



Notice of a public meeting of

Customer and Corporate Services Scrutiny Management Committee

- To:** Councillors Crawshaw (Chair), Baker, Fenton (Vice-Chair), Hollyer, Hook, Musson, Norman, Pearson and Rowley
- Date:** Monday, 12 July 2021
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

CORONAVIRUS PROTOCOLS FOR ATTENDING COMMITTEE MEETINGS AT WEST OFFICES

1. **Declarations of Interest**

At this point, Members are asked to declare:

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

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

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

To approve and sign the Minutes of the meeting held on 14 June 2021.

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 have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is at **5.00pm on Thursday 8 July 2021**.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

Webcasting of Remote Public Meetings

Please note that, subject to available resources, this remote public meeting will be webcast including any registered public speakers who have given their permission.

The remote public meeting can be viewed live and on demand at www.york.gov.uk/webcasts. During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. Public Health Update on Covid-19

The Director of Public Health will provide an update to the Committee on Public Health in York.

5. Finance and Performance Outturn 2020-21 (Pages 9 - 32)

This purpose of this report is to provide Members with a year-end analysis of the Council's overall finance and performance position.

6. Work Plan 2021/22 (Pages 33 - 44)

To consider the Work Plan for all Scrutiny Committees for 2021-22.

7. Urgent Business

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

Democracy Officer:

Telephone: (01904) 551088

E-mail: democratic.services@york.gov.uk

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

This page is intentionally left blank

Coronavirus protocols for attending Committee Meetings at West Offices

If you are attending a meeting in West Offices, you must observe the following protocols.

All windows must remain open within the meeting room to maintain good ventilation.

If the windows have to be closed due to weather or external noise levels then the meeting must close.

Furniture must not be moved from the designated safe layout.

If you're displaying possible coronavirus symptoms (or anyone in your household is displaying symptoms), you must follow government self-isolation guidance and must NOT attend your meeting at West Offices.

Testing

The Council encourages regular testing of all Officers and Members and also any members of the public in attendance at a Committee Meeting. Any members of the public attending a meeting are advised to take a test within 24 hours of attending a meeting, the result of the test should be negative, in order to attend.

Test kits can be obtained by clicking on either link: [Find where to get rapid lateral flow tests - NHS \(test-and-trace.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/coronavirus-test-kits), or, [Order coronavirus \(COVID-19\) rapid lateral flow tests - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/coronavirus/coronavirus-test-kits).

Alternatively, if you call 119 between the hours of 7am and 11pm, you can order a testing kit over the telephone.

Guidelines for attending Meetings at West Offices

You must:

- Not arrive more than 10 minutes early
- Wear a face covering whilst entering and moving around within the Meeting room where 2m distancing cannot be maintained unless exempt.
- Visitors to enter West Offices by the customer entrance and Councillors to enter using the staff entrance only.
- Members of the Public must wear a face covering (unless exempt) on entering the building which needs to remain in place throughout the meeting (unless they are invited to speak)
- Ensure your ID / visitors pass is clearly visible at all times
- Use the touchless hand sanitiser units on entry and exit to the building and those within the Meeting room.
- Keep to the left and adhere to social distancing where possible when using staircases and walkways, giving way on the staircase landings
- You must sit at the dedicated spaces around the table and if screens are in place do not move them or lean around them.
- Bring your own drink if required
- Maintain social distancing of 2 metres within toilet areas and remain vigilant for other occupants
- Only use the designated toilets next to the Meeting room

Please note: If you intentionally, or repeatedly, breach any of the social distancing measures, or hygiene instructions, you will be asked to leave the building.

Developing symptoms whilst in West Offices

If you develop coronavirus symptoms during a Meeting, you should:

- make your way home immediately
- avoid the use of public transport where possible
- self-isolate for 10 days

You should also:

- Advise the Meeting organiser so they can arrange to assess and carry out additional cleaning
- Continue to observe social distancing
- Do not remain in the building any longer than necessary
- Do not visit any other areas of the building before you leave

If you receive a positive test result, or if you develop any symptoms before the meeting is due to take place, **you must not attend the meeting.**

EJAV229.06.21

City Of York Council

Committee Minutes

Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	14 June 2021
Present	Councillors Crawshaw (Chair), Fenton (Vice-Chair), Hollyer, Hook, Musson, Norman, Pearson and Rowley
Apologies	Councillors Baker

The Chair confirmed this was not a formal meeting of this Scrutiny Committee. The Council is operating its scrutiny and decision making meetings in accordance with statutory requirements relating to holding 'Covid-safe' meetings between 7 May and 19 July 2021.

It was noted that following uncertainty over assigned seats and substitutions at Annual Council for this Committee, Cllr Wann was asked to leave the meeting before it started.

1. **DECLARATIONS OF INTEREST**

At this point in the meeting, the Chair invited Members to declare any personal, pecuniary or prejudicial interests, which they had not already included in their standing register of interests. None were declared.

2. **MINUTES**

RESOLVED: That the minutes of the meeting held on 10 May 2021 were approved, to be signed by the Chair as a correct record at a later date.

3. **PUBLIC PARTICIPATION**

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

4. **PUBLIC HEALTH UPDATE ON COVID-19**

Members received a verbal update and presentation from the Assistant Director and Consultant in Public Health, on the latest

figures and information relating to the impact of the virus around the city, specifically covering:

- Increase in cases and forecast for upcoming weeks.
- Comparison with Yorkshire and Humber region.
- 7 day positivity rate.
- Age breakdown of positive cases and vaccination comparison.
- 60+ age group lower level of cases in York
- Variants of concern including delta variant.
- Slight rise in Covid-19 patients in York hospital.
- No Covid-19 deaths in York since end of April.
- No outbreaks in care homes.
- Increase in positive cases in schools.
- Vaccination rollout by age, ward, gender and ethnicity.
- Work with Nimbus to look at issues surrounding vaccine uptake by minority groups.

The Assistant Director and Consultant in Public Health then responded to a range of questions from Members and confirmed:

- Safety concern is the leading issue for people not having vaccine.
- Testing team discussing symptom-free testing with younger population and views on vaccination.
- Practical barriers are being addressed with Nimbus.
- The discounted fees at York Crematorium will continue.
- Awaiting guidance on business rate relief from government.
- Increased hours for Askham Bar vaccination centre to reduce wait time for 2nd vaccination, and CYC communication team to be briefed on the process and inform residents accordingly.
- The balance of increased tourism for economy in relation to becoming a hotspot and that transmission is most common when meeting in own homes.
- The rules around school bubbles and a child asked to isolate.
- The next update at CSMC would include a breakdown of secondary school age and University age groups.

RESOLVED: That the updates from the Assistant Director and Consultant in Public Health be noted.

REASON: To keep the Committee informed of the impact of the pandemic across the city.

5. ORGANISATION DEVELOPMENT PROGRAMME UPDATE - INTERNAL FOCUS

Members were updated on the internal Organisation Development Programme by the Head of Human Resources in CYC. She explained the delay in updates due to the pandemic, the importance and ongoing work of the health and wellbeing and an overview of the following:

- The process of staff surveys and focus groups with suitable technology provided for the online engagement events.
- Key stakeholders around the city developing similar processes.
- Amending operating practices and models.
- New ways of working following the pandemic, with cultural and physical adaptation.
- Importance of team collaboration.
- 7 key themes in report.
- Apprenticeship offer restarting.
- Monthly staff recognition schemes.
- Support and skills for Managers.

In response to Member's questions it was confirmed:

- Ongoing development of communication around ward specific updates and activities.
- The recent need for hybrid working not identified in the initial staff engagement and consultation sessions.
- An agile way of working for individuals in regards to working from home.
- A pilot/ testing period would occur and the operating practices altered where necessary.

RESOLVED: That the updates from the Head of Human Resources be noted. That updates to the internal Organisational Development Programme be presented to the Committee in 6 months and to include feedback from unions and recent staff surveys.

REASON: To ensure Members are fully updated on the progress of the Organisational Development Programme.

6. ORGANISATION DEVELOPMENT PROGRAMME UPDATE - EXTERNAL FOCUS

Members were updated on the external Organisation Development Programme by the Director of Customer and Communities. She updated the Committee on customer services in the corporate function and the increase in community hubs and capacity with a focus on:

- Covid-19 response in West Office working.
- Delivery of grants schemes to support residents and businesses.
- Social distancing limitations at York Crematorium and reduced charges.
- Registry office continued to operate, virtually for first lockdown.
- Mansion House re-opened 19 May (free for residents up to 31 May)
- Developing virtual hubs and community hubs for each ward with future hub accreditation scheme.
- Working with Ward Members, locating gaps in provision of community groups and financial inclusion.
- Restructure and linking community services for customer journey.
- Community team continue to operate network of hubs supporting clinically vulnerable.
- Hubs commissioning budget used for service across communities sector, working closely with CVS.
- LiveWellYork – map community assets and updating information for residents.

In response to Member's questions it was confirmed:

- Positive feedback in relation to the added telephone appointment option for registration of death to be reviewed.

[Cllr Rowley left the meeting 19:00]

- Issues surrounding MyAccount, portal for unified council service.
- Individual online self-service to continue.
- Reduction in covid-19 council-led response services.
- Recruit more local area coordinator support – challenges around future funding.

- Review of issues surrounding ward funding to fill gaps in community provision and Better Care funding for future meeting.
- May be redundancies at high level of communities service but not significant and will look at redeployment.
- Hub service for every ward, the type of provision will vary depending on the need of the ward.
- Reviewing how children's centres work within the community, possibility to become part of Hub strategy.
- Monitoring of Better Care funding to support local area and early help team.

RESOLVED: That the updates from the Director of Customer and Communities be noted. That updates to the external Organisational Development Programme be presented to the Committee in 6 months and to include review of ward funding and Better Care funding.

REASON: To ensure Members are fully updated on the progress of the Organisational Development Programme.

[Cllr Pearson left the meeting 19:26]

7. **WORK PLAN 2021/22**

Members were informed that the all Scrutiny Committees in their next meeting were focusing on updating their Work Plan for the municipal year with Executive Members and Corporate Directors.

The Chair confirmed Customer and Corporate Services Scrutiny Management Committee need an updated Work Plan and requested Members to send through suggestions to be discussed at the next meeting.

RESOLVED: That the Chair's update of Scrutiny work plans and the input and update to this Committee's work plan be noted.

REASON: To ensure that structured work plans and commissioned scrutiny slots are in place for the upcoming year.

Councillor J Crawshaw, Chair

[The meeting started at 5.31 pm and finished at 7.31 pm].

This page is intentionally left blank



**Customer and Corporate Services Scrutiny
Management Committee**

12th July 2021

**Report of the Chief Operating Officer
Portfolio of the Executive Member for Finance and Performance**

Finance and Performance Outturn 2020-21

Summary

- 1 This report provides a year end analysis of the overall finance and performance position. This is the final report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme. The financial analysis presented to Executive on 24th June 2021 is included at Annex 1. Any additional information, if required, will be provided to the relevant Scrutiny Committees.

Recommendations

- 2 The Committee is asked to:

- 1) Note the report

Reason: to ensure significant financial issues can be appropriately dealt with.

Financial Summary

- 3 The council's net General Fund budget for 2020/21 was £127m and the provisional outturn position is a net overspend of £1.2m funded from the use of contingency, earmarked reserves and the general reserve.
- 4 An overview of the outturn, on a directorate by directorate basis, is outlined in Table 1 below and the key variances are summarised in the paragraphs that follow.

2019/20 outturn		2020/21 budget	2020/21 Monitor 3	2020/21 Draft Outturn
--------------------	--	-------------------	----------------------	--------------------------------------

£'000		£'000	£'000	£'000
+1,560	Children, Education & Communities	24,664	+3,569	+3,801
-351	Economy & Place	18,932	0	-114
-672	Customer & Corporate Services	20,539	0	-397
+3,612	Health, Housing & Adult Social Care	49,755	+2,685	-1,218
-2,355	Central budgets	13,334	-900	-744
+1,794	Sub Total	127,224	+5,354	1,328
-500	Contingency		-128	-364
-1,422	Use of earmarked reserves		-1,500	-463
0	Use of General Reserve		0	-501
-128	Total	127,244	3,726	0

Table 1: Finance overview

Reserves and Contingency

- 5 The February 2020 budget report to Full Council stated that the minimum level for the General Fund reserve should be £6.4m (equating to 5% of the net budget). At the beginning of 2020/21 the reserve stood at £7.4m and, as part of the budget report, approval was given to maintain this level of reserve in 2020/21 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. In addition, the budget report outlined significant risks associated with major capital projects, reduction in New Homes Bonus and health budgets. The report also contained a strong recommendation that revenue reserves should be increased over the next couple of years, in recognition of the current risks the council faces.
- 6 However, this was prior to the pandemic and in light of the financial challenges due to COVID this report now proposes the use of £501k from the general reserve. This would still leave the general reserve at £6.9m with £0.5m headroom above the minimum recommended level. A further review of the reserves position will be undertaken as part of the 2022/23 budget planning.
- 7 On the general contingency, Executive was advised within the Monitor 3 report that there remained an unallocated balance of £128k, after

allocating £500k to support the York Financial Assistance Scheme (YFAS) and that it was being assumed this remaining balance may be needed to support some of the general pressures outlined in the Monitor 3 report. This has been necessary and therefore the contingency has been used to fund expenditure in 2020/21. In addition, the budget review reported to Executive in June 2020 identified where funds could be diverted to meet emerging pressures. This process left a balance of £236k available for any future pressures. This sum has also been used to offset the outturn position. A budget of £500k is again available in 2021/22.

- 8 A review of reserves has been completed in line with the CIPFA financial code. This review has identified £0.4m of available reserves as follows:
 - £152k housing general fund reserves
 - £45k community safety
 - £17k asset and property management
 - £248k SALIX carbon management loans
- 9 These reserves have been identified as having no specific future risks or liabilities held against them and therefore this report proposes that these reserves are released so that they can be used to support statutory services relating to Children and Adults, ensuring the Council maintains safe and improving services in these areas.
- 10 It is the view of the s151 officer that these reserves can be released without impacting on the financial sustainability of the council and that this is a prudent approach to managing the current financial pressures being faced.

Financial Analysis

- 11 Previous reports to have outlined the scale of the financial challenge as a result of the COVID-19 pandemic and the level of additional expenditure incurred. There has also been a substantial reduction in income from fees and charges throughout the year, and given the current national restrictions forecasts for the remainder of the year remain well below budgeted levels.

Customer & Corporate Services

- 12 The outturn position is an underspend of £397k.
- 13 The main variations include underspends on staffing due to vacancies in a number of services including business intelligence (£178k), finance & procurement (£59k), carbon reduction team (£124k) and democratic services (£110k). There has also been an underspend in the cost of West

Offices (£287k) and staff training (£130k). These underspends are offset by overspending in Registrars due to reduced income (£128k). A shortfall in income from schools has resulted in an overspend within legal services of £60k and the cost of professional fees within Information Governance has resulted in an overspend of £59k. A further overspend of £55k on External Audit fees is due to the increased charges made by the auditor following work on the accounts objection. A number of other minor variations make up the overall directorate position.

Corporate Budgets

- 14 These budgets include Treasury Management and other corporately held funds. An underspend of £759k has been achieved, predominantly as a result of reviewing capital financing assumptions.

Performance – Open and effective Council

- 15 In spite of the many challenges that the organisation and City has faced over the last year, 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. Within the City, residents are reporting back that the Council are improving green spaces, are giving more assistance in their communities, are using more sustainable modes of transport, and are seeing the city as a safer space, which is all positive progress, and in a number of internal delivery areas where additional focus has been placed by Executive, areas such as levels of staff sickness, and responsiveness to complaints continue to improve.
- 16 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. The DoT (Direction of Travel) is calculated on the latest three results whether they are annual or quarterly. It is likely that due to impacts of COVID, a number of the Council Plan indicators will see a significant 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.

- 17 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	£1,794 (excluding contingency) (2019/20)	£1,328 (excluding contingency) (2020/21)	➡	Quarterly	Not available	Q1 2021/22 data available in August 2021
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	11.56 (2019/20)	8.81 (2020/21)	➡	Quarterly	CIPD Public Sector 2020/21 8	Q1 2021/22 data available in July 2021
Customer Services Waiting Times - Phone / Footfall / Webchat	00:00:21 (Phone) (2019/20)	00:00:16 (Phone) (2020/21)	➡	Quarterly	Not available	Q1 2021/22 data available in July 2021
	83.78% (Footfall) (2019/20)	90.60% (Footfall) (2020/21)	↑ Good	Quarterly	Not available	Q1 2021/22 data available in July 2021
	91.20% (Webchat) (2019/20)	96.20% (Webchat) (2020/21)	➡	Quarterly	Not available	Q1 2021/22 data available in July 2021
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	4.31 (Q1 2020/21)	4.3 (Q2 2020/21)	↑ Bad	Quarterly	Not available	Q3 2020/21 data available in June 2021
% of complaints responded to within timescales (currently 5 days)	80.79% (Q3 2020/21)	94.00% (Q4 2020/21)	↑ Good	Quarterly	Not available	Q1 2021/22 data available in July 2021
CYC Apprenticeships	17 (2019/20)	14 (2020/21)	➡	Quarterly	Not available	Q1 2021/22 data available in July 2021
FOI & EIR - % In time - (YTD)	83.60% (2019/20)	82.17% (2020/21)	➡	Quarterly	Not available	Q1 2021/22 data available in July 2021

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)

- 18 Average Sickness Days per FTE - At the end of March 2021, the average number of sickness days per FTE (rolling 12 months) was 8.8 days compared to 11.6 at the end of March 2020. In September 2019, City of York Council, in response to comparatively high sickness rates and feedback from senior managers about existing sickness processes, introduced a new sickness process in conjunction with a company called Absentia which is known throughout the organisation as Medigold / DayOneAbsence.
- 19 This combined with a number of other factors due to Covid impact and changes to working practice, have meant that sickness levels across the authority have been consistency reducing since the start of 2020, and these reductions have been seen across the vast majority of teams and services. Although no official figures, through discussions with other Local authorities, York's reduction in sickness levels has been greater than other areas are seeing and whilst there is no new "public sector benchmark" for sickness levels, at current trajectory, CYC is likely to

reach the previously stated 8.5 day public sector average figure by around July 2021.

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

20 Our customer centre is the main point of contact for residents and business visitors. During Q4 2020-21, the number of calls received increased to 44,615 (43,698 in Q3 2020-21), with 76.8% of calls answered within 20 seconds. In addition, approximately 1,232 people contacted Customer Service for support due to the impact of COVID-19.

21 During Q4, 2 customers required an appointment with Customer Service at West Offices (prior to the introduction of national restrictions) and a further 74 'dropped by' between 3 and 11 January and received support. This figure includes Probation Services, Registrars and Blue Badge assessments. The majority of people 'dropping in' can access services without having to come to West Offices. In addition to speaking to customers over the phone, the customer service team also responded to 12,876 e-mails (a decrease from 13,968 in the previous quarter). Customers are now opting to access services using alternative means:

- 1,925 customers made payments using the auto payments facility
- 16,079 people used the auto operator
- 63% of street lighting and street cleansing issues were reported by customers on-line
- There were around 2 million pages of the CYC website reviewed
- Web chat is now available for Council Tax customers, with 2,510 customers using the chat service during Q4, 96% of customers waited no more than 20 seconds for their chat to be answered and 87% said they were satisfied with the service.

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

22 Due to improvements in digital processes, performance in this area remains consistently strong in York, with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, being just over four days during Q2 2020-21 (the latest available data). York performance is higher than the national average of 6.9 days (Q1 2019-20). Performance has deteriorated since the end of Q4 2019-20 where HB claims took 1.7 days on average to process, but due to the global coronavirus pandemic, changes to ways of working have been implemented which have impacted on timescales. Compared to other Unitary Authorities, York performs in the top quartile and is ranked 2nd best out of 56 Unitary LAs.

% of complaints responded to within timescales

23 In Q4 2020-21, the council received 100 stage 1 complaints and responded to 94% of complaints within five days. This shows a significant and maintained improvement in the timeliness of responses to stage 1

complaints received during the reporting year (an increase from 69% in Q1 2020-21), especially given that there has been resources diverted due to contingency plans for responding to COVID-19. From April 2021, the team are working to new corporate procedures for complaints, concerns, comments and compliments – the 4Cs.

CYC Apprenticeships

- 24 The number of CYC apprenticeships has remained fairly stable over the past few years and the council has continued to actively recruit new apprentices into the organisation and has been more diverse with the types and levels of apprenticeships offered. This has included encouraging higher level apprenticeships and standards.

FOI & EIR - % In time

- 25 In Q4 2020-21, the council received 503 FOIs (Freedom of Information requests) and EIRs (Environmental Information Regulations requests) and 30 SARs (Subject Access to records requests). CYC achieved 83.5% in-time compliance for FOIs and EIRs and 90% for SARs. This shows a significant improvement in the timeliness of SAR responses from Q1 2020-21 which was 63%, and reflects the successful work done with service areas to improve compliance with response timescales.

Annexes

- 26 Annex 1 shows the quarterly financial summaries for each of the Council directorates.
- 27 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

- 28 Not applicable.

Options

- 29 Not applicable.

Council Plan

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

Implications

31 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

32 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.

Annexes

Annex 1 - Directorate financial summaries as presented to Executive

Background Reports

24th June - Executive – Finance and Performance Monitor -

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=733&MId=12876&Ver=4>

20th May - Executive – Council Plan Action March 2021 - Item 132 Annex 2 -

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=733&MId=12511&Ver=4>

Contact Details

Authors:	Chief Officer Responsible for the report:
-----------------	--

Debbie Mitchell Chief Finance Officer Ext 4161	Ian Floyd Chief Operating Officer		
Ian Cunningham Head of Business Intelligence Ext 5749	Report Approved	✓	Date 01/07/21
Wards Affected: All			✓
For further information please contact the authors of the report			

Glossary of Abbreviations used in the report:

CCG	Clinical Commissioning Group
CIPFA	Chartered Institute of Public Finance and Accountancy
CYC	City of York Council
DCMS	Department for Digital, Culture, Media and Sport
YFAS	York Financial Assistance Scheme
YMT	York Museums Trust

This page is intentionally left blank

Annex 1 – Directorate Financial Summaries

Financial impact of COVID-19

- 1 Previous reports to Executive have outlined the scale of the financial challenge as a result of the COVID-19 pandemic and the level of additional expenditure incurred. There has also been a substantial reduction in income from fees and charges throughout the year, and given the current national restrictions forecasts for the remainder of the year remain well below budgeted levels. Whilst the impact of the pandemic is being felt across all Council services the following paragraphs highlight the main issues.
- 2 The Waste Collection service has continued to provide a grey bin and recycling service throughout the lockdown periods and the green bin was reintroduced in May 2020 (a month behind original plans). There has been a need to employ additional staff throughout the year as staff have been unavailable due to quarantining or shielding and an increased number of staff have been required in order to provide the service within social distancing guidelines. The service also required significantly higher levels of PPE in order to provide the service safely. In order to complete rounds in the first months it also proved necessary to collect more recycling as comingled which has a greater cost to process as well as impacting income levels. As well as the extra cost of providing suitable PPE for our own front line staff, the Council also incurred some costs on the provision of PPE for staff working in private care homes.
- 3 In addition to the Government grants we have distributed, the council has provided further funding totalling £1.2m to help micro businesses that were not eligible for the national scheme. A micro grants scheme has helped 1,114 local businesses with grants of up to £1,000 to enable them to adapt in light of the COVID-19 lockdown. In addition, the Federation of Small Businesses has been funded to provide one year's membership for over 500 of York's micro businesses, enabling them to access free support and advice, and to benefit from membership of the FSB network.
- 4 The closure of markets, attractions and visitor accommodation has had an impact on the financial position of Make It York as income levels are below those forecast. In December Executive agreed to support Make It York by waiving the revenue return for the year, agreeing to defer property rents for the first half of the year and providing a loan facility of up to £300k.

- 5 Community Hubs were set up at the beginning of lockdown and have transitioned into a new method of working. The cost for 2020/21 is £135k.
- 6 The number of people seeking help from adult social care, the number who go on to receive support and the amount of support they receive have all increased as a result of the pandemic. Social care services have continued to respond swiftly and effectively to the pandemic in order to both protect vulnerable citizens and NHS capacity. In effect this mean that staff have been reallocated from business as usual work to undertake tasks such as ensuring people can be discharged safely and quickly from hospital, establishing short term intensive community and residential support services for COVID-19 positive people, supplying and delivering PPE, supporting care providers, those in receipt of direct payments and establishing new virtual and mobile ways of supporting citizens whose usual sources of support were interrupted.
- 7 The periods of lockdown have placed significant pressure on many families where children have special educational needs and we have seen a similar rise to many other Councils of requests for statutory assessment in this area. Whilst we have not seen a significant spike in demand for children's social care as a result of the pandemic, which other areas have seen, we believe this is because we have had a steady and significant increase in demand for early help. We have however experienced the higher level of complexity in children's social care referrals that has been seen across the country.
- 8 The Council also experienced significant downturns in income as many income streams, particularly car parking, virtually shut down during the national lockdowns.
- 9 There has been a shortfall in parking revenues of £4.6m. This includes parking charges, resident parking charges, season tickets and penalty charge notices. April and May saw virtually no income (down over 90%) as the City was in full lockdown. Income started to recover in June where income was 76% below budget and July where income was 38% below budget. August and September were better with income only 19% below budget. However further restrictions were introduced in October with a lockdown in the majority of November leading to reductions in income collected of 31% and 69% respectively. There was an improvement in December as restrictions were eased leading to a reduction of 31% only to fall

again in January to March as lockdown was imposed. Income in these months were on average 67% below budget. It should also be noted that the increases in parking charges agreed at the budget in February 2020 were not implemented, following an urgent decision, which also impacted total income. There have also been a number of parking incentives to support local businesses including free parking through RingGo app during the summer months and reductions in Minster Badge charges agreed.

- 10 There was a shortfall in income on commercial waste of £0.7m. During the lockdowns a large number of the service's customers were not trading and therefore were not charged. The service is currently working with its customers to determine the level of service and charges going forward into 2021/22 as restrictions ease.
- 11 Despite a reduction in activity in the first half of the year, planning income recovered over the winter months resulting in an overall shortfall of £406k. It is expected that this recovery will continue during 2021/22 as the economy returns to normal resulting in medium to large schemes being progressed.
- 12 Rent invoices were sent on the normal timetable following a deferral for quarter 1 bills when it was agreed that these invoices would not be sent out. Since that time officers in the Asset and Property Management Team have been working with tenants to agree revised payment plans in order that the council can continue to collect its revenue and the tenants can be supported in difficult trading circumstances. To date these conversations have been very successful and the majority of rents are being paid. There was reduced income from the Racecourse and from a number of properties that were empty during the year.
- 13 It is likely that some businesses going forward will not be able to continue to trade and the corporate bad debt provision has been increased by £443k to provide for this. This has been offset by COVID 19 funding.
- 14 The pandemic has not only resulted in shortfalls in income across those areas outlined above but also a large number of other income budgets including the Mansion House and Registrars (due directly to the lockdown) licencing (where there was a fee holiday), bereavement services (where the charges were reduced) building control (when construction activity was on hold), land charges (when the housing market was on hold), green bin subscriptions (as the

service was suspended). There are also shortfalls across Public Transport Fees (Park and Ride) and Network Management. Given the continued uncertainty and the current restrictions, it remains difficult to have significant confidence in these estimates and they are being closely monitored and updated on a monthly basis.

- 15 The pandemic has had a significant impact on the Leisure Services Contract over the course of the year. The contract, with provider GLL, requires the council to fund the net cost of the facilities whilst they were ordered to be closed and further costs as restrictions to operation whilst open increase costs or impact revenues. GLL have been able to mitigate costs through taking advantage of the Government's furlough scheme, minimising expenditure and utilising government business support grants. Most notably the council working with GLL was successful in being awarded £418k funding from Sport England to support the additional costs faced by the sector and £117k of this grant has been used to offset costs in 2020/21. The balance of the grant (£301k) will be utilised to offset increased costs/reduced revenues as facilities reopen from April 2021. The final contractual liability is still to be finalised however the estimated cost to the council in 2020/21 is £255k, which is a significant improvement from the position reported at Monitor 3 (£800k).

Children, Education & Communities

- 16 The outturn shows an overspend of £3,801k in 2020/21.
- 17 Placement budgets overspent by a total of £2,649k. This includes variances of £970k on Fostering, £242k on adoption and other allowances and £1,440k on Out of City Placements and £42k on Leaving Care placements. Included in these figures is the effect of an un-achieved saving from the 2020/21 budget process of £150k on placement costs, which has been delayed, mainly due to issues caused by COVID 19.
- 18 The number of Looked After Children in York has increased significantly in the past 12 months. The Looked After Children population had been stable for a number of years, in the range 190-210 at any one time (this was significantly below statistical neighbour and national average). On appointment the new Directorate Management Team identified drift and delay for some children in the system. This was subsequently identified by Ofsted and corrective action has led to significant recalibration in the system. Whilst the

recalibration of the system has led to an increase of children in care, children are safer as a result and work now is being done to safely reduce numbers to acceptable levels. An external review of our multi agency safeguarding hub (the front door to children's social care services) has confirmed that decision making and thresholds are now appropriate.

- 19 A Reducing Service Costs Board has been established in Specialist Services chaired by the Assistant Director which will review arrangements to reduce CYPIC numbers safely, the effectiveness and impact of the Edge of Care Service, current Family Group Conference activity and progress on foster care recruitment. In addition a Strategic Overview of Permanence Group has been established, chaired by the Assistant Director to monitor the new Permanence Strategy through tight oversight of children with a plan of permanence and ensuring rigorous use of trackers in order to prevent delay and manage demand in the system.
- 20 A Track and Challenge exercise has also been undertaken on all young people in high cost residential placements to ensure education and health costs contributions where applicable are met. A Pathway for funding will be set up to include Health and Continuing Care funding. Children in residential have also being reviewed and those who need to be assessed with a view to returning nearer to York or 52 week placements in residential school to reduce to 38 are assessed.
- 21 The number of children who require protection through care proceedings continues to reduce as at 17/5 we had 52 children subject to care proceedings. The number of children for whom we anticipate may need a legal process (ie are in pre proceedings) has also reduced and is down by 8 children between the 1/4/21 to the 17/5. The number of children in our care continues to reduce. In the 6 months to the 4th June 2021 26 children came into our care and 38 children ceased to be in our care.
- 22 In addition we have been very successful in our campaign to attract new people to be foster carers and currently have 11 new carers going through approval. However, finding the right placement for our children still continues to be very difficult. The national care review is considering the issues in this area especially the escalating costs of placement and this remains a challenge in York. We are constantly reviewing our sufficiency strategy to ensure we have the best possible arrangements in this highly challenging context.

- 23 Safeguarding Interventions overspent by £694k, mainly due to increases in the Court and Child Protection Teams who are dealing with the increase in cases. Legal fees overspent £429k. Children protection numbers, following a recalibration spike, have now returned to national average levels.
- 24 Staffing budgets with Children's Social Work Services, including the Permanency and Referral & Assessment teams, overspent by approximately £1,155k. This is mainly due to temporary staffing across the service, which the directorate has worked hard to eliminate with permanent appointments. Use of agency staff is at a last resort. This could be for example to back fill maternity leave however managers must evidence that they have attempted to backfill with fixed term contract in advance of any agency staff being agreed. A revised structure which reduced the need for agency costs had been agreed just before lock down but has not been able to be taken forward during the initial phase of the pandemic. This is now being re activated.
- 25 The Home to School Transport budget was already in an historic overspend position of approximately £200k. The savings targets for the SEN element of home to school transport have not been achieved because of a growth in the number of pupils/students requiring transport and the specialist requirements of that transport. The main increase in numbers have been at post 16/19 where, because of the city now being able to provide more specialist education provision for this group of students more locally, subsequently we have had to provide more transport to establishment such as York College, Askham Bryan, Choose 2 and Blueberry Academy. The changes in legislation to allow EHCPs to ages 19-25, resulting in significantly more students accessing this option, has significantly increased our transport spend accordingly.
- 26 The final position was an overspend of £245k due mainly to the continuing overspend on SEN taxis.
- 27 The DSG budgets within Education and Skills overspent by £2,673k, mainly due to the high number of Out of Authority placements (3,123k). There was also an overspend in the Specialist Teaching teams of £182k, offset by savings of £32k in other SEN central teams budgets. The School Improvement budgets underspent by £600k, although these are managed on an academic year basis so some of this will be required in 2021/22. These variances contribute significantly to the deficit position on the DSG.

- 28 The Dedicated Schools Grant overspent by £5,075k in 2020/21. The main pressure is due to the continuing increase in High Needs numbers, and increasing complexity, requiring expensive provision particularly in Post 16 and Post 19 provision and the Out of Authority placements highlighted above.
- 29 The brought forward balance on the DSG at 1st April 2020 was a deficit of £4,865k. As a result of the 2020/21 in-year overspend the cumulative deficit to carry forward to 2021/22 is £9,940k. This position is unsustainable and work is on-going to initially reduce and progressively eliminate the in-year deficit position.
- 30 We are developing a DSG recovery plan which will provide options to bring this back to a balanced budget over the next 3 years. This is a national issue and we are part of national lobbying for the SEND review to move forward to address the funding gaps in this area which are experienced across the country.
- 31 A number of other more minor variations make up the overall directorate position.

Economy & Place

- 32 The outturn position for Economy & Place is an underspend of £114k.
- 33 There was an underspend of £511k against the concessionary fares budget as payments to operators during the latter part of the financial year were reduced to reflect lower passenger numbers. This was offset by higher CCTV monitoring and maintenance costs (£+99k) and additional IT and staffing costs within highway regulation (+£150k) relating to the implementation of the permit system and adapting the City for COVID19 social distancing. In part this was funded by COVID 19 grant but some of these costs would normally be assumed to be funded through income which has not been achievable this year.
- 34 In the last quarter of the year, the highways service incurred additional expenditure dealing with flooding and a colder than average winter requiring a higher number of grit treatments. There were also additional staffing costs incurred in maintaining the resilience of the service due to COVID 19 resulting in an overspend of £227k.

- 35 Within waste services an overspend of £183k due to the significant strain placed on the service operating within social distancing guidelines and the national lockdown impacts throughout the year. The aged refuse collection fleet is also incurring additional cost and is due to be replaced in 2021 but is increasingly unreliable as it goes beyond its economic life. There has also been additional back office support in place to assist the service.
- 36 The cost of Parking Management and Enforcement is £154k over budget. Balancing revenues and cost in the uncertainties of a post COVID19 world will be an ongoing challenge for the service. The significant investment in IT is making the service more flexible and efficient and will deliver significant saving in the area of corporate support anticipated in previous budgets.
- 37 Within Development Services there has been an underspend of £101k including staff savings of £62k
- 38 Within Environmental Health & Trading Standards there has been an underspend totalling £249k which is made up of staffing savings totalling £90k, underspends on transport and supplies and services totalling £32k and additional charges to other accounts totalling £65k. There was also one off income relating to Proceeds of Crime Act (POCA) that reflects work undertaken on prosecutions in prior years (£76k).
- 39 There was an overspend across the Commercial Portfolio totalling with an overspend of £138k. This was primarily due to reduced income from the Racecourse and from a number of commercial properties that were empty during the year.
- 40 A number of other more minor variations make up the overall directorate position.

Customer & Corporate Services

- 41 The outturn position is an underspend of £397k.
- 42 The main variations include underspends on staffing due to vacancies in a number of services including business intelligence (£178k), finance & procurement (£59k), carbon reduction team (£124k) and democratic services (£110k). There has also been an underspend in the cost of West Offices (£287k) and staff training

(£130k). These underspends are offset by overspending in Registrars due to reduced income (£128k). A shortfall in income from schools has resulted in an overspend within legal services of £60k and the cost of professional fees within Information Governance has resulted in an overspend of £59k. A further overspend of £55k on External Audit fees is due to the increased charges made by the auditor following work on the accounts objection. A number of other minor variations make up the overall directorate position.

Health, Housing & Adult Social Care

- 43 The outturn position is a net underspend of £1,218k which is made up of £837k on adult social care and £381k on housing general fund.
- 44 The outturn position on adult social care is significantly improved from the position forecast at monitor 3. This is predominantly due to the use of one off funds to mitigate the underlying budget pressures. These funds include using £392k of budget growth received in 2020/21 to support budget sustainability and £330k of the Care Act implementation budget to mitigate overspends in other areas of the department.
- 45 We have also been able to identify £1.7m of costs directly related to COVID that could be funded from the Contain Outbreak Management Fund. Further areas of improvement since Monitor 3 include the cost of transitions customers coming through from Children's Services have been £246k less than assumed in the budget and the Older People's Accommodation Project management budget underspent by £273k.
- 46 The underlying pressures continue however, and the following paragraphs outline the main variations.
- 47 Permanent residential care has overspent by £1,075k. This is mainly due to the average cost of working age adult physical & sensory impairment placements being around £14k higher than was planned for in the budget (£115k). The policy of using short term placements to support people to return to home has resulted in fewer admissions to residential and nursing care. The overspend on older people placements was £1,344k, largely due to the average cost per customer being £6.5k more than budgeted. Permanent nursing care has underspent by £662k.

- 48 Short stay budgets have underspent by £226k as the number of customers placed in respite and step up step down beds has been a lot lower than usual, largely due to the COVID pandemic.
- 49 The use of home care to support customers has overspent by £105k. This is largely due to the average weekly number of hours of homecare provided during the year being around 900 more than in the budget (£966k) but is significantly offset by one-off funding.
- 50 The number of exception customers and the average cost of exception contracts is also higher than budgeted for (£316k) and there has been increased spend on day support customers (£166k). The underlying overspend is primarily a result of having a number of new customers needing home care packages due to COVID, with people's usual support being unavailable as community services, etc have been closed or had vastly reduced capacity as a result of social distancing measures. As a result we have been able to fund a proportion of these costs from the Contain Outbreak Management Fund.
- 51 Physical & Sensory Impairment Supported Living schemes have overspent by £631k due to there currently being eight more customers in schemes than was assumed in the budget, and in addition the average cost per customer is £5.4k per annum higher than budgeted for.
- 52 Direct payments have underspent by a net £156k. This is made up of an underspend of £357k on physical & sensory impairment, largely due to there being five fewer customers at a lower average cost per customer than in the budget, and an overspend of £201k on older people where the average cost has been £3.5k more than in the budget with three more direct payment customers.
- 53 Learning disability residential budgets have overspent by £973k. The numbers placed are in line with budget, however the net cost per placement is currently £14k more than budget. This is partially due to ongoing issues of customers no longer qualifying for 100% continuing health care (CHC) funding and responsibility passing across from Health to ASC. This involves small numbers of people with very high costs. In response to this the council has employed and trained specialist CHC workers and established a project to work on these highest costing care packages. Joint work is underway with the NHS to adopt a better joint approach to gain better value from

the market and also to review existing care pathways in this area to ensure the most effective demand management is in place.

- 54 There has been an overspend of £247k on Direct Payments for learning disability customers as the average direct payment paid per customer is £4.7k more than in the budget together with transport direct payments per customer also being above budget (£713k). This is offset by direct payment reclaims being much higher than budget largely as a result of the COVID pandemic meaning customers were not undertaking the same level of activities as they usually would.
- 55 Adult social care has been paying for day support on what was planned for customers but in actuality have only received approximately 50% of the service paid for due day support settings reducing capacity as a result of social distancing measures. The Council has been able to reclaim some of these costs from the Contain Outbreak Management Fund (-£1,025k).
- 56 The Mental Health budgets overspent by £1,330k predominantly due to an increase in the number of residential care placements needed. The mental health accommodation programme is on track to deliver lower cost, local alternative provision.
- 57 Personal Support Services have overspent by £109k largely because of spend on WWY and agency staff to cover for vacancies and for a number of staff who have had to shield due to COVID.
- 58 There is an overspend of £112k on Haxby Hall. The service has now transferred to Yorkcare Homes Ltd, but this transfer was delayed due to COVID and there is a substantial overspend on staffing due to the use of Work with York and external agency staff to cover staff vacancies before the transfer went ahead (£181k). In addition customer income underachieved by £42k. This was partially offset by the receipt of Health funding for use of the discharge to assess beds for COVID related hospital discharges in year.
- 59 Yorkcraft has overspent by £47k. The underlying overspend is £208k mainly due to £151k underachievement of income due to the COVID pandemic. On top of this there is a budget saving of £62k which will not be achieved in 2020/21. However we have been able to fund some of the income shortfall through use of the Contain Outbreak Management Fund (£161k).
- 60 Small Day Services have underspent by £199k. This is largely due to vacancies at Pine Trees, Community Base and the Community

Support Assistants which have not been filled during the year as the services were closed for the first half of the year and running at a reduced capacity thereafter.

- 61 Prior to the COVID pandemic pressure on the budget was largely driven by the increasing market cost of care. During the COVID pandemic additional pressures have emerged. The number of people seeking help from adult social care, the number who go on to receive support and the amount of support they receive have all increased. This is a reversal of a 2 year trend during which early intervention and strengths based working prevented increasing numbers of citizens requiring increasing support.
- 62 ASC responded swiftly and effectively to the pandemic in order to both protect vulnerable citizens and NHS capacity, establishing short term intensive community and residential support services for COVID positive people, supplying and delivering PPE, supporting care providers, those in receipt of direct payments and establishing new virtual and mobile ways of supporting citizens whose usual sources of support were interrupted
- 63 Although numbers of people with covid are now much lower, the impact of covid, social restrictions and lockdown have resulted in continued higher numbers of people requiring support for adult social care needs, particularly in areas such as mental health. This is in line with the expected impact modelled by public health professionals. The department is taking a review, repurpose, refresh and reset approach to recovery, recognising the opportunity for positive permanent change resulting from the disruption of recent months. The three strands to the recovery work are strength based working, capacity and demand management and staff wellbeing.
 - Strengths based working- through maximising the use of community resources we will reduce the reliance on council funding
 - Demand Management- we will flex the use of our resources across the health and care system, deploy more and better technology, and change the balance between long and short term support.
 - Staff Wellbeing. We will make the best use of the skills and expertise of our staff by supporting them with the right information, tools for the job and invest in their wellbeing

- 64 As previously reported, ASC is operating in an extremely challenging environment in which Health partners in the city are operating with significant deficits. The price of care provision is high, with a local market driven by those that can fully fund their care without recourse to the Council.
- 65 Housing General Fund has underspent by £381k. This is mainly as a result of additional support service and management recharges to the housing revenue account leading to a surplus within general fund (£203k), staff vacancies within the strategy team (£35k) along with staff vacancies and an underspend on materials in the private sector housing team (£95k) .
- 66 A number of other more minor variations make up the overall directorate position.

Housing Revenue Account

- 67 The Housing Revenue Account budget for 2020/21 is a net cost of £825k. The year end position is an underspend of £3,254k, of which £2,340k relates to capital financing that has slipped into 2021/22. The adjusted year end position is a surplus of £89k which is an underspend of £914k compared to budget.
- 68 There has been an underspend of £401k across Repairs & Maintenance as only urgent and emergency repairs were undertaken in the first 4 months of the year due to the pandemic, resulting in a backlog of non-urgent repairs. To assist with the continuing efforts to deal with the backlog of repairs it is proposed that the underspend is carried forward into 2021/22 to deal with these costs.
- 69 Underspends of £209k within general management are due to vacant posts and general recharges (£321k), underspends on the training budget (£39k), less tenant support activities due to the pandemic (£39k) and court admin costs (£78k). These underspends are offset by the cost of independent external advice for the James House project (£275k). There has also been an underspend of £113k on equipment and caretaking costs.
- 70 The revenue contribution to capital has underspent by £2.34m due to the slippage of capital expenditure. These funds will be carried forward to 2021/22 to fund the slippage.
- 71 The HRA financial assistance scheme was created in 2020/21 to provide financial support and assistance to HRA tenants with their

rent arrears. New proposals are being drawn up in conjunction with partner advice services to provide a more streamlined services and as such it is proposed that the £78k underspend in this area is carried forward in to 2021/22 for this service to continue.

- 72 There has been a shortfall in dwelling rents of £217k due to the delayed opening of James House & Lincoln Court. In addition the void numbers are higher than previous years, however teams across Housing have worked together to increase the turnaround of empty properties.
- 73 As previously reported the HRA will not receive any financial assistance from the government relating to the pandemic and as such the underspend from 2019/20 of £539k was set aside to fund COVID-19 and other pressures. £114k was allocated in 2020/21, which has contributed to the overall underspend on the HRA.
- 74 The working balance position at 31 March 2020 was £26.4m. The outturn position means the working balance will increase to £29.65 at 31 March 2021. This compares to the balance forecast within the latest business plan of £25.58m.
- 75 There are a number of ongoing implications of the outturn position into 2021/22. It is necessary to re-profile the revenue contributions funding the capital programme slippage of £2,340k into 2021/22. This leaves a balance of £914k from which £401k has been requested to fund the backlog of repairs in 2021/22 and £78k from the financial assistance scheme has been requested to carry forward in to 2021/22, leaving a balance of £435k to contribute to the ongoing HRA working balance.
- 76 The working balance is increasing in order to start repaying the £121.5m debt that the HRA incurred as part of self-financing in 2012. The current business plan assumes that reserves are set aside to enable to the debt to be repaid over the period 2023/24 to 2042/43.

Corporate Budgets

- 77 These budgets include Treasury Management and other corporately held funds. An underspend of £759k has been achieved, predominantly as a result of reviewing capital financing assumptions.

**Children, Education and Communities Policy and Scrutiny
Committee Work Plan 2021/22 Municipal Year**

	Dates of Committee Meetings	Item One	Item Two	Item Three	Item Four
CEC	Tuesday 8 June 2021 (Forum)	Work Planning 2021/22 Municipal year			
CEC	Tuesday 6 July 2021	YSAB report - Recovery Curriculum	York Learning annual report – set-up of improvement / Governance board	Youth services / Holiday Activities and Food fund report	
CEC	Tuesday 14 September 2021 (Forum)	Early Help strategy – multi-agency	Early Years sufficiency update-information report	Inclusion Review consultation results - information report	Home to School Transport report-information report (wider discussion about the SEND £9 million overspend to be considered)

CEC	Wednesday 6 October 2021	Bi-annual Safeguarding Partnership update report – to include Adolescence strategy	Care proceedings / Ambition Board – Business Intelligence report	Safeguarding in schools update-information report	Improvement Journey updates – to include Foster Carer strategy-information report
-----	--------------------------	--	--	---	---

CEC	Tuesday 7 December 2021 (Forum)	CVS updates (strategic plan, VCS survey, volunteer hub)	Early Help via CYC Local Area Teams – to help inform Community Hubs review	Youth Mental Health scrutiny review – draft report
-----	---------------------------------	---	--	--

CEC	Tuesday 4 January 2022	Cultural offer – REACH update and York Explore annual report	Community Hubs scrutiny review - interim report
-----	------------------------	--	---

CEC	Wednesday 2 March 2022 (Forum)	Public Health in York Update	Covid 19 Update
-----	--------------------------------	------------------------------	-----------------

CEC	Wednesday 13 April 2022	York Learning annual update report	Skills and Employment Board update
-----	-------------------------	------------------------------------	------------------------------------

Unassigned Items

1

staff absence/sickness rates within the Peoples directorate

- 2 Financial Monitor Quarter 1
(provisionally 6 October 2021)
- 3 Youth Mental Health
Requested Commissioned
Scrutiny Slot)
- 4 Financial Monitor Quarter 2
(provisionally 4 January 2022)
- 5 Financial Monitor Quarter 3
(provisionally 13 April 2022)

This page is intentionally left blank

**Climate Change Policy and Scrutiny Committee Work Plan 2021/22
Municipal Year**

	Dates of Committee Meetings	Item One	Item Two	Item Three	Item Four
CC	Wednesday 9 June 2021 (Forum)	Work Planning 2021/22 Municipal year			
CC	Wednesday 7 July 2021	Our Big Conversation resident engagement feedback	Proposed Key Performance Indicators		
CC	Wednesday 1 September 2021 (Forum)				
CC	Tuesday 12 October 2021	Climate Change strategy and pathway proposals	Local Transport Plan 4 strategy proposals	Partners/stakeholder engagement – discussion re. gaps or missing opportunities	2020/21 emissions report (key performance indicators)
CC	Tuesday 30 November 2021 (Forum)				

CC Wednesday 12 January 2022 Action Plan and Zero carbon pathway – early adoption amongst key constituent groups - discuss actions (for example, woodland etc.), prioritisation, timescales, reactions – make recommendations

CC Tuesday 8 March 2022 (Forum)

CC Tuesday 12 April 2022 LTP4 delivery plan (possible Joint Scrutiny topic)

**Economy and Place Policy and Scrutiny Committee Work Plan 2021/22
Municipal Year**

	Dates of Committee Meetings	Item One	Item Two	Item Three	Item Four
CEC	Wednesday 30 June 2021 (Forum)	Work Planning 2021/22 Municipal year			
CEC	Tuesday 27 July 2021	Q4 Finance Monitor	Quarterly Economic Update and Skills Plan		
CEC	Tuesday 28 September 2021 (Forum)	To receive an update on the developments of the various strategies, any major projects and planning; eg. Tourism Strategy, Skills Plan, Local Transport Plan, Economic Recovery Strategy			
CEC	Wednesday 3 November 2021	Q1 Finance Monitor	Economic Strategy		

CEC Tuesday 21 December 2021 (Forum) Local Transport Plan

CEC Tuesday 25 January 2022 Q2 Finance Monitor Make It York Update (January or March)

CEC Tuesday 29 March 2022 (Forum) To receive an update on the developments of any relevant strategies, major projects and planning Make It York Update (January or March)

CEC Tuesday 26 April 2022 Q3 Finance Monitor

Unassigned Items

- 1 York Central Focus (If required)
- 2 Waste services/collections and impact on public realm
- 3 In work poverty (Potential Joint Scrutiny)
- 4 Tourism Strategy
- 5 Implementation and monitoring of One Year Transport & Place strategy, including Blue Badge Accessibility concerns (Potential Joint Scrutiny)

Health and Adult Social Care Policy and Scrutiny Committee Work Plan 2021/22 Municipal Year

	Dates of Committee Meetings	Item One	Item Two	Item Three
HASC	Tuesday 22 June 2021 (Forum)	Work Planning 2021/22 Municipal year		
HASC	Thursday 29 July 2021	Update on the peer challenge commissioned in Adult Services	Update from the CCG/Hospital Trust regarding recovery and the backlog/waiting lists across hospital/mental health services	
HASC	Wednesday 22 September 2021 (Forum)	Update on the NHS led provider collaborative and The York Health and Care Alliance	Blue Badge Guidance for implementation	Covid 19 Update
HASC	Tuesday 2 November 2021	Update on the recent CQC Inspections and Foss Park	Health & ASC Finance & Monitoring reports	Childhood Obesity- considering the work of other authorities and identifying potential funding streams Part 1

HASC	Wednesday 15 December 2021 (Forum)	Adult Social Care provision, including Older Persons Accommodation programme commissioning strategy and plan in this area	update on the strategy behind releasing and selling the Oakhaven site & Commissioning strategy	Covid 19 Update
------	---------------------------------------	---	--	-----------------

HASC	Monday 24 January 2022	Childhood Obesity- considering the work of other authorities and identifying potential funding streams Part 2	Whole population dental Health in York	
------	------------------------	---	--	--

HASC	Wednesday 30 March 2022 (Forum)	Public Health in York Update	Covid 19 Update	
------	------------------------------------	------------------------------	-----------------	--

HASC	Wednesday 27 April 2022	City Response to Covid 19 Update		
------	-------------------------	----------------------------------	--	--

Unassigned Items

- 1 Youth Mental Health joint item with Children and Education Policy and Scrutiny Committee
- 2 Mental Health (Adults and Young People)
- 3 Update on smoking cessation and tobacco control in York
- 4 'Dying Well'- Consideration of hospices in the city
- 5 Adult Safeguarding

Housing and Community Safety Policy and Scrutiny Committee Work Plan 2021/22 Municipal Year

	Dates of Committee Meetings	Item One	Item Two	Item Three
HCS	Tuesday 15 June (Forum)	Work Planning 2021/22 Municipal year		
HCS	Wednesday 14 July	Affordable Housing on New Developments		
HCS	Tuesday 21 September (Forum)	Reflection on the Housing Delivery Program	Older Persons Accommodation	
HCS	Tuesday 19 October	Anti-Social Behaviour Report (to include management of ASB from a housing tenancy perspective, and an opportunity to feed in to the review of the Safer York Partnership strategy)	Retrofit Strategy Discussion	
HCS	Tuesday 14 December (Forum)	Strengthening the Voice of Customer Groups in Housing Services Part 1	Winter homelessness provision	
HCS	Tuesday 18 January	Strengthening the Voice of Customer Groups in Housing Services Part 2	Housing Strategy	Q2 Finance Monitor

HCS Tuesday 15 March (Forum)

HCS Tuesday 19 April Safer York Partnership Bi-Annual
report

Unassigned Items

1 The Application and Development of
Policy in Housing Services