
- Thank you for providing excellent support and been an absolute marvel
- really appreciate social worker's support
- Helpful, clear, and thorough in how dealt with the issues
- Really supportive, has been reliable and easy to communicate with
- Thank you very much for all the care and attention
- Thanks to Be Independent for call out services.
- Thanks for help to assist relative to stay at home for so long and the peace of mind it has given
- Thanks for being kind, caring, friendly, efficient, and professional, help has improved many lives
- Thank you for help with shopping service, its marvellous and without this, does not know how they would have managed

The legislation makes it clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

Number of Concerns, Comments and Requests received

	18/19	19/20	20/21	21/22
Be Independent	-	1	-	-
Commissioning & Contract Management	4	2	2	-
Commissioning Provision	-	-	2	-
Joint Commissioning	-	-	-	-
Assessment	3	10	2	-
Care Homes	5	3	2	-
Community Provision	8	8	3	7
Mental health Safeguarding & DOLS	11	9	5	9
Learning Disability				1
Older People				5

25 Who can make a Complaint?

Someone who:

- The local authority has a power or duty to provide or secure the provision of a social service for him/her and
- His/her need for such a service has (by whatever means) come to the attention of the Authority.

This definition also applies to a person acting on behalf of someone who meets the above requirements.

A complaint can be made by a representative where the CGOM receives permission from the eligible person, usually in writing, giving their permission for the representative to make the complaint on their behalf. A representative will also be able to make a complaint where the eligible person is not capable of making the complaint themselves, this includes when they have died.

The CGOM will decide if a person is suitable to act as a representative, if it is decided they are not acting in the eligible person's best interests, they will inform them in writing of the reasons for this.

If a customer is not eligible under the terms of the Act, they will always be able to have their complaint looked at under the council's 4Cs corporate complaints procedure.

26 Grading of Complaints

The Department of Health designed the following tool to assess the seriousness of complaints and decide the relevant action:

Step 1: Decide how serious the issue is

Seriousness	Description
Low	Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care. OR Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation.
Medium	Service or experience below reasonable expectations in several ways, but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation.
High	Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation, and so require investigation. Possibility of litigation and adverse local publicity.

	<p>OR</p> <p>Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct, or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.</p>
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Step 2: Decide how likely the issue is to recur

Likelihood	Description
Rare	Isolated or 'one off' – slight or vague connection to service provision.
Unlikely	Rare – unusual but may have happened before.
Possible	Happens from time to time – not frequently or regularly.
Likely	Will probably occur several times a year.
Almost certain	Recurring and frequent, predictable.

Step 3: How to categorise the risk

Seriousness	Likelihood of recurrence				
	Rare	Unlikely	Possible	Likely	Almost Certain
Low	Low				
		Moderate			
Medium					
			High		
High				Extreme	

The CGT grades the complaints as:

- Low = Green - Can be resolved locally
- Medium = Amber - Needs a response from the Corporate Director
- High = Red - Needs a response from the Corporate Director

Complainants are contacted by the CGT to design a complaints plan and agree an appropriate response timescale. This is often done through an acknowledgment letter requesting the complainant to confirm the council's understanding of the complaint and the timescale for response.

Following the response, a complainant can ask the Local Government and Social care Ombudsman (LGSCO) to investigate if they remain dissatisfied.

27 Activity

The CGT recorded 42 complaints under the adult social care procedure during the year 2021 – 2022, compared with a total of 28 the previous year.

In addition to the above there were three grade 1 and two grade 2 complaints about adult social care services made under the corporate 4Cs procedure.

Complaints are dealt with under the corporate 4Cs procedure when the complainant is not complaining with the consent of the customer, or it may be considered they are not complaining in the customer's best interest.

28 Comparison with the preceding year

The figures show an increase in the number of complaints received in 2021 – 2022 through the adults' social care procedures.

29 Outcomes of complaints:

	2017 - 2018	2018 - 2019	2019 - 2020	2020 – 2021	2021 - 2022
Upheld	4	4	15	6	7
Partly upheld	8	11	12	6	13
Not upheld	6	5	16	13	17
Not proved	1	0	1	0	0
Not pursued	1	1	3	0	1
No response	1	0	6	3	4
Ongoing	0	0	0	0	0
Total	21	21	53	28	42

30 Response Times

A key requirement of the reform of complaints procedures is the importance of informing service users of the outcome of their complaints, in an appropriate time frame.

The Department of Health guidance on deciding how long it should take to respond to a complaint states:

“If someone makes a complaint, your organisation has to acknowledge it within three working days. The person making the complaint will want to know what is being done – and when. However, accurately gauging how long an issue may take to resolve can be difficult, especially if it is a complex matter involving more than one person or organisation. To help judge how long a complaint might take to resolve, it is important to:

- *address the concerns raised as quickly as possible*
- *stay in regular contact with whoever has complained to update them on progress*
- *stick to any agreements you make – and, if for any reason you can't, explain why.*

It is good practice to review any case lasting more than six months, to ensure everything is being done to resolve it.”

Details of Complaints

31 Green Complaints

There were 34 complaints graded as Green in adult services compared to 23 last year.

It is however noted 4 complaints received no response and the CGT are continuing to work with managers to ensure all complaints receive a response.

Complaints graded at this level were categorised as follows:

BI	= Be Independent
CCM	= Commissioning & Contract Management
Commis Provision	= Commissioning Provision
JC	= Joint Commissioning
A	= Assessment
CH	= Care Homes
Com Provision	= Community Provision
MH/S/DOLS	= Mental health Safeguarding & DOLS
LD	= Learning Disability
OP	= Older People

Green Theme of complaint

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	-	-	-	-	-	-	-
Disagree with Policy	-	-	-	-	-	-	-	-	-	-	-
Disagree with Assessment	-	-	-	-	-	-	1	5	3	-	9
Discrimination	-	-	-	-	-	-	-	-	-	-	-
Inappropriate Action	-	-	-	-	-	-	2	3	2		7
Lack of Action	-	-	-	-	-	-	1	4	1	3	9
Quality of Advice/ Communication	-	-	-	-	-	-	1	4	1	3	9
TOTAL	-	-	-	-	-	-	-	-	-	-	34

It is not uncommon for the category disagree with assessment to receive the most complaints. It is also noted many complaints relate to the quality of advice or communication. It is considered this is because of the work by the CGT to more accurately identify when complaints have arisen through lack of contact or poor quality of communication.

It is also noted that 4 complaints did not receive any response, which is an increase from 3 in the last reporting period. This is something which will continue to be brought to the attention of senior managers to assist with improving this for future complaints.

Green Response Times

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Within 10 days	-	-	-	-	-	-	4	9	1	5	19
Within 25 days	-	-	-	-	-	-	1	4	1	2	8
Over 25 days	-	-	-	-	-	-	-	3	-	3	6
Not Pursued	-	-	-	-	-	-	-	-	-	1	1
TOTAL	-	-	-	-	-	-	5	16	2	11	34

It is important to remember that the legislation and guidance for adults does not prescribe actual timescales for responses. However, we do manage and monitor performance in this area using best practice across the different complaints' legislation and guidance. The above table highlights that we are responding to

most complaints at this stage within the shortest timescale. However, it is noted that 4 complaints did not receive a response.

Green Outcomes

	BI	CCM	Commis s Provisi on	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Upheld	-	-	-	-	-	-	1	1	3	-	5
Partially Upheld	-	-	-	-	-	-	1	8	1	2	12
Not Upheld	-	-	-	-	-	-	3	5	1	3	12
No Response	-	-	-	-	-	-	-	2	-	2	4
Not Pursued	-	-	-	-	-	-	-	-	-	1	1
TOTAL	-	-	-	-	-	-					34

32 Amber Complaints

There were 5 complaints graded as Amber in adult services the same number as for last year.

Amber Theme of Complaint

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	-	-	-	-	-	-	-
Disagree with Policy	-	-	-	-	-	-	-	-	-	-	-
Disagree with Assessment	-	-	-	-	-	-	-	1	-	-	1
Discrimination	-	-	-	-	-	-	-	-	-	-	-
Inappropriate Action	-	-	-	-	-	-	-	1	-	1	2
Lack of Action	-	-	-	-	-	-	-	1	-	-	1
Quality of Advice/ Communication	-	-	-	-	-	-	-	1	-	-	1
TOTAL	-	-	-	-	-	-	-	4	-	1	5

Amber Response Times

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Within 25days	-	-	-	-	-	-	-	2	-	1	3
Within 65 days	-	-	-	-	-	-	-	1	-	-	1
Over timescale	-	-	-	-	-	-	-	1	-	-	1
Not Pursued	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	-	-	-	-	-	4	-	1	5

Amber Outcomes

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Upheld	-	-	-	-	-	-	-	-	-	1	1
Partially Upheld	-	-	-	-	-	-	-	1	-	-	1
Not Upheld	-	-	-	-	-	-	-	3	-	-	3
No Response	-	-	-	-	-	-	-	-	-	-	-
Not Pursued	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	-	-	-	-	-	4	-	1	5

33 Red Complaints

There were 3 complaints graded Red in adult services, compared to 0 last year.

Red Theme of Complaint

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Attitude of staff	-	-	-	-	-	-	-	-	-	-	-
Disagree with Policy	-	-	-	-	-	-	-	-	-	-	-
Disagree with Assessment	-	-	-	-	-	-	-	1	-	-	1
Discrimination	-	-	-	-	-	-	-	-	-	-	-
Inappropriate Action	-	-	-	-	-	-	-	-	-	-	-
Lack of Action	-	-	-	-	-	-	-	1	-	-	1
Quality of Advice/ Communication	-	-	-	-	-	-	1	-	-	-	1
TOTAL	-	-	-	-	-	-	1	2	-	-	3

Red Response Times

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Within 25days	-	-	-	-	-	-	1	1	-	-	2
Within 65 days	-	-	-	-	-	-	-	1	-	-	1
Over timescale	-	-	-	-	-	-	-	-	-	-	-
Not Pursued	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	-	-	-	-	1	2	-	-	3

Red Outcomes

	BI	CCM	Commis Provision	JC	A	CH	Com Provision	MH S DOLS	LD	OP	Total
Upheld	-	-	-	-	-	-	-	1	-	-	1
Partially Upheld	-	-	-	-	-	-	-	-	-	-	-
Not Upheld	-	-	-	-	-	-	1	1	-	-	2
No Response	-	-	-	-	-	-	-	-	-	-	-
Not Pursued	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	-	-	-	-	-	1	2	-	-	3

34 Equalities Monitoring Information

Following the guidance and best practice, it is important to understand who is making complaints and so we seek to identify who is making complaints. Only the following information was provided:

Gender

Male:	14
Female:	28
Male and Female:	0

35 Who made the complaints

- 24 complaints were received directly from a customer
- 15 complaints were made by a family member
- 3 complaints were made by an advocate

36 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that the LGSCO would find that there has been maladministration by the council causing injustice to the complainant with a recommendation that financial recompense should therefore be paid to the complainant.

Detail of payments made

Repayment of 12-week disregard costs	£761.01
Reimbursement and waive of care costs and time and trouble	£1513.77
Refund of overpaid care charges	£5886.00
Removed from invoice for care costs	£489.58
Total	£8650.36

37 Alternative Dispute Resolution

It is important to note that the complaints regulations and guidance for adult social care complaints are that a plan needs to be agreed between the complainant and the CGOM about how the complaint will be dealt with and responded to, what outcomes are wanted and what can be realistically achieved.

Possible alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

38 Complaints dealt with by the local authority and NHS Bodies

The CGT works with contracted agencies and statutory agencies to identify the main themes concerned in a complaint. Informal agreements are in place to provide the customer with a co-ordinated response with the agency responsible for the provision of the main areas of complaint taking the lead with co-operation from the other agencies as required.

39 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The complaints manager is continuing to encourage work with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided. Some of the actions which have been logged include the following, in addition to apologies and financial recompense:

- Introduction of an Autism training course for all social care staff working with customers on the Autistic Spectrum.
- Change of worker
- Reminder to staff of policy and procedure regarding the expectations of their professional engagement with customers and carers.
- Allocation of a Review Manager to undertake the tasks required to understand the history of changes to the funded services because of the Covid-19 pandemic, accompanied by a reassessment of financial contributions.
- Review and confirm that systems are in place to monitor performance where concerns have been identified

40 Public Health

Complaints about services related to the functions of Public Health also fall under the legislation “Local Authority Social Services and National Health Service Complaints (England) Regulations 2009” and are therefore dealt with in the same way as those for adult social care services.

Compliments	0
Comments	6
Concerns	1
4cs Corporate complaint at grade two	1

Annual Corporate Complaints Procedure Report April 2021 to March 2022

41 Context

This is the sixth year we have produced an annual report for complaints considered under the Corporate Complaints Procedure. This procedure covers all complaints about services provided by the council where no statutory procedure exists.

There were 627 complaints at grade 1 in this reporting period compared with 502 last year.

The number of comments logged were 1326 compared to 1609 last year.

It is therefore considered the arrangements under the 4Cs procedure, introduced in the previous reporting period, and implemented in full in this period are showing consistent results in the assessment and grading of customer complaints and feedback.

We are pleased the implementation of the new procedure, has resulted in a significant reduction in the number of complaints which did not receive a response, as well as an improvement in the timescales for response.

We are continuing to work to ensure that every complaint is responded to. Those that did not receive a response were because of oversights. Additional measures have been implemented to reduce the risk of this reoccurring.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded, and these are shown below for the directorates as they were known during the reporting period.

Number of Compliments Received

Directorate	2019 – 2020	2020 – 2021	Directorate	2021 -2022
CCS	51	34	Corporate Services	9
CEC	10	5	Customer & Communities	25
EAP	82	79	People	6
HHASC	63	64	Place	137
TOTAL	206	182	TOTAL	177

The CGT are aware that many more compliments are received and actively work to encourage staff and teams to forward these to ensure they are recorded. This is to ensure we can provide a true picture of our customers' experiences of the services they receive.

The compliments received included thanks for:

- Man cutting grass verges is doing a great job
- The waste team are always amazing - waving to make sure the lorry is seen in action
- Thanks to the bin men for rescuing a hedgehog
- Thank you to our recycling crew who have improved their handling of our collections
- Thank you assisted collection was collected after reporting
- Poo bins are plentiful emptied regularly. Thank you for this excellent service
- Thanks for medical waste collection
- Thanks to licensing staff, you made the process seamless
- Thanks to housing maintenance and repairs really delighted with the workmanship and our service altogether.
- Thank you to the team who came out to sort out a broken guttering down fall pipe
- Repair man was very polite
- Thanks to Gas repair staff on quick response and respect they showed customer
- Thanks to Housing Options officer for her help and assistance
- Thanks to Housing Options staff you've been amazing through out
- Thank you to housing option team for providing help and advice
- Thank you to Housing Adaptations team for help with adaptation
- Thank you card for solution to noise issues
- Thanks to NEO team for help with noise complaints
- Thank you very much for all your help with my parking
- To parking staff, help was invaluable
- The car park attendant at Coppergate was really helpful
- To Registrars a wonderful day. We both enjoyed every moment, and the service was truly exceptional.
- Newly widened cycle/ footpath Scarborough Bridge has made such a difference
- Thanks for bike paths being gritted
- Gardeners cutting the grass in her area are doing a fabulous job, thank you
- Thank you to the department planting the wildflower beds along the central reservation of the Hull Road
- Thanks to council tax staff for being professional and patient making a positive experience.

- Thanks for helping businesses out by channelling the grant and communicating so efficiently
- Thanks for sorting out complaint so promptly
- Thank you for how complaint was handled
- Thank you noise team or amazing quick and efficient service
- Thank you to city centre street cleaner
- Thanks to street cleaner
- Thank you for clearing the blocked drains in Boroughbridge Road
- Thanks to streetlighting team for fixing an issue quickly
- Thanks for changing streetlight
- Thank to customer services for help renewing blue badge

The good practice from the statutory processes is clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged in the 4Cs corporate procedure, and these are shown below:

Number of Concerns, Comments and Requests

Directorate	2019 - 2020	2020 - 2021	Directorate	2021 - 2022
CCS	179	309	Corporate Services	58
CEC	19	9	Customer & Communities	203
EAP	559	1056	People	3
HHASC	252	235	Place	1062
TOTAL	1,009	1609	TOTAL	1326

42 Who can make a Complaint?

The council's corporate complaint policy and procedures states we will accept complaints from

- a member of public or anyone acting on behalf of a customer with the proper authority and consent,

And using any of the following contact methods:

- in person
- by phone
- by letter
- by email
- through our website. www.york.gov.uk

43 Grading of Complaints

The CGT assess the appropriate stage to investigate a complaint or referral to the relevant Ombudsman, taking account of issues such as:

- risk to the customer and the authority
- severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

44 Response Times

It is considered good practice that a key requirement of a complaint procedure is the importance of informing service users of the outcome of their complaints in an appropriate time frame.

The new 4cs process for investigating and responding to corporate complaints was implemented at the beginning of this reporting period.

This changed the process from 3 stages to 2 grades.

The timescales have been changed to:

- Grade One - 20 working days (10 for Housing Complaints in line with the Housing Ombudsman guidance)
- Grade Two - 30 working days (20 for Housing Complaints in line with the Housing Ombudsman guidance)

In addition to the above all complaints under the 4Cs are investigated and responded to by the CGT.

Details of complaints

45 Grade One Complaints

Primary theme by directorate

2020-2021

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
CCS	2	36	12	-	10	12	16	88
CEC	-	1	-	-	1	1	1	4
EAP	4	18	44	-	64	140	29	299
HHASC	3	16	7	2	11	61	11	111
Total	9	71	63	2	86	214	57	502

2021-2022

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
Corporate Services	-	-	-	-	-	5	2	7
Customer & Communities	1	20	12	-	16	43	10	102
People	-	2	-	-	-	1	-	3
Place	4	38	79	1	54	298	41	515
Total	5	60	91	1	70	347	53	627

Outcome by directorate

2020-2021

	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not Proven	TOTAL
CCS	20	43	16	4	5	63	-	88
CEC	2	1	1	-	-	-	-	4
EAP	145	79	43	8	20	7%	4	299
HHASC	20	32	37	12	9	8%	1	111
Total	187	155	97	24	34	7%	5	502

2021-2022

	upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	TOTAL
Corporate Services	1	2	3	-	-	-	1	7
Customer & Communities	34	45	14	9	-	-	-	102
People	2	-	-	1	-	-	-	3
Place	191	162	100	52	2	-	8	515
Total	228	209	117	62	2	-	9	627

%* are rounded up or down to the nearest whole number

Responding in time performance by directorate**2020-2021**

	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
CCS	76	86%	8	9%	4	5%	88
CEC	2	50%	2	50%	-	-	4
EAP	250	84%	41	14%	8	3%	299
HHASC	71	64%	28	25%	12	11%	111
Total	399	79%	79	16%	24	5%	502

2021-2022

	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	5	71%	2	29%	-	-	7
Customers & Communities	85	83%	8	8%	9	9%	102
People	1	33%	1	33%	1	33%	3
Place	353	69%	108	21%	54	10%	515
Total	444	71%	119	19%	64	10%	627

%* are rounded up or down to the nearest whole number

46 Grade Two Complaints Primary theme by directorate

2020-2021

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/ work	TOTAL
CCS	-	4	4	-	4	3	1	16
CEC	-	-	-	-	-	-	-	-
EAP	-	10	5	-	22	49	4	90
HHASC	-	3	1	-	3	12	1	20
TOTAL		17	10		29	64	6	126

2021-2022

	Staff attitude	Disagree with assessment	Disagree with policy	Discrimination	Inappropriate action	Lack of action	Quality of advice, communication/work	TOTAL
Corporate Services	-	-	-	-	1	-	-	1
Customer & Communities	1	9	5	-	7	3	-	25
People	-	-	-	-	-	1	-	1
Place	-	24	501	-	54	235	24	838
Total	1	33	506	-	62	239	24	865

Outcome by directorate 2019-2020

2020-2021

	Upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not Proven	TOTAL
CCS	2	8	3	-	3	19%	-	16
CEC	-	-	-	-	-	-	-	-
EAP	46	19	14	3	8	9%	-	90
HHASC	2	6	5	1	6	30%	-	20
Total	50	33	22	4	17	13%	-	126

2021-2022

	upheld	Not upheld	Partly upheld	Not pursued	No response	%*	Not proven	TOTAL
Corporate Services	-	-	-	-	1	100%	-	1
Customer & Communities People	4	13	7	1	-	-	-	25
Place	657	102	33	44	2	0.2%	-	838
Total	661	115	41	45	3	0.3%	-	865

Responding in time performance by directorate**2020-2021**

	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
CCS	11	69%	5	31%	-	-	16
CEC	-	-	-	-	-	-	-
EAP	65	72%	22	24%	3	3%	90
HHASC	6	30%	13	65%	1	5%	20
Total	82	65%	40	32%	4	3%	126

2021-2022

	In time	%*	Out of time	%*	Not pursued	%*	TOTAL
Corporate Service	-	-	1	100%	-	-	1
Customers & Communities	20	80%	5	20%	-	-	25
People	-	-	1	100%	-	-	1
Place	685	82%	109	13%	44	5%	838
Total	705	82%	116	13%	44	5%	865

%* are rounded up or down to the nearest whole number

48 Learning Lessons/Practice Improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

Most complaints logged at grade 2 as a disagreement with policy, are about the current policy of advising residents that the council will not pay for a

replacement bin, when they report their bin has been damaged or gone missing after being collected.

Since the implementation of the 4Cs procedures, the CGT has worked with managers in waste services, which has identified that in many cases, for damaged bins, it has been caused by the wagons during emptying.

It also identified that in many cases, lost bins occurred because of bins falling into the wagon.

The current waste services policy means that when bins are reported damaged or lost, residents are told they must pay for a replacement. This means residents either must pay for a replacement or make a complaint to reach an appropriate resolution.

This creates additional time and trouble for members of the public, or costs for those who feel unable or unwilling to make a complaint. This is in addition to the additional work needed by council officers to respond to and resolve the complaints.

Most complaints about a lack of action relate to repeated failures with waste collections including assisted waste collections. It has been identified there were some difficulties with providing and using the technology for crew information and monitoring. Managers and staff in waste services have been working to resolve and improve the ability to identify and resolve problems and ensure collections take place appropriately.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CGT is working with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided. In addition to the above, some of the actions which have been logged include the following, in addition to apologies and financial recompense.

- The parking team to check the counters on the carparks on a quarterly basis
- Crew reminders and monitoring
- Reminders to staff about access arrangements for assisted waste collections
- Review of procedures
- Repairs completed
- Plans for frequency of updates and communication

As the council is committed to transparency and where there is no conflict or risk to the complainant's interest or could compromise their anonymity, we have included the summary details of the LGSCO findings at Annex 1.

This is like how the LGSCO determines which decisions to publish. For the decisions they do publish, they do not use real names. You can search the LGSCO's published decisions on the following link:

<http://www.lgo.org.uk/decisions>

49 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's or HOS investigation, it is concluded that the LGSCO or HOS would find that there has been maladministration by the council causing injustice to the complainant; and would recommend that financial recompense should therefore be paid to the complainant.

Details of payments were made

To acknowledge the lost opportunity and avoidable time, trouble, and inconvenience – Ombudsman action	£300.00
For the avoidable distress the failures caused. This includes the anxiety suffered, the upset, the upheaval, the frustration, the inconvenience, and the impact on her mental health; and Pay a contribution of towards the overall cost incurred when moving and preparing home.	£1,500 £1,293.60
For the avoidable distress the failures caused which have resulted in having to move from property 3 to another property. Subject to providing satisfactory receipts, and will try to arrange for a community-based organisation to do the work	£250 Up to £1,000
Subject to her providing satisfactory receipts contribution towards moving costs	Up to £150
For any improvement works to the existing fence, which already meets its empty property standard, subject to providing satisfactory receipts. Ombudsman actions	Up to £1,200
The Council failed to collect Mr B's bulky waste – Ombudsman action	£100.00
The Council is at fault for its failure to progress an application to stop up a section of verge on a road – Ombudsman action	£500.00
An unlicensed House in Multiple Occupation (HMO) – Ombudsman action	£100.00
To acknowledge its repeated failure to collect her bins and its failure to effectively monitor her bin collection as promised – Ombudsman action	£200.00
Recompense for additional heating costs – Housing Ombudsman action	£150.00
Reimburse cost of items removed. – complaint action	£50.00

Council failure regarding privacy in the decision notice for a planning application.	£100.00
Delays in updated HMO database – council agreed remedy to Ombudsman	£100.00
TOTAL	£6993.00

50 Alternative Dispute Resolution

Based on the good practice guidance in the statutory complaints' procedures, the council also considers whether there would be an appropriate alternative way of resolving complaints, in the corporate procedure, rather than completing an investigation.

Possible alternatives which may be considered by the Corporate Governance Operational Manager include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

Annex 1

Complaints received by the LGSCO

Category	Received
Environmental Services & Public Protection & Regulation	14/06/2021
Other	27/08/2021
Highways & Transport	02/02/2022
Adult Care Services	01/04/2021
Adult Care Services	04/06/2021
Education & Childrens Services	26/04/2021
Planning & Development	30/04/2021
Environmental Services & Public Protection & Regulation	04/05/2021
Planning & Development	12/05/2021
Adult Care Services	02/06/2021
Benefits & Tax	03/06/2021
Environmental Services & Public Protection & Regulation	04/06/2021
Education & Childrens Services	04/06/2021
Housing	09/06/2021
Environmental Services & Public Protection & Regulation	14/06/2021
Environmental Services & Public Protection & Regulation	16/06/2021
Housing	16/06/2021
Housing	17/06/2021
Corporate & Other Services	15/09/2021
Highways & Transport	30/06/2021
Environmental Services & Public Protection & Regulation	02/07/2021
Environmental Services & Public Protection & Regulation	02/07/2021
Environmental Services & Public Protection & Regulation	12/10/2021
Adult Care Services	19/07/2021
Planning & Development	27/07/2021
Planning & Development	26/07/2021
Adult Care Services	13/10/2021
Highways & Transport	09/08/2021
Environmental Services & Public Protection & Regulation	18/08/2021
Highways & Transport	18/08/2021
Housing	02/09/2021
Benefits & Tax	09/09/2021
Planning & Development	15/09/2021
Adult Care Services	16/09/2021
Adult Care Services	28/09/2021
Education & Childrens Services	30/09/2021
Corporate & Other Services	21/10/2021
Benefits & Tax	01/10/2021
Benefits & Tax	13/10/2021
Housing	14/10/2021
Environmental Services & Public Protection & Regulation	08/11/2021
Benefits & Tax	21/10/2021

Adult Care Services	27/10/2021
Highways & Transport	03/11/2021
Education & Childrens Services	13/12/2021
Benefits & Tax	09/11/2021
Housing	18/11/2021
Adult Care Services	17/02/2022
Highways & Transport	01/12/2021
Highways & Transport	09/12/2021
Corporate & Other Services	14/12/2021
Planning & Development	15/12/2021
Planning & Development	20/12/2021
Highways & Transport	21/12/2021
Planning & Development	11/01/2022
Education & Childrens Services	12/01/2022
Highways & Transport	14/01/2022
Highways & Transport	19/01/2022
Highways & Transport	20/01/2022
Adult Care Services	16/02/2022
Benefits & Tax	15/02/2022
Highways & Transport	16/02/2022
Highways & Transport	16/02/2022
Education & Childrens Services	17/02/2022
Education & Childrens Services	21/02/2022
Planning & Development	24/02/2022
Highways & Transport	04/03/2022
Highways & Transport	09/03/2022
Environmental Services & Public Protection & Regulation	10/03/2022
Environmental Services & Public Protection & Regulation	11/03/2022
Highways & Transport	13/03/2022

Complaints Decided by the LGSCO

Category	Decided	Decision	Decision Reason	Remedy	Service improvement recommendations
Housing	22/04/2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Procedure, or policy change/review, provide services to person affected	The Council agreed to carry out a review of its policies and procedures to improve: its systems and procedures to identify potential problems of perpetrators moving close to their victims; its consideration of discretion to prevent moves involving perpetrators who might end up living near their victims; its ability to be more proactive when known perpetrators do end up living close to victims; its record keeping; its investigation of reports of harassment; its consideration of discretion when rehousing applicants next door to tenants with violence and behavioural issues; its consideration of human rights.
Highways & Transport	30/11/2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, new appeal/review, or reconsidered decision	
Environmental Services & Public Protection & Regulation	18/06/2021	Closed after initial enquiries	Not warranted by alleged injustice		
Other	27/08/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
Planning & Development	24/05/2021	Upheld	mal & inj	Apology, provide information/advice to person affected, Provide training and/or guidance	The Council will ensure it documents its decision-making process when deciding to close a case (for example a contemporaneous note if the decision arises

					from a group discussion).
Planning & Development	24/09/2021	Upheld	mal no inj		
Adult Care Services	30/06/2021	Upheld	mal & inj	Apology	
Planning & Development	20/07/2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss	
Highways & Transport	28/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Corporate & Other Services	15/06/2021	Upheld	mal no inj		
Adult Care Services	12/07/2021	Upheld	mal & inj - no further action, already remedied		
Highways & Transport	19/05/2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, provide information/advice to person affected, Procedure or policy change/review	The Council agrees to: <ul style="list-style-type: none"> •Complete a review of its road adoption system. The review should consider how it is kept up to date and accurate. •After completing the review report the findings to Councillors and seek approval for changes and recommendations. •Once the Councillors have made their decision write to Mr B and explain what action it will take and what the timeframe will be for completion. •Provide the Ombudsman with a copy of the review report, agreed actions and timeframe for completion.
Environmental Services & Public Protection & Regulation	17/09/2021	Not Upheld	no mal		

Housing	21/06/2021	Upheld	mal & inj	Apology, New appeal/review, or reconsidered decision, Provide training and/or guidance	The Council will remind relevant staff to provide clear information in housing register decision letters about how to request a review of the decision. The Council will remind relevant staff to consider whether a complaint should actually be treated as a request for a review of a housing decision so the Council can respond appropriately.
Adult Care Services	01/07/2021	Upheld	mal no inj		
Planning & Development	11/08/2021	Closed after initial enquiries	Not warranted by alleged injustice		
Benefits & Tax	20/04/2021	Closed after initial enquiries	Not warranted by alleged injustice		
Adult Care Services	17/11/2021	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, financial redress: Loss of service	
Adult Care Services	15/12/2021	Upheld	mal & inj	Apology, Financial Redress: Quantifiable Loss	
Education & Childrens Services	26/04/2021	Referred for local resolution	Premature Decision - advice given		
Planning & Development	30/04/2021	Referred for local resolution	Premature Decision - advice given		
Environmental Services & Public Protection & Regulation	25/11/2021	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble	
Planning & Development	18/11/2021	Upheld	mal no inj		
Adult Care Services	17/08/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Benefits & Tax	20/07/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
Environmental Services & Public Protection & Regulation	15/07/2021	Closed after initial enquiries	26(6)(c) Court remedy		

Education & Childrens Services	27/07/2021	Closed after initial enquiries	Sch 5.4 personnel		
Housing	09/06/2021	Advice given	Signpost - go to complaint handling		
Environmental Services & Public Protection & Regulation	13/01/2022	Upheld	mal & inj	Financial redress: Avoidable distress/time and trouble, provide services to person affected, provide services/information to others affected	The Council should contact other residents who use the Council's assisted bin collection service and have complained about missed collections since 1 April 2021. In cases where complaints have continued, the Council should: a) review whether monitoring has failed in their cases as well, and b) consider what steps it should take to acknowledge any distress caused.c) Those residents should be told they can take their case to the Ombudsman if they are unhappy with the Council's approach.
Environmental Services & Public Protection & Regulation	16/06/2021	Referred for local resolution	Premature Decision - advice given		
Housing	16/06/2021	Advice given	Signpost - go to complaint handling		
Housing	04/01/2022	Upheld	mal & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance	<ul style="list-style-type: none"> • Provide guidance to relevant staff to ensure they understand an RRO can only be applied for within 12 months of a relevant offence being committed. • Remind its staff of the requirement to issue occupiers with a copy of a HAN. Additionally, the communication should cover the requirement to provide notice of an inspection at a property and to inform complainants who raise questions about fire safety that it has arrangements in place with the local fire authority, and not to

					just direct complainants to the fire service in these circumstances.
Corporate & Other Services	22/11/2021	Closed after initial enquiries	26(6)(c) Court remedy		
Highways & Transport	07/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Environmental Services & Public Protection & Regulation	18/08/2021	Closed after initial enquiries	Not warranted by alleged injustice		
Environmental Services & Public Protection & Regulation	18/08/2021	Closed after initial enquiries	Not warranted by alleged injustice		
Environmental Services & Public Protection & Regulation	05/11/2021	Upheld	Injustice remedied during complaint processes		
Adult Care Services	16/09/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Planning & Development	27/07/2021	Referred for local resolution	Premature Decision - advice given		
Planning & Development	26/07/2021	Referred for local resolution	Premature Decision - advice given		
Adult Care Services	25/11/2021	Closed after initial enquiries	26B (2) not made in 12 months		
Highways & Transport	15/09/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Environmental Services & Public Protection & Regulation	18/08/2021	Referred for local resolution	Premature Decision - advice given		
Highways & Transport	24/09/2021	Closed after initial enquiries	Other reason not to investigate		

Benefits & Tax	09/09/2021	Referred for local resolution	Premature Decision - advice given		
Planning & Development	13/10/2021	Referred for local resolution	Premature Decision – referred to council		
Adult Care Services	16/09/2021	Incomplete/Invalid	Insufficient information to proceed and PA advised		
Adult Care Services	22/11/2021	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Education & Childrens Services	30/09/2021	Referred for local resolution	Premature Decision - advice given		
Corporate & Other Services	02/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Benefits & Tax	03/03/2022	Not Upheld	no mal		
Benefits & Tax	13/10/2021	Referred for local resolution	Premature Decision - advice given		
Housing	14/10/2021	Advice given	Signpost - go to complaint handling		
Environmental Services & Public Protection & Regulation	25/02/2022	Not Upheld	No worthwhile outcome achievable by further investigation		
Benefits & Tax	24/11/2021	Closed after initial enquiries	No worthwhile outcome achievable by investigation		
Highways & Transport	09/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
Benefits & Tax	13/12/2021	Closed after initial enquiries	26(6)(a) tribunal Other		
Housing	18/11/2021	Advice given	Signpost - go to complaint handling		
Highways & Transport	24/12/2021	Closed after initial enquiries	26(6)(a) tribunal TPT/PATAS		
Corporate & Other Services	21/01/2022	Closed after initial enquiries	Other reason not		

			to investigate		
Highways & Transport	27/01/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Planning & Development	15/02/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Education & Childrens Services	04/02/2022	Closed after initial enquiries	26(6)(c) Court remedy		
Highways & Transport	14/01/2022	Referred for local resolution	Premature Decision - advice given		
Highways & Transport	20/01/2022	Referred for local resolution	Premature Decision - advice given		
Highways & Transport	01/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Highways & Transport	29/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Education & Childrens Services	17/02/2022	Referred for local resolution	Premature Decision - advice given		
Education & Childrens Services	21/03/2022	Upheld	Injustice remedied during LGO consideration	Apology, Financial redress: Avoidable distress/time and trouble	
Planning & Development	18/03/2022	Closed after initial enquiries	Not warranted by alleged mal/service failure		
Highways & Transport	07/03/2022	Referred for local resolution	Premature Decision - referred to council		

Abbreviations

Mal – maladministration

Inj – injustice

PA – person affected (customer/complainant)

Rep – representative for the PA

Compliance with Agreed Remedies

Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
Housing	22-Apr-21	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Procedure or policy change/review Provide services to person affected	22-Jul-21	22-Jul-21	Remedy complete and satisfied
Highways & Transport	30-Nov-21	Apology Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision	31-Jan-22	17-Feb-22	Remedy complete and satisfied
Adult Care Services	22-Feb-21	Apology Financial redress: Avoidable distress/time and trouble Provide information/advice Provide training and/or guidance	05-Apr-21	07-Apr-21	Remedy complete and satisfied
Planning & Development	24-May-21	Apology Provide information/advice to person affected Provide training and/or guidance	21-Jun-21	07-Jul-21	Remedy completed late
Adult Care Services	30-Jun-21	Apology	28-Jul-21	29-Jul-21	Remedy complete and satisfied
Planning & Development	19-Jul-21	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss	20-Aug-21	14-Sep-21	Remedy completed late

Highways & Transport	18-May-21	Apology Financial redress: Avoidable distress/time and trouble Provide information/advice to person affected Procedure or policy change/review	19-Aug-21	08-Sep-21	Remedy complete and satisfied
Housing	20-Jun-21	Apology New appeal/review or reconsidered decision Provide training and/or guidance	21-Sep-21	20-Sep-21	Remedy complete and satisfied
Adult Care Services	17-Nov-21	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service	17-Dec-21	14-Dec-21	Remedy complete and satisfied
Adult Care Services	15-Dec-21	Apology Financial Redress: Quantifiable Loss	14-Jan-22	17-Jan-22	Remedy complete and satisfied
Environmental Services & Public Protection & Regulation	25-Nov-21	Financial redress: Avoidable distress/time and trouble	25-Dec-21	21-Dec-21	Remedy complete and satisfied
Education & Childrens Services	21-Mar-22	Apology Financial redress: Avoidable distress/time and trouble	21-Apr-22	22-Mar-22	Remedy complete and satisfied



**Customer & Corporate Services Scrutiny
Management Committee**

9 January 2023

Report of the Director of Governance

Schedule of Petitions**Summary**

1. Members of this Committee are aware of their role in the consideration of petitions received by the Council. The Committee last received an updated schedule of petitions in December 2021. Since then, the Council has adopted a formal Petitions Scheme within its Constitution. In accordance with that Scheme, the Committee is invited to scrutinise any actions taken in relation to petitions received and to consider any next steps such as may be appropriate.

Background

2. The Council formally adopted its Petitions Scheme at its meeting in March 2022, covering both paper and e petitions. For information purposes, that Scheme is attached at Annex A. The Scheme provides that petitions will be referred to this Committee for consideration, and historically the most opportune time for this is when actions by the relevant Directorate are finalised (e.g., to refer to an Executive Member for decision on any actions). In that way, the Committee can reasonably review whether the proposed action represented a satisfactory way in which to deal with each petition received.

Current Petitions Update

3. Annex B provides a list of all petitions recorded as received by the Council since the last report to this Committee in December 2021, together with details of any relevant progress and/or actions since then.

Process

4. Members are reminded that the role of this Committee is not to determine any specific actions to be taken in relation to petitions but

rather to monitor the progress of their consideration and the appropriateness of any actions planned or taken by the decision maker.

5. The Council's Petition Scheme is set out at Appendix 2 of the Constitution. Paragraph 5.2 states:

"Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Customer and Corporate Services Scrutiny Management Committee. Those that come directly into the Council Offices are also referred to the Customer and Corporate Services Scrutiny Management Committee."

Options

6. The Scheme sets out the options available to this Committee in reviewing petitions at paragraph 8.2 as follows:
 - a) Requesting a detailed report on the issues;
 - b) Noting receipt of the petition and proposed action;
 - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
 - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions; or
 - e) Referring the matter to Full Council for debate according to the significance of the issues.
7. Under paragraph 8.3, the Committee may call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

Consultation

8. All Councillors were involved in the decision making around the existing Petitions Scheme, given that it was subject to Full Council approval for inclusion in its Constitution. Relevant Directorates are involved in the preparation of the schedule of petitions and actions compiled at Annex B.

Implications

9. There are no known legal, financial, human resources or other implications directly associated with the recommendations in this report. However, depending upon what, if any, further actions Members agree

to in respect of individual petitions there may, of course, be specific implications for resources which would need to be addressed.

Risk Management

10. There are no known risk implications associated with the recommendations in this report. Members should, however, be aware of the reputational risk to the Council if it fails to ensure appropriate consideration is given to petitions from the public.

Recommendations

11. Members are asked to:

- (i) Note the schedule of petitions recorded since December 2021;
- (ii) Review the petitions and actions planned or taken and identify any further actions they consider necessary or appropriate in line with the options available under the Council's Petitions Scheme, as set out at paragraphs 6 and 7 above.

Reason: To ensure the Committee carries out its constitutional role in relation to petitions.

Contact Details:

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Report Approved Date 28/11/2022

Wards Affected:

All

Background Papers: None

Annexes:

Annex A – Appendix 2 of Council Constitution – Petitions Scheme

Annex B – Schedule of petitions received since December 2021

Appendix 2 - Petitions Scheme

- 1 City of York Council is committed to involving local people in its decision making. For some years, it has been operating a public participation scheme enabling members of the public to attend meetings and speak on an issue. It has also responded to petitions from the public, received in an number of ways e.g. through a Ward Councillor submitting a petition on behalf of a constituent or by a resident submitting one direct to a council office by post/hand. As part of its approach to petitions, the Council has also introduced an ePetitions facility, providing another way in which a particular issue can be brought to the attention of Councillors.

- 2 Through this Petitions Scheme, the Council is making a commitment to:
 - Enable anyone who lives, work or studies in the local authority area to organise and submit a petition either on paper or electronically
 - Respond to the concerns raised within a petition
 - Review its handling of a petition where a lead petitioner believes it has not been dealt with in accordance with this scheme.

- 3 To support the scheme, the Council has:
 - Set a low threshold of ten signatures on the number of petitioners to enable as many valid local opinions to be heard as possible
 - Provided an ePetitions facility to enable those who want to, to create their petition on line and allow others to sign it electronically

4 Petitions Not Covered By This Scheme

4.1 This scheme does not cover petitions which:

- a) Relate to a planning or licensing application – in this case a petition will be referred to the relevant decision maker
- b) Relate to matters where there is a legal right to seek a review or appeal
- c) Respond to a public consultation organised by the Council – in this case a petition will be referred to the decision maker
- d) Relate to matters which are of a defamatory or discriminatory nature, personal attacks on identifiable individuals or disclosure of confidential or personal information, particularly where appropriate the lead petitioner will be directed to the most appropriate route for raising such concerns with the Council.
- e) The Council's Monitoring Officer, acting in consultation with the Chief Operating Officer, considers to be vexatious i.e. a petition with insufficient substance to merit action and the use effective use of public resource, abusive or otherwise inappropriate

4.2 In addition to these rules where a petition has resulted in a debate at a meeting of Full Council, the Council will not hold a further debate in response to a petition which the Lord Mayor considers to be substantially similar within a period of two years.

4.3 During the period leading up to a local or national election the Council may temporarily suspend the hosting of e-petitions or delay holding debates.

5 Submitting a Petition

Paper Petitions

- 5.1 Paper petitions can be submitted via a number of routes e.g. via a Ward Councillor, by post or hand delivered to the Council Offices.
- 5.2 Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Customer and Corporate Services Scrutiny Management Committee. Those that come directly into the Council Offices are also referred to the Customer and Corporate Services Scrutiny Management Committee.
- 5.3 Paper petitions should contain the details of the petition on the front of each sheet so that it is clear that each signatory has responded to identical wording.

6 ePetitions

- 6.1 All ePetitions submitted to the Council must:
- a) Include a clear and concise statement covering the subject of the Petition.
 - b) State what action the petitioners wish the Council to take.
- 6.2 The ePetition organiser will need to provide us with their name, postal address including postcode, email address and contact telephone number. The name of the petition organiser (but no other contact details) will be published alongside details of the petition.
- 6.3 The ePetition organiser will also need to decide how long their petition will be open for signatures. Most ePetitions run for six months, but it can be a shorter or longer timeframe, up to a

maximum of 12 months.

- 6.4 When an ePetition is created, it may take up to five working days before it is published online. This is because we have to check that the content of the ePetition meets the guidelines before it is made available for signature.
- 6.5 The relevant Executive Member will be advised of the publication of any e-petition relating to their service area.
- 6.6 If a petition does not follow the guidelines set out above, or if we need clarification on any issues raised within an ePetition, we will contact the ePetition organiser within 5 working days of receipt to explain.
- 6.7 We will also contact the ePetition organiser if we feel we cannot publish an ePetition for any reason, and where possible, we will offer assistance to change and resubmit it.
- 6.8 If the required clarification is not provided, or if an ePetition that we cannot publish is not re-submitted within 14 days, a summary of the ePetition and the reason why it has not been accepted will be published under the 'rejected petitions' section of the Council's ePetitions facility.

7 How to 'sign' an ePetition

- 7.1 An individual wanting to sign an ePetition, will be asked to provide their name, address and postcode, plus a valid email address. They will then receive an email containing a link which they must click on in order to confirm their email address is valid. Once this step is completed their 'signature' will be added to the ePetition.

NB: Anyone viewing an e-petition will only be able to see the names of those who have signed - no contact details will be visible.

- 7.2 All ePetitions currently available for signature on the Council's website can be viewed at:
<http://democracy.york.gov.uk/mgePetitionListDisplay.aspx?bcr=1>

8 How will the Council respond?

- 8.1 Within 5 days of a petition being received or of an ePetition being closed to signatories, we will send acknowledgement to the petition organiser, providing information on when they can expect to hear from us again and what process needs to be followed.
- 8.2 Our response will depend on what the petition/ePetition asks for and how many people have signed it but details of the petition will be referred to our Customer and Corporate Services Scrutiny Management Committee (CCSMC) who may decide a range of potential actions, including:
- a) Requesting a detailed report on the issues;
 - b) Noting receipt of the petition and proposed action;
 - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
 - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions;
 - e) Referring the matter to Full Council for debate according to the significance of the issues
- 8.3 CCSMC will have the right to call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

- 8.4 The relevant Executive Member may also be required to consider the petition to agree appropriate actions, depending upon the issues raised.
- 8.5 If the petition relates to an operational Highways matter, for example a traffic regulation order or Respark, it will be referred directly to the relevant Executive Member and will not be considered by CCSMC.
- 8.6 If the petition/ePetition is about something over which the council has no direct control e.g. the local railway or hospital, we may refer it to the Council's relevant partner organisation, and where appropriate, may work with them to respond to the petition.

9 Getting Involved When Your Petition Is Considered

- 9.1 A petitioner may choose to attend any meeting where their petition/ePetition is to be considered to listen to the debate, or register to speak at the meeting via the Council's Public Participation Scheme. This scheme enables participants to address Councillors before they debate the issues raised.

10 What happens next?

- 10.1 The petition/ePetition organiser will receive notification of the outcome of their petition. Where a petition/ePetition has been considered at a public meeting, information on the related decisions will be made available electronically via the meeting minutes published online. It will also be possible to track the implementation of any actions arising from them, via the online committee management system.

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
162. City of York Council SOLVE the York University related parking, don't just MOVE it	ePetition	119	James Gilchrist Dave Atkinson	Executive Member for Transport	19.04.22	The report acknowledged receipt of the petition and approved the increase engagement of the School Travel team with the Archbishop Holgate School and University of York.	To be Noted
163. Review the arrangements for parking on Osbaldwick Lane from its junction with Tang Hall Lane to the Osbaldwick Parish boundary and come up with a solution that:.....	Copy of original petition re-submitted via email to Cllr D'Agorne on 11.04.22 Lead Petitioner Andrew Mortimer.	28	Dave Atkinson Darren Hobson	Executive Member for Transport	21.06.22	Report acknowledged receipt of the petition. Agreed the Transport team to undertake work with the Communities team to review the area and discuss options for a ward funded scheme with Ward Councillors.	To be Noted
164. Twinning York with Kharkiv 'We the undersigned petition the council to twin itself with the Ukrainian city of Kharkiv'	ePetition	15	Claire Foale/Will Boardman	Executive Leader			

Petitions from December 2021

Annex B

<p>165. Petition for Speed Calming measures on New Lane</p>	<p>Paper petition presented to Full Council 27.04.22 on behalf of lead petitioner by Cllr K Taylor</p>	<p>124</p>	<p>Dave Atkinson / James Gilchrist</p>	<p>Executive Member for Transport</p>	<p>28.09.22 .</p>	<p>Noted progress on the speed management scheme, which was moving into consultation on options. Noted a decision on the implementation of the option would be brought to an Executive Member for Transport decision session later this year.</p>	<p>To be Noted.</p>
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Petitions from December 2021

Annex B

<p>166. Say No to St. George’s Field Multi Storey Car Park, York – Say no to this unnecessary eyesore – Sign up today to help change the imminent City of York Council decision – Reject or defer this decision till after the Local Transport Plan is published. We the undersigned are asking City of York Council to defer their decision about the St George’s Field multi-storey car park until after the Local Transport Plan is published. We also ask that a clear business case is drawn up for the scheme, including current car parking data from all of York’s city centre car parks and demonstrating that there is a sound financial case for this investment, without the need to sell off other city centre car parks.</p>	<p>Paper petition presented to Full Council (27.04.22) by Cllr P Kilbane on behalf of Lead Petitioner Kate Ravilious</p>	<p>1335</p>	<p>Neil Ferris Tracey Carter</p>	<p>Executive</p>	<p>16.06.22</p>	<p>Report acknowledged receipt of the petition of which the contents were noted when considering the item. A number of actions were agreed including the decision on whether to build a multi-storey car park (MSVP) at St George’s Field be deferred until Executive has a construction price for Castle Mills. Officers instructed to collect more data on parking demand, further engage with city centre businesses and stakeholders, and explore alternative options to maximise surface car parking provision at St George’s field to inform the future decision on car parking replacement.</p>	<p>To be Noted</p>
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Petitions from December 2021

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<p>167. Survey petition of residents on Westerdale Court, Rosslyn St, Grove View and Compton St regarding request for Residents' Parking presented by Cllr Danny Myers and Cllr Margaret Wells.</p>	<p>Paper petition presented to Cllr D'Agorne at Executive Member for Transport Decision Session on 17.05.22</p>	<p>16</p>	<p>Darren Hobson</p>	<p>Executive Member for Transport</p>	<p>N/A</p>	<p>Officers outlined the process to Cllrs on receipt at the decision session on 17 May. The request will be included on the Respark Waiting list for appropriate action.</p>	<p>To be Noted.</p>
<p>168. More bins and a clean city centre, surrounding areas and river's embankment</p> <p>We the undersigned petition the council to provide more bins in the city centre and surrounding areas, as well as along the Ouse and Foss rivers' embankments. We also petition the council to clean the bushes and locked vegetation sites surrounding the city centre, e.g. on Foss Island and the railway track beside Marygate Car Park.</p>	<p>ePetition</p>	<p>26</p>	<p>James Gilchrist/ Ben Grabham</p>	<p>Executive Member for Environment and Climate Change</p>			<p>Awaiting CCSMC</p>

Petitions from December 2021

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<p>169. Title: Thirkleby Way/Farndale Avenue Highway Condition</p> <p>We the undersigned petition the council to attend to the disgraceful condition of the road surface of Thirkleby Way, Osbaldwick and Farndale Avenue which are becoming unsafe to walk across, cycle and drive along. Both are highways of concrete sectional road that have been overlaid with tarmac some decades ago a process that was never successful, the tarmac overlay needs scraping off and the concrete road underneath renovated. It is disappointing that once again these sections of highway have been overlooked by CYC Highways Officers for attention in the current Highway Maintenance Programme and this petition is to draw attention to this omission and request effective renovations of these highways without further delay.</p>	<p>ePetition</p>	<p>26</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Noted that due to the condition and the priority of an intervention no action would be taken in terms of the scheduled highway maintenance programme at this stage.</p> <p>That a discussion would be had with the Ward Councillors to consider resolution, through Ward funding, if possible. The condition will be subject to the annual highway maintenance review and if the circumstances change an intervention will be appropriately prioritised.</p>	<p>To be Noted</p>
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Petitions from December 2021

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<p>170. Petition for road resurfacing of The Village Earswick and the cul-de-sacs of Shilton Garth Close and Stabler's Walk</p>	<p>Petition presented at Full Council, 14 July 2022 by Cllr. Doughty</p>	<p>86 +30 additional submitted 27/7/22</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Noted that due to the condition and the priority of an intervention no action will be taken in terms of the scheduled highway maintenance programme at this stage. A discussion will be had with the Ward Councillors to consider resolution, through Ward funding, if possible. The condition will be subject to the annual highway maintenance review and if the circumstances change an intervention would be appropriately prioritised</p>	<p>To be Noted</p>
<p>171. Stockton on the Forest & Hopgrove new footpath and road safety petition</p>	<p>Petition presented at Full Council, 14 July 2022 by Cllr Doughty</p>	<p>113</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Noted that engagement would be undertaken with Ward Councillors to scope out the detail of the request and look to work into the Local Walking and Cycling Infrastructure plan and the safety elements in the Transport capital programme in 2023/2024.</p>	<p>To be Noted</p>

Petitions from December 2021

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<p>172. Petition to CYC from Huntington Road Area Residents, YO31 8RT, YO31 8RR, YO31 8RZ, YO31 8RY, YO31 8RU, YO31 8RX: We the undersigned, the residents of Huntington Road Area (including Oakville, Kitchener and Ashville), petition the council to carry out a consultation for our street to become a Residents Priority Parking Area. We find it hard and hard to park on our street and have too many commuters parking here at all times of the day often causing dangerous access problems</p>	<p>Petition presented to Full Council, 14 July 2022 by Cllr. Perrett</p>	<p>26</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Approved the addition of this area to the residents parking waiting list and consider the extent of the potential consultation area when it reaches the top of the list.</p>	<p>To be Noted.</p>
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Petitions from December 2021

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<p>173. Petition to CYC from Dodsworth Avenue Residents, YO31 8UB, YO31 8SG, YO31 8UD, YO31 8TZ, YO31 7TX, YO31 7TL, YO31 8UF, YO31 8SR, YO31 8TY, YO31 7TR, YO31 7TH, YO31 7SX: We the undersigned, the residents of Dodsworth Avenue, petition the council to carry out a consultation for our street to become a Residents Priority Parking Area. We find it hard and hard to park on our street and have too many commuters parking here at all times of the day often causing dangerous access problems</p>	<p>Petition presented to Full Council, 14 July 2022 by Cllr. Webb</p>	<p>29</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Approved the addition of this area to the residents parking waiting list and consider the extent of the potential consultation area when it reaches the top of the list.</p>	<p>To be Noted.</p>
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Petitions from December 2021

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<p>174. Petition to CYC from Harcourt Street Area Residents: We, the residents of the area local to Harcourt Street, would like the council to investigate options to close Harcourt Street to create a Low Traffic Neighbourhood.</p>	<p>Petition presented to Full Council, 14 July 2022 by Cllr. Douglas</p>	<p>21</p>	<p>James Gilchrist / Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>28.09.22</p>	<p>Approved the approach to engage with Ward Councillors to discuss options to fund an initial options development piece. Approved the development of an approach to the delivery of Low Traffic Neighbourhoods to be brought back to a decision session next calendar year.</p>	<p>To be Noted.</p>
<p>175. Badger Hill Houses in Multiple Occupation (HMOs)</p> <p>We the undersigned petition the council to implement an Article 4 Direction to remove Permitted Development rights to add small extensions to C4 HMOs.</p>	<p>ePetition</p>	<p>63</p>	<p>Kirstin Clow</p>	<p>Executive</p>	<p>26.01.23</p>	<p>Petition will be referenced and considered in the "Local Plan Submission to Inspectors" report to Executive.</p>	<p>Awaiting CCSMC acknowledgment.</p>

Petitions from December 2021

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<p>176. We the undersigned petition the Council to: Improve the footway running to the north side of Field Lane from its junction with Church Lane to Sussex Road so that it is wide enough for wheelchair and buggy users and for 2 people to pass without having to walk on the grass verge.</p>	<p>Original Hard copy submitted via West Office Internal mailbox 4.8.22 Electronic copy requested 20.09.22 – Lead Petitioner Andrew Mortimer</p>	<p>68</p>	<p>Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>17.01.23</p>		<p>Awaiting CSMC</p>
<p>177. Petition presented on behalf of residents of Bishopthorpe and along the No. 11 Bus Route requesting permanent funding</p>	<p>Petition handed and presented to Executive 6/10/22 by Carole Green.</p>	<p>1235</p>	<p>James Gilchrist</p>	<p>Executive Member for Transport</p>	<p>17.01.23</p>		<p>Acknowledge receipt of petition in Executive “Bus Network Review” report on 22 November</p>
<p>178. We, the undersigned, do humbly petition City of York Council to undertake a full resurfacing of Moor Lane and Princess Road in Strensall as soon as possible</p>	<p>Petition presented by Cllr Fisher at Full Council on 20/10/2022</p>	<p>114</p>	<p>James Gilchrist/ Dave Atkinson</p>	<p>Executive Member for Transport</p>	<p>17.01.23</p>		

Petitions from December 2021

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179. Petition presented on behalf of residents of Skelton calling for the installation of a pedestrian crossing to allow safe crossing to all between Fairfield Croft and Fairfield Drive	Petition presented by Cllr Hook at Full Council on 20/10/2022	118	James Gilchrist / Dave Atkinson	Executive Member for Transport	17.01.23		
180. Petition presented on behalf of residents and visitors supporting to Reverse the Ban in calling for a reversal of the ban on Blue Badge Holders from entering the city centre.	Petition presented by Cllr Melly at Full Council on 20/10/2022	2734 postcards	James Gilchrist / Dave Atkinson	Executive			Due to be acknowledged at CCSMC on 7 November as part of the "Update of City Centre Access Strategy – Action Plan" report
181. Petition on behalf of residents of Westminster Road, Greycliffe Drive and The Avenue, asking the Council to explore options for a Low Traffic Neighbourhood in their area.	Petition presented by Cllr Myers & Cllr Wells at Full Council on 15/12/2022		James Gilchrist/ Dave Atkinson	Executive Member for Transport	17.01.23	To be considered CCSMC on 9 January.	
182. Petition on behalf of St Benedict's residents calling on the Council to take urgent action to tackle the problem of safety concerns resulting from drivers using St Benedict's Road as a short cut.	Petition presented by Cllr Baker at Full Council on 15/12/2022		James Gilchrist/ Dave Atkinson	Executive Member for Transport	17.01.23	To be considered at CCSMC on 9 January.	

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**Customer & Corporate Services Scrutiny
Management Committee****9 January 2023**

Report of the Director of Governance

Monitoring and Tracking of Approved Council Motions**Summary**

1. This report provides information on approved Council motions since March 2022, when this Committee last considered an update. At that meeting, the Committee decided to receive a regular update on progress against Council motions for monitoring purposes, preferably bi-annually.

Background

2. At its meeting in May 2022, the Committee confirmed its aim to ensure a transparent and regular monitoring process was in place in relation to approved Council motions. It also noted that the Council Management Team (CMT) continued to monitor motions agreed at Council meetings to ensure delivery of any agreed actions. The Committee felt that receiving a bi-annual report on progress, following on from consideration by CMT, would provide a robust and transparent platform for ensuring delivery of agreed Council motions and actions.
3. Annex A to this report builds on the information given to the March 2022 meeting of this Committee and includes details of motions approved by Full Council since that time, showing progress against implementation of any agreed actions.

Analysis

4. The approved resolutions relating to motions have, where possible, been split down in Annex A into easier to read actions. Each action has been assigned a relevant directorate 'owner', and each responsible Officer has agreed to keep relevant Members informed of progress. In addition, CMT are able to review the schedule attached after every Council

meeting, setting appropriate actions.

Consultation

5. CMT has been consulted on the process of monitoring approved Council motions and have acknowledged collective responsibility for ensuring appropriate implementation of agreed motions. CMT will continue to monitor the attached schedule and progress and set appropriate action owners after every Council meeting.

Options

6. This report is provided for transparency purposes and is therefore for information only.

Council Plan 2019-23

7. Whilst this report does not in itself materially affect how the work of scrutiny can support and develop the Council's overall priorities set out in the new Council Plan 2019-23, the proper and effective implementation of approved Council motions can contribute to those priorities dependent upon the area of concern being addressed in those motions.

Implications

8. There are no financial, equalities, legal, information technology, crime & disorder, sustainability or other implications associated with the recommendations in this report. However, there may, of course, be implications associated with the implementation of any of the motions listed in Annex A, which will be addressed by responsible officers.

Risk Management

9. Clearly, if the implementation of approved Council motions is not satisfactorily monitored, there is a risk to the organisation around the delivery of democratically taken resolutions.

Recommendations

10. Members are asked to note the contents of Annex A to this report.

Reason: To ensure that processes for monitoring and implementing approved Council motion resolutions remain sufficiently robust.

Contact Details

Author:

Dawn Steel
Head of Civic, Democratic &
Scrutiny Services
Tel No. (01904) 551030

Chief Officer Responsible for the report:

Bryn Roberts
Director of Governance & Monitoring Officer

Report Approved

Date

28 November
2022

Specialist Implications Officer(s)

None

Wards Affected:

For further information please contact the author of the report

All

Background Papers: None

Annexes:

Annex A – ‘Live’ Council Motions

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Council Motions

Date	Title	Motion & Resolutions	Lead Officer / Executive Member	Actions taken
22/03/2021	Protecting Jobs, Investing in our Communities and Transparency in the Planning System	Council resolved to request that Executive: <ul style="list-style-type: none"> • explore options for pursuing Article 4 Direction powers to suspend Permitted Development Rights (under The Town and Country Planning (General Permitted Development) (England) Order 2015) on conversions that continue to threaten the viability of York's economy through the loss of both retail and office space, without diverting necessary resources from the Local Plan process; 	Executive	Article 4 proposal to be included in work programme to Executive alongside Local Plan – January 2023. Still in progress.
		<ul style="list-style-type: none"> • develop a system whereby all developer contribution agreements with the council are publicly available in an easily accessible format, including trigger points for the release of those funds, and a record of any unspent monies returned to developers; 	James Gilchrist/ Becky Eades Cllr A Waller	The Planning department has a publicly accessible system for section 106 funds and availability. These S106 arrangements are also subject to an annual statutory report. Closed.
		<ul style="list-style-type: none"> • facilitate improved Ward Councillor involvement in the S106 process, such that the priorities of individual communities are taken into account prior to opening negotiations with developers (whilst not hindering adherence to statutory deadlines); 	Janie Berry	Ward Councillors involvement in the section 106 process is not possible as it forms part of the statutory planning function, however ward members could outline their key priorities for areas in their ward which can be considered by officers.
		<ul style="list-style-type: none"> • request that Planning Officers roll-out a programme of high-level training on the S106 process, including its current limitations, for all councillors. 	Janie Berry	Members were provided training earlier in the year with regards to section 106 training, this will be renewed next year in a member training programme. Closed.
15/07/2021	A Planning System that Works for Residents	Council resolved to call on the Government to scrap its Planning White Paper and instead:	Cllr Waller	Letter sent to Government by Cllr Waller.
		<ul style="list-style-type: none"> • Undertake a wholesale review of Permitted Development Rights. 	Cllr Waller	Letter sent to Government by Cllr Waller.

		<ul style="list-style-type: none"> • Make the Planning Inspectorate more accountable to local people. 	Cllr Waller	Letter sent to Government by Cllr Waller.
		<ul style="list-style-type: none"> • Ensure a simpler system with adequate funding to enable planning authorities such as York to ensure that planning conditions (including construction management plans) are complied with, protecting the quality of life of nearby residents or businesses both during and after the construction period. 	Cllr Waller	Letter sent to Government by Cllr Waller.
		<ul style="list-style-type: none"> • Ensure that local resident engagement is at the heart of planning and any reforms do not threaten the accountability and engagement process and Councillors are able to play their democratic role. 	Cllr Waller	Letter sent to Government by Cllr Waller.
		<ul style="list-style-type: none"> • Implement reforms that would help local authorities build more social housing, including cheaper loans, access to low-priced public land and the right to keep 100 per cent of the sale price of council homes sold off under Right to Buy scheme to reinvest in new homes. 	Cllr Waller	Letter sent to Government by Cllr Waller.
15/07/2021	Ensuring Access for All	<p>Council resolved to request that the Executive and relevant Executive Member:</p> <ul style="list-style-type: none"> • continue addressing the following suggestions through the ongoing accessibility arrangement review: 		
		<ul style="list-style-type: none"> • undertake a review of city centre seating, working closely with older adult and disability advocacy groups, to ensure sufficient 'rest-stops' are available throughout the pedestrianised footstreets area; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan. Update on the action plan coming to Cllr D'Agorne's EMDS in March 22.
		<ul style="list-style-type: none"> • ensure that all new benches installed across York are age and disability friendly, with appropriate backs and arm rests; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan.
		<ul style="list-style-type: none"> • ensure sufficient provision of fully accessible toilets, baby-changing facilities and changing places that are open at appropriate times and that are well-signposted; 	James Gilchrist / Dave Atkinson Cllr D'Agorne, Daryl Smalley / Charlie Croft	Action Plan reflect this provision.
		<ul style="list-style-type: none"> • undertake a review of cycle rack provision to ensure secure parking is available for the full range of cycles, including mobility aids and trailers; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan.

	<ul style="list-style-type: none"> • explore options for a frequent shuttle 'train'/bus that is fully accessible, not limited to Blue Badge Holders, not stigmatising and that enables people to get to and from a range of places within the pedestrianised footstreets area that they need access to; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan.
	<ul style="list-style-type: none"> • review the provision of charging points for mobility aids such that those who wish to access the city centre via this method can be confident that they will not get stuck and be forced into embarrassing or stressful situations; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	To be reviewed by new Access Forum established by the Access & Inclusion Officer.
	<ul style="list-style-type: none"> • direct council officers to work with partners, through the Quality Bus Partnership, to work collaboratively with local disability representative groups to review how drivers prioritise wheelchair users' access and makes Class 3 access training available in York; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	To be reviewed by new Access Forum established by the Access & Inclusion Officer.
	<ul style="list-style-type: none"> • in conjunction with Age Friendly York, local disability representative groups and Quality Bus Partnership, develop agreed criteria for accessible bus stops; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	To be reviewed by new Access Forum established by the Access & Inclusion Officer.
	<ul style="list-style-type: none"> • review the policy, as a part of the Council's review of parking and routes to and through the city centre, around choice of road and pavement surfaces city-wide, to ensure that ergonomics and accessibility are taken into account and that a consistent approach is taken to tactile paving city-wide; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan. Work with Access Forum to identify the priority car parks.
	<ul style="list-style-type: none"> • ensure that an easily accessible, up-to-date map of Blue Badge parking is available to residents online and in hard copy upon request; 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and part of action plan.
	<ul style="list-style-type: none"> • review national best practice examples for pedestrian core accessibility such as Chester and Leicester, and, whilst recognising that every city has different issues and challenges, consider measures that improve pre-existing access such that City of York Council meets its obligation to ensure equality of city centre access for all York residents 	James Gilchrist / Dave Atkinson Cllr D'Agorne	Approved Executive 18 November. City Centre Access report and action plan.

		<ul style="list-style-type: none"> • build on the promotion of flags like the Armed Forces flag, the LGBT flag and Trans flag by committing to fly the Disabled Pride flag at least once a year (for example a day in July, Disabled Pride month) from the Mansion House and other appropriate flag poles; 	Cllr Smalley / Janie Berry	Flag purchased. Completed.
		<ul style="list-style-type: none"> • to further the aim of raising awareness of Disabled Pride and the issues faced by disabled people, that the logo of the Disabled Pride flag be used by CYC where possible – for example on notices, posters and email signatures if people wish. 	Cllr Smalley / Pauline Stuchfield	In progress
15/07/2021	Fixing Social Care	To have all Group leaders jointly call on the new Health and Social Care Secretary to urgently begin cross-party discussions to enable Ministers to bring forward comprehensive plans that would address short and long term funding needs of the care sector.	Group Leaders	In progress
		Funding for short-term stabilisation, addressing short-term funding challenges, which have been worsened by Covid, to prevent further deterioration in the access to and quality of care.	Cllr Runciman/ Jamaila Hussain	There has been increased investment into social care as part of 22/23 budget, further work is ongoing to reduce the number of short term funding arrangements.
		A long-term plan for social care that sets the priorities for investment and transformation of services and systematically addresses the workforce challenges;	Cllr Runciman/ Jamaila Hussain	There is currently a plan in place, Officers are updated this to ensure alignment with the White paper that came out late last year and also the integration while paper released on the 9 th February.
		A funding settlement that provides local government with the necessary finance to implement the long-term plan over the next five years; and;	Cllr Runciman/ Jamaila Hussain	Officers are currently working with finance teams to fully understand the implications of the adult social care white paper. The recent budget includes further investments into social care. A 22/23 finance plan in in place, and we will further develop this as part of system wide planning over the next couple of months, aligning this with Council Plan objectives and HWBB strategy.

		Arrangements to protect people from incurring catastrophic care costs by pooling the risk and making the current means-test more comprehensive.	Cllr Runciman/ Jamaila Hussain	A part of our responsibilities under the Care Act, as a council we already provide an opportunity for self-funders to have a social care assessment this helps to ensure that the individual receive the right care as stipulated in the assessment thus safeguarding individuals paying for unnecessary care. We are currently reviewing options of introducing a more comprehensive means test, in line with FACS.
21/10/2021	Making York an Anti-Racist and Inclusive City	<p>Council resolves to aspire to make York an Anti-Racist and Inclusive City, and requests that Executive:</p> <ul style="list-style-type: none"> • supports the setting up within three months of an independent, ethnically diverse and intersectional working group, to include people with lived experiences, that will, working to its own terms of reference, collaboratively develop and implement a long-term anti-racism and inclusion strategy and action plan for the city that: <ul style="list-style-type: none"> ○ identifies, acknowledges, and tackles structural barriers to understanding the impacts of racism and to implementing change in all public bodies in our city; ○ identifies, acknowledges, and works to tackle institutional racism wherever it exists in all public bodies in our city; ○ encourages the participation of marginalised ethnic groups in all aspects of civic and city life; ○ works to ensure equitable representation from marginalised ethnic groups in local governance; ○ ensures equal access for those same groups to health (including mental health) and social services; ○ ensures that the narratives and visibility of York's history are acknowledged and that citizens from marginalised ethnic groups are promoted and celebrated for what they have to offer 	Cllr Smalley / Executive / Pauline Stuchfield	<p>Meeting took place in December 2021 with Speak Up Diversity to start discussions regarding what resource they will require to support them “in producing the strategy and action plan before bringing a resourcing proposal back to Council”. Funding approved of start-up costs of £5k to support the establishment of the group, along with £20k to deliver the activities as outlined in the motion.</p> <p>First quarterly meeting held in May and August 2022 post funding agreement and project is underway.</p> <p>Inclusive Equal Rights UK 3.0 Group launched formally in October 2022. Initial findings due February 2023</p>

		<ul style="list-style-type: none"> • agrees to receive the strategy and action plan after 12 months and act swiftly to implement the latter. 		See above
		<ul style="list-style-type: none"> • collaborates with the working group to assess what resource it will require to support it in producing the strategy and action plan before bringing a resourcing proposal back to Council. 		See above. Completed.
21/10/2021	Government Must Work with Councils to Tackle Worsening Heatwaves and Extreme Weather	<p>Council resolves to ask Executive to report on the City's climate resilience by assessing the risks from the eight priority risk areas of the UK Climate Change Risk Assessment (June 2021) https://www.theccc.org.uk/publication/independentassessment-of-uk-climate-risk/ , plan for enhancement of the city's climate resilience and management of the unavoidable impacts of climate change.</p>	Cllr Widdowson / Claire Foale / Shaun Gibbons	Progress made in the Climate Change Strategy. Additional work required to produce impact assessment following publication. Final report produced.
		<ul style="list-style-type: none"> • To add this Council's voice to calls by the Local Government Association and the Association of Directors of Environment, Economy, Planning and Transport, and others, for a joint local and national government taskforce to plan action to reach 'net zero' emissions. 	Cllr Widdowson / Claire Foale / Shaun Gibbons	See above
		<ul style="list-style-type: none"> • To call for such a partnership to set appropriate regulations. 	Cllr Widdowson / Claire Foale / Shaun Gibbons	See above
		<ul style="list-style-type: none"> • Benchmarks and targets and create the much needed longterm funding to enable local council areas, communities and economies to decarbonise whilst remaining resilient and able to realise the benefits of decarbonisation in terms of new green jobs and a healthier environment. 	Cllr Widdowson / Claire Foale / Shaun Gibbons	See above
		<ul style="list-style-type: none"> • To therefore ask the Chief Operating Officer to write to Alok Sharma MP, President for COP26, the Prime Minister, and the Leadership Board of the LGA, informing them of our support for a joint Local/National Government Climate Change Partnership Taskforce and asking for one to be established as soon as possible. 	Ian Floyd	Letter send on 15.11.21. Response received on 08.04.22.
21/10/2021	Signing Up to the City of Sanctuary Local Authorities Network	Council Resolves to Join the City of Sanctuary Local Authority Network committing the council to work towards the Council of Sanctuary Award and agreeing to endorse the City of Sanctuary Charter.	Pauline Stuchfield	Application submitted to join Network.

		<ul style="list-style-type: none"> • Commit to working with York City of Sanctuary. 	Pauline Stuchfield	First meeting held with York City of Sanctuary in December 2021, with a view to developing our action plan. A task group has been formed.
		<ul style="list-style-type: none"> • Draw up an action plan, for approval by the Executive, showing how the council will: learn about what it means to be seeking sanctuary; take positive action to implement welcome, safety and inclusion; and share its experience of sanctuary and welcome with the wider community and local organisations, spreading the word about its welcoming efforts. 	Pauline Stuchfield	<p>Draft action plan to be consulted on during March. Draft Action plan has now been finalised – starting its journey through to Executive this Autumn.</p> <p>Consultation is ongoing. The final consultation workshop will be held on 7 July and then the plan will be brought to Executive.</p>
		<ul style="list-style-type: none"> • Submit an application, within six months of joining the network, to go through the award appraisal process in order to gain accreditation as a Local Authority of Sanctuary. 	Pauline Stuchfield	Awaiting updates
21/10/2021	York Residents' Right to Food	<p>Council resolves and requests that Executive:</p> <ul style="list-style-type: none"> • Agree to allocate individual responsibility for tackling food poverty to a named Executive Member. 	Cllr Runciman / Cllr Craghill	Completed. Now joint responsibility of Executive Members of Health and Adult Social Care and Housing and Safer Neighbourhoods
		<ul style="list-style-type: none"> • Designates Local Area Coordinators as food justice champions, who will lead on tackling food poverty locally. 	Pauline Stuchfield	New officer role created in the community team to work on food poverty at Decision Session of the Executive Member for Finance and Performance - 14 February 2022, 1 year funding approved. Appointments to be confirmed imminently to this and HAF role. Update: appointments made and officers are now in post – working alongside all communities officers and partners.

		<ul style="list-style-type: none"> • Supports the setting up of a food partnership to bring together local stakeholders, including members of the community who have provided informal food banks, to develop a local food action plan to help address the causes of food poverty, which will report back to the Health Policy and Scrutiny Committee. 	Pauline Stuchfield	<p>First internal meeting set up to review all motion elements and to look to co-produce action plan with foodbanks and grass roots community organisations. Will be progressed through communities and COI (Food) and Good Place Network. Firmly on Good Place Network agenda.</p>
		<ul style="list-style-type: none"> • Increases promotion of Healthy Start vouchers amongst eligible families in the city and agrees a 100% target for their take-up. 	Sharon Stoltz	<p>Completed</p> <p>Healthy Start is a statutory public health responsibility. The public health team have adopted an aspirational target of 100% take-up and have a project plan in place with partners to deliver this together with a small amount of investment from the public health grant to improve access to vitamins while the application process is being undertaken and for a marketing campaign to raise awareness. Performance will be monitored via reports to the Executive Member. National data on uptake is currently not available as the system changes from a paper-based voucher system to a digital system. However, a comms campaign has been operating, with articles in the residents magazine as well as on social media. The Healthy Child service continues to support families to sign up to the programme and supplies vitamins at every new birth visit.</p>

		<ul style="list-style-type: none"> • Building on work throughout the pandemic, makes the focus of the Community Hubs Strategy to facilitate the setting up of 'community kitchens' in buildings such as community centres, council-run centres and school kitchens that are out of use during school holidays, so they can be used by the community to provide good quality, nutritional food for residents in need. 	Pauline Stuchfield	As above (food partnership) and COI (Food).
		<ul style="list-style-type: none"> • Surveys informal food bank providers to get a clear picture of the amount of informal food bank use in York. 	Pauline Stuchfield	Data work in planning as part of regional recovery work. Food officers are mapping facilities.
		<ul style="list-style-type: none"> • Works to ensure the council frequently promotes the city's food poverty support website through its corporate communications: https://yorkfoodpoverty.org/whats happening/ 	Pauline Stuchfield	To review as part of food poverty work, likely to focus on LiveWellYork website. Ongoing.
16/12/2021	End Violence Against Women and Girls	<p>Council resolves to:</p> <ol style="list-style-type: none"> 1) Endorse the Council's application to become a White Ribbon Accredited local authority. 	Sharon Stoltz	Completed. CYC became accredited on January 2022
		<ol style="list-style-type: none"> 2) Encourage all Councillors to take the White Ribbon pledge, never to take part in, condone or stay silent about violence against women. 	Sharon Stoltz	Being taken forward by the White Ribbon Steering Group, which is a sub-group of the Domestic Abuse Local Partnership Board.
		<ol style="list-style-type: none"> 3) Update its own housing services policies as a matter of urgency to ensure that coercive control is taken into account in the same way that domestic violence is, when considering property moves for vulnerable tenants. 	Sharon Stoltz / Tracey Carter	Staff across our teams work with a whole range of agencies around DA including Police, IDAS, Children Services, attending MARAC meetings, child conferences, LAC etc. This is an issue that they have and continue to deal with week in week out. We shall strengthen provisions to assert that we already recognise coercive control as a form of domestic violence in our policies.
		<ol style="list-style-type: none"> 4) Arrange awareness training around violence against women and girls and misogyny. 	Sharon Stoltz	This is being taken forward through the Violence Against Women and Girls

				(VWAG) NY and Y working group and the Safer York Partnership.
		5) Support the summit regarding violence against women and girls with key city and regional representatives set to be held early next year and support the implementation of the forthcoming North Yorkshire Police strategy to help make York a safer place for women and girls.	Sharon Stoltz	Completed
		6) Encourage schools, academies and colleges to develop and implement policies on tackling physical, mental or emotional harassment of female pupils or staff, separate to their bullying policy.	Sharon Stoltz / Maxine Squire	In progress. Good practice examples at All Saints, York High and Fulford School. Schools are refreshing their policies in the context of updated Keeping Children Safe in Education guidance and Ofsted safeguarding requirements. The school safeguarding adviser is capturing and sharing evidence of good practice through school safeguarding audits.
		7) Support and work to expand such campaigns as the 'Ask for Angela', 'Ask for Clive' and the Our Streets Now.	Sharon Stoltz	This forms part of the action plan of the White Ribbon Steering Group, which in turn is a sub-group of the Domestic Abuse Local Partnership Board.
		8) Write to the new Police, Crime and Fire Commissioner to ask them to report on performance on tackling violence against women and the progress of implementing a region-wide strategy to support this work.	Sharon Stoltz	Completed. Performance data is presented to the Domestic Violence Local Partnership Board and to Community Safety Partnership
16/12/2021	Caring and Dignity for York's Elderly Residents	Council resolves to: <ul style="list-style-type: none"> state its written opposition to Government on the exclusion of financial support for York's least well off residents in calculating when the care cap threshold is reached; 	Jamaila Hussain / Michael Melvin / Debbie Mitchell	We are finalising the calculation that the cap will have and will formally write back since receiving the Council allocation. We have also highlighted to the Local MP in regards to the implications the cap threshold will have on residents and the Council.

		<ul style="list-style-type: none"> write to both York MPs, highlighting the number of York residents currently in receipt of support with care costs in their respective constituencies, as an indication of how many are likely to be hard hit by the new policy from 2023; 	Jamaila Hussain / Michael Melvin	We have replied back to the MP in December with the figures. As well as highlighting that the new policies will have a detrimental effect on the most vulnerable.
		<ul style="list-style-type: none"> request that Executive: <ul style="list-style-type: none"> commissions a study to investigate more cost-effective market structures for care places in York; carries out a full review of its Haxby Hall transfer decision, both to learn lessons and to determine what support it can provide Yorkcare to enable it to honour its legal obligations around staff transfers; <p>in order to provide a secure, safe and stable local care market, that York residents can better afford.</p>	Jamaila Hussain / Michael Melvin / Debbie Mitchell	<p>We have commissioned VENN to complete a review of services from early intervention to domiciliary care. This review has highlighted areas where social care and health can work together to maximise support for people earlier in their care journey, through community and voluntary sector support as well as Local area co-ordinators. A separate fair cost of care analysis tool is being developed through the ADASS commissioning network. The work should conclude in April 2022.</p> <p>A desk top review has been completed to look into the transfer, procurement and commissioning of Yorkcare and also linked in with Yorkcare in regards to staffing and contractual arrangements. Yorkcare consultation with staff concluded ended in January.</p>
16/12/2021	Houses in Multiple Occupation	<p>Council resolves therefore in the interests of protecting residential family homes for family use to request Executive:</p> <ul style="list-style-type: none"> initiates without delay a review of the HMO Supplementary Planning Document with a view to halving the acceptable percentage thresholds of HMOs across the Article 4 Direction area, whilst taking into account alternative housing provision available, and being mindful of the need to provide suitable accommodation for vulnerable residents; 	<p>CLlr Denise Craghill/ CLlr Andrew Waller</p> <p>Alison Cooke/Ruth Abbott/Neil Ferris/Tracey Carter</p>	Report was considered by Executive 21 April 2022 on "Review of the Controlling the concentration of Houses in Multiple Occupation Supplementary Planning Document 2012 (revised 2014) in response to the Council Motion of December 2021.

		<ul style="list-style-type: none"> In the interests of transparency, commits council officers to updating concentrations of HMOs across the Article 4 Direction area annually, at residential and street levels, by providing up to date data on both the council website and the York Open Data website. 	<p>Cllr Denise Craghill/ Andrew Waller</p> <p>Alison Cooke/Ruth Abbott/Neil Ferris/Tracey Carter</p>	As above.
16/12/2021	Clean Up York's Rivers	<p>Council resolves to request the Chief Operating Officer to:</p> <ul style="list-style-type: none"> Consider what further enhancements to the city's riverside offer can be made 	<p>Cllr Paula Widdowson</p> <p>Ian Floyd/Steve Wragg</p>	
		<ul style="list-style-type: none"> Confirm that all available measures are being taken to ensure that any development which takes place in proximity to York's rivers is sympathetic to the significance and historic context of its setting, in particular ensuring that where the Council is the developer itself, all opportunities are taken to maximise enjoyment of the rivers and riverside areas. 	<p>Cllr Paula Widdowson</p> <p>Ian Floyd/Steve Wragg</p>	As above
		<ul style="list-style-type: none"> Consider whether through working in partnership with all relevant stakeholders more can be done to enhance river safety, including the introduction grab-chains, CCTV and other such safety measures as well as enhanced and improved ongoing river-safety advertising campaigns. 	<p>Cllr Paula Widdowson</p> <p>Ian Floyd/Steve Wragg</p>	RoSPA are due to come and review York's river safety measures in late April / May 2022 (exact date TBC, and once flood risk is over). The review will involve stake holders and report into the Water safety Advisory Board (chaired by NY Fire and Rescue), next meeting of Board 26 th April.
		<ul style="list-style-type: none"> Write to the Secretary of State for Environment, Food and Rural Affairs calling for the Government to commit to granting the necessary funding, regulatory powers and policy changes to restore the health of Britain's rivers. 	<p>Cllr Paula Widdowson</p> <p>Ian Floyd/Steve Wragg</p>	Letter sent 25.01.22
		<ul style="list-style-type: none"> Write to The Chief Executive of Yorkshire Water calling for urgent action to address the impact of waste-water discharges on our local rivers and to consider the implications of the work of the Storm Overflows Taskforce, the recently published Storm 	<p>Cllr Paula Widdowson</p> <p>Ian Floyd/Steve Wragg</p>	Letter sent 25.01.22. Response received from Yorkshire Water on 04.02.22.

		Overflow Evidence Project report and their implications in York, particularly relating to the use of real time data releases on overflow spills		
		<ul style="list-style-type: none"> Write to the Regional Director of the Environment Agency to request an update on the current testing regime in the Ouse and Foss to understand if improvements could be made. As well as to request that consideration is made to house the data on the CYC York Open Data platform and explore if the tests undertaken and information on their findings can be publicised on the Council website and social media channels. 	Cllr Paula Widdowson Ian Floyd/ Steve Wragg	Letter sent 25.01.22
		<ul style="list-style-type: none"> Write to the charities River Action and The Rivers Trust expressing this Council's support for their campaign to restore the health of Britain's rivers 	Cllr Paula Widdowson Ian Floyd/ Steve Wragg	Letter sent 25.01.22
		<p>Council also resolves:</p> <ul style="list-style-type: none"> In the light of the above, to request that Executive commission an update report on the actions that the council is able to take, along with the Environment Agency, Yorkshire Water, the Canals and Rivers Trust and other local and regional partners to prevent incidents and protect the health and cleanliness of York's rivers; 	Cllr Paula Widdowson Ian Floyd/ Steve Wragg	In progress
		<ul style="list-style-type: none"> To request that this report cover current local powers that are available to control and limit fly-tipping in water courses, control other discharges and require water courses to be kept free from pollution, as well as exploring the options for producing an overarching Strategy for York's Rivers and Becks. This strategy would bring together a single overview of work on flood management, climate change adaptation, water course related biodiversity and land management and pollution control. 	Cllr Paula Widdowson Ian Floyd/ Steve Wragg	In progress
27/4/2022	York Stands With Ukraine	<p>This Council therefore resolves to:</p> <ul style="list-style-type: none"> Continue to fly the Ukrainian flag from the Mansion House in a show of solidarity with the people of Ukraine. 	Pauline Stuchfield	Ongoing
		<ul style="list-style-type: none"> Ask that relevant officers initiate the process of adopting Lviv, Ukraine, as York's sister city with a memorandum of understanding. 	Will Boardman	

		<ul style="list-style-type: none"> Provide help and support to all Ukrainian nationals living in York by ensuring that the council works collaboratively alongside citizens, businesses and voluntary organisations in the city to help them in their efforts to support refugees to settle in the city. 	Pauline Stuchfield	Ongoing – lead responsibility now moved to Place through Housing.
		<ul style="list-style-type: none"> Call on Government to ensure an open a simple, fast and safe route for refugees to come to the UK is urgently established, providing information and resources to local councils to support those seeking sanctuary. 	Pauline Stuchfield	Needs clarification. — is a communication required? Ongoing communications with Government contacts in light of recent arrivals with no funding for council services.
		<ul style="list-style-type: none"> Write to the Secretary of State for Levelling-Up, Housing and Communities to clarify the powers open to the council on the actions it may take to ensure that no pathway is left available for Russian financial investment, also calling for existing procurement laws to be changed to recognise this. 	Will Boardman	Letter received from Government which provides relevant guidance .
		<ul style="list-style-type: none"> Call on the York and North Yorkshire Local Government Pension Fund to divest itself of any similar interests, particularly in gas, oil and energy. 	Debbie Mitchell	This is for the Council’s rep on the Pension Fund Committee to action, which is Cllr Vassie. Completed.
27/4/2022	End Fuel Poverty in York	<p>Council resolves:</p> <p>a) to request that the Executive adopts a bold vision to end fuel poverty in York by 2030, and instructs officers to develop a strategy and action plan to meet the 2030 target, to include:</p> <ul style="list-style-type: none"> improving the energy efficiency of council housing stock; enforcing existing regulations on energy efficiency and property standards, particularly in the private rented sector; the levering in of funds to improve the energy efficiency standards of all housing; providing accessible information, advice and guidance in a variety of formats to those most in need; maximising the incomes of low income households through the efficient delivery of Council-administered benefits, sensitive recovery of debt and the provision of advice and support; working in partnership with other agencies and voluntary and community groups to implement and monitor delivery of the strategy; 	Claire Foale / Tracey Carter	<p>In progress</p> <p>In progress</p>

		b) to request that Executive receives reports on progress on the above activities and on steps to end fuel poverty every six months;	Pauline Stuchfield Tracey Carter/ Claire Foale	
		c) to become a member of the End Fuel Poverty Coalition;	Tracey Carter	Advise to be sort from Bryn as to CYC membership.
		d) to ask all Group Leaders to write to Government Ministers for Energy and for Housing, calling for: <ul style="list-style-type: none"> • continuation of the annual Winter Warm Home Discount in line with price cap increases, rather than keeping it frozen at £140; • an increase in the 'discount' (loan) for low-income families and individuals, without the requirement that they be repaid later; • them to work with energy companies to write off the energy cost debt of those in extreme financial hardship; • a commitment to work with energy companies to end the poverty premium paid by those on pre-payment meters, who can least afford high energy bills, by moving them to the cheapest available tariffs by default - permanently; • a commitment to a mass rollout of insulation measures for people on low incomes in addition to the existing ECO and Green Homes Grant schemes, and with more lenient EPC eligibility criteria. 	Pauline Stuchfield / Tracey Carter / Claire Foale	In progress some items addressed in government announcements 26/05/2025
27/4/2022	Addressing York's Dental Crisis	This Council therefore resolves to: <ul style="list-style-type: none"> • Ask the Executive Member for Health and Adult Social Care to bring regular reports on the state of local dentistry to decision sessions, seeking input from relevant scrutiny committees. 	Jamaila Hussain / Sharon Stoltz	It is more appropriate for the Health and Wellbeing Board to receive regular reports on the state of local dentistry given that there is NHS representation and cross party membership. The Health and Wellbeing Board reports regularly to the Health and Adult Social Care Scrutiny Committee and to Council via the Executive Member updates. Therefore it is considered inappropriate to use Executive member Decision Sessions for this purpose.

		<ul style="list-style-type: none"> Ask that the Executive Member makes the case for harnessing opportunities to improve dental service provision locally through the development of Integrated Care Systems (ICS). 	Jamaila Hussain / Sharon Stoltz	<p>The responsibility for commissioning dental services sits with NHS England & Improvement (NHSE/I) and not the Integrated Care System. In York the Council's Public Health Team are already working with NHSE/I commissioners to ensure that we realise the benefits of Flexible Commissioning within the constraints of the national contract for provision of NHS Dentistry.</p>
		<ul style="list-style-type: none"> Ask all group leaders and local health and NHS partners to write a joint letter to the Health Secretary outlining concerns over local provision and access to services, outlining urgent reforms which need to take place, including boosting spending, reforming commissioning to tackle the twin crises of access and affordability, recognising overseas dentistry qualifications and implementing an urgent programme to recruit and retain more NHS dentists. 	Jamaila Hussain / Sharon Stoltz	<p>The Director of Public Health, on behalf of the Health and Wellbeing Board, has already been in contact with the Secretary of State and sent a letter to the Chief Dental Officer on 1st November 2001 explaining the Board's concerns about access to dental services in York and including reference to the Healthwatch York reports. The Chief Dental Officer referred our concerns to the NHSE/I North East & Yorkshire Regional Team responsible for Primary Care Commissioning (including dentistry). The Director of Public Health has met with this team who have since attended Health & Adult Social Care Policy & Scrutiny Committee to discuss the challenges around access to dentistry etc. This work is ongoing as described above but is constrained by the NHS Dental Contract. The Department of Health and Social Care is aware of the need to</p>

				review the contract and the need for training etc and the government is being lobbied by a group of MPs representing constituencies across England to bring forward the timescale for this work. There is, therefore, nothing to be gained by writing a further letter from group leaders and local health and NHS partners when the matter is already being lobbied at central government.
27/4/2022	End 'Fire and Rehire'	Council therefore resolves to: <ul style="list-style-type: none"> ask the MPs for York Central and York Outer to write to the Prime Minister, demanding he acts now to outlaw fire and rehire, and to keep his promise to York residents to protect their terms and conditions of employment; 	Cllr Aspden / Ian Floyd / Will Boardman	Will Boardman to draft letter to York MPs.
		<ul style="list-style-type: none"> ask the council's Chief Operating Officer and Council Leader to write to all businesses in York employing 100 or more staff, inviting them to sign up to the Good Business Charter and its 10 components; 	Cllr Aspden / Ian Floyd / Simon Brereton	Letter sent and continue to promote.
		and to call on the council's Executive to: <ul style="list-style-type: none"> not use fire and rehire itself as an employer and through updated council procurement policy, both prevent its use by council contractors as well as ensuring that the council only contracts those with good employment, trade union, equalities and environmental records; 	Debbie Mitchell	This Council's procurement strategy and processes already outlines that we will use procurement to achieve social, economic and environmental outcomes. Our suppliers have to support our commitment to equalities, be responsive to the needs of our communities, ensure services are accessible to all groups and appropriate to those with differing needs and commit to developing a diverse and inclusive workforce.

			<p>All our suppliers are required to demonstrate their commitment to maintaining and promoting high ethical standards, reminding them of their duty of care in the use of public funds.</p> <p>We ensure that opportunities to promote and encourage local economic growth are built into appropriate contracts whilst ensuring compliance with legislation. When contracting with national/international suppliers we encourage them to engage local providers in the delivery of services.</p> <p>We ensure that sustainability criteria are built into our procurements to tackle climate change and reduce waste.</p> <p>The requirement for payment of the Foundation Living Wage is explicitly made in the tender documentation, and the contract conditions that are issued with the tender.</p> <p>CYC will ensure that all possible and viable options will be considered when proposing to change an employee's terms and conditions. We have positive and constructive relationships with our trade unions to ensure that our employees are supported during times of change and we always aim to ensure that changes implemented are</p>
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				financially viable, consider equalities impacts and follow all national and local employment procedures.
		<ul style="list-style-type: none"> promote the increasing number of progressive local employers prioritising their employees' standard of living and wellbeing; 	Tracey Carter / Simon Brereton	As above.
		<ul style="list-style-type: none"> work with York's anchor institutions and the council's key partners to bring forward plans for model employment practices, in partnership with recognised trade unions; 	Ian Floyd / Helen Whiting	The Council will continue to work with partners across the council and share good practice in terms of employment initiatives and good practice. As an employer we work with the Council's recognised trade unions for our own employees and national trade unions as part of collective bargaining of employee's terms and conditions. The Council operates within the existing employment regulations and will consult with recognised and relevant trade unions on employment matters that seek to end an employees' employment.
		<ul style="list-style-type: none"> support the TUC campaign for a 'New Deal for Working People'. 	Ian Floyd / Helen Whiting	The council works to ensure that we are an employer of choice offering a fair pay which is governed by national bargaining, local negotiation and polices and measures to ensure fair application. We have strong relationships with our recognised trade unions and we strive to ensure that we offer a safe and respectful working environment and services where employees are proud to work for the Council and serve our residents. These

				are all key elements of the New Deal for Working People campaign and these are also embedded in our Values and Organisational Development Plan
14/7/2022	Opposing Fire Service Cuts to the North side of York	Council resolves: <ul style="list-style-type: none"> to formally oppose cuts to Huntington Station fire cover by submitting a City of York Council consultation response, outlining the city's view that current crewing and fire appliance arrangements at Huntington Station must be retained; 		
		<ul style="list-style-type: none"> to have that draft response published for public comment and decision at an Executive Member Decision Session prior to the consultation deadline of 14th August; 	Janie Berry	
		Council further resolves to write to the Police, Fire and Crime Commissioner and MPs for York Central and York Outer, asking them to collectively write and seek an urgent meeting with the Secretary of State for Levelling Up, Housing and Communities, to:	Cllr Aspden / Janie Berry / Will Boardman	Letter sent on 11/08/22.
		<ul style="list-style-type: none"> carry out a comprehensive funding review of fire and police services in North Yorkshire, in order to futureproof sustainable service provision; 	Cllr Aspden / Janie Berry / Will Boardman	
		<ul style="list-style-type: none"> make NYFRS's case for greater Government grant that address the unique challenges of delivering services across a large rural county, with diverse risks and very low levels of reserves; 	Cllr Aspden / Janie Berry / Will Boardman	
		<ul style="list-style-type: none"> push for NYFRS to be given the option of agreeing the £5 precept flexibility, consistent with the other lowest charging fire authorities nationally. 	Cllr Aspden / Janie Berry / Will Boardman	
14/7/2022	Declaring a Cost of Living Emergency	Consequently, Council resolves to: <ul style="list-style-type: none"> Declare a 'Cost of Living Emergency' in York. 		
		<ul style="list-style-type: none"> Ask the Executive to commit £200k towards the YFAS to issue additional food and fuel vouchers to approximately 4,000 residents on the lowest incomes. 	Pauline Stuchfield	Finance to advise on mechanism for executive to make this decision. Completed
		<ul style="list-style-type: none"> Host a local Cost-of-Living Emergency Summit, with stakeholders, including Citizens Advice, Food Banks, Local Trades Unions, and 	Pauline Stuchfield	In planning for mid October 2022 Completed

		Chambers of Commerce and organisations working to support residents facing hardship.		
		<ul style="list-style-type: none"> Call on the Government to act immediately to tackle the cost of living crisis by cutting the standard rate of VAT to 17.5%, restoring the Universal Credit supplement of £20, expanding the Warm Home Discount and introducing a home insulation fund to cut heating bills and carbon emissions. 	Pauline Stuchfield	Completed
14/7/2022	Creating a more collaborative council	<p>This Council therefore resolves:</p> <ul style="list-style-type: none"> to request Executive to begin the necessary preparatory work that would explore the various alternative governance models to identify the most suitable, deliverable and financially viable model, taking in account the governance implications of the creation of a combined authority in York and North Yorkshire. This work would include the creation of a cross party task group, identification of the necessary funding, consultation with the Local Government Association and authorities which currently operate some type of committee system, such as Kent, Wirral, Bristol and Liverpool. A report would be brought to a meeting of the Executive to outline the financial and governance implications and possible next steps, enabling a decision on the formal adoption of any alternative forms of governance to be made in May 2023. 	Claire Foale	<p>Meeting has taken place with Cllr Ayre and he has asked for across party working group to be established and to meet in August / September 2022. Group Leaders have been contacted for nominees and to also provide availability for a meeting of the working group.</p> <p>As of 24.08.22 a nomination has been received from Green Group and awaiting responses from the other Group Leaders.</p>
14/7/2022	Stop Unfair Parking Enforcement at Tower Court	<p>Council therefore resolves that:</p> <ul style="list-style-type: none"> The City of York Council's Corporate Director for Economy & Place writes to Boultee Brooks Real Estate Ltd, ArdPark Ltd and the British Parking Association to seek a meeting to discuss the approach to enforcement at Tower Court and the impact it is having on residents, with a view to a more flexible approach being adopted. 	Neil Ferris / James Gilchrist	Corporate Director of Place met with a representative of Boultee Brooks Real Estate Ltd on 22 September - awaiting written response of agreed actions.
20/10/2022	Protecting and Improving Local Bus Services	<p>Council therefore resolves that:</p> <ul style="list-style-type: none"> Officers should continue negotiations with bus providers to retain as many routes as possible and to prevent a gap in service provision, while recognising that when Govt funding 	Neil Ferris / James Gilchrist	Report scheduled to be considered by Executive on 22 November re Bus Network Review.

		stops in March, this can only be guaranteed if the Lib Dem-led council is willing to subsidise and secure such services.		
		<ul style="list-style-type: none"> Officers should actively engage with all elected councillors, including transport spokespersons and user groups as part of their work with operators to review bus routes and timetables. 	Neil Ferris / James Gilchrist	Enhance Partnership agreed by Executive in October 2022 – a route for engagement between Councillors, Community with bus operators.
		<ul style="list-style-type: none"> The Executive should use all opportunities, including working with regional political leaders, to continue to lobby Government for long-term funding to support public transport networks, including support for driver recruitment and training schemes. 	Cllr D'Agorne	
		<ul style="list-style-type: none"> Whilst the agreed 'Enhanced Partnership' approach should be pursued, alternative feasible models should be kept under review and lessons learned from the experience of other cities and regions, including the bus franchising systems being pursued by Labour Metro Mayors in Liverpool City Region and Greater Manchester. 	Neil Ferris / James Gilchrist	Complete, as members agreed the Devolution deal which provides for the Combined Authority Mayor to introduce Bus Franchising.
20/10/2022	Controlling the Concentration of Short Term & Holiday Lets	<p>Council therefore calls on Executive to:</p> <ul style="list-style-type: none"> agree to commence the process of compiling an evidence base, from which the council can consider adopting a new policy in the future on controlling the spread of short term and holiday let accommodation, post-adoption of the Local Plan; 	Alison Cooke	Will be included in the Local Plan Housing Needs Assessment updates from time to time.
		<ul style="list-style-type: none"> consider bringing forward, in a report to Executive in due course, options for s106 planning conditions that include, but are not restricted to: <ul style="list-style-type: none"> exclusivity sales periods for York residents on new build developments; main residence only conditions/restrictions on short term lets on new developments; consider the impact of short term and holiday lets in the development of the council's various housing policies, including the loss of ordinary family and other housing in York; 	James Gilchrist	Subject to the below lobbying government result in legal powers.
		<ul style="list-style-type: none"> ensure the council lobbies Government, through the Local Government Association and its two MPs, to alter the tax regime 	James Gilchrist / Cllr D Craghill	Review Scrutiny response to Government consultation on holiday

		to ensure parity between short term lets operating as businesses, and long term lets, removing preferential treatment for the former		lets and work with members to lobby government.
20/10/2022	York Opposes Fracking	This Council resolves to: <ul style="list-style-type: none"> Ask the COO to write on behalf of the Council to the Prime Minister, the Secretary of State for Business, Energy and Industrial Strategy and the Minister for State (Minister for Climate) to make them aware of the opposition to fracking in York, in light of the Government's statement that it will only progress with fracking where there is local support. 	Ian Floyd / Will Boardman	
20/10/2022	Equality for Disabled People	This Council resolves: <ul style="list-style-type: none"> to adopt the Social Model of Disability and embed it into every area of its working, operation, policy and practice, including in how it communicates; 	Pauline Stuchfield	Work to commence on actions when Access Officer is in post working on an integrated action plan. Integrated Action Plan is in development. Work has started with comms on updating accessible information guidelines in line with commitments in response to Health Watch Report.
		<ul style="list-style-type: none"> to review the extent to which disability awareness training, inclusive and universal design training and disability equality is embedded across the organisation in how the council delivers services, making recommendations as appropriate; 	Pauline Stuchfield	Included in above.
		<ul style="list-style-type: none"> to prepare and adopt a Supplementary Planning Document (SPD) on building design, post Local Plan adoption, in order to deliver accessible and inclusive new developments in the future; 	Pauline Stuchfield	As above. To follow formulation of Independent Advisory Group (IAG below)
		<ul style="list-style-type: none"> to commit to genuine co-production on all council developments, where disabled people's views are incorporated alongside those of appropriate professionals when considering inclusion and accessibility; 	Pauline Stuchfield	As above. Formulation of IAG in progress.
		<ul style="list-style-type: none"> upon the appointment of an Access Officer, to convene a quarterly Access Forum, resourced so that it will work in an entirely inclusive and accessible way, supporting a genuine commitment to co-production. 	Pauline Stuchfield	As above. Formulation of IAG in progress.

Completed Council Motions

19/12/2019	A Healthier Greener York	<p>Council Resolved: To request that Members & Officers work closely, collaboratively, and constructively to achieve meaningful, measurable & significant change to our city's carbon emissions within the term of this current administration;</p>	<p>Claire Foale / Shaun Gibbons Cllr P Widdowson</p>	<p>In progress. York climate change strategy is in development and scheduled for publication in July. Between 2018 and 2019, York's carbon emissions reduced by 32,000tCO₂e.</p> <p>As a council, we have reduced our emissions by 60% since 2018/19 through initiatives such as switching our energy to a renewable tariff and our fleet electrification programme.</p>
		<p>To work across political parties to build a city-wide consensus around reducing & removing unnecessary car journeys throughout the city;</p>	<p>James Gilchrist / Cllr D'Agorne</p>	<p>Work in progress relating to LTP4 and full Council have since established a cross Party working group.</p>
		<p>To prioritise establishing walking, cycling & public transport as genuinely viable & attractive alternative transport options for residents living in all parts of York, particularly including the villages & outer areas;</p>	<p>James Gilchrist / Dave Atkinson Cllr D'Agorne</p>	<p>LCWIP in progress relating to LTP4.</p>

		<p>To request that the Executive Member for Transport;</p> <ul style="list-style-type: none"> • Develops & implements a plan, taking into account all financial & legal consideration, to restrict all non-essential private motor vehicle journeys “within the city walls” by 2023 	<p>Dave Atkinson</p> <p>Cllr D’Agorne / Executive</p>	<p>Considered as part of the LTP4 and My City Centre consultation.</p>
		<ul style="list-style-type: none"> • Works closely with disability advocacy groups & Blue Badge Holders to ensure that access to the city centre is maintained and improved for people with mobility difficulties or who are otherwise unable to use public transport; 	<p>Pauline Stuchfield/ James Gilchrist Cllr D’Agorne / Cllr Smalley</p>	<p>Ongoing – considered as part of the wider consultation. Autumn 2020 and decisions made in November 2021 to remove blue badge exemptions from footstreets whilst investing to improve access across the city centre. Access officer, who will lead on this work, funding approved and job role is being created for recruitment.</p>
		<ul style="list-style-type: none"> • In collaboration with the Executive Member for Children, Young People & Education, explores opportunities to restrict all non-essential motor vehicles from accessing the roads immediately adjacent to the city’s primary schools at drop-off & pick up times; 	<p>James Gilchrist / Dave Atkinson Cllr D’Agorne / Cllr I Cuthbertson</p>	<p>Considered as part of the LTP4 but also subject to budget provision.</p>
		<p>Works constructively with traders in any plans to ensure deliveries continue and businesses are not negatively impacted by any changes to city centre access.</p>	<p>Dave Atkinson Cllr D’Agorne/ Cllr Waller</p>	<p>Considered as part of the My City Centre consultation and Footstreets review. Further consultation planned as part of counter terrorism project implementation.</p>
29/10/2020	Covid-19: Response and Recovery in York	<p>Council resolved: To thank all of York’s key workers, volunteers and public health and Council staff for their ongoing efforts in supporting the city and residents.</p>	<p>Ian Floyd</p>	<p>Thank you day recognised on 04/07/21. Working with partners to install a fitting memorial whilst sharing a certificate of thanks from the Lord Mayor to all involved.</p>
		<p>To lobby the Government to provide additional testing capacity, more timely reporting of results and urgent financial support to Public Health teams to aid the delivery local contract tracing scheme, which would enhance the national programme.</p>	<p>Sharon Stoltz</p>	<p>Completed.</p> <p>Additional funding being received from the government Containment Outbreak Management Fund. Letter to Government sent by Councillor Aspden.</p>

		To call on the Government to release resources for the creation of an additional walk-in testing facility in the city, in order to provide residents with improved opportunities to access testing.	Sharon Stoltz	Completed. Government policy on walk-in testing sites has changed. However, access to testing has been improved by the creation of 3 new public health led rapid testing sites and work with DHSC on mobile testing sites to be sited in areas of the city with high infection rates. The walk-through testing facility located on the Wentworth Way car park, was opened for appointments for those displaying coronavirus systems on Thursday, 1 October 2020.. Letter to Government sent by Councillor Aspden.
		To call on the Government to provide urgent and comprehensive support to residents and businesses in York, for example, by introducing an extended furlough scheme and a trial of Universal Basic Income.	Cllr Aspden	Letter sent by Cllr Waller.
		To formally back the Council's 'Back York' lobbying campaign, urging the Government to provide additional funding for York, in order to seize the opportunities that are unique to the city and drive recovery in the region."	Cllr Aspden / Ian Floyd	Refreshing Back York activities including sharing an intelligence grid of identified opportunities.
29/10/2020	Free School Meals	Council resolves: To fund a voucher scheme of £15 per pupil per week for York's pupils who are in receipt of Free School Meals for the duration of the Christmas holidays;	Pauline Stuchfield / Maxine Squire	Completed
		To request that the leaders of all York's political Groups jointly write to the Secretary of State for Education demanding that York be reimbursed for the cost of providing the above-mentioned voucher scheme and to allocate further funding such that an equivalent scheme can be delivered for the remainder of the school holidays in the 2020/21 academic year.	Pauline Stuchfield / Maxine Squire	Completed

29/10/2020	Maximising Opportunities to Build Consensus in Times of Crisis	Council resolves: to request that Executive builds on the constructive steps taken last year on budget setting and to actively improve collaboration, particularly where decisions will have long reaching impacts, by giving all city councillors headline budget savings targets and draft savings proposals by mid December 2020;		
		to request that Executive Members invite shadow portfolio holders to attend any pre-meeting briefings before their Decision Making sessions, and encourage their attendances at said Decision Sessions by default throughout the duration of this crisis;	Executive Members	Officers have the list of shadow members. Executive Members are in regular contact with their shadow member and are welcome to attend EMDS to share their concerns as public speakers.
		to request that the Executive Member for Culture and Communities works closely with all city councillors to: a) instigate a review of the use of devolved Ward Budgets, in the context of unprecedented financial pressures, so as to maximise their efficiency, value for money, and impact for residents across the whole city; and b) as part of this review and within the next month, prioritise the flexible use of ward budgets with each councillor allocating £2,000 within their ward budgets over the next 6 months, to utilise a focused resource of almost £100,000. This resource will focus on supporting residents deemed vulnerable, isolated, or in need of other essential help through the funding of community, voluntary and other organisations working to combat the worst effects of Covid 19;	Cllr Smalley	Completed. Paper agreed at Cllr Smalley's decision session on ward budgets.
		to request that Executive Members and Officers actively seek to maximise any and all further opportunities to build consensus around decision-making."	Cllr Aspden / Ian Floyd	Ongoing.

17/12/2020	Finding the Sweet Spot – Carbon Reduction and Economic Prosperity	Council resolved: To request officers to facilitate a wider understanding of the approach and how it can be used by arranging information sessions for elected members, relevant council officers and interested partner organisations.	Claire Foale	Launched resident engagement survey to better understand relationship between residents' opinions of economy and climate including running stakeholder roundtables.
		To request Executive to consider the use of the doughnut economics approach to inform the current review of the council's 'Better Decision Making Tool', and also in due course the potential to inform future strategy development (for example on carbon reduction, anti-poverty work and the city's Economic Strategy).	Tracey Carter / Andy Kerr Cllr A Waller	Economic Strategy in development.
17/12/2020	Stand up for Carers - Increasing Carer's Allowance	Council resolved: That the Council lobby national government to increase Carer's Allowance by £1,000 a year, from its current rate of £67.25 a week to £87.25, in line with the £20 a week uplift in Universal Credit, including those who do not receive the Allowance due to overlapping benefits and with equivalent increase in Carer Premium and Carer Addition.		
		To call on the Government to expand the eligibility for Carer's Allowance, by raising the earning limit from £128 a week to at least £139.52. To request that the Executive Members for Communities and Adult Social Care & Health bring forward a report to a decision session, to highlight the work and voluntary efforts of careers in the city, including highlighting the work of the York Carers Centre. This report should further identify what is and can be done to support carers in York.	Cllr Runciman / Jamaila Hussain	Letter sent by Cllr Runciman. A new carer's contract has been awarded and will commence on 31 st March 2022. A full report on the outcomes achieved by the service and the work done by carers and volunteers and the new contracts stipulates the additional social value aspect.
17/12/2020	Call for 'Free After Three' Parking Initiative	Council calls for further parking and sustainable travel incentive initiatives to be brought forward including specific time limited initiatives as part of the economic recovery plan. After a hopefully strong run up to Christmas, Council is mindful that January sees a lull but businesses cannot afford this after the last nine months. By identifying further incentive schemes as a part of our ongoing response to the pandemic and within the budget process, Council	Neil Ferris / James Gilchrist	Completed. Allocations to support return to buses, encouraging the use of sustainable transport as well as various business support schemes and initiatives featured as part of 2021-22 and 2022-

		<p>can continue to support the local economy through such schemes, whilst ensuring a balanced and sustainable budget is set for all Council services.</p> <p>It is proposed that Council delegate implementation of this work to the Chief Operating Officer, in consultation with the Leader, the Executive Member for Finance and Performance, and the Executive Member for Transport.</p>		<p>23 budget. Not implemented due to National Lockdown No 3.</p> <p>To be considered in budget 2022-23.</p>
17/12/2020	Developing the Next Generation of Workers	To request that the Chief Operating Officer, on behalf of the council, writes to the Chancellor and Secretary of State for Work and Pensions, seeking a broadening of the Government's 'Kickstart' Scheme beyond just those young people on Universal Credit and 'at risk of long term unemployment', and further, to push for a fully funded youth guarantee of jobs, training or employment;	Ian Floyd	Letter sent.
		To request that Executive steps up its commitment to apprenticeship training in the council to train and develop more young people, helping to avoid the requirement to send more York apprenticeship funding back to Government, and to report on its progress through bi-annual updates to either Executive or the relevant Executive Member Decision Session;	Maxine Squire/Alison Edeson/Simon Brereton	Update reports are provided to Executive Member for Economy and Strategic Planning Decision Sessions.
		To support establishing a joint review, convened between Economy & Place and Children, Education & Communities scrutiny committees, to develop a robust strategy for ensuring that best use is made of all available support and funding for apprenticeships, both within the council and with partners and businesses throughout the city.	Amanda Hatton	Completed – joint session reviewed NEET and apprenticeships.

22/03/2021	Becoming a Trans Inclusive Council	<p>Council resolved: To provide “Free to be Me” or equivalent training, available to all council and council service provider employees annually. To encourage take-up of the training, especially for team managers and staff who have contact with the public.</p>	Ian Floyd / Helen Whiting	<p>April 2021, staff communication from Ian Floyd re Trans awareness and direction to e-learning package. We have also promoted the wider e-learning packages available for staff; Black Lives Matter, Trans Awareness, Gender Awareness and LGBTQI modules. These will also be re-promoted as part of work planned in January (see below).</p> <p>A total of 1581 staff have completed the Equalities in the Workplace e-learning module.</p> <p>Work did progress with University of York in June 2021 to develop Human Rights workshops following the University receiving funding unfortunately this did not go ahead. An alternative offer can be explored.</p> <p>Staff awareness on the use of pronouns on email signatures to be promoted to all staff in January. Advice was gained from Stonewall as part of CYC’s membership to ensure that correct and up to date advice is available to staff.</p> <p>Free to be Me training from York LGBT Forum will require significant investment for the whole Council but discussions with the Forum can take place again. Training Resources are</p>
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				<p>available after the presentation. Need to decide resourcing and whether there is a train the trainer option. Front line and other key employees can be prioritised for any training and a virtual offer would be advantageous.</p> <p>This motion is ongoing but training has been secured and promoted to staff. HR have secured free LGBTQ+ training sessions for staff which were promoted in April and sessions are being delivered via Zoom and face to face. Sessions have been well attended so far and we will continue to make this offer for all teams.</p> <p>The Council has recently renewed its subscription to Stonewall and will access free resources from Stonewall to raise awareness to staff on Trans issues and inclusivity generally of LGBTQ+ and other protected characteristics covered by the equality act and local priority characteristics too.</p>
		To encourage staff to make small gestures that make it clear that transgender people are welcome and valued, and that normalise things like talking about pronouns. For example, adding pronouns to email signatures.	Claire Foale	Inclusive training completed for Communications Team – activity plan produced for the council being monitored through the Resilient Communities Board and formed part of OD review. Email issued to senior management regarding email signatures and use of pronouns.
		To fly the trans pride flag twice annually, on trans day of remembrance and trans day of visibility.	Janie Berry / Pauline Stuchfield	Implemented

		To ensure that the service level agreements for council commissioned family planning and contraceptive services include awareness training of transgender matters.	Sharon Stoltz	Completed. The service level agreements are not scheduled to be reviewed until 2023 since they form part of an existing contract with sexual health service providers. Discussions have taken place with service providers with a request that awareness of transgender matters be included in their training programme for staff. This will be monitored via contract monitoring meetings.
		To ensure that all local authority schools and local academies are aware of their responsibilities and duty of care for trans children and respecting of their pronouns	Jamaila Hussain / Maxine Squire	All schools are aware of this responsibility through the school safeguarding adviser who provides them with training to develop their understanding of the requirements of keeping children safe in education.
		Introduce a code of acceptance for all foster carers.	Anne Coyle	This piece of work is led by our interim head of corporate parenting and incorporated into our wider review of the fostering service, which is undergoing a review of both service delivery and service need. This will be completed by Mid-March 2022. We are reviewing the support offer practical, emotional and financial to our current foster carers, both mainstream and connected carers. We are developing our training offer for year 22/23 and; we are working closely with our partners in the Comms team

				to ensure we have recruitment campaign that is innovative, robust and widens the approach and offer to prospective carers, across all demographics, making CYC their preferred choice. This will include becoming a trans inclusive service by introducing a code of acceptance for all foster carers. We are midst writing this and will be rolling this out from April 1 st to all current and prospective carers. We are working with YAFCA on all aspects of service review.
		Work with partner organisations who work to combat homelessness and support people experiencing homelessness to ensure that transgender people are not marginalised or discriminated against while accessing homelessness support.	Tracey Carter / Den Southall Cllr Craghill	Ongoing service provision in accordance with our equalities duties.
		Work with older people's accommodation providers to ensure services are LGBTQ+ friendly and to factor the LGBTQ+ community into decisions about residential placements.	Cllr Carol Runciman / Jamaila Hussain	We are working with LGBTQ+ groups to ensure providers are aware that services provided should be diverse recognising diversity in-particular within the LGBTQ+ community. For all new social care contracts commissioners will ensure that all contracts highlight specific needs within the community. We will work with local groups to ensure contracts are co-produced in particular within the care home sector.
22/03/2021	Fair Funding Deal for Police and Fire Services	Council resolved: To thank all of York and North Yorkshire's police and fire service staff alongside all key workers for their ongoing efforts in what has been a particularly difficult year.	Ian Floyd	Thank you day recognised on 04/07/21. Working with partners to install a fitting memorial whilst sharing a certificate of thanks from the Lord Mayor to all involved.

		To lobby the Government to carry out a comprehensive funding review of fire and police services in North Yorkshire, in order to futureproof sustainable service provision, including long-term improvements to the 101 service.	James Gilchrist/ Sharon Stoltz/Matt Boxall/Jane Mowat Cllr Aspden	Progressed through the Safer York Partnership.
		To call on the Government to provide additional resources to Neighbourhood Policing Teams in order to strengthen the working relationships between the Force and local communities in the city.	Cllr Aspden	Letter sent.
22/03/21	York's Pension Investment in a Sustainable Future	To call on the York and North Yorkshire Pension Fund to commit to invest £120 million of the infrastructure portfolio in green infrastructure, to be split equally between the region, the UK, and global projects."	Ian Floyd	Letter sent to NY Pension Fund on 27 th April 2021.
		To welcome the increased awareness of pension fund managers of the urgent need to move all holdings away from fossil fuels to avoid the potential impact of 'stranded assets' on future performance of their funds.	Ian Floyd	Completed.
		To raise awareness of the content of this motion among council employees (who are mostly contributors to the North Yorkshire Pension Fund) to ensure they can be more engaged with decisions affecting their future pensions.	Ian Floyd	Completed.

Scrutiny Work Plan

Scrutiny Area	Date	Agenda
CSMC	09/01/2023	<ol style="list-style-type: none"> 1. F&P Monitor 2 2. Budget Setting Process Overview (def 31/10) 3. Scrutiny Research Budget (deferred 31/10) 4. Complaints Annual Review 5. Schedule of Petition 6. Council Motions Update
E&P	17/01/2023	<ol style="list-style-type: none"> 1. Bus Service Improvement Update, including post Covid impacts 2. Public Realm Update 3. Quarterly Economic Update 4. Finance Monitoring
HCS	23/01/2023	Safer York Partnership
Commissioned	30/01/2023	<ol style="list-style-type: none"> 1. Weed Control Update 2. EV Charging Update
Commissioned	20/02/2023	SEND Report Update Tbc
HASC	21/02/2023	<ol style="list-style-type: none"> 1. Health and ASC Finance and Monitoring Report (Q2/3) 2. Cost of Care Review – Cap of Care 3. York Drug and Alcohol Strategy
Call In	27/02/2023	
CC	28/02/2023	<ol style="list-style-type: none"> 1. Tree canopy target update and Green street 2. Adaptations: Climate Risk Resilience priorities for York 3. Adaptations: Natural flood resilience project 4. Community Woodland update 5. Wild verges (creating a wildflower verge and habitat benefits) – exploring opportunities to create guide. Wildflower Trust / Natural England / St Nicks Wheldrake wild verges and Hull Road wildflowering. 6. BioYorkshire. [Postponed from 13/12/22.] 7. Update on LED conversions and what's next (Solar lights trial). [Postponed from 13/12/22.]
CSMC	06/03/2023	<ol style="list-style-type: none"> 1. City Centre Access Update 2. Devolution Update TBC 3. Customer Services Update / Staff Sickness TBC 4. Elections / Voter ID verification? TBC

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