



Notice of a public meeting of

Customer and Corporate Services Scrutiny Management Committee

- To:** Councillors Crawshaw (Chair), Baker, Fenton (Vice-Chair), Hollyer, Orrell, Musson, Norman, Pearson and Rowley
- Date:** Monday, 13 December 2021
- Time:** 5.30 pm
- Venue:** Remote Meeting

Until the end of January 2022, the Council is reverting to holding its scrutiny meetings remotely in the interests of minimising any risks to the public, elected Members and staff during the continuing Covid pandemic. Meetings continue to be held in accordance with statutory requirements. Scrutiny Committees are non-decision making bodies and as such this remote meeting will not be regarded as a formal meeting of the Committee. It provides an opportunity for Members of the Committee to comment upon the business set out in the agenda, without making formal decisions. Members of the public may register to speak as set out below.

AGENDA

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 1 - 20)

To approve and sign the Minutes of the two meetings held jointly with the Health and Adult Social Care and the Economy and Place Committees on 25 October 2021. To approve and sign the Minutes of the meeting held on 01 November 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 our meetings. The deadline for registering at this meeting is at **5.00pm on Thursday, 9 November 2021**.

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 on the details at the foot of the 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'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

The Director of Public Health will give a presentation updating the Committee on Public Health in York.

5. Quarter 2 Finance and Performance Update (Pages 21 - 30)

This is the second report of the financial year, covering the period 1 April 2021 to 30 September 2021. It assesses performance against budgets, including progress in delivering the Council's savings programme and provides an overview of any emerging issues.

6. Schedule of Petitions (Pages 31 - 48)

This report provides Members with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

7. Scrutiny Research Budget (Pages 49 - 54)

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

8. Work Plan 2021/22 (Pages 55 - 58)

To consider the Work Plan for 2021-22.

9. 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 & Health and Adult Social Care Policy and Scrutiny Committee - Commissioned Joint Committee meeting
Date	25 October 2021
Present	Councillors Baker, S Barnes, Crawshaw, Doughty, Douglas (Substitute), Fenton, Heaton, Hollyer, Hook, Looker (Substitute), Mason, Orrell, Vassie and Webb (Substitute)
Apologies	Councillors Pearson and Rowley

1. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interest not included on the Register of Interests or any prejudicial or discloseable pecuniary interests that they might have in respect of the business on the agenda. The Chair declared a personal non prejudicial interest as his mother sat on the steering group of the Human Rights Equalities Board. There were no further declarations of interest.

2. Public Participation

Diane Roworth raised concerns regarding city centre access for current and future blue badge holders. She stated that access to the city centre had become increasingly restricted. She highlighted the reduced accessible hours of between 8pm and 10.30am which has made accessing shops, cinemas and restaurants impossible for blue badge holders. She also identified that the loss of pavement space and the blocking of public highway had made walking difficult in the city centre. She went on to urge members not to make the emergency measures permanent as she believed that they unlawfully discriminate against disabled people.

[Cllr Vassie joined the meeting at 14:15]

3. City Centre, Vision, Accessibility and Traffic Regulation

At their meeting on November 18 2021, the Executive were to consider a number of reports covering the future vision of the city centre and ongoing accessibility and regulation of vehicles for the city centre. In relation to this, Members considered a report that informed them of:

- The Council's emergency response to Covid

- The Council's Equality Duties
- The context of the four reports that Executive are going to consider,
- The structure of the work and consultations undertaken to date
- Emerging recommendations
- Emerging content of reports
- The latest context as to the city centre recovery
- The work undertaken to review Hostile Vehicle Mitigation measures

Following an introduction from the Director of Place, the Head of Regeneration Programmes gave a presentation on the four decisions in relation to My City Centre Vision, City Centre Access and Council Car Parking, the future of the Footstreets and the changes to Dial a Ride funding, that were to be made by the Executive on 18 November.

[Cllr Mason joined the meeting at 14:29]

The Chair thanked the Officers for the presentation and invited the external attendees to introduce themselves and give an overview of their experiences / involvement to date.

Representatives from the York Disability Rights Forum, York Accessibility Action, York Older People's Assembly, My Sight, York Human Rights City Network and York CVS all spoke on the issue of reduced access to the city centre, following the emergency response to Covid and the Hostile Vehicle Mitigation measures.

They highlighted concerns regarding the loss of rights for disabled people and that the people they were representing were being prevented from carrying out their usual daily activities within the city centre. Blue badge holders had been especially affected by the restrictions and were prevented from accessing the city centre and the amenities between 10:30am and 8pm. Concerns were also raised about the city's position as a Human Rights City and that the measures in place discriminated against already discriminated groups. The issue of isolation and loneliness was also raised with regard to mental health and wellbeing. The legality of the measures was also questioned.

[14:50 Cllr Barnes joined the meeting]

The Chair invited Members, Officers and the external attendees to discuss the issue of accessibility in the city centre, considering all aspects, not just the Footstreets proposal.

During the discussion relating to the public consultation, it was requested that the disabled community were acknowledged as a contributing part of the city. It was suggested that trust had broken down and concerns were raised that decisions had already been made. Officers sought to reassure the external attendees and Members that all citizens needs were being taken into account and that decisions had not already been made. Officers confirmed that following the emergency measures being put in place, the Executive allocated £25K to investigate the impact on blue badge holders and other disabled people. The Director of Transport, Environment and Planning explained Secretary of State approval had been applied for to ensure all options were available to the Executive on 18 November. The Director of Place explained that City centre Highway Regulation applies to all Blue Badge holders, nationally, and not just those in York.

The procedure for Equality Impact Assessments (EIA) was explained by the Director of Governance. She explained that CYC is piloting a new framework and that an EIA was a living document that was renewed throughout the process. She confirmed that the project group and the Officer who set up the EIA was responsible for updating the document. It was suggested that training for Members and Officers regarding EIA's would be beneficial.

The Head of Regeneration Programmes described in more detail the access measures that have been adopted by Chester & Bath.

It was highlighted by Helen Jones from York Disability Rights forum that it would not be possible to come up with any single solution and that even a jigsaw of solutions would leave a gap in provision for some disabled residents

After a 10 minute adjournment during which Cllrs Runciman and Hollyer and Professor Paul Gready left the meeting, Members resumed their discussion.

During the debate it was noted that the council's use of language could be more carefully considered and that it was necessary to demonstrate a good reason to not allow access into the city centre.

Several Members identified co-design opportunities and questioned the feasibility of mitigation measures such as auto number plate recognition and movable barriers. Officers explained that a Blue Badge was not dedicated to a car but the person, this made it difficult but not impossible to manage. They were investigating how other authorities managed this and would provide analysis for the next meeting.

Cllr Vassie raised the issue of the right to access rather than the right to use a car in the city centre. He highlighted the electric shuttlebus in Dijon as a good example of offering carbon free transportation within the city centre. Officers confirmed that the shuttlebus was part of their investigation but acknowledged that the bus and the Dial a Ride solution are not suitable for all Blue Badge holders. As part of this section of the discussion, members heard that residents are going to other towns and cities to shop and use amenities increasing their own carbon footprint. The Corporate Director of Place noted that he would investigate the availability of wheelchair adapted electric vehicles.

[Cllr Heaton left the meeting at 16:05]

To contextualise the discussion it was noted that 78% Blue Badge holders are unable to access the city centre. To that, 69% of member of York Disability Rights Forum cannot access city centre, this has led to a poorer quality of life and increased isolation and loneliness.

Members who had recently experienced Chester's blue badge system noted that there were some difficulties with the system, although the barrier system worked well. It was suggested that this be investigated for Blake St parking/drop off area.

Some Members raised concerns regarding the Officer's report, noting that it lacked detail. There were several requests made for specific data which Officers confirmed would be brought to the next meeting on 08 November 2021. The lack of information led Members to question their ability to scrutinise effectively at this meeting. Concerns were also raised regarding the results of consultations where the style of communication was described as leading. The issue of trust was raised again and Members explained that residents believed that decisions had already been made. Officers noted that the meeting was part of the pre decision scrutiny and was taking place a month ahead of the decision making by the Executive. The Director of Place confirmed that no decision had been made, he later went on to note that there was no such thing as perfect decision making and perfect information.

Scott Jobson from My Sight, explained that a number of agencies had developed a Street Charter. The Chair agreed to consider how best to bring the Street Charter to Scrutiny, possibly through the Economy and Place scrutiny work plan.

Further to the earlier discussion on EIA's the Director of Governance confirmed that CYC is receiving external specialist legal advice on the specific issue of Equalities and Human Rights legislation. It was focussing

on the EIA and the barrister who was specialised in equalities issues, would receive the recordings of the meetings and all the information and material relating to this issue. A decision as to whether this advice would be made publically available was yet to be made.

Following input from Cllr Doughty, Chair of the Health and Adult Services Scrutiny Committee, Members from that Committee made a formal request to CCSMC to endorse the recommendations from the Human Rights City Network report at the pre-decision scrutiny meeting on 08 November 2021.

The Chair thanked all those that had attended and contributed to the meeting.

Resolved:

1. That the discussions held at the meeting be considered by the Customer and Corporate Services Scrutiny Management Committee at their pre-decision scrutiny meeting on 8 November 2021.
2. The following information be provided by Officers to the above meeting on 08 November 2021.
 - The data regarding pedestrian versus vehicle incidents, particularly blue badge holders.
 - The speed limit in the city centre.
 - The CYC analysis of the Human Rights City Network report.
 - The daily numbers of Blue Badge holders in city centre pre Covid.
 - Comparative data around the use of the Minster and Duncombe place parking, pre and post changes.
 - Data on the number of people who will not benefit from any of the mitigations on offer.
 - Out of the 7,500 Blue Badge holders in York, the number of people who would be completely excluded should the changes be made permanent.

Reason: In order to inform the Committee's consideration of all the factors relevant to the Executive on the 18 November 2021.

Cllr Crawshaw, Chair

[The meeting started at 2.00 pm and finished at 4.40 pm].

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Meeting	Customer and Corporate Services Scrutiny Management Committee & Economy and Place Policy and Scrutiny Committee - Commissioned Joint Committee
Date	25 October 2021
Present	Councillors Baker, Crawshaw, Daubeney, Fenton, Hollyer, Hook, Hunter, Lomas (Substitute), Musson, Norman, Pearson, D Taylor and K Taylor (Substitute)
Apologies	Councillors Douglas and Rowley

1. **Declarations of Interest**

Members were asked to declare, at this point in the meeting, any personal interest not included on the Register of Interests or any prejudicial or discloseable pecuniary interests that he might have in respect of the business on the agenda. Cllr Lomas advised that she held a blue badge and that she had spoken on access to the city centre on behalf of people with disabilities. The FSB Regional Chair noted that as well as being on the FSB he ran a courier company. The Chair declared a personal non prejudicial interest as his mother sat on the steering group of the Human Rights Equalities Board. There were no further declarations of interest.

2. **Public Participation**

It was reports that there were no registered speakers under the Council's Public Participation Scheme.

3. **City Centre, Vision, Accessibility and Traffic Regulation**

At their meeting on November 18 2021, the Executive were to consider a number of reports covering the future vision of the city centre and ongoing accessibility and regulation of vehicles for the city centre. In relation to this, Members considered a report that informed them of:

- The Council's emergency response to Covid
- The Council's Equality Duties
- The context of the four reports that Executive are going to consider,
- The structure of the work and consultations undertaken to date

- Emerging recommendations
- Emerging content of reports
- The latest context as to the city centre recovery
- The work undertaken to review Hostile Vehicle Mitigation measures

The Head of Regeneration Programmes gave a presentation on the four decisions in relation to City Centre, Vision, Accessibility and Traffic Regulation that were to be made by the Executive on 18 November. The Chair thanked him for the presentation and invited external attendees to give an overview of their organisations. The Executive Director York (BID), Chief Executive Officer York Civic Trust, and FSB Regional Chair explained the role and work of their organisations. Members were then invited to ask questions of officers and external participants, who responded as follows:

- The Head of Regeneration Programmes noted that there was a mixture of businesses, cafes and restaurants in the city centre doing food deliveries. The Executive Director York BID noted that the picture was complicated and depended on the future of businesses as some independent retailers may look at online retail and deliveries versus the costs of running city centre premises. The FSB Regional Chair suggested that regarding the food hubs, it was only large national businesses that would be able to afford electric vehicles and not small independent businesses. A member noted that moving food hubs to more residential areas in Wards may create different problems.
- The Head of Regeneration Programmes was asked if York Couriers Union had been approached during consultation and the Head of Regeneration Programmes noted that there had been a number of workshops with couriers.
- Regarding the competing interests of road users, the Director of Environment, Transport and Planning noted that cyclists could not cycle on foot streets and added that cyclists could not be licenced in the way that vehicles were. The Corporate Director of Place noted the challenge around making the city centre accessible for all. A member noted that cycles were the chosen mode of transport for some people for mobility reasons.
- The Executive Director York BID noted that York BID had spoken to delivery companies and one company had reported that 60% of their deliveries were made by car. He suggested that the council approach delivery companies to make an informed discussion on delivery modes.

- A member noted that a number of blue badge holders were unhappy with the 8pm foot streets extension and he noted the debate around the early evening economy in the city centre/

[Cllr Taylor left the meeting at 6.32pm]

- The Corporate Director of Place reported that York was moving towards an early evening food economy and the Head of Regeneration Programmes noted the loss of lunchtime trade to city centre cafes and restaurants due to people working from home during the pandemic.

[Cllr Taylor returned to the meeting at 6.34pm]

- The Executive Director York BID noted that the BID was supportive of getting more data on the city centre and noted the need to look at the ambition for the city centre. He suggested that the council could look at the how European neighbours operated their city centres and he noted the growth of the experience economy. A Member noted that there was a dichotomy in terms of a family friendly city centre in terms of access to the city centre. In relation to the early evening economy in European cities whereupon retailers stayed open until later in the evening along with cafes and restaurants, a Member noted that some retailers may not want to stay open beyond 7pm.
- The Chief Executive Officer York Civic Trust noted that there was a need to have a family friendly inclusive and warming city centre that was accessible to all. A Member noted the percentages of working age and retired people that were disabled and noted that if foot streets was to be extended, that thought should be given about how to make the city centre accessible to everyone.

[Cllr Hollyer left the meeting at 6.45pm]

- In response to a Member comment concerning the aesthetics of the city centre, the Corporate Director of Place noted that the government had removed the requirement for planning permission for café licences and this exemption had been extended for a year from September.
- In consideration of what families and children need in the city centre, the Head of Regeneration Programmes advised that a theme of the My City Centre vision was to build more play pave in

the city centre and it was noted that there were generational spaces in York such as Spark. The Executive Director York BID added that café licences had made a difference to the numbers of cafes open during the evening. A Member expressed crime and anti-social behaviour concerns over going into the city centre on an evening.

[Cllr Hollyer returned to the meeting at 6.54pm]

- The Chief Executive Officer York Civic Trust noted the need to look at the aesthetics of public space. A Member expressed concern regarding a focus on the removal of vehicles and a Member noted the limitations of living in a historic city, and encourages a joined up approach, citing Bath and Chester as examples of this. The Head of Regeneration Programmes explained that the council had engaged with other local authorities to look at best practice. The Chief Executive Officer York Civic Trust added that the Trust was undertaking a piece of work on nine European cities that York could work from and he agreed to share this information with the committee. The Executive Director York BID noted that many residents used the city centre and the FSB Regional Chair suggested that there should be ongoing evaluation on the decisions made by the Executive on the city centre.

[Cllr Pearson left the meeting at 7.09pm]

- The Head of Regeneration Programmes was asked and confirmed that the council had consulted with Disabled Motoring UK, who had made a number of recommendations to the council. The Director of Environment, Transport and Planning was asked and explained that Traffic Regulation Orders (TROs) could be reviewed at any time and a request had been made to the Secretary of State to run the TROs for longer.

[Cllr Pearson returned to the meeting at 7.13pm]

- The Director of Environment, Transport and Planning was asked and explained that reviewing the success of TROs was part of the rationale for order of the reports that would be presented to the Executive for decision. Responding to a question on anti-terror measures being used to enhance the public realm, the Head of Regeneration Programmes explained that permanent measures could be built into the infrastructure.

During the meeting a number of Members expressed support for the appointment of an Access Officer, as did York Civic Trust. Concerning income from café licences, it was confirmed that income was less than before and officer numbers had not proportionally gone up. The Corporate Director of Place noted that there had been encouragement for café licences. A Member noted the need to make the city centre accessible to all and she encouraged the Executive to follow the social model of disability.

The Chair suggested that Economy and Place Policy and Scrutiny Committee could consider the following items in relation to City Centre, Vision, Accessibility and Traffic Regulation:

- Understanding the needs of different businesses (with input from couriers)
- The development of the public realm to deliver different types of behaviour
- Update on York Civic Trust work on 9 cities (Chair to liaise with Chief Executive Officer York Civic Trust on this)

He also suggested that Children, Education and Communities Policy and Scrutiny Committee could explore what it means to be a family friendly city.

Resolved: That the discussions held at the meeting be considered by the Customer and Corporate Services Scrutiny Management Committee at their meeting on 8 November 2021.

Reason: In order to inform the Committee's consideration of all the factors relevant to the Executive on the 18 November 2021.

Cllr Crawshaw, Chair

[The meeting started at 5.30 pm and finished at 7.28 pm].

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Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	1 November 2021
Present	Councillors Crawshaw (Chair), Fenton (Vice-Chair), Hollyer, Orrell, Musson, Pearson (from 5:35pm) and Rowley
Apologies	Councillors Baker and Norman

28. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

None were declared at this stage but during agenda item 4, Cllr Pearson declared a personal non prejudicial interest in that he worked for LNER and during agenda item 6 Cllr Crawshaw declared a personal non prejudicial interest in that his mother maybe a member of the Digital Inclusion Steering Group.

29. Minutes

Resolved: That the minutes of the meeting held on 12 July 2021, 6 September 2021 and 11 October 2021 be approved as a correct record and signed by the Chair.

30. Public Participation

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

31. York Central Quarterly Update

Members considered a report that updated them on the progress of the York Central Partnership, as the scheme moved towards delivery.

The Director of Housing, Economy & Regeneration, the Head of Transport and the Project Director for York Central (Homes

England and Network Rail) were in attendance to provide an update and answer any questions.

During discussion of the item, particularly on the York Central partnership and governance arrangements, the contractual arrangements and the statutory roles undertaken, Members were informed that:-

- City of York Council (CYC) would lead on the delivery of the riverside path improvements.
- A master plan had been developed that proposed to reorganise highway and public realm areas to the front of York Station.
- The Station Gateway Project would be delivered in collaboration with Network Rail (NR) and London North East Railway (LNER).
- The Housing Delivery Programme team had worked with landowner partners (Homes England and Network Rail) to undertake a feasibility study that would support the delivery of housing alongside other community uses.
- CYC would continue to encourage productive inward investment onto the York Central site.
- There had already been significant public engagement at all stages of the master planning process and this would continue.

The Project Director then provided a presentation on York Central. It highlighted the current position, the master plan, the existing site, what the market was perceiving for York, the project delivery and the schemes and infrastructure, particularly related to Homes England and Network Rail.

In answer to Members questions, Officers confirmed:

- The demand for Grade A flexible office space in big strategic locations was still there.
- It was an aspiration to ensure the construction methods used for the commercial space was the same sustainability ambition as the residential sites.
- The outline planning application would be used to ensure housing developers built upon that and the infrastructure would be flexible to enable various power sources to be used.
- The Carbon Trust had considered the district heating on York Central but found it would be less efficient than using

air source heat pumps or ground source heat pumps, so this was not an option in the outline planning application.

- The utility diversions off Queen Street Bridge would take place early 2022 and then the bridge could be demolished to create space for the improved interchange at the front of the station.
- An update on York Railway Station Gateway would be considered by Executive on 18 November 2021.
- The building cost inflations were constantly reviewed and considered.
- It was an aspiration to ensure the car parking opportunities integrated well with all the transport systems.
- The outline planning application created a replacement highway following the stopping up of Leeman Road and it had always been an aspiration of the outline planning application to not create another arterial route into the city that replaced one of the existing ones.
- Officers would aim to drive car usage down on the York Central site and would encourage green car usage and electric hyperhub charging points.
- The section 106 agreement that came with the development had the flexibility to improve certain routes and junctions for public transport and to integrate the active travel network. The substantial improvements on York Central would be tied into the general networks across the whole city.
- The jobs offered within the government hub would create full and varied career opportunities within the Civil Service for people that live in York and the surrounding areas.
- The jobs within the rail hub would continue the City's rail history and officers were pitching for Great British Railways to be headquartered in York.

Officers were thanked for their comprehensive update.

Resolved:

- (i) That the report and presentation outlining the current and potential governance arrangement for York Central Partnership be noted.
- (ii) That the presentation be circulated to Committee Members.

Reason: To keep Members updated on the developments of York Central.

32. Digital Inclusion Update

Members considered a report and presentation that provided an update on:

- The digital connectivity landscape in York for both residents and businesses.
- Development of a digital inclusion partnership led by Explore York and the council and its key priorities.
- The current position with council online access to services and the related My Account facility originally envisaged as a portal for engaging with the council and its services.

The Director of Customer & Communities and the Head of ICT were in attendance to provide an update and answer any questions.

During discussion on digital connectivity, the Head of ICT noted that:

- Work was continuing with telecommunication providers to explore the opportunities and to action the improvement and expansion of York's digital infrastructure and connectivity layers.
- Over 60% of premises had the potential to be connected directly to a pure fibre based broadband service, which was around three times the current national average coverage position.
- Access to the free child friendly public WiFi service within the city centre had been expanded and the coverage now included the Coppergate Centre and within the Community Stadium.
- Access to full fibre services had been provided within key and historic parts of the city centre, including The Shambles and Stonegate.
- Current activity included:
 - Infill areas and upgrading of the core network to enable and sustain future expansion, and further future proofing of some of the City's essential connectivity landscape;
 - Using the government's Rural Gigabit Connectivity Voucher Scheme to secure funding to provide access to ultrafast broadband services.
 - Early feasibility work was underway regarding the opportunity to use a similar approach that was taken to provide improved connectivity to The Shambles and Stonegate within other city centre areas.

In answer to questions raised, the Head of ICT confirmed:

- The improvements to the CityFibre network should provide residents with more options when choosing a service provider to connect with.
- CityFibre were redesigning their core network and would aim to fill suburb areas that weren't particularly covered well before extending into other areas later next year.
- The roadmap of the development would be published on the council's website.
- The fibre network cables were laid within verges or pavements and although the initial works could be disruptive, the infrastructure used should be future proof for advancement in technology.
- CityFibre would be revisiting some private roads as part of the infill work.

The Director of Customer & Communities then provided an update on the development of the digital inclusion partnership, where Members noted that:

- Explore York Libraries and Archives, in partnership with City of York Council were leading a collaborative partnership approach.
- A digital Inclusion workshop facilitated by Citizen's Online brought interested organisations, community groups, charities, businesses and individuals together to begin the conversation. There was a real shared ambition to ensure everyone had the opportunity to gain digital confidence.
- Priorities raised from the workshop included:
 - The establishment of a formal partnership in York and to find the resource to support that partnership.
 - Agree and implement a triage and signposting system.
 - Access to more devices.
 - Find funding to provide data and WiFi packages.
 - Create a network for existing digital champions and
 - Improve web accessibility.

Members noted the digital York workstreams that had been established and the progress on actions, as highlighted within the report and the Director confirmed that digital skills would also be added to the agenda.

In answer to questions raised, the Director confirmed:

- The methods used to identify who required digital support was discussed regularly and tended to come from intelligence on the ground. Citizens Advice York had completed a study on inclusion and they identified that older people in the more rural areas of York had started to reduce their access to services.
- The partnership would continue to:
 - work on understanding communities;
 - identify pockets of exclusion;
 - reach digitally excluded groups and
 - understand non-digital standards for those that could not access digital options.

The Director then highlighted the future and use of My Account, including the different aspects to digital development and access to online services in the council.

Following discussion around the My Account review options, Members agreed to digest and consider which elements they would like to consider through scrutiny and would welcome periodic reports on the digital inclusion partnership, its work and impact to assess whether excluded groups/deprived areas were being reached and that their needs were being met around connectivity, skills and social interaction.

Officers were thanked for their update.

Resolved:

- (i) That the report be noted.
- (ii) That Members consider which elements they would like to consider through scrutiny and then inform the Chair.
- (iii) That digital inclusion be included in the internal and external organisation development update.
- (iv) That an update be received at a future meeting.

Reason: To keep Members updated on the digital inclusion activities.

33. Ethical Asset Disposal Policy Update

The Committee considered a verbal update from the Vice-Chair on the ethical asset disposal policy.

He confirmed that in September 2020, at a Customer and Corporate Services Scrutiny Management Committee Calling In, it was resolved that a request be made for the appropriate scrutiny committee to undertake scoping work with a view to developing a strategy for the council on the ethical disposal of its assets.

Members noted that the working group (Cllr Fenton, Cllr Pearson and Cllr Norman) were currently meeting with a number of officers to identify the protocols and processes in place.

Resolved: That a scoping report be received at a future Committee meeting.

Reason: To keep the Committee updated.

34. Work Plan 2021/22

The Committee's work plan for the 2021/22 municipal year was considered.

In answer to questions regarding public scrutiny committees the Head of Civic and Democratic Services confirmed no immediate changes were expected to the current schedule of meetings/forums and the Chair confirmed that commission slots were also available to hold public scrutiny sessions.

Resolved: That the work plan be streamlined and noted.

Reason: To ensure that the Committee continued to have a plan of work for 2021/22.

35. Closing Remarks

At this point in the meeting concerns were raised regarding the room temperature and the Chair agreed to discuss this further with the relevant officers.

Councillor Crawshaw, Chair
[The meeting started at 5.30pm and finished at 8.08pm].

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**Customer and Corporate Services Scrutiny
Management Committee**

13th December 2021

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

2021/22 Finance and Performance Monitor 2

Summary

- 1 To present details of the overall finance and performance position for the period covering 1 April 2021 to 30 September 2021, 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 As outlined in reports to Executive throughout the previous year, the COVID-19 pandemic continues to have a significant impact on the Council's financial position and adversely affect performance against a number of indicators.
- 4 Despite the additional funding provided by Government in both 2020/21 and the current year, an ongoing impact is to be expected due to a range of issues, including the longer term impacts on individual residents leading to an increase in the cost of care. In addition, a potential loss of both Council Tax and Business Rates income is to be expected as some businesses struggle to recover, resulting in an increase in unemployment which in turn may leave some residents unable to pay Council Tax. However, performance in collecting income continues to be positive and schemes are in place to support those who are unable to pay.

- 5 We continue to see significant and ongoing pressure across both children's and adults social care budgets in particular and an increase in social care costs directly as a result of the pandemic.
- 6 Throughout the pandemic, all Council services have gone above and beyond what can be expected. However, a huge debt of gratitude is owed particularly to those individuals who routinely put their lives on the line to keep residents and communities safe, whilst putting themselves at great risk.
- 7 It should also be noted that the pandemic is far from over in the local health sector. At the time of writing (early October) York Hospital is continuing to experience unprecedented demand and GPs are seeing a spike in appointments. The increased complexity of adult social care cases and a tired workforce, combined with significant pressures in the NHS and within the community, is creating pressures in the adult social care sector that need to be addressed to prevent them impacting on City of York Council's own adult social care service. These issues are not unique to York but is a national situation that is being seen in most areas across the country.
- 8 To address these challenges, whilst accepting the impact of the pandemic is still being felt across social care services, a cross-council project has been put in place to help and support adult social care teams. By taking a staged approach as part of a co-ordinated project this will support adult's social care services, whilst avoiding introducing additional pressures or risks. This programme of work will also balance short term costs with long term savings plans and actively look to reduce costs rather than taking the more short-term immediacy approach which can have detrimental impacts in future.
- 9 Whilst the council's overall financial health provides a strong platform upon which to meet these financial challenges and good progress has been made with the achievement of savings in the year, the forecast outlined in this report remains a matter of serious concern. The ongoing pressures within social care will need to be addressed in the 2022/23 budget setting process.
- 10 With an unprecedented level of uncertainty in both the national and local economy it is therefore prudent to continue to plan on the basis of the current financial picture and begin to put in place mitigation and cost control strategies to bring the forecast expenditure down to within the current approved budgets.

Recommendations

- 11 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

- 12 The gross financial pressures facing the council are projected at £9.1m but after mitigation and further action it is considered that this can be brought down to a net position of £4.6m.
- 13 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 £4.3m was allocated to the People directorate in the 2021/22 budget.
- 14 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 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.
- 15 York is maintaining both sound financial management, and delivering priority services to high standards, during a period of significant challenge for local government. Whilst the Council's track record of delivering savings and the 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.

Financial Analysis

- 16 The Council's net budget is £131m. Following on from previous years, the challenge of delivering savings continues with £7.9m to be achieved in order to reach a balanced budget. Early forecasts indicate the Council is facing net financial pressures of £4.6m (after mitigation) and an overview of this forecast, on a directorate by directorate basis, is outlined in Table 1 below.

Service area	Net budget	2021/22 Net M1 Forecast Variation	2021/22 Gross M2 Forecast Variation	Mitigation	2021/22 Net M2 Forecast Variation
	£'000	£'000	£'000	£'000	£'000
People	69,592	8,313	+10,008	-1,500	+8,508
Place	21,772	0	-53		-53
Customers & Communities, Public Health & Corporate Services	22,182	0	0	0	0
Central budgets	18,344	-800	-800	0	-800
Sub Total		7,513	+9,155	-1,500	+7,655
Contingency	-500	-500		-500	-500
Use of COVID grants		-2,000		-2,000	-2,000
Use of earmarked reserves		0		-500	-500
Total including contingency	131,390	5,013	+9,155	-4,500	+4,655

Table 1: Finance overview

Directorate Financial Summaries

Corporate Services, including Customers & Communities and Public Health

- 17 Overall the remaining Council services are expected to outturn within budget. There are a number of minor variations being managed and work will continue to try and identify additional savings to help the overall position.

Corporate Budgets

- 18 These budgets include Treasury Management and other corporately held funds. It is anticipated that overall a £800k underspend will be achieved, predominantly as a result of reviewing capital financing assumptions.

Reserves and Contingency

- 19 The February 2021 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 2021/22 the reserve stood at £6.9m and, as part of the budget report, approval was given to maintain this level of reserve in 2021/22 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.

- 20 Should mitigation 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 2021/22, some growth will need to be included in the 2022/23 budget to ensure that reserves can be maintained at an appropriate level.
- 21 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 but during this year 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 estimated that £500k can be released this year. 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.
- 22 As in previous years a contingency budget of £500k is in place and this is currently assumed to be available to offset the pressures outlined in this report.

Loans

- 23 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 4.1% is being charged. All repayments are up to date.

Performance – Service Delivery

- 24 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.

- 25 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. 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.
- 26 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 Overtum (£000s Overspent / -Underspent) - CYC	£7,513 (excluding contingency) (Q1 2021/22)	£7,655 (excluding contingency) (Q2 2021/22)	↑ Bad	Quarterly	Not available	Q3 2021/22 data available in January 2022
Average Sickness Days per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	8.75 (Q1 2021/22)	9.12 (August 2021)	→	Quarterly	CIPD Public Sector 2020/21 8	Q2 2021/22 data available in December 2021
Customer Services Waiting Times - Phone / Footfall / Webchat	00:01:22 (Phone) (Q1 2021/22)	00:01:20 (Phone) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	65.20% (Footfall) (Q1 2021/22)	84.40% (Footfall) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
	94.50% (Webchat) (Q1 2021/22)	55.00% (Webchat) (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
Number of days taken to process Housing Benefit new claims and change events (DWP measure)	3.46 (Q1 2021/22)	5.16 (August 2021)	↑ Bad	Quarterly	Not available	Q2 2021/22 data available in November 2021
% of 4Cs complaints (grade 1 and 2) responded to 'In Time'	49.59% (Q1 2021/22)	85.11% (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
% of 4Cs complaints (grade 1 only) responded to 'In Time'	37.74% (Q1 2021/22)	77.78% (Q2 2021/22)	↑ Good	Quarterly	Not available	Q3 2021/22 data available in January 2022
CYC Apprenticeships	13 (Q1 2021/22)	19 (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022
FOI & EIR - % In time	76.50% (Q1 2021/22)	81.07% (Q2 2021/22)	→	Quarterly	Not available	Q3 2021/22 data available in January 2022

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)

27 At the end of August 2021, the average number of sickness days per FTE (rolling 12 months) has decreased to 9.12 days compared to 10.74 at the end of August 2020. Although the reduction since last year is positive, the reduction has levelled off and there has been a small increase in sickness days in the last few months due to pressures in frontline services.

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

28 Customer Service is the main point of contact for residents and business visitors. During Q2 2021-22, the number of calls received increased to 61,568 (52,708 in Q1 2021-22), with 64% answered (39,466). 23% of calls were answered within 20 seconds. In addition, approximately 575 people contacted Customer Service for support due to the impact of COVID-19.

29 During Q2, 147 customers booked an appointment with Customer Service at West Offices and a further 2041 'dropped by' 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 16,484 e-mails (an increase from 14,787 in the previous quarter). Customers are continuing to opt to access services using alternative means:

- 7,820 customers made payments using the auto payments facility
- 17,604 people used the auto operator
- 52% of street lighting and street cleansing issues were reported by customers on-line
- There were around 2 million pages of the CYC website reviewed (in Q2 1,923,347 pages reviewed)
- Web chat is now available for Council Tax customers, with 2,152 customers using the chat service during Q2, 55% of customers waited no more than 20 seconds for their chat to be answered and 86% said they were satisfied with the service.
- 1,660 (86%) of parking visitor voucher applications were submitted online.

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

30 Performance in this area has deteriorated over recent months, with the average number of days taken to process a new Housing Benefit claim, or a change in circumstance, being just over five days during August 2021 (compared to under two days during March 2021). York performance is, however, consistent with the most recent national average of 5.1 days (2019-20).

- 31 Significant work is being completed by the benefits team on processing covid grants and dealing with changes to peoples circumstances, meaning staff have been diverted into these areas. There continues to be ongoing welfare support payments for residents into 2021-22 with a local covid support grant replacing the winter grant scheme until the end of September 2021, the extension of the isolation grant scheme to March 2022, a further CTS hardship scheme and the YFAS fund. Support provided during 2021-22 to date includes:
- Over 5,800 CTS customers helped with council tax (£75) with a total value to date of £449k in 2021-22
 - 536 Local Covid Support Grants totalling £156 to date in 2021-22
 - Approx. 2,000 Local Covid Support Grants for CTS customers with children to be issued in September 2021 (£200k)
 - 1,742 Isolation Grants totalling £871k (since 2020 to date)
 - YFAS Payments totalling £128k to date in 2021-22
 - Discretionary Housing Payments totalling £80k to date in 2021-22
 - Mobile and internet access for digitally vulnerable residents totalling £10k to date in 2021-22

- % of 4C's Complaints responded to 'In Time' / % of Grade 1 4C's Complaints responded to 'In Time'**
- 32 In Q2 2021/22 there were 374 complaints dealt with as either a grade 1 or grade 2 complaint under the corporate 4Cs and 85.1% were responded to within their required timescales. This is a significant improvement for in time performance compared to the last reporting quarter and the Corporate Governance team will continue to work with managers and services across the council to maintain this improvement.

CYC Apprenticeships

- 33 At the end of September 2021, there were 19 CYC apprenticeships (this measure excludes those within schools and looks at standalone apprenticeships only, which does not include those being completed by staff alongside an existing CYC role), which is an increase from 13 at the end of June.

FOI & EIR - % In time

In Q2 2021-22, the council received 418 FOIs (Freedom of Information Act requests) and EIRs (Environmental Information Regulation requests) and 31 SARs (subject access to records request). We achieved an 81.07% in-time compliance for FOIs and EIRs and 57.14% for SARs. This shows a small improvement in the timeliness of FOI/EIR responses and a small decrease for SARs. The Corporate Governance team will continue to monitor the in time performance in these areas and work with managers and service areas to make sustained improvements.

Annexes

- 34 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

- 35 Not applicable.

Options

- 36 Not applicable.

Council Plan

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

Implications

- 38 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

- 39 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

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 01/12/21
Wards Affected: All			✓
For further information please contact the authors of the report			

Glossary of Abbreviations used in the report:

CTS	Council Tax Support
CYC	City of York Council
EIR	Environmental Information Regulation Requests
FOI	Freedom of Information Act Requests
FTE	Full Time Equivalent
NHS	National Health Service
YFAS	York Financial Assistance Scheme



**Customer & Corporate Services Scrutiny
Management Committee**

13 December 2021

Report of the Director of Governance

Schedule of Petitions**Summary**

1. Members of this Committee are aware of their role in the initial consideration of petitions received by the Council. Due to the Covid pandemic, the Committee has not considered the schedule of petitions received since January 2020. This report provides an update on petitions received and recorded since that time and invites the Committee to scrutinise any actions taken and consider any next steps such as may be appropriate.

Background

2. This Committee has previously agreed to receive details of petitions in the format currently presented at Annex 1, which sets details of all known petitions received by the Council since January 2020, together with any agreed or planned actions.
3. The full list of petitions received by the Council since this Committee was given the responsibility of reviewing and monitor progress and actions taken is available at <http://democracy.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13020&pat h=0>
4. Members are reminded that the role of this Committee is not to determine any actions to be taken in relation to petitions but rather to monitor the progress of their consideration and the appropriateness of actions taken or responses given by those with the responsibility for taking action.

Current Petitions Update

5. Annex A provides a list of all petitions known to be received by the Council since the last report to this Committee in January 2020, together with details of any relevant progress and/or actions since then.

Analysis

6. This Committee has been receiving a petitions schedule of this nature since at least 2015, the Committee may wish to consider whether it remains an effective means of monitoring progress and actions against Council petitions. It is apparent that the vast majority of petitions reported to the Committee are standard practice already being adequately dealt with through other process, eg residents parking, traffic regulation orders etc.
7. Since these arrangements have been in place the Committee has not had reason to review any actions or progress made in relation to any petitions reported to it.
8. In light of the above, the Committee may wish to consider reviewing existing arrangements at a future meeting.

Options

9. In specific regard to Annex 1 attached, Members currently have a number of options in relation to the petitions listed:
 - Request a fuller report, if applicable, for instance when a petition has received substantial support;
 - Note receipt of the petition and the proposed action;
 - Ask the relevant decision maker or the appropriate Executive Member to attend the Committee to answer questions in relation to it;
 - Undertake a detailed scrutiny review, gathering evidence and making recommendations to the decision maker;
 - Refer the matter to Full Council where its significance requires a debate;

If Members feel that appropriate action has already been taken or is planned, then no further consideration by scrutiny may be necessary.

10. On the wider point referred to at paragraph 8 above, Members can choose to:

- review their existing arrangements at a future meeting;
- continue with those existing arrangements as per current practice;
or
- invite Council to reconsider how petitions might be more effectively monitored under the ongoing constitutional review

Consultation

11. Originally, all Groups were consulted on the process of considering more appropriate ways in which the Council deal with and respond to petitions, resulting in the current process. Relevant Directorates are involved in the preparation of the schedule of petitions and actions compiled at Annex 1.

Implications

12. 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 there may, of course, be specific implications for resources which would need to be addressed.

Risk Management

13. 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

14. Members are asked to consider:

- (i) the petitions received on the attached Schedule at Annex 1 since January 2020 and agree any appropriate course of action which may be necessary;
- (ii) Whether a review of current Committee processes in relation to petitions would be appropriate at this time

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

Contact Details:

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Report Approved Date 24/11/2021

Wards Affected:

All



Background Papers: None

Annexes:

Annex 1 – Extract from schedule of petitions received and action taken to date

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
<p>143. Anna Semlyen on behalf of 20's Plenty for York - Petition for 20mph default speed limit extension for York, I hereby petition City of York Council for a signed default 20mph limit for Guildhall Ward, City Centre - central bridges, inner ring road, station access, air quality zones, all schools (excluding Pedestrian areas (which are 10mph)) Default = most roads & roads can be exempted where the needs of vulnerable road users are met. I am not asking for humps</p>	<p>Paper petition presented to Cllr Fiona Fitzpatrick (Guildhall Ward Member) on 9 October 2019.</p>	<p>Petition signed by 368 people</p>	<p>Tony Clarke</p>	<p>Executive Member for Transport</p> <p>Due to Policy implications this will be considered at Executive in April 2020</p>	<p>11.05.21</p>	<p>Report will make recommendations to Executive as to the scope and phase approach for the LTP</p>	<p>CSMC noted 13 January 2020</p>

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
<p>144. Title: Review and introduce two-way cycling in one-way streets Statement: We the undersigned petition the council to allowing cyclists to ride two-way in one-way streets to make cycling in York and its villages more convenient by opening up the street network, providing short-cuts, make cycling safer by offering alternatives to busy roads, and stop people riding on the pavement. City of York Council should review all its one-way streets, with the aim of progressively converting them either to two-way use (particularly for one-way systems on more major roads), or permitting contra-flow cycling (e.g. on narrower streets), unless it can be demonstrated that there are overriding hazards affecting cyclists.</p>	ePetition	36	Tony Clarke	<p>Executive Member for Transport</p> <p>This will be considered by Executive as part of a wider transport review.</p>	11.05.21	Report will make recommendations to Executive as to the scope and phase approach for the LTP	CSMC noted 13 January 2020

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
<p>145. Title: Make York's Orbital Cycle Route a real cycling superhighway Statement: We the undersigned petition the council to improve York's Orbital Cycle Route to: -make it more pleasant, convenient, faster and easy to travel around, particularly avoiding stop-start travel caused by obstructions, lack of priority or integrated road crossings and narrow paths shared with pedestrians; - make it accessible to cyclist using not just 'ordinary' bikes, but e.g. recumbents, cargo bikes, children bikes, children carriers and specially constructed bikes for people with disabilities; - ensure the network reflects the increased use of electric bikes. Improve the wider city cycle network by: - creating better links with improved feeding and access routes from and to the suburbs and city centre; - linking cycle paths from and to the UoY campus & improving them to superhighway standard; - working with neighbouring district and county councils to improve midrange commuter cycle infrastructure, connections to long-distance tourist cycle paths and connect neighbouring towns and</p>	ePetition	24	Andy Vose	<p>Executive Member for Transport</p> <p>This will be considered by Executive as part of a wider transport review.</p>	11.05.21	Report will make recommendations to Executive as to the scope and phase approach for the LTP	CSMC noted 13 January 2020

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
<p>146. Return the York Christmas Market to one weekend (4 day) event.</p> <p>We the undersigned petition the council to return the York Christmas Market back to a 4 day event as it used to be.</p>	ePetition	4	Make It York	<p>Executive Member for Culture, Leisure and Communities</p> <p>Executive Member for Economy and Strategic Planning</p>	N/A	Make It York to respond	CSMC noted 13 January 2020
<p>147. Petition to CYC from Yearsley Crescent residents, YO31 8RS – we the undersigned, the residents of Yearsley Crescent, petition the council to carry out a consultation for our street to become a Residents Priority Parking Area.</p>	Paper petition presented by Cllr C Douglas at Full Council 19.12.19	31	Tony Clarke	Executive Member for Transport	19.03.20	Resolved: That Option 2 be approved, to include the addition of this street to the residents parking waiting list	
<p>148. Title: Stop plans to cut cars from using the city centre Statement: We the undersigned petition the council to stopping the public using cars in the city centre and within the walls.</p>	ePetition	0	Tony Clarke	Executive Member for Transport	11-05-21	Report will make recommendations to Executive as to the scope and phase approach for the LTP.	

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
<p>149. Title: 5G Planning Permissions Statement We the undersigned petition the council to stopping any proposals, plans or attempts to introduce 5G technology to the geographical area covered by the City of York Council (CYC) We believe there is a serious and incalculable risk to the health of present and future generations. We also believe that any support, financial or otherwise, by CYC is a wholly inappropriate and an unjustifiable use of resources.</p>	ePetition	8	Sharon Stoltz	N/A	N/A	Officer response	N/A

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
<p>150. Petition rec'd from Chairman of YTAG titled: City Of York Council to Postpone taxi tests/fees We are asking due to the current situation in our country that all taxi test are postponed and no taxi tests should take place in April/May and all vehicle licenses to be granted or delayed. Should the council wish to apply any admin fees this should not be more than £20 to include vehicle license and taxi test checks such as Mot, Insurance and Road Tax. Taxi tests through the county have all been delayed including HGV and buses</p>	<p>Email sent to Matt Boxall, 31 March 14:15</p>	<p>98 Signatories</p>	<p>Matt Boxall, Head of Public Protection</p>	<p>To be considered under the New Officer Delegation Decision Process</p>	<p>01.04.20</p>	<p>Deputy Chief Executive under delegated emergency powers agreed: To postpone licensed vehicle inspections for existing taxis for at least three months, up to and including 30 June 2020, and for officers to carry out interim on-line MOT and tax status checks 'free of charge' prior to the renewal of hackney carriage vehicle licences.</p>	

Petitions Schedule – updated following CSMC, 13 January 2020

ANNEX A

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
151: Title: Request for Resident Parking from Residents of St Edward's Close	Paper petition email as pdf. Presented to Cllr D'Agorne	20	Sue Gill	To be considered under the New Officer Delegation Procedures by Director/Exec Member for Transport	2 June 2020	To place on the waiting list. Consultation to take place when it reaches the top of the list. Petition leaders informed 2/06/20	
152: 'Speed restriction outside Moorlands Nature Reserve' We the undersigned petition the council to enforce a 20mph speed limit outside Moorlands Nature Reserve	ePetition – 21.09.20	65	Tony Clarke	Executive Member for Transport	04-03-21	Officer acknowledged receipt and advised the lead petitioner the location will be added to a list of similar speed limit review requests and assessed when resources permit.	
153. Cllr Musson, on behalf of residents calling for Safe Zones to protect service users and residents from harassment outside abortion clinics.	Petition presented at Full Council – 29.10.20	2,363 to date	Tracey Carter/Mike Jones	Executive Member for Housing & Safer Neighbourhoods	17-12-20	The report will acknowledge receipt of the petition and advise on an appropriate course of action.	
154. Cllr D'Agorne, on behalf of residents calling for a zebra crossing at the junction of Fawcett Street and Kent Street.	Petition presented at Full Council – 29.10.20	355 at submission, 386 at 27/04/21	Tony Clarke/ Andy Vose	Executive Member for Transport	11-05-21		

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
155. Petition rec'd from Alison Hume to reopen York City Centre to the disabled.	Petition sent via email to Cllr D'Agorne 2.11.20	1093	Andy Kerr/Tony Clarke	Executive	26-12-20	To be considered as part of " <i>The future of the extended city centre footstreets</i> " report.	
156. Title: York Must Act, calling on the Council to support the Europe Must Act campaign to welcome refugees from the Greek Aegean Islands.	Online petition. Presented by Cllr Webb at Full Council 22/03/2021	signed by 828 people					
157: Title: Request for Resident Parking from Residents of Kexby Avenue and Arnside Place	Paper petition email as pdf. Presented to Cllr D'Agorne & Cllr Taylor 08 07 2021	40	Ken Hay	Executive Member for Transport	19 Oct 2021	The report will acknowledge receipt of the petition and advise on an appropriate course of action.	

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
<p>158. Title: Petition submitted on behalf of residents of Burton Stone Lane by Cllr Myers and Cllr Wells – petitioning the Council to stop stalling and proceed with the necessary steps to move forward the road improvements to help reduce speed in Burton Stone Lane as a priority and particularly to help calm traffic in the area in advance of prospective construction work on the football and Duncombe Barracks sites.</p>	<p>Paper petition presented to Cllr D’Agorne (EMDS Transport) 21 09 2021</p>	<p>45</p>	<p>David Mercer</p>	<p>Executive Member for Transport</p>	<p>18.01.21</p>	<p>The report will acknowledge receipt of the petition and advise on an appropriate course of action.</p>	

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
159. Title: Petition received "We want Residents' Parking in our Street – Alma Terrace (upper) York.	Paper petition presented to Cllr D'Agorne (EMDS Transport) 21 09 2021	12	Darren Hobson	Executive Member for Transport	21 09 2021	<p>The petition was considered at the meeting as it was connected to a decision taken on Alma Terrace.</p> <p>Action agreed: Officers to advertise an amendment to the York Parking, Stopping and Waiting TRO to introduce Residents' Priority Parking for Kilburn Road, Alma Grove and Alma Terrace.</p> <p>If any objections are received these be reported back to a future Executive Member Decision Session.</p>	

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
160. Title: Residents of Black Dike Lane, Manor Close and other residents – we petition that the council produces a plan to address the problems highlighted and work with partners to achieve this including speed reduction, restricting access to large vehicles and possibly gated closure of the lane at the junction with the A50.	Paper petition presented at Full Council on 21 October 2021 by Cllr Hook.	46	Dave Atkinson	Executive Member for Transport	18.01.22	The report will acknowledge receipt of the petition and advise on an appropriate course of action.	

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
161. Petition to City of York Council from the residents of Irwin and Malton Avenue, YO31 7 TX. Residents have very strong concerns about the danger to pedestrians caused by speeding traffic on the two streets and petition the Executive to consider their suggestion for how the neighbourhood can be made safer. The most favoured solution is to block Irwin Avenue as a through road from Dodsworth Avenue and make the junctions at Dodsworth Avenue and Malton Avenue onto Heworth Green left turn only to help with traffic flow.	Verbally presented to Full Council 21 October 2021 by Cllr Claire Douglas.	37 out of 42 residents signed on the basis of the preferred solution.	Dave Atkinson	Executive Member for Transport	18.01.21	The report will acknowledge receipt of the petition and advise on an appropriate course of action.	
162. #ClosedToUs Petition – closure of the extended footstreets to Blue Badge holders to reopen York City Centre to the disabled.	Presented to Cllr D’Agorne via email 17 November from Alison Hume.	1,000 (see 155 above refers) 2,193 Nov 2021		Executive	18.11.21	The petition was included in the representations taken into account by the Executive when they made their decision on this item.	

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**Customer & Corporate Services Scrutiny
Management Committee****13 December 2021**

Report of the Director of Governance

Scrutiny Review Support Budget 2022/23**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 2022/23.

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 has naturally affected spend and what work has been possible to undertake.

Analysis

6. In this current financial year to date 2021/22, 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 ongoing impact of Covid on resources. 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 fairness, these arrangements have resulted in a reduced need to call on the potential for chargeable external research activity.

7. Historically, looking back to 2016/17, this Committee allocated the available budget on alternative spend to cover required training costs for Scrutiny Chairs when appointed to reflect new working arrangements following the changes Council agreed to the scrutiny structure which became operational in June 2017. 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:
 - 2009/10 - £41 + £17k (agreed by Council for the specific purpose of undertaking a public consultation survey in support of the traffic congestion scrutiny review ongoing at that time)
 - 2010/11 - £380
 - 2011/12 - £0
 - 2012/13 - £1,500 (health work shop 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 less need to 'buy in' paid external research in relation to the chosen reviews over the last few years. Over the last few years, any external research support engaged for scrutiny 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 paragraph 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 pandemic hitting, Scrutiny Chairs and Vice Chairs had planned to discuss the potential for specific scrutiny training for scrutiny members, looking at the possibility of diverting funds from this budget for the specific purpose. However, at a time when the Council is just over a year away from all out local elections, it may not be wise to consider a full training round. Scrutiny training will be considered as a part of the key induction of newly elected (and returned) Members for May 2023 onwards.

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. (i) Having regard to the analysis section in this report, to note the position and recommend to Executive not to provide any budget

specifically to support external research and consultancy work for scrutiny in 2022/23 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 2022/23, 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. Based on previous years level of spend in this area, there is a continuing risk that any budget allocation made in the

future could largely remain unused, unless a significant change in practices results in a need to call upon paid external research support.

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 due to the topics chosen in recent times and to a decreasing number of those running up to a local election year. In part also due to the changing nature of the way Scrutiny Officers can undertake their own research using technology and the willingness of external 'specialists' to provide their time to the Council at no cost.
21. Undoubtedly, support for scrutiny has suffered since the pandemic, with the loss of direct Scrutiny Officers and the necessity to re-prioritise any time which departmental officers previously afforded to assist scrutiny in their reviews and overview work.
22. 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

23. 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 2022/23

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

Contact Details

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Janie Berry
Director of Governance

Report Approved **Date** 19 November 2021

Specialist Implications Officer(s)

None

All

Wards Affected:

For further information please contact the author of the report

Background Papers: None

Annexes: None

Scrutiny Area	Meeting Date	Agenda Publication Date	Meeting Type	Agenda
HCS	14/12/2021	06/12/2021	Forum	1) Roundtable discussion with stakeholders to gather information for the scrutiny review into how Housing policies can better support resilient communities
HASC	15/12/2021	07/12/2021	Forum	1) Adult Social Care provision, including Older Persons Accommodation programme commissioning strategy and plan in this area 2) Update on smoking cessation and tobacco control in York 3) Covid19 Update
Com. Slot	17/12/2021			
E&P	21/12/2021	13/12/2021		1) Local Transport Plan
CEC	04/01/2022	22/12/2021	Committee	1) Holiday Activities and Food (HAF) Programme 2021 Update
Call In	05/01/2022			
CSMC	10/01/2022	30/12/2021	Committee	1) Capital Programme Update inc any York Central Updates 2) Legal Services Restructure & Governance Arrangements Update

Scrutiny Area	Meeting Date	Agenda Publication Date	Meeting Type	Agenda
CC	12/01/2022	04/01/2022		<ul style="list-style-type: none"> 1) Climate Change Strategy 2) Strategy Pathway proposal 3) Local Transport Plan 4 strategy proposals 4) York Hospital Emissions Reduction Work
HCS	18/01/2022	10/01/2022		<ul style="list-style-type: none"> 1) 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) 2) Housing Strategy 3) Q2 Finance Monitor
Com. Slot	18/01/2022			
HASC	24/01/2022	14/01/2022	Committee	<ul style="list-style-type: none"> 1) Childhood Obesity- considering the work of other authorities and identifying potential funding streams 2) Whole population dental Health in York - Representative's from the Local Dental Committee, NHS England, Public Health and Healthwatch York and various other professionals/organisations/service users will be invited to attend

Scrutiny Area	Meeting Date	Agenda Publication Date	Meeting Type	Agenda
E&P	25/01/2022	18/01/2022		1) Update on carbon reduction with attendance at Cllr Widdowson, Pauline Stuchfield & Claire Foale 2) York Central Update with attendance of landowners to answer questions on commercial aspects of York Central 3) Q2 Finance Monitor
Call In	25/01/2022	Yes	Yes	1) MIY SLAs
Call In	07/02/2022			
CSMC	14/02/2022	04/02/2022	Committee	1) Organisation Development Update Internal 2) Organisation Development Update External 3) Update on Motions
Com. Slot	28/02/2022		CEC	1) Children's Mental health Provision TBC

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