Notice of public meeting of
 Communities and Environment Policy and Scrutiny Committee

To: Councillors Gunnell (Chair), Richardson (Vice-Chair), Dew, Funnell, Hunter, Kramm and Mason

Date: Wednesday, 25 January 2017

Time: 5.30 pm

Venue: The Thornton Room - Ground Floor, West Offices (G039)

A G E N D A

1.   **Declarations of Interest**
   At this point in the meeting, 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 - 10)
   To approve and sign the minutes of the Communities and Environment Policy and Scrutiny Committee meeting held on 16 November 2016 and the Ward Funding Scrutiny Review Task Group meeting held on 4 January 2017.

3.   **Public Participation**
   At this point in the meeting, members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **Tuesday 24 January 2017** at **5.00pm.**

Filming, Recording or Webcasting Meetings
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http://www.york.gov.uk/webcasts.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (contact details are at the foot of this agenda) in advance of the meeting. The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at:
http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

4. **Update on Mixed Recycling & Waste Collection - Executive Member for Environment** (Pages 11 - 26)
    This report updates Members on the progress that has been made in obtaining new vehicles to replace the aging FAME lorries and the changes to waste collection and recycling.

5. **CYC Second Qtr Finance & Performance Monitoring Report** (Pages 27 - 36)
    This report provides details of the 2016/17 forecast outturn position for both finance and performance across services within Economy & Place and Health, Housing & Adult Social Care.

6. **Update on Current Community Safety Plan & Hate Crime Strategy** (Pages 37 - 42)
    This report provides an update on tackling Hate Crime and the development of the Community Safety Plan.

7. **Safer York Partnership Bi-annual Performance Report** (Pages 43 - 52)
    This report provides a brief overview of the detailed data contained within the Safer York Partnership bi-annual performance report as produced by City of York Council's Policy and Performance Team.

8.   Report on Domestic Abuse & Drug Related Crime
(Pages 53 - 66)
This report provides an update on domestic abuse and drug related Crime.

9.   Ward Funding Scrutiny Review - Draft Final Report
(Pages 67 - 146)
This draft final report details the work undertaken by the Ward Funding Scrutiny Review Task Group, and presents their draft review recommendations for this Committee's consideration.

10.   Work Plan 2016/17 (Pages 147 - 148)
Members are asked to consider the Committee's work plan for the municipal year 2016/17.

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


Democracy Officer

Name: Laura Clark
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For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting, on the details above.

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

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)

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

☎ (01904) 551550

Agenda Item 2

City Of York Council	Committee Minutes

Meeting	Communities and Environment Policy and Scrutiny Committee
Date	16 November 2016
Present	Councillors Gunnell (Chair), Richardson (Vice-Chair), Funnell, Hunter, Kramm, K Myers (Substitute for Councillor Dew) and Fenton (Substitute for Councillor Mason)
Apologies	Councillors Mason and Dew

26. Declarations of Interest

Members were asked to declare any personal interests not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests that they might have in respect of the business on the agenda.

Councillors Kramm and Richardson declared that they were both members of the North Yorkshire Fire and Rescue Authority.

27. Minutes

Resolved: That the minutes of the of the Committee meeting held on 21 September 2016 were approved as a correct record and signed by the Chair.

28. Public Participation

It was reported that there had been no registrations to speak at the meeting under the Council's public participation scheme.

29. Attendance of North Yorkshire Fire & Rescue Service and Update on the Fire Authority

Members considered a report regarding Service Delivery activity involving North Yorkshire Fire and Rescue Service (NYFRS) that had occurred between 1 April and 30 September 2016. It

also provided an update on other relevant issues from within the York and Selby District.

A representative from NYFRS gave a brief background to the report. In response to Member questions he stated:

- 'Matrix deployment' referred to mobile radar boxes set up in order to assist Police and Road Safety Task Groups with logging speeds in areas where complaints had been made.
- In order to promote the use of smoke detectors the Fire Service had undertaken a range of advertising, particularly in areas where fires had recently occurred. New software would shortly be available which would assist by pinpointing those most vulnerable to fire.
- The Fire Service were not legislated to attend water related incidents however, as there were more water than fire related deaths in York, the Fire Service were well equipped to deal with incidents.
- The Fire Service were working with the Safer York Partnership to set up a Water Safety Forum in order to harness the benefits of joint working.

Members agreed it would be worthwhile to have an update from the NYFRS on a six monthly basis. This would be added to the Work Plan.

Resolved: That Members noted the report and update.

Reason: To update the scrutiny committee on the activities of the North Yorkshire Fire and Rescue Service and the Fire Authority.

30. Update on the 2016 Work of AVANTE & Operation Erase

Members received an update on the work of the Operation Erase (Saturday daytime alcohol-related disorder) and AVANTE (Alcohol, Violence and Night-time Economy) Task Groups.

Officers briefly discussed the background to this report and highlighted some of the work being done.

In response to Member questions they confirmed:

- Whilst not criminality, the level of 'unacceptable' behaviour on Saturday afternoons did have an impact on the public perception of York.
- There had been a reduction of 3% in Alcohol related occurrences in the Cumulative Impact Zone (CIZ).
- BID rangers had been well received and were proving effective. They were tackling incidents that fell below the level of criminality, such as nuisance begging, without having to escalate to the point of contacting police officers.
- In relation to attacks on Accident and Emergency (A&E) Staff, if someone had been arrested and brought to A&E a Police Officer would remain during treatment.

The North Yorkshire Police representative stated that whilst Operation Erase had seen a reduction in Anti-Social Behaviour (ASB) figures it was increasingly hard to 'hold the line' when new licences were still being granted within the CIZ. Members suggested that a scoping report could be produced looking at the CIZ as a Scrutiny topic.

Members requested that the Community Safety Manager circulate comparative figures for last three years of the number of licensed premises within the Cumulative Impact Zone, including off-licenses.

Resolved: That Members noted the contents of the report.

Reason: To update the scrutiny committee on the work of the Operation Erase and AVANTE Task Groups.

31. **Update on the 2017-19 Hate Crime Strategy**

Members received a report which provided an update on the delivery of the current Hate Crime Strategy for York, and an outline of the planned work for delivery of a new Hate Crime Strategy for 2017-19.

Officers gave a brief background to the report and the work of the Community Safety Unit, based at West Offices.

In response to Member questions Officers stated:

- In relation to third-party reporting centres, community groups had confirmed they were happy with the current provision.
- Looking at the use of online reporting, such as Stop Hate UK and the NYP website, was a way of being responsive to the needs of individuals.
- When crimes were reported and indicated an aggravating factor, they would be logged as a hate crime which could lead to a more severe sentence.

The Hate Crime Task Group would be holding an initial meeting on 29 November, in order to feed in to the draft Hate Crime Strategy 2017-19. Officers confirmed this would be delivered by April 2017. It was agreed that Cllr Kramm should join the Task Group.

Resolved: Members considered the report and noted both the progress in delivery of the previous strategy and the timescale for the new refreshed document.

Reason: To update the scrutiny committee on the delivery of the current strategy and progress with the strategy for 2017-19.

32. **Work Plan 2016/17**

Consideration was given to the Committee's work plan for the municipal year 2016/17.

The Chair expressed disappointment that the Committee had still not received a report on Domestic Violence and Drug Related Crime and Disorder and asked Members for a show of support. The Committee voted unanimously in favour of receiving this report at the next meeting.

January

- Update report on Ward Funding Scrutiny Review
- Update report on flooding and investment for floods. (Independent Flood Inquiry Report is to be considered by Executive on 26 January 2017)
- Update report from Executive Member for Environment on mixed recycling and waste collection, including tangible timelines.

- Update on Domestic Violence and Drug Related Crime and Disorder (requested 18 months ago by Committee)

May

- Six-monthly update report from North Yorkshire Fire and Rescue Service.

It was agreed that;

- the Community Safety Manager would circulate comparative figures for last three years of number of licensed premises in Cumulative Impact Zone, including off-licenses.
- the Scrutiny Officer would circulate the Corporate & Scrutiny Management Policy & Scrutiny Committee report on Section 106 Agreements.

Resolved: That the work plan be approved subject to the above amendments.

Reason: To ensure that the Committee has a planned programme of work in place.

Councillor Gunnell, Chair
[The meeting started at 5.35 pm and finished at 7.10 pm].

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City of York Council   Committee Minutes

Meeting	Ward Funding Scrutiny Review Task Group
Date	4 January 2017
Present	Councillors Funnell (Chair), Hunter and Richardson

1.   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.

2.   Minutes

Resolved: That the minutes of the meeting of the Ward Funding Scrutiny Review Task Group held on 27 July be signed and approved as a correct record.

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.   Ward Funding Scrutiny Review

Jane Hustwit, Chair of Trustees at York CVS, attended the meeting to provide an overview of the services CVS offer, including how they provide support and governance advice to organisations and community groups etc who are seeking funding sources.

Members went on to consider an update report on their Ward Funding Scrutiny Review ahead of its presentation to the full Communities & Environment Policy & Scrutiny Committee on 25 January 2017.

This highlighted a number of issues and concerns:

- Low take up of scheme related Member training and information sessions, which meant some councillors remained unaware of the support and information that was available to assist them in undertaking work associated with the scheme. For example, feedback from Cllrs evidenced that some Members were still

unclear about their ward funding pots believing the money was held in silos. As part of their final report, the Task Group agreed they should provide absolute clarity on this point i.e. *that all wards have their own ward funding pot that they can choose to spend to address their ward priorities. In addition there is a designated highways funding pot held by highways, containing an agreed figure for each ward to allocate to highways schemes in their ward.*

- The ongoing difficulties Cllrs were experiencing getting information from specific council teams e.g. Highways, CETs inability to access that information on their behalf, and the knock-on effect it had on spending the available ward funding on much needed ward improvements.

- Expectations on Councillors in terms of workload. There was a divide between those who worked full time, or had other responsibilities, and those who could dedicate more time to this process.

- The need for improved communication between CET officers and ward Cllrs, and between Cllrs within an individual ward.

- Some Members felt that a percentage of the funding could go to the Communities and Equalities Team (CET) in order that they could better support Councillors.

- Sharing of best practice information and examples of success needed to be more robust.

The Task Group also acknowledged the contribution of the consultees in identifying issues around the application process, and agreed a number of improvements were required.

In answer to Member questions the Head of Communities and Equalities outlined the new working models being introduced across other key council service areas, which would help ward Cllrs to engage with communities, identify local priorities and enhance the membership of ward teams.

Following further discussion it was

Resolved:

- Scrutiny officer to draft review recommendations based on Task Group's analysis of review findings and circulate to Task Group for their consideration and approval.
- To take a draft final report to Communities and Environment Policy and Scrutiny Committee on 25 January.

Reason: To progress this review in line with scrutiny procedures and protocols

Councillor Funnell, Chair
[The meeting started at 4.30 pm and finished at 6.20 pm].

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**Communities & Environment Policy &
Scrutiny Committee**   25 January 2017

<u>Update on Mixed Recycling & Waste Collection</u>

<u>FAME recycling vehicle replacement</u>

I appreciate that members are interested to know the progress that has been made in obtaining new vehicles to replace the aging FAME lorries, which have been breaking down leading to co-mingling (combining of the content of recycling boxes in the same back of replacement lorries). The FAME vehicles will be phased out in April 2017.

Prior to the invitation to attend your meeting I had asked that this issue and others relating to recycling collections were contained within my recent decision session on 9 January 2017 and hence the report for that meeting is attached to your agenda for this purpose. In previous times this would have been considered by an EMAP (Executive Member Advisory Panel) which would have allowed the discussions which I am sure that we will have on the evening of your Committee meeting.

There were some additional recommendations to the printed officer report which I attach below. These take into account requests for provision of recycling services such as garden collections to parts of the city which don't currently receive them, but have requested them.

I am sure that members of the Committee will be interested in the Community Recycling Fund progress, which I am happy to update the Committee with on the night of the meeting.

I would encourage all members to promote in their areas the One Planet York App which assists residents with reminders on their waste and recycling collections as this is set specifically to the householder's address.

Cllr Andrew Waller

Executive Member for Environment

Appendix 1- Report for Decision Session 9th January 2017

4. WASTE COLLECTION CALENDAR 2017

Resolved:

i. That the revised calendar be approved.
ii. That the communications strategy, to inform residents about the changes, be approved.
iii. That an update report on actions to tackle current levels of vehicle downtime leading to comingling or recyclables (on vehicles not already programmed to be replaced by the purchase of replacement vehicles) be produced for a future Environment Member Decision Session.
iv. That the inclusion of areas within York, which had not previously received garden waste collections, be examined in the future phases of this programme.
v. That plans be prepared for a further Community Recycling Fund to promote recycling in the year 2017/18.
vi. That the delivery of the 2016/17 winter edition of the waste and recycling calendar to households be reviewed.

CITY OF
YORK
COUNCIL

Decision Session - Executive Member for Environment   9 January 2017

Report of the Assistant Director Communities & Equalities

Waste Collection Calendar 2017

Summary

1. This report proposes a revised waste collection calendar, for implementation in April 2017, as part of an initiative to improve the effectiveness and efficiency of the city's recycling arrangements.

Recommendations

2. The Executive Member is asked to:

    (i) Approve the revised calendar.

    (ii) Approve the communications strategy to inform residents about the changes.

    Reason: To improve the efficiency of York's household waste collection service and in particular the roll out of recycling collections to rural areas of the city.

Background

3. The Council aims to increase the level of re-use, recycling and composting to reduce the amount of waste that ends up in landfill. By doing this we can reduce the risk of climate change, help to preserve the world's natural resources, save energy, and reduce the cost of landfill charges to the Council Tax payer.

4. The percentage of waste being recycling has plateaued over the last two years, which mirrors the case across the country. This review shows our commitment to increasing our levels of recycling, helping, for example, to address the collection of recycling materials in rural areas of the city which has been inconsistent for some years, due to the way resources have been deployed.

5. Provision of bring banks, which were introduced at various locations across the city, prior to kerbside recycling, will also be reviewed

early in 2017, with a report to be brought back to the Executive Member.

6. Over a number of years the household waste collection service has been operating with a significant annual over-spend. The principal reasons for this are:

    (iii)   A number of new homes have been added to the rounds in recent years with no additional resource being provided.

    (iv)   The kerbside recycling collection service doesn't run at full capacity.

    (v)   In 2015/16 over 2,900 tonnes of recyclable material was comingled which costs the council c. £200k compared to if it was separated. The current charge for comingled recyclable material is £65.03.

    (vi)   The vehicles used for collection in terraced areas have become uneconomical to use and will be replaced (see paragraph 8 below and photo at Annex 1).

7. Whilst it has been possible in the past to mitigate this overspend through underspends elsewhere in the Council's budget, in view of the Council's overall financial position it is now imperative that spending on this service is brought within budget. Failure to do this would mean that an additional £400k p.a. would need to be allocated to the service leading to additional cuts elsewhere in the Council's services.

8. A comprehensive review of all aspects of waste services is being undertaken. This review has been spilt into 2 phases so that efficiency savings can be delivered and the effectiveness of the service improved:

    •   Phase one: Recycling collections, to be completed and implemented by April 2017.

9. The reason for reviewing recycling first is that there is obvious capacity in the vehicles and, by decoupling grey and recycling in terms of the collection day we can take out the spare capacity. This is combined with the fact that replacement of the existing "FAME" vehicles, which is in hand, gives us the opportunity to decrease comingling, bringing a big cost benefit, as well as to introduce more efficient collection regimes. The two new vehicles are bespoke and are being manufactured to suit our methods of collection.

- Phase Two: Grey and Green collections, to be completed and implemented by April 2018.

10. This part of the review will focus mainly on the opportunities arising from a change of vehicles in 18/19, when the current finance leases expire, including looking at full implementation of in-cab technology.

11. The review to date has:

(vii)   Looked at practice in other local authorities.

(viii) Consulted extensively with front-line staff.

(ix)   Trialled new vehicles.

(x)   Updated the assisted collections service removing around 3,000 properties from the collection lists, where the service was no longer required.

(xi)   Reviewed the collection rounds using specialist route planning software.

(xii)   The new rounds will include the capacity for known and planned new builds.

Proposals

12. The proposals contained within this paper represent the outcome of the first phase of the review. They will enable the service to operate within its budget and remove the overspend of £400k. It is anticipated that the second phase of the review which is ongoing, will deliver further savings for 2018/19 which will support future overall council budget reductions. Options arising from this second phase of review will be brought back to the Executive Member during 2017.

Proposal 1:

13. The current collection arrangements of collecting recycling materials on the same day of the week as grey and green bin collections are inefficient. This is because it is not possible to use the spare capacity that exists within the recycling rounds. By de-coupling the collection days it will be possible to use this capacity and reduce the number of non terraced recycling rounds by one vehicle and four full time equivalent (FTE) employees and reduce the number of terraced recycling rounds by one vehicle and four FTE employees.

14. The pattern of fortnightly collection of grey bin and kerbside recycling collections will be retained but we will move, where required, to a changed day of the week for the recycling collection.

This will enable the number of recycling rounds to be reduced by two.

Proposal 2:

15. The type of waste currently collected in rural areas is not the same in all locations; by reviewing the rounds and the way in which we collect from rural properties, it will be possible to expand the collection of all types of waste to all locations and properties.

16. It will now be possible to include properties in Kexby, as well as approximately 800 other individual rural properties, into our green waste collection service and to provide them with a glass recycling collection service so that they have the full kerbside recycling collections.

Proposal 3:

17. In order to mitigate any waste not being collected due to confusion of the new collection dates, we will provide a rapid response consisting of a mini refuse collection vehicle and driver to respond to reports of uncollected waste, for a period of 12 weeks. This will be funded from within existing resources.

Proposal 4:

18. In order to encourage increased recycling we will offer free recycling boxes, lids and nets to residents, during the first six months of 17/18. These will be made available for collection by residents where households have boxes or nets missing. These boxes have been purchased through the Increasing Recycling fund and will be made available as long as stocks last.

Communication Strategy

19. All properties affected by the changes with the service delivery will receive a new collection calendar. This will identify the collection days for their recycling days and their grey and green collection days.

20. A planned and timetabled communications strategy is attached at Annex 2.

21. We will promote the use of the One Planet York App, while using the app to publicise the new collection calendars.

Options and Analysis

22. The principal option to the Executive Member is whether to implement the new waste calendar. The new arrangements deliver the efficiency savings required by this service, as well as service improvements and are therefore recommended.

Future Developments

23. Undertake and implement recommendations of Phase 2 of waste services review.

24. Ensure at least annual route optimising to take into account the increase in property numbers.

25. Continued work with planning and developers in relation to provision of waste collection services and timetable of when new developments 'come on line'.

Council Plan

26. The proposals contained in this report assist with the priority of a Focus on Frontline Services.

Implications

Financial:

27. The waste collection service has overspent for the previous 3 financial years and in 2016/17 is currently forecast to overspend by £360k. The implementation of the proposals within this report will enable the service to operate within the allocated budget.

28. The cost reductions will primarily be delivered by reductions in staffing, both from the permanent establishment and the use of casual staff. The reduction of 8 FTEs will decrease staffing costs by £262k. A further £116k will be saved by the decreased reliance on the use of casual staff.

29. Further savings will be achieved by reduced co-mingling of recyclate. This should lead to an increase in income of £40k from the sale of recyclate. This forecast is based on prudent assumptions and could potentially be higher. These savings will initially be offset by costs associated with the rapid response refuse collection vehicle and potential redundancy costs which are yet to be confirmed.

30. The free supply of recycling boxes, lids and nets will be funded from existing waste minimisation budgets.

31. The supply of wheeled bins for properties brought into the green waste collection service will be funded from the existing capital provision for purchase of wheeled bins.

32. **Human Resources:** The proposals involve a reduction of 8 FTEs. This will be achieved through the deletion of 4 vacancies and accepting 4 requests for voluntary redundancy.

33. The proposals involve a reduced reliance on use of casual staff. This will be achieved by revised working practices including the introduction of group task and finish across the rounds, new agreed protocols with regard to minimum and maximum staffing levels and updating of the workforce agreement framework.   These changes have been introduced following consultation in line with the Council's management of change procedures.

34. There are no equalities, legal, crime and disorder, property, IT or other implications arising from this report.

Risk Management

35. In compliance with the Council's risk management strategy the main risks identified associated with the areas of work covered in this report are financial: affecting the ability of the Council to meet its financial commitments, and operational: affecting delivery of the Council's business objectives and its image and reputation. Measured in terms of impact and likelihood, the risk score has been assessed at 10 which equates to "Low". This is acceptable but means that regular monitoring is required of implementation of the new arrangements.

Appendix 1

Contact Details

Author:	Chief Officer responsible for the report:			
Russell Stone Head of Operations Tel. (01904) 553108 Rachel Stewart Waste Services Delivery Manager Tel. (01904) 553279	Charlie Croft Assistant Director Communities & Equalities			
	Report Approved	✓	**Date**	28.12.16.
Specialist Implications: Jayne Close Principal Accountant Tel. (01904) 554175 Nick Carter HR Business Partner Tel. (01904) 551679				
Wards Affected:			**All**	✓

Annexes:

Annex 1 – Photo showing style of new vehicle

Annex 2 – Communications strategy

Abbreviations:

FTE – Full Time Equivalent

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Example of Replacement Waste Collection Vehicle

Compaction Vehicles

3-compartment vehicle comprising a glass pod on the side and twin-compaction at the rear.

Glass

Paper/**Card**　　　　**Plastic Bottles/Tins**

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Waste & Recycling: Communications Plan 2017

PROJECT NAME – *All stand alone campaigns*	DATE/DETAIL	APPROACH TO TAKE	OBJECTIVE /BACKGROUND
1. **Waste collection changes review**	29 December - report published - Phase 1 of the review Decision Session on 9 January decision expected	**Media briefing** - press release - FAQs - Internal communications: - staff sessions - Buzz article/feature - FAQs - information on screens	To seek approval and promote changes to the service. This will affect half of all York households where recycling collections **will no longer be on the same day of the week**
	HOW WE WILL PROMOTE THE CHANGES:		
	Promotion February 2017 onwards Commencement of new arrangements at the start of April	Sent by direct mail/addressed to resident - Myth busting/FAQs/ press release/infographics - Artwork for social media /posters for neighboured notice boards and key partners - Artwork on internal/external screens - Artwork on sides of waste vehicle - Paid for adverts on social media - 5min interview with staff (video) used internal/external. - Local and regional interviews/features - Trade media features e.g. Recycle Now magazine - Article in January's Our City - Article in Streets Ahead (Jan or Feb edition) which goes to 8,000 council tenants homes - Internal comms feature in Buzz	To promote as widely as possible, the changes to the service to affected households Optimising routes to improve efficiency, costs etc.

Waste & Recycling: Communications Plan 2017

2. New waste vehicles	Early 2017 comms	- To feed into the above comms but can also do separate press release/features/ interviews - Trade media features - Artwork for social media /posters/ infographics - Myth busting about new vehicles - FAQs for website - Photo opp with the new vehicles (internal and external) - Artwork on internal/external screens - Internal comms feature in Buzz	Procure new waste vehicles to optimise collections – improve reliability etc.. two new vehicles will be used
3. New garden waste collections for Kexby	Expanding the green waste collection service to Kexby	In addition to the above: - Artwork for social media /posters/ infographics - Targeted communications to Kexby (mail out) - Myth busting/FAQs - Trade media features - Artwork on internal/external screens - Internal comms article in Buzz - Potential to include an article in January's Your Ward City (specific area edition) – dates of distribution TBC	The first time homes in Kexby will receive a garden waste collection
4. Roll out of glass recycling collections in rural areas	Providing homes currently without a glass recycling collection with a collection	In addition to the above: - Artwork for social media /posters/ infographics - Targeted communications to Wards (mail out) - Myth busting/FAQs - Trade media features - Artwork on internal/external screens - Internal comms article in Buzz - Potential to include an article in January's Your Ward City (specific area edition) – dates of distribution TBC	The first time these households will receive glass waste collections.

Waste & Recycling: Communications Plan 2017

Projects or campaigns which can support the review:			
5. One Planet York App	Ongoing promotion of the new app. Will be included in the new calendars and separate communications will be taking place		
6. New CRM	Spring/ Summer 'coming soon' End of 2016/start of 2017	*See separate comms plan for CRM*	Launch of new CRM – link to improved customer experience for waste and recycling services
7. Garden Waste Subscription	Start of season April To/ End of season November		Promote garden waste subscription service **7am – 7pm message**

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CITY OF YORK COUNCIL

Communities and Environment Policy & Scrutiny Committee

25 January 2017

Report of the Corporate Directors of Economy & Place and Health, Housing & Adult Social Care

2016/17 Finance and Performance Monitor 2 Report

Summary

This report provides details of the 2016/17 forecast outturn position for both finance and performance across services within Economy & Place and Health, Housing & Adult Social Care.

Analysis

Finance – General Fund

1. A summary of the Service Plan variations which relate to services within this scrutiny are shown below:

	Budget £'000	Outturn £'000	Variance £'000
Economy & Place			
Waste	8,860	9,084	+224
Public Realm	2,105	2,105	0
Public Protection	1,004	988	-16
Licensing	-341	-343	-2
Housing, Health & Adult Social Care			
Housing General Fund	1,808	1,839	+31
Community Safety	644	662	+18
Customers & Corporate Services			
Bereavement Services	-1,388	-1,407	-19
Registrars	-258	-258	0
Children, Education & Communities			
Community Centres	71	71	0
Communities and Equalities	1,285	1,285	0

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

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

Waste (+£224k)

3. In waste collection the main variations, totalling £360k, are additional staffing and transport costs. These are cost pressures that remain from previous years and require action through round reviews across green waste and recycling to bring the costs back within budget. A review is currently being undertaken however it is not anticipated to deliver the reduced costs until 2017/18. There are shortfalls in income at HWRCs from trade waste/customer charges (£170k) and from green waste subscriptions (£57k) and additional cost from co-mingled recyclates of £158k. There are forecast savings in waste disposal from increased recycling rebate (£203k), operational savings from the Teckal arrangement (£100k), additional income for landfill gas (£70k) and a saving from lower waste PPP costs and Yorwaste loan interest (£145k). As a result of the new services contract with Yorwaste there is no dividend anticipated in 2016/17.

Health, Housing and Adult Social Care – Housing & Community Safety (+£49k)

4. There is a forecast overspend of £49k within Housing due to overspends on repairs and maintenance at Travellers' sites (£50k) offset by additional income from managing Housing Association properties (£35k) and underspends on staffing and other overheads (£21k). These underspends are offset by additional legal costs of £39k.

Finance – Housing Revenue Account (HRA)

5. The Housing Revenue Account is budgeted to make an in year surplus of £3.0m. A review of the budgets in the area shows that, overall, an overspend of £350k is forecast.

6. Repairs and maintenance is forecast to overspend by £660k. The service anticipates being able to use this increased capacity to pick up some of the work currently allocated to subcontractors. This reduction in subcontractor expenditure has yet to come through, the service remains confident that reductions will be made but that the full year saving will not be achieved in this

financial year. A range of smaller underspends make up the overall variation.

7.   The working balance position at 31 March 2016 was £18.4m. This is higher than forecast in the latest business plan (£16.6m) due to the underspend achieved in 2015/16.

8.   The projected outturn position outlined in paragraph 32 means the working balance will increase to £21.0m at 31 March 2017. This compares to the balance forecast within the latest business plan of £20.2m.

9.   Detailed information and regulations are still awaited regarding forthcoming changes to HRA legislation including the sale of high value properties. While the full extent of the impact of these changes is not yet known, the HRA will be required to make significant efficiencies in order to mitigate the reduction in income without reducing the HRA balance below prudent and sustainable levels.

Performance

Household waste recycled / composted - this measure gives an understanding of a key outcome of the Council plan

Household waste recycled / composted - (YTD)

43.63% 42.5% 43% 49%
2013/14 2014/15 2015/16 2016/17 Q1

10.   The amount of landfill waste, in Q1,decreased to 12,030 tonnes (from 12,124 in Q1 2015/16) and the residual waste per household remained constant at 141kg per household (142kg in Q1 2015/16). The recycling rate within the city, in Q1, of 49% is the same as in Q1 2015/16 and higher than at year end but this is, normally, seasonally higher in the first half of the year. 52% of the residents, who responded to the Talkabout survey (June 2016), think that the Council and partners are doing well helping to reduce amount of household waste.

11. Year end data for 2015/16 showed there was an 11% increase in total Crime compared to the previous year and levels had reverted back to those of 2012/13. We have seen a 9% decrease in the levels of Violent Crime reported during the first half of 2016/17 in comparison to the same period in 2015/16. There has been a small increase in incidents reported domestic violence during the first half of 2016/17, with 1,567 incidents of Domestic Violence reported between April – September 2016, 5% higher then the 1,491 reported during the same period in 2015/16.

12. Between April-September 2016 there have been 93 Hate Crimes reported; this is a slight increase on the 82 Hate Crimes reported during the same period last year. 70% of the Hate Crime/Incidents that were reported are of a "racial" nature, with the other 30% made up of a variety of disability, religious, homophobic and sexual orientation incidents.

13. The average void period for Council houses has reduced from 2.9 weeks in Q1 to 2.5 weeks in Q2. This compares to 3.3 weeks in Q2 2015/16. The number of void Council house properties has decreased from 172 in Q1 to 151 in Q2 (there were 160 empty properties in Q2 2015/16). The number of mutual exchanges of Council houses has increased from 35 in Q1 to 37 in Q2 (40 in Q2 2015/16).

14. The rent arrears at the end of Q2 for current tenants (D1) were £694,553. This figure has risen by 12.3% from £618,360 at the end of Q1. Although the rent arrears at the same time last year was £843,433, the comparison to this year should be viewed in the context of rents moving from a 48 week charging pattern in 2015/16 (4 rent free weeks per year) to a 52 week rent pattern for 2016/17. This, together with a 1% rent decrease, means that any rent arrears is always likely to be less than a comparable deficit last year. For former tenants (D1) the rent arrears at the end of Q1 were £269,795. This is a 10.6% decrease from Q1 in 2016/17 (when the rent arrears was £301,738) and a 1.2% increase from the same period last year when the arrears was £266,466.

15. Gentoo Tolent has been awarded a £2.1m framework contract to deliver around 500 whole house improvements to the Council's housing stock which will include new bathrooms, kitchens, electrical work and general property repairs over the next two years.

16. The number of households being accepted as homeless in Q2 has decreased by 3 to 25 from Q1. The number of households with children being accepted has increased by 1 to 13 (increased by 1 to 15 if pregnant with no other children is included). The number of families in temporary accommodation has increased to 36 (from 27). This is within the target figure for the number of families in temporary accommodation. However, the number of children in temporary accommodation has seen an increase from Q1 to 63 (from 48).

17. The Council has been tackling fuel poverty and improving people's quality of life by working with Better Homes Yorkshire to install 19 gas central heating systems, funded by the Government's Central Heating Fund. One of the homes in the project has had its energy performance increased from a G Rating to a D Rating and halved its estimated heating costs.

Implications

18. There are no financial, human resources, equalities, legal, crime & disorder, information technology, property or other implications associated with this report.

Risk Management

19. The report provides members with updates on finance and service performance and therefore there are no significant risks in the content of the report.

Recommendations

20. As this report is for information only, there are no recommendations.

Reason: To update the scrutiny committee of the latest finance and performance position.

Author: **Chief Officers responsible for the report:**

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Report Approved	✓	**Date: 13 January 2017**

Annexes

Annex 1 – Performance Scorecard

Communities & Environment Policy & Scrutiny 2016/2017

No of Indicators = 58 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Strategic Business Intelligence Hub January 2017

			Collection Frequency	Previous Years			2016/2017					Polarity	DoT
				2013/14	2014/15	2015/16	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Building Works	BW05	Gas safety – % of properties having valid Gas Safe registered gas certificates - (Snapshot)	Monthly	98.79%	99.71%	99.65%	99.92%	99.87%	-	-	-	Up is Good	Neutral
	BW19	% of Urgent Repairs completed within Government Timescales	Monthly	97.70%	94.73%	96.21%	95.81%	96.34%	-	-	-	Up is Good	Good
	BW20	% of Urgent Gas Repairs completed within Government Timescales	Monthly	96.17%	89.71%	95.52%	98.38%	97.88%	-	-	-	Up is Good	Good
Climate Change	OPC00	One Planet Council - All Resources - Total Cost (£)	Annual	5,496,059		(Avail 2017)	-	-	-	-	-	Up is Bad	Neutral
		One Planet Council - Energy - Total Cost (£)	Annual	3,694,403.97		(Avail 2017)	-	-	-	-	-	Up is Bad	Neutral
		One Planet Council - Water - Total Cost (£)	Annual	478,733.31		(Avail 2017)	-	-	-	-	-	Up is Bad	Neutral
		One Planet Council - Travel - Total Cost (£)	Annual	1,166,383.94		(Avail 2017)	-	-	-	-	-	Up is Bad	Neutral
		One Planet Council - Waste - Total Cost (£)	Annual	156,537.78		(Avail 2017)	-	-	-	-	-	Up is Bad	Neutral
Crime	CSP01	All Crime	Monthly	11380	10807	12015	2880	3012	-	-	-	Up is Bad	Neutral
	CSP03	Domestic burglary (incl. attempts)	Monthly	560	446	448	98	137	-	-	-	Up is Bad	Neutral
		IQUANTA Family Grouping (Rank out of 15)	Quarterly	7	7	6	6	6	-	-	-		
	CSP11	Theft or unauthorised taking of a cycle	Monthly	1010	782	1066	281	250	-	-	-	Up is Bad	Neutral
		IQUANTA Family Grouping (Rank out of 15)	Quarterly	15	15	15	15	15	-	-	-		
	CSP12	Criminal damage (excl. 59)	Monthly	1632	1389	1612	401	393	-	-	-	Up is Bad	Neutral
		IQUANTA Family Grouping (Rank out of 15)	Quarterly	9	6	10	11	11	-	-	-		
	CSP15	Overall Violence (Violence Against Person Def.)	Monthly	1938	2130	2513	567	640	-	-	-	Up is Bad	Neutral
		IQUANTA Family Grouping (Rank out of 15)	Quarterly	6	6	6	4	4	-	-	-		
Crime	CSP24	Number of Alcohol related ASB incidents	Quarterly	2347	1852	1749	379	445	-	-	-	Up is Bad	Good
	CSP28a	Number of Incidents of ASB within the city centre ARZ	Quarterly	2301	2576	2305	619	624	-	-	-	Up is Bad	Neutral
	CSP51	Number of Reports of Domestic Abuse Incidents reported to NYP	Monthly	2823	2745	2858	795	802	-	-	-	Up is Bad	Bad
	CSP23	Hate Crimes or Incidents as Recorded by NYP	Monthly	98	108	141	37	56	-	-	-	Up is Bad	Bad
		IQUANTA Family Grouping (Rank out of 15)	Quarterly	4	3	5	4	3	-	-	-		
	HOU259	Households accepted as being homeless and in priority need - Relationship Breakdown Violent - (YTD)	Quarterly	16	17	17	6	9	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Quarterly	6,130	6,530	6570	1850	-	-	-	-		
		Households accepted as being homeless and in priority need - Relationship Breakdown Violent	Quarterly	16	17	17	6	3	-	-	-	Up is Bad	Neutral

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				Previous Years			2016/2017					Polarity	DoT
			Collection Frequency	2013/14	2014/15	2015/16	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Homelessness	HOU268	Households accepted as being homeless and in priority need - % Relationship Breakdown Violent - (YTD)	Quarterly	14.70%	16.50%	18.70%	21.4%	17.0%	-	-	-	Neutral	Neutral
		Benchmark - National Data	Quarterly	11.73%	12.27%	11.40%	12.20%	-	-	-	-		
		Households accepted as being homeless and in priority need - % Relationship Breakdown Violent	Quarterly	14.70%	16.50%	18.70%	21.4%	12.0%	-	-	-	Neutral	Neutral
	HOU281	Households accepted as being homeless and in priority need - % Domestic Violence - (YTD)	Quarterly	3.70%	9.40%	12.50%	14.3%	24.0%	-	-	-	Neutral	Neutral
		Benchmark - National Data	Quarterly	2.83%	2.82%	2.41%	2.31%	-	-	-	-		
		Households accepted as being homeless and in priority need - Domestic Violence	Quarterly	4	3	2	4	2	-	-	-	Neutral	Neutral
Housing	HOU107	Number of active applicants on North Yorkshire Home Choice who are registered with CYC (Waiting List) - (Snapshot)	Quarterly	2306	1545	-	-	-	-	-	-	Up is Bad	Good
	CAN061	Number of new affordable homes delivered in York	Quarterly	50	136	109	25	3	-	-	-	Up is Good	Neutral
	CAN200	Number of council homes let by direct exchange - (YTD)	Monthly	247	153	138	35	72	-	-	-	Up is Good	Neutral
	CJGE178	Private rents (Average) - All (£)	Annual	738	841	840	-	-	-	-	-	Up is Bad	Neutral
		Benchmark - National Data	Annual	720	788	820	-	-	-	-	-		
		Benchmark - Regional Data	Annual	535	557	556	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	2	1	1	-	-	-	-	-		
	HOU210	Bring empty private sector properties back into use	Annual	103	106	60	-	-	-	-	-	Up is Good	Bad
Housing Debt and	HOU108	Current council tenant arrears as % of annual rent due - (Snapshot)	Quarterly	1.32%	1.62%	1.62%	1.91%	2.13%	-	-	-	Up is Bad	Bad
	HOU109	% of rent collected (including current arrears brought forward) - (Snapshot)	Quarterly	98.04%	97.84%	97.62%	92.38%	95.31%	-	-	-	Up is Good	Bad
Housing Voids	HOU215	Rent lost through voids - (Snapshot)	Quarterly	0.69%	0.75%	0.78%	0.20%	0.37%	-	-	-	Up is Bad	Neutral
	HOU245	Average number of days to re-let empty properties (overall) - (YTD)	Monthly	21.49	25.62	20.7	20.4	19	-	-	-	Up is Bad	Good
	PP01	% of businesses reporting that contact with officers was helpful	Annual	97.27%	97.28%	98%	-	-	-	-	-	Up is Good	Good
	PP02	% of businesses reporting that they were treated fairly	Annual	99.09%	98.56%	95.50%	-	-	-	-	-	Up is Good	Bad
	PP03	% of businesses reporting that the information provided was useful	Annual	97.27%	98.14%	98.10%	-	-	-	-	-	Up is Good	Neutral
	PP04	% of customers who were satisfied with the action taken to resolve their complaint	Quarterly	97.27%	95.57%	79.10%	88.50%	-	-	-	-	Up is Good	Neutral
	PP06	% of food premises that are classified as broadly compliant	Quarterly	93%	93%	94%	94%	94%	-	-	-	Up is Good	Neutral

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			Collection Frequency	Previous Years			2016/2017					Polarity	DoT
				2013/14	2014/15	2015/16	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target		
Public Protection	PP07	% of businesses that were compliant with legislation concerning the illegal use and sale of alcohol and tobacco	Annual	75%	100%	63.20%	-	-	-	-	-	Up is Good	Bad
	PP08	% of births registered within 42 days	Monthly	99%	98%	98%	96%	98%	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Monthly	-	-	97%	96%	95%	-	-	-		
		Benchmark - Regional Data	Monthly	-	-	98%	98%	97%	-	-	-		
	PP09	% of still births registered within 42 days	Monthly	100%	100%	100%	100%	100%	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Monthly	-	-	99%	99%	98%	-	-	-		
		Benchmark - Regional Data	Monthly	-	-	99%	100%	96%	-	-	-		
	PP10	% of deaths registered within 5 days	Monthly	93%	93%	90%	77%	95%	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Monthly	-	-	76%	76%	81%	-	-	-		
		Benchmark - Regional Data	Monthly	-	-	85%	86%	89%	-	-	-		
	PP11	% certificate applications dealt with within 5 days of receipt	Monthly	100%	100%	NC	100%	-	-	-	-	Up is Good	Neutral
Public Realm	CSPEC1	Calls for Service - Flytipping - Rubbish	Monthly	1841	1358	1711	522	639	-	-	-	Up is Bad	Bad
	CSPEC4	Calls for Service - Vegetation (includes weeds and overgrown hedges)	Monthly	1126	931	1113	428	699	-	-	-	Up is Bad	Bad
	CSPEC5	Calls for Service - Cleansing (includes dog fouling, litter and all other cleansing cases)	Monthly	2225	1729	1834	496	467	-	-	-	Up is Bad	Bad
	CSPEC6	Calls for Service - Graffiti	Monthly	178	158	271	76	119	-	-	-	Up is Bad	Bad
	CSPMA7	CYC Mobile App - Grand Total	Monthly	428	373	289	36	44	-	-	-	Neutral	Neutral
Resident and Corporate Sur	TAP29	% of panel who think that the council and partners are doing well at reducing air pollution	Quarterly	27.00% (BYS)	NC	NC	30.70%	NC	-	NC	-	Up is Good	Neutral
		% of panel who think that the council and partners are not doing well at reducing air pollution	Quarterly	29.00% (BYS)	NC	NC	39.20%	NC	-	NC	-	Up is Bad	Bad
	TAP33	% of panel who think that the council and partners are doing well helping to reduce amount of household waste	Quarterly	48.00% (BYS)	NC	NC	51.70%	NC	-	NC	-	Up is Good	Neutral
		% of panel who think that the council and partners are not doing well helping to reduce amount of household waste	Quarterly	37.00% (BYS)	NC	NC	41.10%	NC	-	NC	-	Up is Bad	Bad
	TAP34	% of panel who think that the council and partners are doing well helping to reduce carbon footprint	Quarterly	28.00% (BYS)	NC	NC	25.60%	NC	-	NC	-	Up is Good	Bad
		% of panel who think that the council and partners are not doing well helping to reduce carbon footprint	Quarterly	36.00% (BYS)	NC	NC	45.10%	NC	-	NC	-	Up is Bad	Bad

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			Collection Frequency	Previous Years			2016/2017				Target	Polarity	DoT
				2013/14	2014/15	2015/16	Quarter 1	Quarter 2	Quarter 3	Quarter 4			
veys	TAP35	% of panel who think that the council and partners are doing well encouraging the use of low emission vehicles	Quarterly	12.00% (BYS)	NC	NC	14.30%	NC	-	NC	-	Up is Good	Neutral
		% of panel who think that the council and partners are not doing well encouraging the use of low emission vehicles	Quarterly	45.00% (BYS)	NC	NC	51.70%	NC	-	NC	-	Up is Bad	Bad
Waste	CES35	Residual household waste (kg per HH) - (YTD)	Quarterly	559kg	598.3kg	574.7kg	141kg	279kg	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	555kg	558kg	564kg	-	-	-	-	-		
		Benchmark - Regional Data	Annual	534kg	543kg	559kg	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	9	10	10	-	-	-	-	-		
	CES36	Household waste recycled / composted - (YTD)	Quarterly	43.63%	42.50%	42.80%	49%	50%	-	-	-	Up is Good	Good
		Benchmark - National Data	Annual	43.45%	43.70%	43.00%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	43.85%	43.60%	42.20%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	9	7	8	-	-	-	-	-		
	CES37	Municipal waste landfilled - (YTD)	Quarterly	55.83%	57.40%	59.30%	51%	52%	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	30.93%	24.60%	19.80%	-	-	-	-	-		
		Benchmark - Regional Data	Annual	34.71%	30.00%	21.80%	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	13	14	15	-	-	-	-	-		
	CES38	Total tonnes of municipal waste collected (household, commercial, prescribed and inert waste) - (YTD)	Quarterly	93,830	93,430	96,949	26,450	52,150	-	-	-	Neutral	Neutral
	CES39	Tonnes of Landfilled waste - Household (excluding liquid waste) - (YTD)	Quarterly	46,850	46,740	48,428	12,030	23,890	-	-	-	Up is Bad	Neutral
	CES40	Tonnes of Landfilled waste - Commercial collection rounds - (YTD)	Quarterly	5,620	5,630	5,009	1,250	2,450	-	-	-	Up is Bad	Good
	CES41	Tonnes of Landfilled waste - Combined (excluding liquid waste)	Quarterly	52,470	52,370	54,384	13,490	26,770	-	-	-	Up is Bad	Neutral
	CES42	Cost of landfill tax - Household (excluding liquid waste) - (YTD)	Quarterly	£3,373,200	£3,739,200	£4,000,152	£1,015,332	£2,016,316	-	-	-	Up is Bad	Bad
	CES43	Cost of landfill tax - Commercial collection rounds - (YTD)	Quarterly	£404,640	£450,400	£413,743	£105,500	£206,780	-	-	-	Up is Bad	Neutral
	CES44	Cost of landfill tax - Combined (excluding liquid waste) - (YTD)	Quarterly	£3,777,840	£4,189,600	£4,992,118	£1,120,832	£2,223,096	-	-	-	Up is Bad	Neutral
	CES45	% of properties offered 2 kerbside recyclate collections - (YTD)	Quarterly	98.80%	99%	99%	100%	100%	-	-	-	Up is Good	Neutral
Youth Offending	PHOF23	First time entrants to the youth justice system (per 100,000 population aged 10-17)	Annual	432.43	413.64	-	-	-	-	-	-	Up is Bad	Good
		Benchmark - National Data	Annual	447.81	409.06	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	7	7	-	-	-	-	-	-		

Communities & Environment Policy & Scrutiny Committee

25 January 2017

Tackling Hate Crime and the Community Safety Plan

Summary

1. This report provides an update on tackling Hate Crime and the development of the Community Safety Plan. The topics have been combined as they are interlinked

Overview

2. 'Embracing Diversity: A Hate Crime Strategy for York 2014 -16' was written when North Yorkshire Police were updating their policies and reporting mechanisms in relation to Hate Crime. It provided an opportunity to engage with all third sector organisations involved in providing support to communities and/or engaged in work related to hate crime, equalities and diversity. It linked closely to internal work within City of York to establish a Fairness Commission. Within the local authority it supported work to achieve Equalities Excellence and it developed a more joined up approach to raising awareness of how to report hate crime how it would be addressed through collaboration with North Yorkshire Police.

2.1 In March 2016, a report was provided to the Communities & Environment Policy and Scrutiny Committee, detailing that the strategic priorities, outcome and actions identified within the strategy had been completed. It was also reported that a review of the strategy would be undertaken as part of the work to develop a new over-arching three year Community Safety Plan for York to be produced for April 2017. At the time, it was suggested that a separate Hate Crime Strategy would be drafted to the same timescales.

2.2 Producing a three year community safety plan is a statutory requirement for Community Safety Partnerships under the Crime and Disorder Act 1998. Plans should be produced following a Joint Strategic Intelligence Assessment of partner information and intelligence and should reflect local community safety priorities. Plans are refreshed annually.

3. **Changes in Community Safety Delivery since the Community Safety Plan 2014-17**

In 2014 a review of the Community Safety team was undertaken alongside other departmental reviews within City of York Council designed to realign resources. Within that review, the post of Hate Crime/Prevent Co-ordinator, which had been funded from a time limited Home Office fund was deleted. However at the same time, a successful Home Office Funding bid had resulted in the establishment of a joint North Yorkshire Police/City of York Council Community Safety Hub designed to deliver more efficient and effective responses in relation to crime and anti-social behaviour including tackling hate crime.

4. **History of Hate Crime Strategies in York**

York's first Hate Crime Strategy was launched in 2008. The focus was on clarifying how hate crime could be reported and establishing third party reporting centres based in libraries across the city. This strategy was then refreshed in 2011, still with a focus on reporting and establishing clarity around the support provided by voluntary sector organisations. Much of the work was undertaken jointly with North Yorkshire Community Safety Partnerships and North Yorkshire Police ensuring that information packs, leaflets and posters were consistent across both areas.

4.1 The 2014 strategy 'Embracing Diversity' was undertaken at the time of a significant review into hate crime reporting being conducted by North Yorkshire Police. A large scale consultation was undertaken, ensuring a much greater understanding of support service provision through the voluntary sector. The consultation also identified that third party reporting centres had not been used and were in many cases not seen as the most appropriate locations for victims to consider reporting issues. Instead, greater emphasis was placed on the role of the voluntary sector in encouraging reporting and facilitating a closer relationship with the Community Safety Team to ensure that reports were referred as appropriate where local authority or police action was required. Stronger links with the police Safer Neighbourhood Teams were also established alongside the development of the joint Community Safety hub in West Offices.

4.2 The strategy established a model whereby hate crimes would be addressed through the hub as part of day to day work tackling all forms

of anti-social behaviour. The detail of how this works is provided at paragraph 5 below.

How Hate Crime is addressed

5.   Reports of hate crime can be made through either City of York Council, a third party organisation or the police. Police officers working within the community safety hub also undertake a daily review of incidents over the previous 24 hours to ensure that no community safety related incidents are missed. The majority of hate crime incidents are received via the police Safer Neighbourhood Teams.

5.1   Incidents of hate crime are discussed at the Community Safety Unit Weekly Meeting. They are logged on the case management system (E-CINS) alongside any proposed actions. Actions are followed up on a weekly basis and may range from simply logging the issue (if details are not known) to Safer Neighbourhood Teams owning the case and supporting the victim or support being provided through third sector involvement.

5.2   Whilst the unit does receive a number of reports of hate crime, the majority contain insufficient detail to support action beyond logging with an aim of identifying any trends and/or repeat locations. However, these cases remain on the system if a repeat offence is recorded and are subject to multi-agency discussion in the weekly meetings.

6.   **New Approach to the Community Safety Plan**

In December 2016, the Safer York Partnership Board considered a first draft of the new Community Safety Plan. The Community Safety Plan priorities are identified from a Joint Strategic Intelligence Assessment produced by North Yorkshire Police and incorporating multi-agency intelligence and information. This is then cross referenced with other strategic intelligence products e.g. The Joint Strategic Needs Assessment produced by the Health & Wellbeing Board, public consultation carried out by City of York Council and also by the Office of the Police and Crime Commissioner to support the Police and Crime Plan. From these sources, the following priorities have been identified for Safer York Partnership's three year plan:

•   River & Road Safety

•   Making the City Centre Safer

- Protecting People from Harm

- Tackling Anti-social Behaviour

- Tackling Serious Organised Crime

- Tackling Substance Misuse (including delivery of the community safety elements of the York Alcohol Strategy)

5.1 At the Board Meeting on 6 December 2016, these priorities were approved alongside a new approach to the development and delivery of the Community Safety Plan.

5.2 In previous plans delivery and performance reporting was heavily reliant on the community safety team within City of York Council leading multi-agency groups aligned to the priorities. However, this did not accurately reflect the work that is delivered through mainstream activities of partners and did not include detail on some of the cross cutting community safety issues e.g. Domestic Abuse, Safeguarding issues and substance misuse/alcohol. Ownership of the priorities within the new plan will be provided by the most appropriate partner represented on the Safer York Partnership Board. This will ensure mainstream targets and outcomes are reflected in the plan, the contribution of all partners features in performance reports and the added benefit of a multi-agency approach to community safety through the Community Safety Partnership has a clear audit trail and governance structure.

5.3 As part of this new approach, it was agreed by the Board that Hate Crime should not be the subject of a separate strategy but should feature within the priorities for the new Community Safety Plan. This not only reflects how hate crime is tackled through the Community Safety Unit's mainstream activities, it also ensures the links between hate crime, Prevent and safeguarding issues under protecting vulnerable people are noted and addressed through future performance reports to the Board.

6. **Rationale for York's approach to tackling hate crime within community safety**

No other district within North Yorkshire has a separate Hate Crime Strategy. Hate crime features as a priority within the delivery plan for the North Yorkshire Community Safety Partnership. Some larger cities still have a separate strategy e.g. Leeds, Bradford, Manchester but these are

areas where hate crime forms a significant percentage of their overall crime. In York, hate crime is less than 1% of total crime. Anecdotal evidence suggests this may be due to under reporting. However whilst hate crime reports are captured weekly by the Community Safety Hub, suggesting that more reports are being made, they lack sufficient detail to enable action to be taken against the perpetrators. This is not a fault of the reporting system it is due to the fact that in the majority of cases the perpetrator is not known.

6.1 Hate crime is linked closely to the Prevent agenda, particularly in relation to the activities of far right wing groups targeting specific communities. It is also linked to wider anti-social behaviour and vulnerability where victims are persistently targeted as part of other anti-social behaviour. The Community Safety Unit carries the portfolio for both of these areas of community safety business and is best placed to make the links and drive a multi-agency response or safeguarding support when required. Cases dealt with by the unit are all logged on a case management system accessed by a range of partners including police, housing and mental health services. Hate crime will feature in the anti-social behaviour action plan aligned to the Community Safety Plan.

6.2 It is not just hate crime which cuts across many service areas. All priorities identified within the Community Safety Plan 2017-20 are dependent on the input of all agencies and services represented on the Safer York Partnership Board. The Crime and Disorder Act 1998 established Community Safety Partnerships as the means to bring together partners to tackle issues of crime and anti-social behaviour together. Safer York Partnership is a mature partnership which has consistently delivered successful outcomes and has established very close working relationships across the city. The new plan takes this approach a step further by recognising the work that is undertaken by individual partners, and collectively, and ensures that through performance reporting the CSP is adding value to that work.

7. **Conclusion**

The draft Community Safety Plan consolidates the changes that have taken place in community safety delivery in the city since 2014. It drives a new approach where accountability sits with individual partners and strategic governance is held by the Safer York Partnership Board.

7.1 The strategy sets out the strategic priorities and objectives aligned to those priorities. However this will be underpinned by more detailed action plans which will drive delivery and performance.

7.2 The plan is in draft format and partners are working on the strategic detail for each priority. A final draft will be presented to the Safer York Partnership Board, and to this committee, in March 2017.

Recommendations

8.

i) Members are asked to note the decisions made by the Safer York Partnership in December 2016 regarding the Community Safety Plan and incorporation of Hate Crime within that plan

ii) Members are invited to identify particular strategic objectives relating to the priorities contained within the Community Safety Plan and any issues they would like to see reflected in the action plans.

Reason: To update the Committee on Hate Crime and the development of the Community Safety Plan.

Contact Details

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Tel (01904) 555742	**Report Approved** ✓ **Date** 12 Jan 2016

Specialist Implications Officer(s) N/A

Wards Affected: **All** ✓

For further information please contact the author of the report

Background Papers: N/A

Annexes: N/A

Communities & Environment Policy & Scrutiny Committee   25 January 2017

Safer York Partnership Bi-annual Performance Report

Summary

1. This report provides a brief overview of the detailed data contained within the Safer York Partnership bi-annual performance report as produced by City of York Council's Policy and Performance Team attached at Annex A.

Overview

2. The Community Safety Plan is currently being re-drafted. Thematic priorities will be 'owned' by partners represented on the Safer York Partnership Board and therefore performance will be monitored through their reports on progress in delivering the strategic outcomes identified within the plan.

2.1 Crime statistics will continue to be monitored by CYC Business Intelligence Hub and will help to identify emerging trends or concerns where the partnership can assist in delivery however, the partnership's primary focus on community safety has moved away from thematic crime delivery groups and more to assessment of threat, harm and risk and the mitigation put in place through partnership problem solving.

2.2 Year end data for 2015/16 showed there was an 11% increase in total Crime compared to the previous year and levels had reverted back to those of 2012/13.

2.3 Total Crime levels for 2016/17 are projected to be slightly lower then those of 2015/16. Between April and November 2016, there have been 7,704 Crimes reported; this represents a 6% decrease on the 8,171 Crimes reported during the same period in 2015/16.

2.4 York remains one of the safest cities in the UK. The police and City of York Council have responded to changes in resourcing through the establishment of closer collaborative working arrangements to utilise

resources to best effect. This approach has contributed to the continuation of low crime levels in the city.

Violent Crime

3.   Violent crime covers a wide range of offences, from minor assaults such as pushing and shoving that result in no physical harm, threats to kill and harassment, through to serious incidents involving grievous bodily harm, wounding and homicide. The vast majority of violent crimes in York fall within the lower levels of severity and do not indicate an increase in serious violence within the city.

3.1   Year end data for 2015/16 showed significant increases compared to the previous year for violent crime with 2513 violent crimes recorded in 2015/16. This was 18% greater than the number reported during 2014/15.

3.2   Overall violence levels for 2016/17 in York are predicted to be inline with those reported in 2015/16 with levels of Violent Crime in both the City Centre's ARZ and CIZ predicted to be significantly lower then those reported in 2015/16.

3.3   A significant amount of the crimes occurring within the City Centre are heavily linked to alcohol and alcohol related Anti Social Behaviour. This is being addressed by Safer York Partnership through the Alcohol and Violent Crime in the Night Time Economy (AVANTE) multi-agency problem solving group that includes the delivery of regular operations such as Operation Erase.

Anti-social Behaviour

4.   Anti-social Behaviour is managed through the Community Safety Hub based in West Offices. This includes six police officers, an anti social behaviour (ASB) Team - tackling high risk ASB cases and associated crime and a neighbourhood enforcement team focusing on environmental ASB and crime.

4.1   Total levels of Anti Social behaviour for 2016/17 are predicted to be slightly higher then those reported during 2015/16. However, a reduction in the total number of alcohol related ASB incidents is projected by the end of 2016/17. As at Quarter 3, 2016/17, there have been 1,165 alcohol related ASB incidents, a significant reduction on the 1,402 reported during the same period in 2015/16.

4.2 Levels of Anti Social Behaviour within both the City Centres ARZ and CIZ are on trend with those reported during 2015/16, with alcohol related ASB accounting for approximately 40% of all ASB in the City Centre.

4.3 Between April and December 2016 there have been 733 new cases recorded by the ASB Hub. These new cases recorded were categorised as follows, 28% are nuisance, 9% personal, 25% environmental and 38% categorised as other.

4.4 Between April and December 2016, there were 254 cases recorded that have been closed by the ASB Hub, of which 94% had been resolved and 6% remained unresolved. As at the end of December 2016 there are 1,064 ASB cases open. The open cases are either where the Hub are investigating a case, currently taking action or monitoring whether actions that have been taken are working. There are a variety of reasons that cases have been closed but are unresolved, these include, that the hub have not been able to establish that an incident occurred, or there was no evidence about who carried out the incidents.

4.5 It should be noted that there has been an increase in the number of cases dealt with by the hub where mental health is a factor. This relates to both perpetrators and victims. These cases are often extremely complex and resource intensive. In particular, the hub has dealt with a number of cases relating to self neglect and as a result is working directly with housing and adult social care to produce a protocol for dealing with these cases.

4.6 The number of Fly Tipping investigations is predicted to have increased significantly by the end of 2016/17. Between April and December 2016 there have been 1313 cases of fly-tipping. This is a 34% increase on the reported 980 cases of fly-tipping during the same period last year.

4.7 Between April-November 2016 there have been 132 Hate Crimes reported; this represents a 22% increase on the 108 Hate Crimes reported during the same period last year. 73% of the Hate Crime/Incidents that were reported are of a racial nature, with the other 27% made up of a variety of disability, religious, homophobic and sexual orientation incidents. Post Brexit we have seen an increase in the levels of Hate Crime reported, this may be related to the increased media presence and increased awareness of Hate Crime and reporting.

4.8 The 'hub' concept is being rolled out across other areas of North Yorkshire following the success of the York approach. As part of the work to develop a new Community Safety Plan, York's hub is being reviewed to ensure that maximum benefit is derived from the close collaborative working between North Yorkshire Police and City of York Council.

4.9 Regular planned operations take place bringing together the Neighbourhood Enforcement Team with the police Safer Neighbourhood Teams to tackle issues which impact directly on communities. These have included work to tackle issues related to street drinkers and begging in the city centre, a more joined up approach to tackling fireworks offences on bonfire night and regular stop-search operations in relation to illegal waste carriers.

Other Information

5. Levels of Criminal Damage, shoplifting and Domestic Burglary are projected to be inline with those reported in 2015/16. Whilst we are projecting levels of Burglary in a Non Dwelling and Theft from a vehicle to be lower then those reported in 2015/16.

5.1 Levels of bicycle theft are predicted to be lower then those reported in 2015/16. Between April and December 2016, there have been 729 incidents of bicycle theft; this represents a decrease of 105 on the number of incidents reported during the same period in 2015/16.

5.2 Safer York Partnership continues to provide crime prevention advice and guidance to communities through the website and participation in local campaigns developed by police safer neighbourhood teams. In addition, the partnership has provided funding for a number of small target hardening projects using funding provided by the Office of the Police and Crime Commissioner.

Recommendations

6. There are no recommendations as this cover report is for information only.

   Reason: To update the Committee on the performance of the Safer York Partnership.

Contact Details

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Tel (01904) 555742	**Report Approved** ✓ **Date** 25 January 2017

Specialist Implications Officer(s) N/A

Wards Affected: **All** ✓

For further information please contact the author of the report
Background Papers: N/A

Annexes:

Annex A - Safer York Partnership Bi-Annual Performance Report

Abbreviations:

ASB – Anti-Social Behaviour
ARZ – Alcohol Restriction Zone
AVANTE - Alcohol and Violent Crime in the Night Time Economy
CIZ – Cumulative Impact Zone
NHS – National Health Service
SNT – Safer Neighbourhood Teams

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Safer York Board 2016/2017
No of Indicators = 50 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Strategic Business Intelligence Hub January 2017

			Collection Frequency	Previous Years			2016/17 Projection	2016/2017												Target	Polarity	DoT
				2013/14	2014/15	2015/16		Quarter 1	Quarter 2	Quarter 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
1. Crime Prevention	CSP01	All Crime	Monthly	11380	10807	12015	11128	2880	3012	2668	989	961	930	1030	1056	926	928	884	Avai. Jan 17	-	Up is Bad	Neutral
	CPC01	All Crime per 1000 population (IQUANTA)	Quarterly	51.19	47.46	50.93	53.80	12.38	14.56	-	4.84	4.7	4.55	5.04	5.17	4.48	4.49	4.27	-	-	Up is Bad	Neutral
		Benchmark - National Data	Quarterly	-	-	-	-	17.52	18.28	-	5.57	6.01	5.94	6.13	6.14	6.11	6.4	6.23	-	-		
	CSP10	Burglary of a Non-Dwelling	Monthly	699	620	777	545	123	175	111	50	35	38	64	56	55	43	36	32	-	Up is Bad	Good
	CSP12	Criminal damage (excl. 59)	Monthly	1632	1389	1612	1543	401	393	363	130	126	145	146	138	109	112	125	126	-	Up is Bad	Neutral
	CSP03	Domestic burglary (incl. attempts)	Monthly	560	446	448	427	98	137	85	26	39	33	65	44	28	31	29	25	-	Up is Bad	Neutral
	CSP15	Overall Violence (Violence Against Person Def.)	Monthly	1938	2130	2513	2409	567	640	646	184	179	204	232	212	196	220	182	244	-	Up is Bad	Neutral
	CSP19	Shoplifting	Monthly	1575	1494	1401	1375	372	341	345	112	132	128	109	141	91	108	117	120	-	Up is Bad	Neutral
	CSP04	Theft from a vehicle (incl. attempts)	Monthly	699	469	548	441	132	137	70	50	47	35	44	50	43	26	28	16	-	Up is Bad	Neutral
	CSP40	Theft from person	Quarterly	243	258	209	242	48	59	79	15	15	18	19	17	23	30	28	21	-	Up is Bad	Bad
	CSP11	Theft or unauthorised taking of a cycle	Monthly	1010	782	1066	948	281	250	198	101	96	84	74	93	83	98	70	30	-	Up is Bad	Neu
2. ASB/Communities	CSP13	NYP Recorded ASB Calls for Service	Monthly	9421	9306	8997	9345	2486	2601	1922	701	896	889	910	843	848	791	557	574	-	Up is Bad	Ba
	ASBH01	New Cases recorded by ASB Hub (from Feb 2015)	Monthly	NC	416	1172	977	244	317	172	84	93	67	152	72	93	84	28	60	-	Neutral	Neu
		Of Which Cases categorised as: Nuisance	Monthly	NC	178	455	276	76	90	41	25	29	22	43	20	27	27	4	10	-	Neutral	Neutral
		Of Which Cases categorised as: Personal	Monthly	NC	71	124	88	21	34	11	19	1	1	23	4	7	5	2	4	-	Neutral	Neutral
		Of Which Cases categorised as: Environmental	Monthly	NC	80	269	248	54	78	54	22	19	13	41	15	22	20	0	34	-	Neutral	Neutral
		Of Which Cases categorised as: Other	Monthly	NC	87	324	365	93	115	66	18	44	31	45	33	37	32	22	12	-	Neutral	Neutral
	ASBH04	Cases Closed by ASB Hub within Period - Resolved	Monthly	NC	248	699	291	72	73	73	24	28	20	37	11	25	39	22	12	-	Neutral	Neutral
	ASBH05	Cases Closed by ASB Hub within Period - Unresolved	Monthly	NC	6	52	17	4	6	3	2	0	2	0	1	5	2	0	1	-	Up is Bad	Good
	CSP24	Number of Alcohol related ASB incidents	Quarterly	2347	1852	1749	1553	379	445	341	84	156	139	164	147	134	134	79	128	-	Up is Bad	Good
	CSP28a	Number of Incidents of ASB within the city centre ARZ	Quarterly	2301	2576	2305	2324	619	624	500	168	222	229	235	192	197	187	137	176	-	Up is Bad	Neutral
	CSP28b	Number of Incidents of Alcohol Related ASB within the city centre ARZ	Monthly	-	-	-	880	216	250	194	48	93	75	93	77	80	74	43	77	-	Up is Bad	Neutral
	CSP29a	Number of Incidents of ASB within the CIZ	Quarterly	1530	1808	1518	1495	384	386	351	99	137	148	154	124	108	122	98	131	-	Up is Bad	Neutral

Safer York Board 2016/2017
No of Indicators = 50 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Strategic Business Intelligence Hub January 2017

	Indicator	Description	Collection Frequency	Previous Years			2016/2017														Target	Polarity	DoT
				2013/14	2014/15	2015/16	2016/17 Projection	Quarter 1	Quarter 2	Quarter 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
2. ASB/Communities	CSP29b	Number of Incidents of Alcohol Related ASB within the CIZ	Monthly	-	-	-	625	147	174	148	33	66	48	69	53	52	49	36	63	-	Up is Bad	Neutral
	CSP27	Number of Incidents of Violent Crime Within the ARZ	Quarterly	587	561	720	621	129	152	185	41	41	47	59	50	43	68	41	76	-	Up is Bad	Good
	CSP29	Number of Incidents of Violent crime within the CIZ	Quarterly	496	465	587	483	102	108	152	32	32	38	46	32	30	62	33	57	-	Up is Bad	Good
	CSP35	Number of interventions implemented under the new legislation (by type)	Quarterly	N/A	N/A	N/A	0	-	-		-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	CSP36	Number of Community Triggers raised	Quarterly	N/A	N/A	N/A	0	-	-		-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	FLT01	Number of fly-tipping investigations	Monthly	1322	1381	1558	1871	467	527	409	163	166	138	159	186	182	137	116	Avai. Jan 17	-	Neutral	Neutral
	FLT02	Number of warning letters issued (Fly-tipping & Business Waste Disposal)	Monthly	147	284	151	99	63	3	8	4	58	1	0	0	3	0	0	Avai. Jan 17	-	Neutral	Neutral
	FLT03	Number of statutory notices issued (Business Waste Disposal)	Monthly	23	26	43	75	20	24	12	6	4	10	2	19	3	4	2	Avai. Jan 17	-	Neutral	Neutral
	FLT05	Number of duty of care inspections carried out (Business visits)	Monthly	39	26	36	74	19	24	12	8	1	10	2	19	3	4	2	Avai. Jan 17	-	Neutral	Neutral
3. Vulnerability	CSP51	Number of Reports of Domestic Abuse Incidents reported to NYP	Monthly	2823	2745	2858	3161	792	796	774	251	263	278	293	255	248	255	241	271	-	Up is Bad	Ba
	DOMV4	Number of domestic violence incidents where children present	Monthly	516	660	730	962	219	245	225	70	70	79	90	84	75	62	73	89	-	Neutral	Bau
	DOMV4a	% of domestic violence incidents where children present	Monthly	18%	24%	26%	30%	28%	31%	29%	28%	27%	29%	31%	33%	31%	25%	20%	33%	-	Up is Bad	Bad
	CSP48	Number of referrals to Early Intervention Worker	Monthly	88	101	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Neutral	Neutral
	CSP45	Number of practitioners trained	Quarterly	23	31	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	CSP52	Number of forum meetings held	Quarterly	2	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TF2-A01	Number of Troubled Families (Families identified with 2 or more headline criteria)	Quarterly	-	52	500	-	547	581	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Good
	TF2-A01i	Number of Troubled Families On-Programme (New for 2016/17)	Quarterly	-	-	-	-	266	325	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TF2-A02	% of Troubled Families who have achieved an outcome	Quarterly	-	0	0	-	0	1	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TF2-F01	Number of Troubled Families not achieving outcomes because of parents and children involved in crime or anti-social behaviour	Quarterly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Neutral
	TF2-F05	Number of Troubled Families not achieving outcomes because of domestic violence and abuse	Quarterly	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Neutral
	CSP23	Hate Crimes or Incidents as Recorded by NYP	Monthly	98	108	141	197	37	56	54	11	7	19	18	23	15	22	17	Avai. Jan 17	-	Up is Bad	Bad

Safer York Board 2016/2017

No of Indicators = 50 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.
Produced by the Strategic Business Intelligence Hub January 2017

| | | | Collection Frequency | Previous Years | | | 2016/2017 | | | | | | | | | | | | | | | |
				2013/14	2014/15	2015/16	2016/17 Projection	Quarter 1	Quarter 2	Quarter 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Target	Polarity	DoT
3. Vulnerability	PHOF76	% of opiate users in treatment who successfully completed drug treatment (without representation within 6 months)	Quarterly	7.00%	5.20%	5.50%	-	6.07%	-	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Good
		Benchmark - National Data	Quarterly	7.76%	7.38%	6.80%	-	6.97%	-	-	-	-	-	-	-	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	6.91%	6.24%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	11	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
	PHOF77	% of non-opiate users in treatment who successfully completed drug treatment (without representation within 6 months)	Quarterly	34.60%	40.10%	31.10%	-	32.51%	-	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
		Benchmark - National Data	Quarterly	37.66%	39.19%	37.30%	-	37.17%	-	-	-	-	-	-	-	-	-	-	-	-		
		Benchmark - Regional Data	Quarterly	36.33%	40.19%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
		Regional Rank (Rank out of 15)	Annual	5	9	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Resident and Corporate Surveys	TAP20	% of panel who agree that York is a safe city to live in, relatively free from crime and violence	Quarterly	80.00% (BYS)	NC	NC	-	77.00%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
		% of panel who disagree that York is a safe city to live in, relatively free from crime and violence	Quarterly	10.00% (BYS)	NC	NC	-	11.50%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Neutral
	TAP21	% of panel who think that hate crime is a problem in their local area	Quarterly	4.00% (BYS)	NC	NC	-	3.90%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Neu
		% of panel who think that hate crime is not a problem in their local area	Quarterly	89.00% (BYS)	NC	NC	-	96.10%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neu
	TAP22	% of panel who think that noisy neighbours or loud parties are a problem in their local area	Quarterly	16.00% (BYS)	NC	NC	-	11.90%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Good
		% of panel who think that noisy neighbours or loud parties are not a problem in their local area	Quarterly	82.00% (BYS)	NC	NC	-	88.10%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TAP23	% of panel who think that people hanging around on the streets is a problem in their local area	Quarterly	20.00% (BYS)	NC	NC	-	18.50%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Neutral
		% of panel who think that people hanging around on the streets is not a problem in their local area	Quarterly	78.00% (BYS)	NC	NC	-	81.50%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Good
	TAP24	% of panel who think that rubbish or litter lying around is a problem in their local area	Quarterly	33.00% (BYS)	NC	NC	-	38.60%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Bad
		% of panel who think that rubbish or litter lying around is not a problem in their local area	Quarterly	66.00% (BYS)	NC	NC	-	61.40%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TAP25	% of panel who think that vandalism, graffiti and other deliberate damage to property or vehicles is a problem in their local area	Quarterly	17.00% (BYS)	NC	NC	-	17.80%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Bad

Safer York Board 2016/2017

No of Indicators = 50 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Strategic Business Intelligence Hub January 2017

Annex A

| | | | Collection Frequency | Previous Years | | | 2016/2017 | | | | | | | | | | | | | | | |
				2013/14	2014/15	2015/16	2016/17 Projection	Quarter 1	Quarter 2	Quarter 3	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Target	Polarity	DoT
Resident and Corporate Surveys	TAP25	% of panel who think that vandalism, graffiti and other deliberate damage to property or vehicles is not a problem in their local area	Quarterly	82.00% (BYS)	NC	NC	-	82.20%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Good
	TAP26	% of panel who think that people using or dealing drugs is a problem in their local area	Quarterly	15.00% (BYS)	NC	NC	-	26.00%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Bad
		% of panel who think that people using or dealing drugs is not a problem in their local area	Quarterly	76.00% (BYS)	NC	NC	-	74.00%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TAP27	% of panel who think that people being drunk or rowdy in public places is a problem in their local area	Quarterly	25.00% (BYS)	NC	NC	-	30.40%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Bad
		% of panel who think that people being drunk or rowdy in public places is not a problem in their local area	Quarterly	72.00% (BYS)	NC	NC	-	69.60%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neutral
	TAP28	% of panel who think that abandoned or burnt out cars are a problem in their local area	Quarterly	2.00% (BYS)	NC	NC	-	2.10%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Bad	Ba
		% of panel who think that abandoned or burnt out cars are not a problem in their local area	Quarterly	93.00% (BYS)	NC	NC	-	97.90%	NC	-	-	-	-	-	-	-	-	-	-	-	Up is Good	Neu

Communities & Environment Policy & Scrutiny   25 January 2017
Committee

Domestic Abuse & Drug Related Crime

Summary

1.   This report provides an update on domestic abuse and drug related
     crime.

Overview

2.   Communities and Environment Policy and Scrutiny Committee have
     asked for specific reports on domestic abuse and drug related crime.
     This report addresses both issues, outlining work that is being delivered
     through Safer York Partnership.

Domestic Abuse

3.1 Year End data for 2015/16 showed a 4% increase on the number of
     incidents of domestic abuse reported during 2014/15. Figures for
     2016/17 are projected to be higher then those reported in 2015/16.The
     first 3 Quarters of 2016/17 have already seen an 8% increase in the
     number of incidents of domestic abuse reported, with a total of 2,371
     incidents reported between April and December 2016, in comparison to
     the 2,182 reported during the same period in 2015/16. Increases in
     reporting are positive as they demonstrate that victims have the
     confidence to report and are seeking support.

3.2 Of the incidents of domestic abuse reported between April and
     December 2016, 29% were reported to have had children present. There
     has not been a domestic homicide recorded in York since 2008/09.

3.3 Core Services to support victims of domestic abuse are commissioned
     through the Office of the Police and Crime Commissioner and monitored
     by a Joint Co-ordinating Group (JCG) for York and North Yorkshire. In
     addition a range of services are commissioned locally and for the county
     from a range of funding sources. The JCG is now working to simplify this
     process with an aim that all commissioned services will be aligned by
     April 2018. This will ensure best use of funding, cost savings by having

one commissioned contract that is multi-faceted and ensure that the best support is provided across the city and county for victims.

3.4 The JCG is working to produce an Annual Report which will reflect both the quantitative statistics but also relate it to the performance of service providers in providing support to victims. This report will be available by April 2017. In addition, the police are producing an updated problem profile which will include all partners' information and data on domestic abuse and assist in the drafting of a new strategy for York & North Yorkshire. It will also support the work to rationalise the commissioning process and ensure there are no gaps in service provision.

3.5 Discussions regionally have identified that the number of Independent Domestic Violence Advisors in York and North Yorkshire are considerably higher than most other areas. This combined with the commissioned early intervention and perpetrators programmes demonstrates that there is a high level of commitment and support available for victims of domestic abuse.

3.6 Domestic Abuse features within the draft community safety plan under the priority of Protecting People from Harm. In 2015 it was agreed that the two community safety partnerships (CSP) for York & North Yorkshire would provide the strategic governance for domestic abuse with the JCG leading the operational/tactical multi-agency delivery. Links to the children and adult safeguarding boards and Health and Wellbeing Board are through representation on the CSPs ensuring consistent reporting at all levels. In addition York has a Vulnerable People Strategy group (internal CYC) at which domestic abuse is also a standing agenda item and reflects the input of all key services within the local authority.

3.7 Full Domestic abuse figures for York are attached at Annex A.

Drug related crime

4.1 It is difficult to create a statistical and trend picture of drug-related crime as police forces do not capture this information within crime records and even if this process was in place would only be able to provide information for "detected" crimes. There is a "drug" incident closure classification which can be applied to records of anti-social behaviour, but this has only been used in 134 and 142 records in 2015/16 and 2014/15 respectively. This is less than 1% of all records and suggests that this classification is not regularly used and therefore not useful for analysis purposes.

4.2 Drugs feature across the broad spectrum of community safety issues. They often are the basis of criminal and or anti-social behaviour committed to fund a substance addiction. However, it is the crime which is addressed primarily through multi-agency work carried out under Safer York Partnership's remit. However, substance misuse support services are provided to offenders as part of rehabilitation when they are in the criminal justice system.

4.3 The education aspects relating to drugs fall outside the remit of Safer York Partnership but are delivered in schools and widely within communities by education and health service provision.

4.3 Work is driven through North Yorkshire Police to tackle serious drug offences linked to organised crime. A serious Organised Crime Partnership Board has been established for York and North Yorkshire which will link in to the Safer York Partnership Board and includes representation from City of York Council. A local group will be established through Safer York Partnership to ensure that local intelligence and information is feeding from partners to North Yorkshire Police and beyond into regional initiatives targeting travelling criminals. This will ensure a more joined up approach to tackling organised crime groups across a range of offences and assist in providing protection for our communities from the activities of these groups. Serious organised crime is complex but impacts significantly through the multi-faceted nature of linked crimes. These can range from doorstep selling to cyber fraud, human trafficking and modern slavery which may support larger drug related criminal activity.

Recommendations

5. Members are asked to note the information contained within this report.

   Reason: To update the Committee on domestic abuse and drug related crime.

Contact Details

Author:	**Chief Officer Responsible for the report:**
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Head of Community Safety	AD, Housing & Community Safety
City of York Council	
Tel (01904) 555742	

Report Approved ☑ **Date**   12 Jan 2017

Specialist Implications Officer(s)   N/A

Wards Affected: **All**   ☑

For further information please contact the author of the report

Background Papers: N/A

Annexes:

Annex A – Domestic Abuse figures for York

City of York Council

York LA Domestic Incidents

December 2016

Please note:

North Yorkshire Police are supplying a rolling 12 month datasets in order to capture any incidents that are reported after the data processing point at the end of the month. Therefore figures for previous months may be slightly adjusted. Studies of previous changes have shown that the data has +/- 2% confidence level.

Key Statistics / Occurrence Type

2014-15

Key Statistics	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Total Domestic Incidents	236	245	222	242	225	227	221	263	218	217	197	233	2746
Change on Previous Month													
Repeat Incidents	89	91	83	95	84	81	98	112	85	70	71	58	1017
% Repeats	38%	37%	37%	39%	37%	36%	44%	43%	39%	32%	36%	25%	37%
Incidents involving Arrest	44	53	52	61	59	40	37	54	41	51	49	52	593
% Involving Arrest	19%	22%	23%	25%	26%	18%	17%	21%	19%	24%	25%	22%	22%
Incidents Crimed	64	64	70	77	75	70	58	84	71	78	67	86	864
% Crimed	27%	26%	32%	32%	33%	31%	26%	32%	33%	36%	34%	37%	31%
Incidents with Children Present	57	62	54	59	55	47	49	70	55	59	37	56	660
% with Children Present	24%	25%	24%	24%	24%	21%	22%	27%	25%	27%	19%	24%	24%

Occurrence Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Crime Violence	46	39	51	53	50	50	36	58	46	55	50	59	593
PSW Domestic Incident	167	179	151	164	145	154	164	181	148	140	130	141	1864
Other	23	27	20	25	30	23	21	24	24	22	17	33	289
Total	236	245	222	242	225	227	221	263	218	217	197	233	2746

Key Statistics / Occurrence Type

2015-16

Key Statistics	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Total Domestic Incidents	248	261	242	252	259	229	240	184	267	222	212	242	2858
Change on Previous Month													
Repeat Incidents	72	55	85	57	n/c	n/c	n/c	n/c	n/c	n/c	n/c	n/c	269
% Repeats	29%	21%	35%	23%									9%
Incidents involving Arrest	65	61	69	64	81	52	70	44	91	61	67	65	790
% Involving Arrest	26%	23%	29%	25%	31%	23%	29%	24%	34%	27%	32%	27%	28%
Incidents Crimed	94	116	103	101	113	104	96	71	127	105	113	98	1241
% Crimed	38%	44%	43%	40%	44%	45%	40%	39%	48%	47%	53%	40%	43%
Incidents with Children Present	49	50	39	46	74	65	84	54	78	69	65	57	730
% with Children Present	20%	19%	16%	18%	29%	28%	35%	29%	29%	31%	31%	24%	26%

Occurrence Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Crime Violence	63	92	72	71	81	76	70	53	90	75	84	67	894
PSW Domestic Incident	152	146	136	147	148	126	133	110	134	116	99	136	1583
Other	33	23	34	34	30	27	37	21	43	31	29	39	381
Total	248	261	242	252	259	229	240	184	267	222	212	242	2858

Key Statistics / Occurrence Type

2016-17

Key Statistics	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Total Domestic Incidents	252	264	279	295	255	252	262	241	271				2371
Change on Previous Month	🟥	🟥	🟥	🟥	🟩	🟩	🟥	🟩	🟥				
Repeat Incidents	n/c	n/c	n/c	n/c	n/c	n/c	n/c	n/c	n/c				0
% Repeats													0%
Incidents involving Arrest	76	72	84	82	71	71	65	70	84				675
% Involving Arrest	30%	27%	30%	28%	28%	28%	25%	29%	31%				28%
Incidents Crimed	121	116	128	133	112	113	113	114	125				1075
% Crimed	48%	44%	46%	45%	44%	45%	43%	47%	46%				45%
Incidents with Children Present	71	70	79	90	84	76	63	73	89				695
% with Children Present	28%	27%	28%	31%	33%	30%	24%	30%	33%				29%

Occurrence Type	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Crime Violence	81	81	90	97	73	77	80	72	100				751
PSW Domestic Incident	125	137	139	150	133	115	136	119	126				1180
Other	46	46	50	48	49	60	46	50	45				440
Total	252	264	279	295	255	252	262	241	271	0	0	0	2371

Key Statistics Charts

Total of Domestic Incidents

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2014-15	236	245	222	242	225	227	221	263	218	217	197	233
2015-16	248	261	242	252	259	229	240	184	267	222	212	242
2016-17	252	264	279	295	255	252	262	241	271			
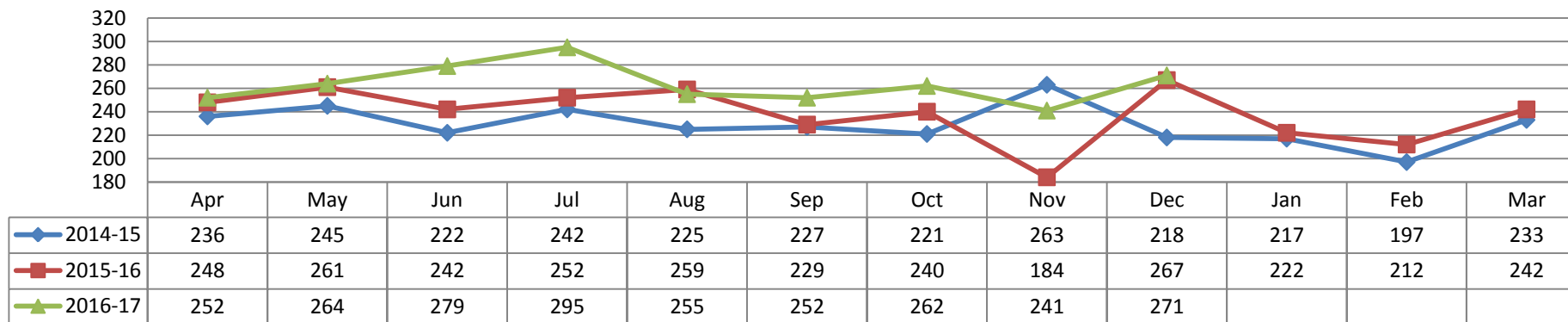
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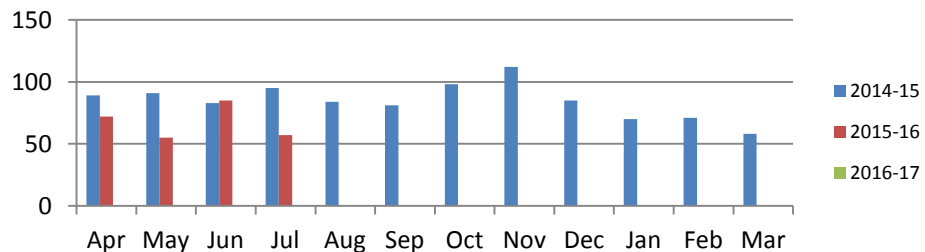
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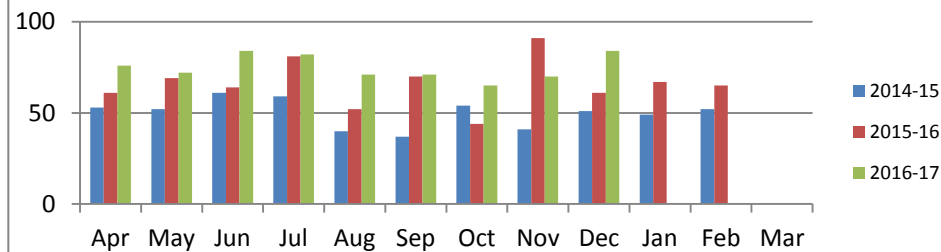
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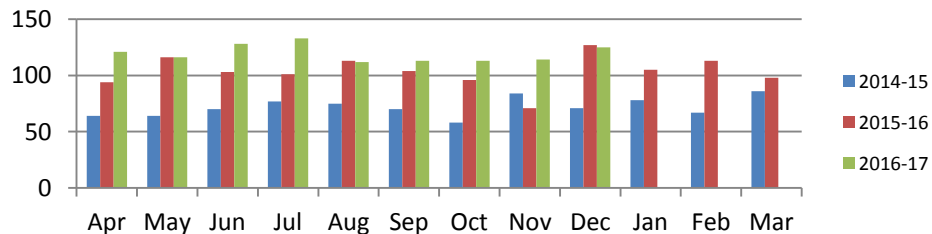
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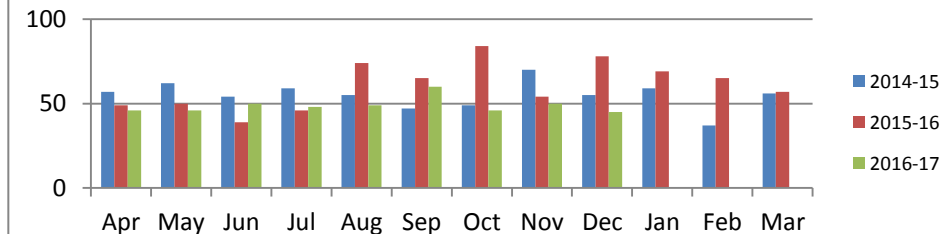
Occurence Type Charts

Crime Violence
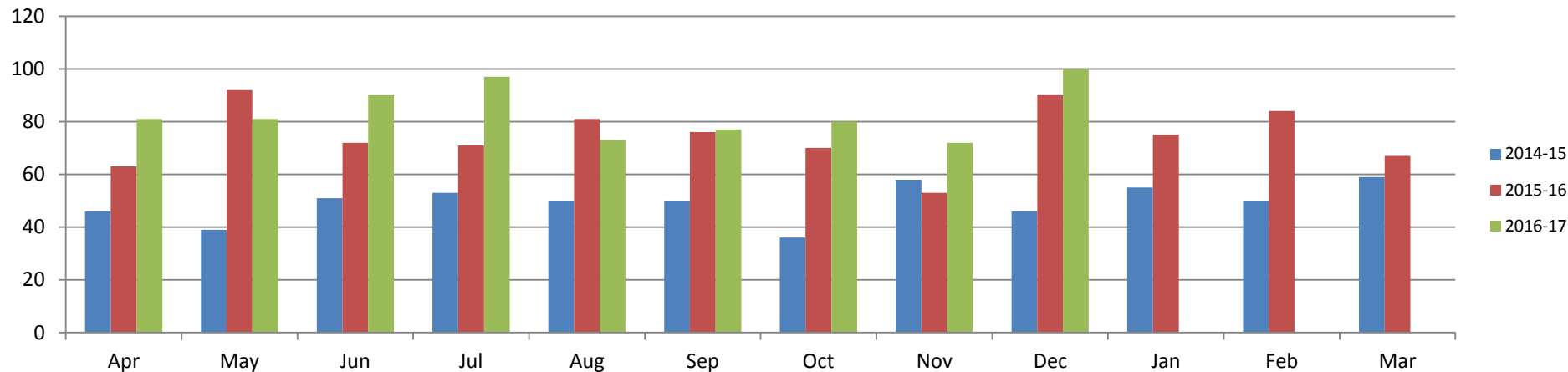
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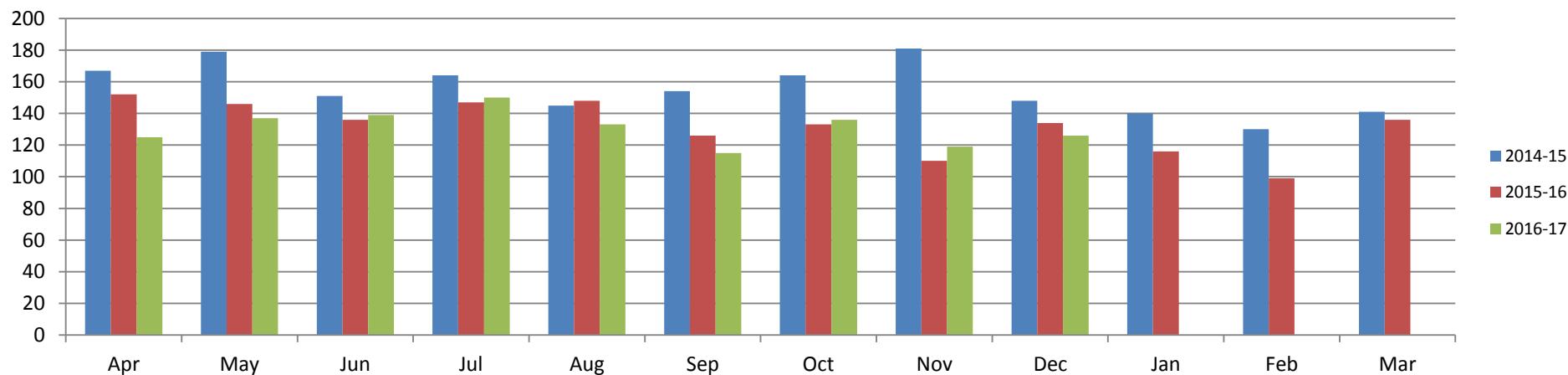
Ward Statistics

2014-15

Total DV Incidents in Ward Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Acomb	9	16	10	13	11	4	10	21	9	10	6	10	**129**
Bishopthorpe	1	3	5	1	3	2	0	3	1	2	1	0	**22**
Clifton	8	10	17	10	10	13	13	13	11	15	11	22	**153**
Copmanthorpe	1	1	1	1	1	1	2	1	0	0	1	0	**10**
Dringhouses and Woodthorpe	11	12	6	5	2	4	11	13	17	5	9	11	**106**
Fishergate	15	8	9	7	9	12	12	9	13	9	13	7	**123**
Fulford and Heslington	3	4	2	0	1	3	2	9	5	1	2	1	**33**
Guildhall	24	36	29	25	29	19	26	22	22	26	27	16	**301**
Haxby and Wigginton	14	10	9	11	3	7	5	9	8	6	1	5	**88**
Heworth	25	24	21	30	14	18	15	12	9	24	24	20	**236**
Heworth Without	1	3	0	2	2	1	0	1	3	4	0	2	**19**
Holgate	21	13	14	20	20	22	15	26	19	28	19	27	**244**
Hull Road	14	23	13	8	14	17	18	27	22	17	12	14	**199**
Huntington and New Earswick	9	10	18	24	13	14	13	12	13	6	11	13	**156**
Micklegate	26	21	19	17	31	24	15	19	20	16	17	28	**253**
Osbaldwick and Derwent	3	2	3	5	3	6	3	3	4	6	3	2	**43**
Rawcliffe and Clifton Without	4	7	6	6	4	7	7	8	6	10	11	12	**88**
Rural West York	9	17	9	15	8	15	18	15	8	5	8	8	**135**
Strensall	5	5	5	2	7	6	11	6	7	4	2	3	**63**
Westfield	32	20	26	39	39	29	25	32	21	23	19	31	**336**
Wheldrake	1	0	0	1	1	3	0	2	0	0	0	1	**9**
Total	**236**	**245**	**222**	**242**	**225**	**227**	**221**	**263**	**218**	**217**	**197**	**233**	**2746**

Ward Statistics

2015-16

Total DV Incidents in Ward Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Acomb	9	9	10	11	16	8	10	4	12	7	6	21	**123**
Bishopthorpe	2	0	1	1	2	3	5	6	1	4	1	3	**29**
Clifton	15	28	17	18	18	19	24	8	22	16	19	22	**226**
Copmanthorpe	1	2	0	3	2	4	1	0	1	7	1	0	**22**
Dringhouses and Woodthorpe	6	16	10	5	13	7	7	11	9	8	7	8	**107**
Fishergate	12	10	7	9	9	5	6	5	9	7	8	9	**96**
Fulford and Heslington	0	0	2	1	4	2	1	1	1	0	5	1	**18**
Guildhall	23	29	29	27	26	25	19	23	32	34	20	40	**327**
Haxby and Wigginton	2	3	4	3	5	3	11	1	8	6	8	2	**56**
Heworth	17	24	22	17	21	26	32	16	30	19	16	20	**260**
Heworth Without	1	0	0	3	1	0	1	0	2	3	1	0	**12**
Holgate	28	25	22	26	24	20	15	11	20	8	20	13	**232**
Hull Road	19	17	19	23	18	18	14	12	15	16	15	8	**194**
Huntington and New Earswick	21	20	13	19	19	17	19	11	19	8	6	9	**181**
Micklegate	27	21	22	21	18	17	19	18	28	15	23	24	**253**
Osbaldwick and Derwent	3	1	8	3	4	5	2	7	4	4	3	5	**49**
Rawcliffe and Clifton Without	12	8	11	8	12	6	10	10	13	12	8	9	**119**
Rural West York	1	1	10	10	7	7	3	7	2	1	4	3	**56**
Strensall	6	6	5	3	6	7	2	2	7	7	2	7	**60**
Westfield	42	41	28	38	32	29	39	31	32	37	39	38	**426**
Wheldrake	1	0	2	3	2	1	0	0	0	3	0	0	**12**
Total	**248**	**261**	**242**	**252**	**259**	**229**	**240**	**184**	**267**	**222**	**212**	**242**	**2858**

Ward Statistics

2016-17

Total DV Incidents in Ward Area	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Running Total
Acomb	12	12	11	14	15	21	19	16	14				**134**
Bishopthorpe	2	0	1	0	1	7	4	4	1				**20**
Clifton	18	25	31	30	19	18	18	21	25				**205**
Copmanthorpe	1	3	1	1	1	0	0	0	2				**9**
Dringhouses and Woodthorpe	13	5	9	13	9	12	7	10	12				**90**
Fishergate	7	11	4	8	7	9	14	20	6				**86**
Fulford and Heslington	1	1	2	1	0	1	1	3	2				**12**
Guildhall	36	25	36	43	36	12	31	28	33				**280**
Haxby and Wigginton	6	5	1	4	3	4	7	7	5				**42**
Heworth	28	31	33	30	24	15	28	16	24				**229**
Heworth Without	1	0	2	0	2	1	4	0	2				**12**
Holgate	15	30	16	26	17	29	24	12	24				**193**
Hull Road	14	24	18	15	12	19	12	16	15				**145**
Huntington and New Earswick	13	11	11	15	14	10	14	9	18				**115**
Micklegate	18	23	28	24	20	21	18	20	22				**194**
Osbaldwick and Derwent	4	5	3	6	4	3	3	6	3				**37**
Rawcliffe and Clifton Without	11	16	9	14	12	10	8	7	5				**92**
Rural West York	10	6	2	4	11	6	8	7	4				**58**
Strensall	3	3	6	3	3	5	1	6	8				**38**
Westfield	39	27	52	44	41	45	38	32	44				**362**
Wheldrake	0	1	3	0	4	4	3	1	2				**18**
Total	**252**	**264**	**279**	**295**	**255**	**252**	**262**	**241**	**271**	**0**	**0**	**0**	**2371**

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Communities & Environment Policy & Scrutiny Committee

25 January 2017

Report of the Ward Funding Scrutiny Review Task Group

Ward Funding Scrutiny Review Draft Final Report

Summary

1. This draft final report details the work undertaken by the Ward Funding Scrutiny Review Task Group, and presents their draft review recommendations for this Committee's consideration.

Introduction

2. On 30 July 2015 Executive approved the council's new approach to community engagement. This new approach involved the re-establishment of ward committees to enable the council to work in closer partnership with residents, in order to tackle local issues and increase community capacity. Amongst other responsibilities, ward committees are charged with drawing up ward priorities based on engagement with residents, agreeing expenditure and services and stimulating community schemes that meet local needs.

Background to Review

3. In June 2016 the Communities & Environment Policy & Scrutiny Committee received a detailed report on the Council's new approach to community engagement through the establishment of revised ward committees, and the progress to date in embedding them in working practices. This highlighted some areas of operation where there were issues, so it was suggested it would be helpful if the Scrutiny Committee were to undertake a review to assess achievements to date and ambitions for the future for a number of areas which still needed refining e.g.:

   • Process for spending ward funding;
   • Project generation by community groups;
   • Matching spend to residents' priorities;
   • Assessing 'value for money' in terms of outcomes;
   • Commissioning of local schemes.

4.   With the aim of increasing the allocation of ward budgets and identifying improvements to the process, the Scrutiny Committee agreed to proceed with a review, and formed this Task Group to carry out the review on its behalf, with support from the Head of Communities & Equalities.

Information Gathered to Date

5.   In July 2016 this Task Group met for the first time to receive introductory information in support of this review. This included a progress update on the implementation of the new approach to ward funding – see Annex A, and examples of national and regional good practice.

6.   To add to this, the Task Group also received a detailed presentation on the Neighbourhood Working Model, which examined each stage of the process and the differing responsibilities of both officers and ward councillor at each stage – see Annex B. The Head of Communities & Equalities confirmed that in an effort to embed the new arrangements, a number of Member briefings had been held, factsheets outlining the different stages had been shared, and articles had been included in the Members' Newsletter.

7.   At the meeting, the Task Group took part in an exercise to identify and examine barriers and issues within the process. This included considering some initial feedback from the Communities & Equalities team (CET) on their experiences to date of implementing each stage, examples of progress in local wards and the barriers that some wards have experienced to date, to which the individual Task Group members added their own feedback on experiences in their wards. Finally, consideration was given to three case study factsheets prepared by CET to illustrate good practice across the different stages of the process.

8.   Having considered all the information provided the Task Group agreed that the remit for this review should be based on an assessment of the achievements to date and ambitions for the future in the following areas:

   •   Process for allocating ward funding;
   •   Project generation by community groups;
   •   Matching spend to residents' priorities;
   •   Assessing 'value for money' in terms of outcomes;

9.   In an effort to achieve the above remit, the Task Group agreed it would be worthwhile consulting with all Councillors (Cllrs) on their experiences to date, and agreed to share with them the Task Group's initial feedback

and seek their views on the different stages of the process via a consultation document issued to all Cllrs.

10. In October 2016 the Task Group met to consider Cllrs feedback (shown at Annex C). They considered a written response from CET to the Cllr feedback – see Annex D, together with a number of local good practice case studies which CET had produced in response to the feedback from Cllrs.

11. At the same meeting, the Task Group learnt that Veritau had recently completed an internal audit to provide assurance to Council management that procedures and controls within the system were appropriate to ensure that:

- Expenditure addresses ward priorities and/or is supported by full and effective engagement with ward residents

- The quality of information available to ward committees (and the extent to which this information is being used) is sufficient to enable effective decision making

- The effectiveness of spending decisions is measured

12. The Task Group noted that a sample of ward councillors had been consulted as part of the audit, to examine the basis on which their spending decisions had been made and how residents had been engaged in those decisions. The Task Group considered the Audit report (see Annex E) and noted that their scrutiny review findings were to be used by CET to inform the actions necessary to address the issues identified by the audit.

13. Finally, the Task Group learnt that the Corporate Management Team were due to receive an update report on the Neighbourhood Working Model, looking at implementation progress and barriers, and a Cross Party Working Group was in place as a conduit for ensuring all Groups/Cllrs participate in embedding the model across the city.

14. Having noted all of the information provided at their October meeting, the Task Group agreed it would be beneficial to meet with some of the local community groups etc who had been through the process of applying for ward funding during the last year to gather their feedback.

15. A consultation session was held in November 2016, attended by a range of previously successful applicants, a number of current applicants and a

number of applicants seeking funding for the provision of a service across a number of wards – see list of invitees at Annex F.   The following issues were raised by the consultees:

16. In regard to communications:
   • Loss of individual ward newsletters makes it more difficult to communicate the availability of ward funding
   • Communication in wards needs improving – not evident that all community groups are aware that ward funding is available, particularly new groups and small groups who are not already in the loop
   • Parish Councils and Residents Associations could be encouraged to spread the word
   • There needs to be consistency in communication across all wards
   • Available funding should be advertised regularly
   • Better awareness raising of ward priorities with Residents/Community Groups

17. In regard to the application process:
   • General consensus amongst consultees that process fairly straight forward – a majority of those present had applied for funding previously and were therefore not new to it
   • Some issues around pagination and numbering of sections
   • The council website does not allow the application form to be completed online - applicants would welcome an improved online form
   • Some information requested in the form is a little repetitive in places
   • Community Involvement Officers proved very helpful at this stage and applicants received guidance on how to complete the form and how much to apply for
   • Provision of hard copies of applicants constitution not always feasible due the size of the document
   • Examples of previous difficulties for organisations working across the city who wished to supply a service in more than one ward where they had identified a local need – clarification was given at the consultation session about how the process had been recently revised to enable citywide organisations to submit one application covering a number of wards where they were able to demonstrate that they met a priority of those wards.

18. In regard to Ward Committee Meetings & Ward Team Meetings:
   • Meetings could be advertised in Parish Council newsletters and other local communication could be tapped into

- Need to identify a clear route by which to cascade information throughout each ward e.g. From Council to Ward to Parish Council/Residents Associations, to Community Groups

19. In regard to Ward Funding Decisions:
    - It would be helpful to provide a list of current applications showing their status so that applicants can track them
    - Each ward needs to provide clear guidance on the frequency of when decisions are due to be made.
    - A record of the decisions per ward should be made available online, preferably on each ward's page, together with an record of the remaining funding available for the ward
    - The ward letters issued confirming successful applications include a date by which an implementation update is required.

20. Other Issues:
    - Examples were given of where local organisations may have identified needs that did not match the aims of the funding (the ward priorities).
    - Clarification was given on what would happen if this year's funding was not spent.
    - There was no feedback suggesting that applicants had needed to draw excessively on CET officers time to assist them in completing their applications, although in the early days before the decision to allow applications for multiple wards, more support was required for those types of applications e.g. Musical Connections & St Nicholas Fields.

21. Finally, the Task Group queried what role York Centre for Voluntary Service (CVS) may be playing in supporting local charities, voluntary organisations, social enterprises and community groups etc to apply for ward funding. CVS confirmed it can:

    - Review a group or organisation's needs and suggest appropriate funding application options, which may result in directing them to ward funding, right the way through to Big Lottery applications.
    - Provide free funding advice - they have sign posted 351 service users to online funding but were unable to confirm how many were referred to ward funding or how many went on to apply for ward funding.
    - Provide a free online tool for sourcing funding and hold an annual funding fayre
    - Provide free advice sessions on governance, which has so far sign posted one organisation to successfully apply for ward funding.

22. A representative of CVS met with the Task Group in January 2017 to further discuss the broad package of support CVS provides and to give feedback on the ward funding application process and how they might best support it through their new advocacy role. A detailed example of how CVS had supported a small local group to successfully apply for ward funding was also provided.

23. Finally the Task Group considered how the changes across a number of council departments within the authority might improve ward Cllrs access to information to help them make informed decisions for ward funding. They noted the cultural shift towards creating additional capacity building resources and stimulating improved community engagement thereby helping to identify future ward priorities and bring forward more community based schemes. For example, Children's Services have recently introduced Local Area Teams to work across the city to bring together a range of existing services to form a new set of preventative arrangements for families from pregnancy through to adult hood (see Executive update report dated 14 July 2016). Adult Social Services are introducing Local Area Co-ordinators who will support people with disabilities, mental health needs, older people and their families or carers to create a network which provides efficient routes to the best outcomes along with an environment which allows access and support when needed (see Executive report dated 25 August 2016). Finally the introduction of the Yor-Wellbeing Services which aligns with the review of the 0-19 early intervention and prevention work concerning early help arrangements and supports the council's move towards the new vision of a place-based operating model (see Decision Session - Executive Member for Culture, Leisure and Tourism July 2016).

Analysis

24. In regard to identifying ward priorities, the Task Group noted that the feedback from Cllrs (shown in Annex C) suggested there were issues for some around defining ward priorities, understanding and getting beneath the surface of the ward profile information, concerns around the accuracy of ward profile information and queries about how often it was updated etc. The Task Group therefore suggested that a member training session be arranged to support ward Cllrs in their use of the profile information. Two training sessions were arranged in December 2016 but the take up was extremely poor with only four members attending each session.

25. The Task Group acknowledged the considerable effort invested by CET in producing fact sheets, information bulletins, and organising those Cllr training sessions. However, it was clear from the responses that some Cllrs were not up to date with the changes that had been made since the scheme was first introduced e.g. that it is now possible to apply for funding across a number of wards. To further illustrate this, Member training records showed that attendance at other scheme related training and information sessions had also been low which meant some councillors remained unaware of the support and information that was available to support them in undertaking work associated with the scheme.

26. This helped to evidence an underlying problem with the introduction of any new process/working model affecting Cllrs i.e. that they do not always attend essential Member training sessions, unless they are statutorily required to do so e.g. licensing training. This suggested there may be a need for the Council to make some training mandatory.

27. The Task Group identified a number of other issues e.g.:

    • A number of members had referred to the ward funding being in silos, which the Task Group knew to be incorrect. The Task Group agreed that their review final report should provide absolute clarity on this point i.e. *that all wards have their own ward funding pot that they can choose to spend to address their ward priorities. In addition there is a designated highways funding pot held by highways, containing an agreed figure for each ward to allocate to highways schemes in their ward.*

    • The ongoing difficulties Cllrs were experiencing getting information from specific council teams e.g. Highways, CETs inability to access that information on their behalf, and the knock-on effect it had on spending the available ward funding on much needed ward improvements. The Task Group recognised this issue was heightened when a proposed scheme was of a complex nature, requiring input from a number of technical officers. They agreed the management of this information flow needed improving to ensure it did not hinder progress and proposed the introduction of a set of agreed standards.

    • Ward Cllrs would benefit from being able to access information on successful applications in other wards, as it would help to speed up the process of submitting and considering new applications. They

questioned whether it may be possible for CET to build up a database of information that all Cllrs could access. However, they accepted this might prove to be labour intensive. The Task Group queried whether a Cllr Forum could be introduced that they themselves could populate, however they recognised this would again increase their workload.

- Improving communication between CET officers and ward Cllrs, and between Cllrs within an individual ward, would benefit everyone involved, which in turn could lead to improved engagement from others. They agreed it would be particularly helpful in split wards where there was evidence to suggest that some Cllrs were struggling to work cooperatively.

- The feedback suggested that the officer role and Cllr role was often not as clearly defined as the consultation document suggested. The Task Group recognised that as all Cllrs were able to choose their own approach and not all employed the same styles of leadership, it was crucial that they formed a good working relationship with their support officers, so that they could work together as a team. To do this successfully, Cllrs needed to give clarity on their expectations and agree their support requirements, to enable officers to effectively support the process. Cllrs could also be more pro-active and perhaps participate in the induction of new officers to the support team as they are the most knowledgeable on their wards etc.

28. The Task Group acknowledged the contribution of the consultees in identifying a number of issues around the application process, and agreed the following improvements were required:

- An online application form and guidance on the frequency that individual wards make their funding decisions:

- Clarity on how long it will take to receive the funding once an application has been approved etc.

- A live document per ward page detailing current applications, successful applications, and balance of available funding

29. The Task Group also acknowledged:

- The feedback from CET shown at Annex D, proposing solutions and minor changes to working practices to address some of the issues identified in the Cllr feedback at Annex C.

- The findings from the Veritau audit identifying a number of issues with the internal processes and the steps to be taken by CET to address them – see Annex E.

30. Having considered all of their findings the Task Group agreed that overall, many Cllrs remain unclear about their ward role and responsibilities. Furthermore, that some do not feel it should be part of their role and responsibilities as ward councillors, e.g. making assessments about how social care funding should be allocated, and some do not feel they have the time and/or the necessary expertise to undertake the role. The Task Group agreed if this was not addressed it could prove fundamental to the scheme's long term success. They therefore welcomed the forthcoming changes to service delivery in a number of key areas (see paragraph 23) as they agreed it was likely to lead to better and increased support for ward Cllrs and ward teams.

Council Plan 2015-19

31. This scrutiny review will support Ward Councillors in applying the agreed changes to their ward committees, and the Council's new approach to community engagement through working with local neighbourhoods. This supports the council's priority to listen to residents, protect community facilities and focus on cost and efficiency to make the right decisions at a ward level in a challenging financial environment.

Draft Review Recommendations

32. Taking account of their findings, the Task Group have drafted the following review recommendations for the Committee's consideration.

That:

i)   Council be asked to consider introducing mandatory Member Training associated with the future introduction and delivery of any major changes to working practices such as the new neighbourhood working model, through a refresh of its Member Development Protocol

ii)   A set of standards be agreed to formalise the working arrangements between CET and other CYC teams e.g. Highways, in order to better manage the flow of information and manage Cllr expectations, and speed up the progression of ward funded schemes.

iii) Appropriate changes are made to the internal processes to address the Veritau findings and scrutiny review findings, including

- Improving communication and publicity of ward committee meetings;

- Replacing the downloadable application form with an online application form, and providing guidance on the frequency that individual wards make their funding decisions, and how long it will take to receive the funding once an application has been approved etc.

- Introducing a form to monitor the implementation and effectiveness of ward funded projects;

- A 'live' system be introduced with the capability to detail successful applications, pending applications, and the balance of available funding

iv) All case studies, fact sheets and other training materials be stored in a central depository made accessible to all Cllrs

33. Finally, in recognising that some Members are struggling with their ward role and responsibilities, the Task Group recommends that:

v) An additional staff resource be provided in CET, , in order to increase support to ward Cllrs, improve communication between ward Cllrs and council departments, and support the flow of information from the new working models being introduced across council services to Cllrs (see paragraph 23). Options for funding this should include funding this from the budget allocated to wards.

vi) CET continues to provide a range of support in a range of ways to suit individual Cllrs preferences and identify future improvements where feasible.

vii) Political Groups provide peer support to their ward members to enable them to progress schemes in their wards

viii) This committee receive a future update on implementation progress of the model in order to assess any outstanding issues.

Implications Associated with Draft Review Recommendations

34. **Financial & HR** – In regard to Recommendation (v), the cost to the council of an additional staffing resource in CET would be £36,888 per annum per additional CET officer. If a decision were taken to fund this from the ward funding budget, the current year's funding budget would

not be impacted as it is unlikely that any additional resource could be employed this financial year. How the additional resource would impact the ward funding budget of each ward will be dependent on whether the cost was shared equally across all 21 wards at a cost of £1757 per ward, or allocated across the wards in proportion to their budget. This would result ion a range of contributions, from £730 (Bishopthorpe) to £2,560 (Guildhall). The implementation update information contained within Annex A shows that a number of wards are likely to spend their full ward funding budget for this financial year. If an additional resource was funded from the ward funding budget, wards will have less money in future years thereby reducing their ability to achieve all of their ward priorities.

35. In regard to Recommendation (ii), this would require a significant piece of work to be undertaken, involving officers from across a number of CYC departments. This would take time and would only be successful if there was appropriate buy-in across those teams. Future changes to structures which affect the operating model of those teams would also affect each team's ability to maintain the agreed standard.

36. **IT** – CET are already in the process of drawing up a specification for the 'live system' proposed in Recommendation (iii). They would need to commission the work from CYC's IT team and the workstream would need to be priorities against other ongoing work and department requests. The costs associated with this piece of work would be identified as part of the specification design stage.

37. There are no legal or other implications associated with the draft review recommendations listed above.

Risks Associated with Draft Review Recommendations

38. There is a risk that if funds are diverted from the ward funding pot to fund an additional staffing resource in CET (see recommendation v) it still may not guarantee an improvement in the flow of information and support from other CYC teams that Cllrs feel they need to effectively fulfil their ward role. The alternative to this approach would be to agree and maintain a set of working standards across CYC teams (as per recommendation ii) which Cllrs can use to hold to account the support they receive.

39. It is also too early to quantify the benefits to ward Cllrs of the new working models being introduced across other key council service areas,

designed to empower communities to make informed choices (see paragraph 23). However, it is clear the introduction of local area teams will enhance the membership of ward teams, which in turn will inform the setting of ward priorities and direct ward spending to those most in need.

Report Recommendation

40. Having considered the review findings and the draft review recommendations listed at paragraphs 32 & 33 above (together with their associated implications etc), the Communities & Environment Policy & Scrutiny Committee are recommended to:

 • Agree any amendments required to the report and the review recommendations

 • Identify any additional review recommendations required

 Reason: To conclude this review in line with scrutiny procedures and protocols, and enable the review final report to be presented to a future meeting of the Executive (in March 2017).

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Specialist Implications Officer(s) N/A

Wards Affected: **All** ☑

For further information please contact the author of the report

Background Papers: N/A

Annexes:
Annex A – Progress Update on the Implementation of the New Ward Funding Model
Annex B – Copy of Neighbourhood Working Model Presentation July 2016
Annex C – Cllr Feedback (anonimised)
Annex D – CET Response to Cllr Feedback
Annex E – Veritau Internal Audit Report

Annex F – List of Consultation Invitees

Abbreviations:
Cllr – Councillor
CET – Communities & Equalities Team
CVS – Centre for Voluntary Service

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Annex A

Ward Funding Scrutiny Review

<u>Progress Update on Implementation of New Approach to Ward Funding</u>

1. Under the Council's new approach to ward committees additional budgets were devolved to wards in 2015/16 to create a single pot that wards can use flexibly to help address their priorities and to develop community initiatives which benefit local residents and reduce reliance on Council services. A total of £925k was devolved.

2. For 2016/17 a further £100k was added specifically to assist wards with local environmental schemes. The ward pots are made up of:

    •   The general 'Ward Budget'.

    •   The 'Pride in York Fund' - made up of both one-off and recurring elements, for the purpose of supporting environmental initiatives.

    •   The 'Community Care Fund'- aimed at supporting the prevention or delay of people needing to access formal care packages and statutory support.

3. The ward pot can be spent as wards see fit within Council policies and procedures. The budgets may be used to give grants or to buy services.

4. In addition, a Ward Highways Programme was instituted partly localising the process for allocating highway improvements through the ward committees, and grounds maintenance and cleansing activities in each ward were devolved to the ward.

5. <u>Spend to Date</u>
    In 2015/16 only £90k was spent from a budget of £475k, i.e. 19%. £385k was carried forward. As of 10 June 2016, only £61k had been committed from the 2016/17 budget of £910k (which included the carry forward), i.e. 6.7%. Subsequently a further carry forward was agreed of £100k unspent Pride in York money from 2015/16, bringing the total available ward funding budget for 2016/17 to £1010k (£1009,980).

6. An updated breakdown as of 18 January 2017 detailing actual spends, projected spend and planned schemes not yet on FMS at that time, showed a total commitment of £672,307 (67%) as detailed in the table below.

7.   Feedback from ward councillors has suggested that they are finding aspects of spending ward funding challenging despite early changes to make it easier, e.g. dropping the grounds maintenance spreadsheet.

8.   <u>Publicising Available Budgets</u>
Wards have been made aware of the budgets available and how people can get involved in discussions via a number of routes i.e. social media, residents' email distribution lists, parish council websites, posters in the community, presentations at parish council meetings, and ward web pages. In addition, information was provided to residents via an insert in 'Our City' and the budget commitments to date have been listed on the council website at: https://www.york.gov.uk/wardfundingdecisions;

9.   <u>Effective Use of Ward Budgets</u>
To date targeted preventative projects have been undertaken for older and vulnerable residents, events and activities for children and young people, and grants to locally based community groups to make improvements to community facilities and the local environment. However, the majority of these have focussed on capital purchases, things where the expenditure is clearly visible. Commissioning projects e.g. a service for a particular group has been much less common.

10. <u>Evidence of Impact (Outcomes & Benefits)</u>
As yet there is insufficient evidence to suggest whether or not value for money through ward spending is being achieved or whether it is making a difference and addressing ward priorities. However in the future, grant recipients will be expected to provide grant monitoring reports to help ward councillors to assess the impact and outcomes, and a annual review sheet has been developed which can be offered to wards.

11. <u>Devolved Grounds Maintenance & Cleansing Activities</u>
Wards have now submitted their recommendations for Grounds maintenance budget for 2016/17, which show that a variety of approaches have been taken to meeting the savings targets. For example, community groups have taken on planting schemes. However there is still a question over whether wards are able to commission sufficient local schemes to meet their maintenance needs.

12. It is planned that maps will be provided at forthcoming ward meetings to show current cleansing arrangements in the ward. Using these, Ward members will be able to re-prioritise activity based on their local knowledge or priorities, or supplement cleansing activity from their ward budgets where they wish to (subject to deliverability).

13. <u>Ward Highways Programme</u>
    Originally, each ward received the highways priority list for footways and carriageway works in 2016/17, in order to assist them in identifying locations for potential schemes subject to feasibility, legality and budget availability. To further assist them, improved information is now to be provided to wards to show the schemes in the main highways programme proposed for their wards. Further information will also be developed to assist wards in having an idea about the likely scale of cost for various types of maintenance initiatives and a further member briefing will be arranged. The list of schemes for 17/18 will be available in late summer.

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Ward Funding Scrutiny Review
Update on Ward Funding 2016-17 Expenditure as of 18 January 2017

Ward Commmittee	Total revenue budget (£)*	Actual % spend to date	% spend including projected spend on schemes in progress not yet on FMS	% spend including actual spend, projected spend not yet on FMS & future planned schemes	Total actual spend, projected spend not yet on FMS & future planned schemes (£)*
Acomb	£40,790	49%	52%	52%	£21,398
Bishopthorpe	£18,460	54%	54%	54%	£10,014
Clifton	£49,090	58%	61%	61%	£30,375
Copmanthorpe	£18,820	36%	59%	59%	£5,407
D/Houses & W/Thorpe	£39,440	49%	49%	49%	£19,363
Fishergate	£51,740	33%	44%	44%	£23,003
Fulford & Heslington	£13,670	65%	65%	66%	£8,977
Guildhall	£90,970	20%	29%	100%	£90,970
Haxby & Wigginton	£55,020	43%	55%	100%	£55,020
Heworth	£81,320	15%	19%	100%	£81,320
Heworth W/out	£17,230	31%	31%	31%	£83,490
Holgate	£83,490	47%	50%	100%	£33,170
Hull Rd	£65,080	15%	19%	19%	£32,205
Huntington & New Earswick	£51,060	53%	64%	64%	£14,206
Micklegate	£108,480	25%	28%	28%	£45,924
Osbaldwick & Derwent	£27,920	69%	68%	68%	£13,668
Rawcliffe & Clifton W/out	£69,680	21%	40%	65%	£12,442
Rural West	£33,830	36%	41%	41%	£49,650
Strensall	£28,880	40%	47%	47%	£11,233
Westfield	£49,650	33%	100%	100%	£19,115
Wheldrake	£15,360	73%	73%	73%	£11,357
TOTALS	£1,009,980			67%	£672,307

All figures are correct as at 18 January 2017 and may be subject to change.

* Total revenue figures include carry forward from previous year but do not include Highways budgets.

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Neighbourhood Working Model

Ward priorities

Jack the Council officer

Responsibility:
• **Provide Members** **with ward statistics through Ward Profile**
• **Contribute local knowledge along with the rest of the ward team**

Adam the Politician

Responsibility:
• **Bring their own local knowledge** **and use the information provided by Community and Equalities Team (CET) and partners to** **identify ward priorities** **for the ward team to focus on over a specified period**

Ward Committee

Jack the Council officer

Responsibility:
• **Logistical support**
• **Publicise event** in the Ward and social media
• **Organise for minutes** to be taken, written up and published.

Adam the Politician

Responsibility:
• **Decide** when and where to hold their meeting, and style and format
• **Set meeting agenda**
• **Feedback to residents** the previous year's progress, launch their Ward Committee and ward priorities, outline ward funding arrangements for the year ahead.
• **Publicise meeting** through blogs, surgeries and word-of-mouth

Ward Funding

Jack the Council officer

Responsibility:
• **Provide** grant application/commissioning forms and guidance documents for ward funding process
• **Process paperwork, payment of funds and monitoring information** to be fed back to ward team meetings (Director sign-off)
• **Suggest ideas for projects** that could address ward priorities and groups that could deliver them.

Adam the Politician

Responsibility:
• **Decide and announce** how they want to allocate their ward funding
• **Discuss within their ward** team who to issue grants to/ commission projects to
• **Consider inviting recipients** to become ward team members

Ward Action Plan

(optional)

Jack the Council officer

Responsibility:
• **Provide relevant information** at ward team meetings
• **Contribute to the discussion** with members and the wider ward team to develop an action plan.
• **Regularly update the plan and circulate** virtually and at ward team meetings
• **Feedback progress to residents** through Your Ward online, Facebook, Twitter etc

Adam the Politician

Responsibility:
• **Lead the discussion** with ward team members to develop a ward action plan.
• **Allocate tasks to ward team members** that will progress the plan
• **Feedback regularly to residents** about progress through residents' forums, surgeries, blogs, partner newsletters and other opportunities

Ward Team Meeting

Adam the Politician

Responsibility:
• **Choose regular dates for the meetings** and liaise with CET to organise
•**Invite appropriate ward team members** and liaise with CET
•**Drive the Ward Action Plan** by ensuring all tasks have a dedicated ward team member and encouraging contributions from all ward team members and regular feedback on progress

Jack the Council officer

Responsibility:
• **Circulate meeting dates** to ward team partners with up to date ward action plan and other relevant information
•**Book meeting room / venue**

Feedback to residents

Jack the Council officer

Responsibility:
• **Provide feedback on the Ward Action Plans** in the form of case studies on Your Ward Online and in Your Ward
• **Provide updates** on Facebook, Twitter, community notice boards and any other local opportunities

Adam the Politician

Responsibility:
• **Feedback to residents** through Ward Committees, surgeries, blogs, word of mouth, twitter, newsletters, community notice boards etc
• **Visit recipients of funding** to ensure constant support and monitoring

Jack the Council officer

Qualities:
•Guidance and support
• Ability to liaise with Council staff
• Logistical support for ward team and committee meetings
• Custodian of local community information
• **SUPPORT**

Adam the Politician

Qualities:
• Community champion
• Custodian of local community challenges
• Person-with-the-plan to address community priorities
• **LEADER**

Ward Funding Scrutiny Review

Feedback from Consultation with Ward Councillors

Total Responses Received = 19 (40%)
•   9 New Members
•   4 Executive Members
•   3 Group Leaders
•   1 Member of the Scrutiny Task Group

Responses by Group:
•   6 Labour Responses = 40%
•   4 Conservative Responses = 28%
•   9 Lib Dem Responses = 75%
•   0 Green Responses
•   0 Independent Responses

Responses from 13 Wards = 62%
•   4 Single Cllr Wards
•   7 Wards with 3 Cllrs of same group
•   1 Ward with 2 Cllrs of same group
•   2 Wards with 3 Cllrs split between 2 groups

Stage 1 Responses - 'Identifying Ward Priorities' = 19
In response to the early feedback:
4 Cllrs Agreed - New people in new roles (Cllrs & officers) so lack of local knowledge
3 Cllrs Agreed - Officer responses not always timely and helpful – need to keep chasing
1 Cllr Agreed   - Difficulty accessing and interpreting ward profile information

Stage 2 Responses 'Ward Committee Meetings' = 19
In response to the early feedback:
        1 Cllr Agreed   - Specialist officers not attending ward meetings when
                                required
        2 Cllrs Agreed - Cllrs do not collectively agree a date the meeting
        2 Cllrs Agreed - Cllrs do not respond to emails or telephone calls
        2 Cllrs Agreed - Cllrs habitually choose the same style of engagement
                                resulting in low attendance from residents

Stage 3 Responses 'Ward Funding' = 19
In response to the early feedback:

2 Cllrs Agreed - Cross Ward funding – how to make it work - Joint commissioning is great but huge resource & management issues

2 Cllrs Agreed - City wide organisations badgering wards

1 Cllr Agreed - How do voluntary organisations feel about the new process of applying for ward funding

2 Cllrs Agreed - How to proceed when there is no collective agreement on how to spend the ward money

2 Cllrs Agreed - How to Cllrs maintain contact with funded groups to ensure accountability / value for money

4 Cllrs Agreed - Information on costings for schemes - some schemes turn out to be so complex that they appear to break the system

Stage 4 Responses 'Ward Action Plans' = 19

In response to the early feedback:

2 Cllrs Agreed - Lack of tracked progress makes it difficult for Cllrs/officers to keep partners engaged

2 Cllrs Agreed - Too much talking without any action (relevant to all stages of the process)

2 Cllrs Agreed - Timescales for schemes are not always clear

Stage 5 Responses 'Ward Team Meetings' = 19

In response to the early feedback:

2 Cllrs Agreed - Cllrs struggle to identify mutually convenient meeting dates

2 Cllrs Agreed - Officers struggle to set meetings up due to lack of Cllr engagement

0 Cllrs Agreed - Difficulties working with Parish/Town Council

2 Cllrs Agreed - Ward Teams are not representative of the community

0 Cllrs Agreed - Cllrs regularly miss their ward team meetings

Stage 6 Responses 'Feedback top Residents' = 18

In response to the early feedback:

3 Cllrs Agreed - Need to improve the way we communicate with residents

3 Cllrs Agreed - Lack of understanding of who can get information on notice boards and the internet etc

Responses to 'Roles' Section = 19

In response to the early feedback:

2 Cllrs Agreed - Cllrs not understanding their role

2 Cllrs Agreed - Cllrs have not got the time to fulfil their role

2 Cllrs Agreed - Not all Cllrs have the necessary skills

    2 Cllrs Agreed - Confusion of roles
    2 Cllrs Agreed - Cllrs awareness of supporting information/documents
          and access arrangements

Responses to General Section = 19
In response to the early feedback:
    1 Cllrs Agreed - How do we align other council processes to enhance
          community projects e.g. 106 payments & play capital
          scheme
    3 Cllrs Agreed - Poor joint working with other teams across the council
    4 Cllrs Agreed - Unaware of other planned CYC work scheduled for
          wards
    8 Cllrs Agreed - Delays in officer responses from other council teams
          e.g. Highways Team
    3 Cllrs Agreed - Not enough officer resource to support the system
    4 Cllrs Agreed - Cllrs unsupportive of the model and processes
    2 Cllrs Agreed - We need a forum for Cllrs to share good practice

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Feedback from Individual Cllrs

Generally the liaison with communities officers works well. However the response form other sections of the authority to them (and to me as a ward councillor) could be improved.

My belief is that the present system of distributing ward funding is unnecessarily complicated, and is causing Officers to undertake work on administration which is completely over the top! It is also causing difficulty in explaining the process to the end users and indeed to Councillors.

I acknowledge that every ward is different.

In the case of Rural West York, our Ward is spread over a significant area stretching from the A64 at Askham Bryan in the South West to beyond Skelton in the North. Within that area there are eight different villages, and seven Parish Councils, therefore what is right for one is perhaps not right for another. They each have their issues and Chris Steward and I attempt to visit every Parish Council Meeting between us. Whist some share services such as bus routes, shops, health provision etc., others such as Skelton have no such sharing and have separate priorities. Conversely however, other Wards within the City Boundary have no Parish boundaries, but do have other institutions such as Planning Panels, Neighbourhood Committee's, and other organisations which work with and for communities. My point is that there is a difficulty defining a policy for City Centre, Suburban, Semi-Rural and Rural Wards.

I would suggest that we build on the distribution using the system we employed previously and improving it. I list below a potential way forward:
1. Establish a general policy framework within which funds can be allocated. i.e. Nothing commercial or personal, community based etc
2. Bids for funding accepted from appropriate organisations. Applications can be published in the Ward Newspaper once a year, and submitted.
3. Ward Councillors, in association with Parish Council representatives and Officers meet to discuss applications and accept or discard.
4. Ward Councillors as elected representative to take the final decision on grants, although this I would expect to be in line with the above, and fair to all parts of the Ward.
5. Ward Officers to administrate, audit, and provide the link between the Authority and applicants.
6. No differential between funding pots. Monies should not be in silos
7. All grants within the framework and Ward priorities.
8. Ability to carry money forward, and any substantial grants can be given equitably. (Past grants have provided lighting for Copmanthorpe and Askham Richard kerbing, but because of the sums they were allocated reduced money the following year).

Within my ward there are a number of community groups covering a range of interests and social contact along with of course two Parish Councils. The groups are more or less financially OK, however in the past year a couple of groups have received small grants and also posters have been displayed in the village advising groups of the availability of grants with very little response.

The issue of resident's priorities can be distilled into a number of areas as follows:-
1. Responsible parking especially on Race Days
2. The policing of "Dog Fouling" in other words more positive and visible enforcement.
3. General tidiness and appearance of the village
4. In the fullness of time no doubt Sunday bus service
5. In the summer months overgrown hedges adjacent to footpaths and at highways junctions
6. Road safety coupled with traffic density and size of lorries passing through the village.
7. Street lighting in Sim Balk Lane (Cost to install in excess of £1000,00)

As can be seen, resident's priorities are somewhat fragmented but these are issues which do come to light from time to time and in truth other than point 3 not a lot the ward funding can deal with.

I have set my target to spend money on improving the environment by using Brunswick Organic Nursery to place planters and hanging baskets. Which have been welcomed by residents. It is also intended to have a number of fruit trees planted around the ward.

Speed of dealing with grants needs to be simplified and speeded up so that grants are given closer to the application submission.

Finally the apparent bureaucracy around the ward highways part of Ward Funding is in my opinion cumbersome and long winded, schemes on which to spend the money could be directly dealt with by the various depts. of highways etc. Rather grind it's way through the system as suggested in the briefing note on such spend (Factsheet no 15)

Ward meetings are not generally well supported which is a disappointment, a few residents often turn up usually with a specific issue and of course two or three Parish Councillors turn up to criticise and try to help spend the "Money" when in fact they as a Parish Council have pretty large reserves.

Finally as a resident of the village I do keep my ear to the ground so to speak and also use social media to find out what the concerns of residents are.

The system probably needs a complete overhaul as the distribution of funding is quite complicated and, therefore, causes a considerably unnecessary workload for Officers and Councillors alike.

It must also be appreciated that every Ward is very different. I have four villages within my Ward, Deighton off the A19, Naburn by the Ouse, Wheldrake and Elvington. Each one has very different needs and challenges. I endeavour to attend every Parish Council meeting, but having three every month and one bi-monthly does make that very difficult, but not impossible, however, my attendance does mean that I am aware of issues as they arise.

With regards to the grants monies, I feel that the elected Ward member should make the final decision on grants as they are the ones abreast of problems at source with representatives from Parish Councils and Officers who could meet to approve or reject. The monies should be in 'one pot' and distributed according to need, not split into different categories.

Stage 1 Responses - Identifying Ward Priorities

Feedback

Frequent changes of Neighbourhood Officer allocation did not help build up local knowledge – hopefully this situation will now settle down

Our recent Neighbourhood Officers have been very responsive

The ward profile is readily available and could be used better to plan future work

This took time to ascertain and digest and added to the initial set up of this whole process. Staffing has changed and we are two new councillors out of 3 who needed to get familiar with our ward; which took time.

We have identified our ward priorities, but they don't easily relate to the available information.
Agree - New people in new roles (Cllrs & officers) so lack of local knowledge

This can be made to work but relies on officers' and members' understanding of what data is being provided and how it is updated e.g. ward profile info. How often is this updated and how arte Cllrs expected to know when this has happened – a simple email would be suffice. Officers need to be more pro-active in their wards and let Cllrs know when they are in the ward. Some worthwhile training would be really useful here – I'm talking about the running of a scrutiny operation at a practical level rather than some arcane discussion of the merits/demerits of scrutiny.

Officer/Member relationships and learning to work together (ie in a different way) need to be examined and reviewed if a constructive approach is to be achieved. Split wards bring their own set of problems - officers need training to facilitate those difficult relationships and to provide Cllrs a with the impetus to co-operate i.e. creating an atmosphere for co-operation. It takes time to agree ward priorities. We have had 4 officers in support in the last 15 months and there has been little of no handover each time. Officers also need training on communicating with the public.
roles (Cllrs & officers) so lack of local knowledge   *Agree - New people in new*

I have found it helpful to have the wider ward team involved in discussing priorities for the local area.

We have received excellent support from our Community Involvement Officers, who have anticipated issues and dealt with them professionally and punctually.
Our Ward Priorities were discussed and agreed by the Ward Team. We plan to review them at our next Ward Team meeting.

It is some times difficult to assess without having the knowledge or past experience of what would be classed as a ward priority . *Officer responses not always timely and helpful – need to keep chasing*	I don't feel confident that our ward priorities were discussed or set with any real sense of importance. It felt more of a 'tick box' exercise rather than any real consideration of what was urgent or needed for the people of the ward. The reasons behind could be: i) Sense of rush to implement changes to the system ii) Inconsistency on the approach from ward-to-ward – heard different community involvement officers worked in different ways iii) Changing goal-posts – some budgets were single year, then carried over suddenly – due to evolutionary nature of iv) Ward implementation profile simply a document – no deeper analysis available, offered or undertaken, or encouraged to be undertaken. Do we have access to deeper officer resource to ask for this? *Agree - Officer responses not always timely and helpful – need to keep chasing* *Agree - Difficulty accessing and interpreting ward profile information*	Not always aware of community activity or needs if it has not been drawn to our attention. Some groups/parts of ward have louder voices than others so tend to be noticed more. *Agree - New people in new roles (Cllrs & officers) so lack of local knowledge* *Agree - Officer responses not always timely and helpful – need to keep chasing* *Agree - Difficulty accessing and interpreting ward profile information*	We have recently had a change of officer responsible for Guildhall Ward after our previous officer – Joe Ashton – left the council. It always takes time for a new person to catch up with things, and certainly get to know the ward. *Agree* But I think we have a fast learner. *- New people in new roles (Cllrs & officers) so lack of local knowledge* Ward profile info is ok but not necessarily helpful. Identified 3 themes with a number of possible priorities for each. Consulted on those priorities in order to narrow them down. 6 were agreed. Problem of consultees not really representative of ward - usual suspects and organised groups only. It has been difficult to manage the change in officer support staff and there were some handover issues. The team appears overstretched.

Stage 2 Responses - Ward Committee Meetings

Feedback
Officers are very willing to attend meetings and very helpful when they do We can usually all agree on dates for meetings if we look hard enough! As ward councillors, we are in touch with each other regularly A good variety of meeting formats and venues have been used in the past – the key seems to be having interesting topics of local relevance
We have suffered from occasional low attendance and under representation of certain sectors. On the whole we have been effective at this element probably because we are 3 Labour councillors in one ward and had few of the issues cited in the questionnaire.
Publicising Ward Committee meetings is difficult. Perhaps a budget for flyers could be agreed.
Publicity has in my experience been pathetic. It's no good putting a few leaflets up the week before a public Ward Committee meeting. Ward Cllrs need to be more involved in this – I'm sure others would be willing to join in. Working in a split ward brings its own problems and disadvantages which, in my experience, many officers totally fail to understand and address. After some initial struggles, we as ward colleagues manage to discuss and agree on meeting dates and agendas, though a planned programme of dates and accompanying outline of agendas has yet to be achieved. Some clear standards for communications between officers and members need to be outlined, discussed and agreed. Logistical support needs improving – officers need training. Social media is not he answer to everything. We need to give more notice of events and longer lead in times. Setting the meeting agenda needs to be done in conjunction with officers not solely by Cllrs. Minutes of previous meetings need providing sooner not just a few days before the next meeting.
Ward Committee meetings need to be publicised in a variety of ways, and not just through social media.
The Community Involvement Officer supporting my meetings provides very useful support in facilitating meetings and has a good understanding of the local community. Some Councillors do promote their Ward Committees individually, but we need to ensure that this activity overlaps to other Council publications such as 'Our City'.

I think we need to determine the dividing line between 'logistical support' and the Ward cllrs' responsibility to decide when and where. I've asked for work to be undertaken into booking a ward committee but no action taken – is this because in fact – as a councillor - I'M supposed to suggest the exact date, time, format, or should it be a collaborative process?

Because this approach is informal, the impetus is lost in ensuring a regular cycle of setting meetings during the municipal year.

I think this approach may work well for single member wards where there are only two people to co-ordinate. Where wards have three cllrs with different styles and/or different political parties, it's a recipe for indecision. I think that rather than the officer responsibility being simply 'logistical', there should be a more managerial aspect in ensuring the councillors live up to their responsibilities and ensuring a regular cycle of meetings rather than waiting for us to make our minds up.

The 'early feedback' above seems to place a lot of initial 'blame' on the cllrs, but this appears to not understand the difficulties in co-ordinating three "leaders" – we are not a hive mind! That's why the officer should take lead.

Even once we are at the ward committee meeting, I have felt a bit adrift in not fully having all the information necessary at hand to do the feedback, priorities and funding aspects.

Agree - Cllrs do not collectively agree a date for the meeting

Agree - Cllrs to not respond to emails or telephone calls

We have received excellent officer support.

We have publicised Ward Committee meetings via a number of routes – our newsletter, community noticeboards, websites, Facebook, Twitter. We support moves to improve communication with residents, eg through the new My Account functionality.

We have encountered no issues with agreeing meeting dates.

We have trialled some different formats for Ward Committee meetings, and have found that our residents prefer a more 'formal' structured meeting, where residents can hear others' views and contribute to discussions.

It is very difficult to collectively agree to be able to meet sometimes to arrange the format as to how a meeting should progress and in what style .   I believe for more residents to engage and attend Ward meetings they need to be updated ie venues changed from Church Halls to perhaps a local cafe or a room in a pub.   Agendas need to be more interesting and we need to try to update the way we contact residents emails as opposed to leaflets (if available)
Attending meetings is not usually a favourite activity for residents so attendance tends to be poor. Those that do attend tend to be the same faces with their own issues and priorities so the same subjects can be discussed every time.   The idea of a Ward Committee meeting does not seem to be the best way of obtaining a representative sample of residents so can't be an effective way of learning about priorities.   We do use social media to publicise but does not result in greatly increased attendance.   *Agree - Specialist officers not attending ward meetings when required*   *Agree - Cllrs do not collectively agree a date for the meeting*   *Agree - Cllrs to not respond to emails or telephone calls*
The only group who are often difficult to get to attend ward meetings are the police. They have much less flexibility with their shift patterns, and so unless the date of the meeting is built around their timetables they cant always be there.
Where the meeting is held influences the level of attendance - some venues in the ward have accessibility issues and some are not affordable. We have a rota for chairing. We have held committee stlye meetings and run workshops with differing results. Residents expectations are sometimes not realtistic We have also done walkabouts to gather casework. Range of officers and external reps invited e.g. Police but attendance has not always been good. To help address officer attendance issues, videos/presentations could be produced for use in multiple wards. Publicising meetings is also difficult

Stage 3 Responses - Ward Funding

Feedback
We have not tried cross ward funding any schemes but would be prepared to consider doing so. We have not had any badgering by city wide organisations We have had no comments re the new process of applying for funding which seems to work well. We have had no problems with collectively agreeing on ward funding spend. There have been few delays Councillors visit funded groups anyway in the course of their ward work We have not had experience of trying to implement a complex scheme
Other than the changes to this by CYC staff we have managed our budgets relatively well and those seeking funds have had a relatively straight forward time of it. We have not had any issues with collective agreement or indecision but have as yet received limited information on accountability. Much of that is down to the fact that this has been slow to roll out due to changes to the process, late inception of the process and necessary time between meetings.
The new approach to asking city wide organisations to work in our ward will be very useful. We ask every grant recipient to confirm what they've done with the funding, and whether they've delivered their planned outcomes. The funding for highways work is so small in comparison with typical costs that it's almost not worth having!
I am ignoring the early feedback responses here – these are essentially negative. The system is perfectly workable but it needs competent management from an officer perspective – after all officers are the 'drivers' of this approach from an administrative point of view. I must say that the provision of effective management of the neighbourhood support team has appeared to be an incredibly intractable problem. This stage is haphazard at best. Communication is poor. Cllrs need to be kept informed so that they can respond to queries from applicants. We need to know when an application has been signed off and passed on for processing and we need to know when the funding has been released.
The system should be as simple as possible to give Councillors the flexibility to allocate grants, commission projects, and put forward ideas for Highways schemes. I like the idea of developing cross-ward funding solutions. Highways Officers need the capacity to give costings and options for highways schemes. Agree - *Information on costings for schemes - some schemes turn out to be so complex that they appear to break the system*

There's something fundamentally missing in the division of responsibilities above: advertising the application process. Do groups know what's available? Are you relying 100% on councillors putting forward ideas? If so, then this is a recipe for vanity funding on what the cllr considers important. (or good for their voters) rather than what's right for the ward priorities.

The result is that the ward funding becomes just a grant scheme for charitable groups to get extra funding. When the "devolution" of funding to ward was announced, the rationale was so that local people could decide how to spend money in their wards according to local priorities – NOT councillors' own vanity and NOT as a grants scheme. Again, I feel the officer list of responsibilities lets themselves down – I do feel that the officers have the opportunity to be much more than simply an admin assistant – they can, alongside the councillors, be the hub and heart of their areas.

there is no collective agreement on how to spend the ward money

Agree - *How do delays in the decision making process affect organisations*

Agree - *How to Cllrs maintain contact with funded groups to ensure accountability / value for money*

Agree - *How to proceed when*

As a Ward Team we have sought to provide the space for discussion and agreement on funding bids, going back to bidders to request more information where necessary. This has worked well in enabling us to build consensus. Local voluntary organisations seem happy with the way things are going. Where there have been time-critical bids for funding, we have circulated these by correspondence for review.

Successful bidders attend Ward Team meetings, so there is a feedback loop there. We also ask bidders to present at Ward Committee meetings so that the wider community are kept informed.

We recognise that there is a finite amount of officer capacity, and feel that the more streamlined approach to securing quotes should help.

Agree -

Information on costings for schemes – some schemes turn out to be so complex that they appear to break the system.

Too long a process from ideas to funds been processed.
Organisations need a quicker response in case they need to seek alternative funding. Easier and quicker to get costings perhaps a network system between wards so things do not get duplicated.

Difficult to get genuine community groups to apply. Some city-wide organisations seem to think they have a right to large sums from various wards. Members seem to be expected to have the expertise and time to instigate and run projects when this is really a task that should be done by somebody with the appropriate professional skills. There seems to be no requirement for the spending to be accountable or any performance indicators to evaluate success or otherwise. It appears to be a case of handing the money over then no more questions asked by officers. Resources have to be being taken away from city wide schemes where need could be prioritised - resulting in wards desperately looking for ways of spending money which could better have been used where most needed. Agree - Cross Ward funding – how to make it work - Joint commissioning is great but huge resource & management issues Agree - City wide organisations badgering wards How to proceed when there is no collective agreement on how to spend the ward money   Agree - Agree - How do delays in the decision making process affect organisations   Agree - How to Cllrs maintain contact with funded groups to ensure accountability / value for money
It has always seemed to me that many organisations do not work exclusively in one ward – even if tied to a local community these will often cross ward boundaries. So useful to in some cases to get an agreed policy with a neighbouring ward. Eg we had a useful meeting with Micklegate councillors about how to manage City Centre issues around cutting the grass on the city walls, and managing city centre flower beds. But I do think these are not always easy to arrange. I do find some of the tight criteria around what can and cannot be funded difficult to work within. It might be more sensible to have a system of making these funding applications to a central pot that could process them all regardless of limitations as to ward benefit. Agree - Cross Ward funding – how to make it work - Joint commissioning is great but huge resource & management issues Agree - City wide organisations badgering wards although I would not call it "badgering" Agree - How do voluntary organisations feel about the new process of applying for ward funding

Aplication form for funding could be improved – it should ask which priority/ objective it aims to achieve. Form should also include targets so that providers know how to record their performance for reporting back. Cllrs would benefit form feedback form officers on what would be considered value for money and from officer recommendations. It would also be helpful if each ward page contained monthly funding spends. Group who have bid for funding need to be given regular updates on their applications.

Stage 4 Responses - Ward Action Plans

Feedback

Tracked progress is helpful as would the tracking of spend per ward if it could be regularly reported to ward councillors

Talking has been appropriate and productive

Time scales are sometimes unclear but this can usually be resolved

This is a large amount of work especially when considered against our many other responsibilities. I am so behind on it that I am not even sure if we are on track and do not have the time to check so rely heavily on our staff support.

We haven't as yet attempted an action plan!

We do not have an Ward Action Plan. If one is to be effectively maintained and delivered, this requires far more work than has so far been put into the project by officers. It also requires training in communication and co-operation for members in split wards (officers might find this useful too)

Some consistency in officer support would be welcome – our ward has had 5 neighbourhood officers in the past 3 years and of these only 1 has been with us for any length of time. This has been a significant factor in the poor level of progress to date. Better preparation is needed ahead of ward team meetings and better communication. Cllrs need to be given a heads up of whats on facebook etc. A split ward will bring its own problems in defining an action plan but again these can be overcome. Driving the Action Plan will only happen if having an Action Plan is one of the objectives.

We should look at how we communicate to all Councillors. If factsheets aren't getting through, how do we share best practice – for example by publicising good ward action plans around wards and Councillors.

I've never seen a copy of a ward action plan – in any format. I didn't even know this was a requirement. We don't have ward team meetings often enough for any real, accurate tracking of progress. I don't really have anything further to say on this because I think this action plan is probably non-existent in my ward, so none of the responsibilities listed above are therefore fulfilled.

If this experience is the same elsewhere then it probably means ward funding is being allocated on basis of councillors' personal vanity.

Lack of tracked progress makes it difficult for Cllrs/officers to keep partners engaged

Agree - *Too much talking without any action (relevant to all stages of the process)*

Agree - *Timescales for schemes are not always clear*

We have Ward Priorities which inform our consideration of funding bids and the schemes that we commission. We do not have a formal 'Action Plan'.

Again this is the timescale involved, the longer the process is the more time is taken up by officers and Cllrs - Communication is key.

Highlight to other Cllrs good positive plans put into action in wards across the city.

More bureaucracy endlessly repeated in every ward. Lack of team members with the time and motivation to be actively involved. Officers desperately over-stretched trying to manage multiple wards.

Agree - *Lack of tracked progress makes it difficult for Cllrs/officers to keep partners engaged*

Agree - *Too much talking without any action (relevant to all stages of the process)*

Agree - *Timescales for schemes are not always clear*

Agree -

Stage 5 Responses - Ward Team Meetings

Feedback
Finding mutually convenient dates has sometimes been a challenge but has always been achieved.
Councillors have always been engaged in the process which works well
As parish as well as city councillors, this has not been a problem
Ward team members sometimes fluctuate but are usually representative and it is always good to welcome new faces round the table
Occasional meetings are missed by a councillor due to another engagement, but very few.
Same response as for stage 2.
Sometimes people don't attend ward team meetings, particularly when we're trying to deal with procedural actions, such as reviewing budgets.
People also don't want to be involved in identifying savings / cuts.
All of these matters can be handled, with a little co-operation and some patience, between officers and members. But this requires a consistent support person and probably attending some training together.
It would be helpful for split wards to agree which member is to chair the Ward Team for say a municipal year (chairing of Ward Committee meetings can still be done on a rotating basis). The circulating of meeting dates is happening too late and choosing dates for the meetings and inviting the appropraite ward team members should be a joint officer/Cllr responsibility.
Councillors and officers need to continually work to encourage attendance at ward teams and Committees. Councillors can for example consider giving a theme to their meetings or inviting specific people to attend. The Parish Councils in my area are very positive and engaged with the new system.
Once again, I feel the division of responsibilities is unfair – especially as the officer is based in their role full-time, whilst councillors are working part-time.
Again also, the 'early feedback' focuses too much on Cllrs being the problem.
I really would like to see the Community Involvement Officers being Community Involvement Managers.
Sometimes I feel the officers' approach to multi or mixed member wards appears to treat them as a hive mind rather than three individuals with varying responsibilities. In a three member ward, the agreement of two members for anything should be sufficient.
Agree - Cllrs struggle to identify mutually convenient meeting dates
Agree - Officers struggle to set meetings up due to lack of Cllr engagement

Ward Team meetings are constructive and enjoyable. They provide a platform for sharing information and issues, and are very valuable for the councillors in particular. We don't have parish councils, so it is an important forum for us.	
There is a Ward Team e-mail circulation list which is used to keep everyone informed in between meetings.	
I think if regular fixed dates were organised ie 1st Tuesday every 2mths, it would encourage attendance with guest speakers, demonstrations etc.	
Partners are expected to attend ward teams yet they may have involvement across various wards – they're expected to attend various meetings and maybe duplicating the work. Not a good use of the time of very busy partners.	Agree –
Agree – Cllrs struggle to identify mutually convenient meeting dates	
Agree – officers struggle to set meetings up due to lack of Cllr engagement	
Ward Teams are not representative of the community	
I think the issue around Ward Teams is difficult to nail. We have some regulars from the community who do come quite regularly, but they are not representative of the whole ward. We try to identify specific issues that will interest specific people, but it is not always easy to anticipate correctly, And there are large parts of the ward that have no representation and whose voice is not heard.	Agree –
Ward Teams are not representative of the community	
We upload action plan onto ward page after every team meeting. Turnout is usually around 5-12. Each meeting is focussed on a particular objective and meeting dates are diarised	

Stage 6 Responses - Feedback to Residents

Feedback
Notifying residents of the dates of ward meetings and agendas via council published documentation could be reviewed and improved
No problems here in getting information out via notice boards and social media
We have managed this as effectively as possible. Reading the 'Cllr Responsibility' notes I believe this is a completely unrealistic expectation given our many other commitments. We have really only been able to achieve this via ward meetings to those who attended and via staff support and if applicants attended other events we manage in the ward.
We involve all grant recipients in our ward team, and provide opportunities for groups to publicise their activities at ward committee meetings. *Agree -* *Need to improve the way we communicate with residents*
Of course, this is necessary – but there's not much evidence of it so far. Officers might find it difficult to entrust members to "visit recipients of funding to ensure constant support and monitoring" unless the present officer/member relationship is changed.
I agree that case studies and reports should be provided more frequently on ward pages.
I think the onus of responsibility on the councillor(s) here is far too much and should be more informal. Sure, councillors can do informal sharing of information, but as "community involvement" officers, I do feel the engagement with recipients of funding should lie with the officers. The application process should also be more automated in making one condition of funding a requirement that the recipient provide a report back to the ward team/committee on how funding has been used – with evidence. I don't really understand how you can expect councillors to undertake "constant" support. *Agree - Need to improve the way we communicate with residents* *Agree - Lack of understanding of who can get information on notice boards and the internet etc*
We keep residents informed through a number of channels: 1. Ward Team and Ward Committee written reports on the Ward News page of the CYC website, along with regular councillor update reports 2. Our local newsletters 3. Engagement with community groups in the course of our councillor duties 4. Community noticeboards We need to continually evaluate how we feed back to residents and ask their views.

Don't think the notice boards are used to their full advantage due to out of date information, lack of information . Insufficient keys to allow more access to notice boards. Many look old and tatty. Not inviting to read. Need to communicate through a variety of ways ie social media ,websites local shops and noticeboards.

Not reasonable to expect members to be visiting recipients of funding – the scheme should be monitored but by people with relevant skills, and members cannot always offer any more than any amateur volunteer as they are not experts. Communication is always a problem – the public are often disinterested unless it is their particular enthusiasm. People are not guaranteed to read either notice boards or websites so unless we can get free press coverage it is very difficult.   *Agree - Lack*
of understanding of who can get information on notice boards and the internet etc

Guildhall ward is increasingly getting more difficult to reach all residents, in part because a significant part of it is not available to reach by traditional means such as putting a letter or notice through a door. We have a number of "gated" communities. Even communicating ward surgeries can be difficult to manage and a regular council bulletin is much missed.   *Agree - Need to improve*
the way we communicate with residents
who can get information on notice boards and the internet etc

Roles Responses

Feedback
We have not had any problems with any of these areas
I believe our residents who are aware of this process would say we have done fairly well at achieving the goals outlined but it has not been possible to engage with the entire ward on this and therefore can only be true of the objectives and problems that have been outlined to us.
Sometimes it's difficult to avoid role reversal between councillors and officers
This again needs a very different approach from both sides of the equation. There is limited officer support and members need to understand how best to work with and engage officers, just as much as officers do with members. Again, we need to define and then understand the different terms introduced above – not entirely sure how the role of "custodian" fits in this context, while the words "SUPPORT" and "LEADER" need to be seen in a more interchangeable way. Officers need training to be able to better liaise with other council staff
This is the fundamentally weak area of the whole new ward committee process. Being frank, the whole system is biased to one or both of: - Councillors who have the time to work as councillors nearly full-time (e.g. don't have full-time careers or carer responsibilities)   - Parished areas or areas with a multitude of residents associations – these areas are far more able to bring in volunteer resource, ideas generation and where to allocate funding. The roles are defined as 'SUPPORT' and 'LEADER' but everything I've read in the above boxes seem to point to not 'LEADER' but 'MANAGER' and this is also where the system fails, when you're expecting the councillors not to be figureheads but to take on the lion's share of co-ordination, engagement, administration and direction.
My definition of leader is simply someone who guides and inspires a group of hard-working individuals, but doesn't manage and dictate. Additionally for the role of councillor, it says 'person-with-the-plan' which means the original language is fundamentally biased towards single member wards. Councillors in multi/mixed member wards are not a hive mind, and so this language needs to reflect that.
We understand our roles and that of officers.
Not always sure from whom or where to get information from.   Both Cllrs and Officers both benefit from communication, its a two way working partnership

When Linsay Cunningham was the cabinet member for communities, she was leading on work around neighbourhood models of working – and moving towards, I believe, 'model five' where the Ward Team LEADS the work and the councillors may be chairing this or being part of this, but the neighbourhood group collectively works towards this end. I felt so strongly that this far better encourages community working and engagement. The system now introduced seems to go all the way back, regressively, to 'model one' where the audience may be sat in a theatre style seating arrangement whilst the councillors sits behind a table and dictate everything. I feel sad that this appears to be happening.

Agree - *Cllrs not understanding their role*
Agree - *Cllrs have not got the time to fulfil their role*
Agree - *Not all Cllrs have the necessary skills*
Agree - *Confusion of roles*
Agree - *Cllrs awareness of supporting information/documents and access arrangements*

What is expected of councillors is overwhelming and confusing. Being a councillor is not a full-time job and these expectations to be a project manager and monitor is too much to expect.

Agree - *Cllrs not understanding their role*
Agree - *Cllrs have not got the time to fulfil their role*
Agree - *Not all Cllrs have the necessary skills*
Agree - *Confusion of roles*
Agree - *Cllrs awareness of supporting information/documents and access arrangements*

The Cllr role is understood, but sometimes it has to be balanced against the needs of the wider community and indeed the city, and the role has become more challenging over the years. One used to be able to do it and work full time. Now I think it is more difficult.

I wish there was more respect for the variety of skills Councillors bring to their role. Community engagement is a skilled role, and not everyone has the necessary skills or the time and desires to acquire them. But there are other very valuable skills which Councillors can bring to their role and all have an important place within the organisation. I am sure there is confusion of roles all the time and both sides should never promise more than they know they can give.

Time is an issue, the Cllr role takes up too much time - I would prefer a centralised system and in these financial times I don't think the current approach is the right one. This approach provides the opportunity for mis-representation of funds by Cllrs seeking re-election.

General Reponses

Feedback
We are parish as well as ward councillors so other funding sources are clear to us and can be aligned where appropriate. We are used to getting updates in work planned within the ward and officers respond to our enquiries We support the model and feel that the questions above paint a very negative picture of what is a good and effective system, with decisions being made by ward councillors and residents in a very positive way We think some case studies or examples of what has worked well would be useful but we do not think a forum is needed – councillors have enough meetings to attend and the system is well established and understood.
I agree with all the above points but would add that the timescales involved in this were unrealistic especially as it took months to get off the ground. The expectations of the outcomes were unrealistic given the limited resources to engage the whole of our communities in terms of time and ability to reach them. I would say we are probably going to find that the perpetually active residents and groups have done well out of this and the disengaged and hard to reach have not. More time and more support will be needed to change this. *Agree - How do we align other council processes to enhance community projects e.g. 106 payments & play capital scheme* *Agree - Poor joint working with other teams across the council* *Agree - Unaware of other planned CYC work scheduled for wards* *Agree - Delays in officer responses from council teams e.g. Highways Team* *Agree - Not enough officer resource to support the system* *Agree - Cllrs unsupportive of the model and processes* *Agree - We need a forum for Cllrs to share good practice*
We depend on a range of people providing information about what the council is doing or planning in our wards. That information on S106 or highways priorities is not always available at the point we need the information.　　*Agree -* *Agree - How do we align other council processes to enhance community projects e.g. 106 payments & play capital scheme* *Unaware of other planned CYC work scheduled for wards* *Agree - Delays in officer responses from other council teams e.g. Highways Team*

My view is very firmly that we have a system which offers great potential for increased officer involvement and for member engagement. But the questions in this survey illustrate just how far we are to meet the challenges posed by 21st century society. The questions also underline how much this authority needs to move away from silo-based thinking and management approaches if it is to find solutions by working with residents as opposed to doing things 'to' or 'for' them.

Agree – 'Some' Cllrs unsupportive of the model and processes

The new Ward Committee system with additional local funding is a welcome way to engage with residents and local community groups.

The system is bedding in and officers from across all areas of the Council need the capacity and the understanding to provide the necessary support.

We need to review how communication to Councillors, Ward Committees, and officers can continually be improved. I was delighted this year to have been able to use ward highways funding, a ward grant, and estate improvement funding on a project to significantly improve an area in my ward – something that has not been possible to bring together for years. This is just one example of how a pro-active ward Committee team can bring about improvements for local communities.

Agree – Delays in officer responses from other council teams e.g. Highways Team

The whole system was introduced in a scatty, barely-formed process, with bolt-ons added on halfway. It was declared a success (with no evidence) and further bolt-ons added to the ward funding process. Councillors with the time and resource to slot into the determined managerial roles have prospered – particularly if they represent areas where there is a high level of engagement and local organisations/resources to assist with projects.

Other areas, where councillors work full-time and represent areas of low engagement, are being rapidly left behind and the system is failing them.

The Labour Group, in their budget amendment last year, budgeted for greater volunteer capacity building. This was because we recognised that if this system is to be a success across the WHOLE city, then we need to understand the best ways to galvanise volunteers, engage them, and bring them on board. I don't think the council has dedicated anywhere near enough resource to make a devolved system of funding a success, and therefore it's failing in many areas. The result of this is, inevitably, that councillors increasingly have the sole responsibility for where thousands of pounds of taxpayers' money are being spent – on their own whims and without a full evidence base of need. It's basically become a vanity grants scheme for local groups. Because funding is already being allocated to wards on a 'per capita' basis and not on basis of need, this further distorts the fairness of the system and drives funding away from essential need and towards vanity.

This is why I'm also hugely concerned about value for money. In a time when the council is facing massive budget cuts, by devolving funds to local areas without any stringent, robust process of determining proper need, I think we are letting the taxpayer down on delivering value for their money. In the meantime, the original aspiration: to offer local people the chance to allocate funding locally on local need has been completely side-lined.

I'm cynical about the whole process because I think it serves "full-time" councillors better than it serves the needs of residents.

Agree – Poor joint working with other teams across the council
Agree – Unaware of other planned CYC work scheduled for wards
Agree – Delays in officer responses from other council teams e.g. Highways Team
Agree – Not enough officer resource to support the system
Agree – Cllrs unsupportive of the model and processes
Agree – We need a forum for Cllrs to share good practice

We feel that the new approach has energised local engagement and involvement, and in particular has helped to empower volunteer groups who we increasingly rely on to make things happen locally where the council has had to pull back. For the system to work, councillors need to be proactive and engaged. We feel that appropriate lessons have been learned from the first year, eg streamlining processes for obtaining bids. We can point to some really positive achievements that would not have happened without the ward funding system now in place.

Agree – Delays in officer responses from other council teams e.g. Highways Team

We need to be able to communicate where there has been good practice in a ward hence there could be savings to be made so as not to duplicate resources. Many Cllrs afraid of trying anything new. This new system permits each ward to spend on what they need tin their own ward.
Agree - Poor joint working with other teams across the council Agree - Unaware of other planned CYC work scheduled for wards Agree - Delays in officer responses from other council teams e.g. Highways Team Agree - Not enough officer resource to support the system Agree - Cllrs unsupportive of the model and processes
I don't know. Do we know what particular benefits are likely to come about because of the focus on ward based working.
Council wards are artificial constructs – not necessarily reflecting true communities, and frequently change quite arbitrarily due to the machinations of the Electoral Commission. At a time of huge pressures on Council budgets, which are not going to go away any time soon, are we absolutely sure that this is the most effective use of Officers and Councillors time. Identifying priorities in your ward is one thing – then subsequently managing the budgets for that work is another.
Section 106 monies is an issue. Better briefings are required from officers on ward level issues for ward cllrs. Ward Cllrs are not always kept informed or consulted, particularly following an election when there may have been a change to the ward Cllrs i.e. new Cllrs need a heads up on ward schemes that have been consulted on previously but not yet implemented. In regard to this new process, there should have been better consultation and a trial before full implementation.

Feedback on	Issued Raised	CET Response
Identifying Ward Priorities	Frequent changes of Neighbourhood Officer allocation does not help build up local knowledge	This is achieved through Officer Handover and Ward Cllr Support
	4 officers in support in the last 15 months and there has been little of no handover each time	
	The ward profile is readily available and could be used better to plan future work	Profiles are updated on a quarterly basis and uploaded on the council website. A Member Briefing has been arranged for 22 Nov 2016 to assist Cllrs in interpreting the data.
	We have identified our ward priorities, but they don't easily relate to the available information	
	How often is ward profile info updated and how are Cllrs expected to know when this has happened	
	Ward profile simply a document – no deeper analysis available, offered or undertaken, or encouraged to be undertaken. Do we have access to deeper officer resource to ask for this	
	Ward profile info is ok but not necessarily helpful	
	Split wards bring their own set of problems - Officer/Member relationships and learning to work together	Discussion Point - Communication
	Officers also need training on communicating with the public.	Part of job specification
	Different community involvement officers worked in different ways	All officers receive the same training and information and are expected to adapt their style of working to suit the needs of the ward
	New Cllrs may need assistance in defining Ward Priorities	Case Study A - Identifying Ward Priorities (Guildhall)
	Officers need to be more pro-active in their wards and let Cllrs know when they are in the ward.	Discussion Point - Managing

Feedback on:	Issued Raised	CET Response
	Not always aware of community activity or needs if it has not been drawn to our attention.	Expectations
Ward Committee Meetings	We have suffered from occasional low attendance and under representation of certain sectors.	Case Study B - Publicising Meetings (Heworth Without). NB: 'Our City' no longer exists
	Publicising Ward Committee meetings is difficult. Perhaps a budget for flyers could be agreed	
	Publicity has in my experience been pathetic	
	Ward meetings are not well attended	
	Some Councillors do promote their Ward Committees individually, but we need to ensure that this activity overlaps to other Council publications such as 'Our City'.	
	Social media is not the answer to everything - Ward Committee meetings need to be publicised in a variety of ways, and not just through social media.	
	We need to give more notice of events and longer lead in times.	
	Attending meetings is not usually a favourite activity for residents so attendance tends to be poor. Those that do attend tend to be the same faces with their own issues and priorities so the same subjects can be discussed every time.	Case Study C - Alternatives to Meetings (Fishergate & Strensall? Walkabouts)
	To help address officer attendance issues, videos/presentations could be produced for use in multiple wards.	This may be possible for some issues - needs further consideration to understand the resources required
	Working in a split ward brings its own problems and disadvantages which, in my experience, many officers totally fail to understand and address.	Discussion Point - Communication

	Minutes of previous meetings need providing sooner not just a few days before the next meeting.	Only one formal meeting and the Minutes go on the council website

Feedback on:	Issued Raised	CET Response
Ward Committee Meetings	Some clear standards for communications between officers and members need to be outlined, discussed and agreed.	Discussion Point - Managing Expectations
	Logistical support needs improving - officers need training.	
	Setting the meeting agenda needs doing in conjunction with officers not solely by Cllrs	
	I think that rather than the officer responsibility being simply 'logistical', there should be a more managerial aspect in ensuring the councillors live up to their responsibilities and ensuring a regular cycle of meetings rather than waiting for us to make our minds up.	
Ward Funding	We have not tried cross ward funding any schemes but would be prepared to consider doing so.	Case Study D - Cross Ward Funding (Clifton & Clifton Without & Rawcliffe)
	Many organisations do not work exclusively in one ward – even if tied to a local community these will often cross ward boundaries. So useful to in some cases to get an agreed policy with a neighbouring ward.	
	Joint commissioning is great but huge resource & management issues	
	The bureaucracy around the ward highways part of ward funding is cumbersome and long winded	Highways Fact Sheet & 2 Briefings have already been provided. Officers have also introduced a process to manage the highways scheme requests.
	The funding for highways work is so small in comparison with typical costs that it's almost not worth having!	

	The system is perfectly workable but it needs competent management from an officer perspective – after all officers are the 'drivers' of this approach from an administrative point of view.	Discussion Point - Managing Expectations

Feedback on:	Issued Raised	CET Response
Ward Funding	Need to speed up the process of processing grants so that funding is made available sooner	There is an Veritau audit ongoing of the mechanics of the process from start to finish, which will identify areas for improvement.CET will review their processes in light of Cllrs feedback from this review and the Veritau findings. Officers will also review the way successful funded ward schemes are reported.
	The system probably needs a complete overhaul as the distribution of funding is quite complicated and, therefore, causes a considerably unnecessary workload for Officers and Councillors alike	
	Keeping end user informed of when the funding will be made available	
	This stage is haphazard at best. Communication is poor. Cllrs need to be kept informed so that they can respond to queries from applicants. We need to know when an application has been signed off and passed on for processing and we need to know when the funding has been released.	
	Tracked progress is helpful as would the tracking of spend per ward if it could be regularly reported to ward councillors	
	Too long a process from ideas to funds been processed - Organisations need a quicker response in case they need to seek alternative funding.	
	Easier and quicker to get costings perhaps a network system between wards so things do not get duplicated.	Working Group
	Form should include targets so that providers know how to record their performance for reporting back.	Additional question could be added to the form asking applicants to indicate how they will measure success and report back.
	There seems to be no requirement for the spending to be accountable or any performance indicators to evaluate success or other wise. It appears to be a case of handing the money over then no more questions asked by officers	

Feedback on:	Issued Raised	CET Response
Ward Funding	There's something fundamentally missing in the division of responsibilities above: advertising the application process. Do groups know what's available? The result is that the ward funding becomes just a grant scheme for charitable groups to get extra funding. When the "devolution" of funding to ward was announced, the rationale was so that local people could decide how to spend money in their wards according to local priorities – NOT councillors' own vanity and NOT as a grants scheme.	Case Study E - Engaging Residents in Funding Decisions (Westfield & ??)
Ward Action Plans	Some consistency in officer support would be welcome – our ward has had 5 neighbourhood officers in the past 3 years and of these only 1 has been with us for any length of time. This has been a significant factor in the poor level of progress to date.	Discussion Point - Working Together
	This is a large amount of work especially when considered against our many other responsibilities. I am so behind on it that I am not even sure if we are on track and do not have the time to check so rely heavily on our staff support.	Case Study F - Action Plans (Dringhouse & Woodthorpe) Plus Application Form & Guidance. In addition, an annual letter and review form is sent out to all those in receipt of ward funding. In the future, this information will be shared with wards annually to promote good practice
	We do not have an Ward Action Plan. If one is to be effectively maintained and delivered, this requires far more work than has so far been put into the project by officers	
	I've never seen a copy of a ward action plan – in any format. I didn't even know this was a requirement.	
	Highlight to other Cllrs good positive plans put into action in wards across the city.	

We have Ward Priorities which inform our consideration of funding bids and the schemes that we commission. We do not have a formal 'Action Plan'.

Feedback on:	Issued Raised	CET Response
Ward Team meetings	It requires training in communication and co-operation for members in split wards (officers might find this useful too)	Discussion Point - Communication
	Better preparation is needed ahead of ward team meetings and better communication.	Discussion Point - Managing Expectations
	I feel the division of responsibilities is unfair – especially as the officer is based in their role full-time, whilst councillors are working part-time.	
	In a three member ward, the agreement of two members for anything should be sufficient.	Discussion Point - Working Together
	Cllrs need to be given a heads up of whats on facebook etc	Each ward has a web page and a twitter account
	Sometimes people don't attend ward team meetings, particularly when we're trying to deal with procedural actions, such as reviewing budgets.	Case Study G - Partner Engagement (Guildhall)
	Partners are expected to attend ward teams yet they may have involvement across various wards – they're expected to attend various meetings and maybe duplicating the work. Not a good use of the time of very busy partners.	
Feedback to Residents	I think the onus of responsibility on the councillor(s) here is far too much and should be more informal. Sure, councillors can do informal sharing of information, but as "community involvement" officers, I do feel the engagement with recipients of funding should lie with the officers.	Discussion Point - Managing Expectations
	Don't think the notice boards are used to their full advantage due to out of date information, lack of information. Insufficient keys to allow more access to notice boards. Many look old and tatty. Not inviting to read.	Case Study H - Use of Noticeboards (Wards?)

Feedback on:	Issued Raised	CET Response
Feedback to Residents	The application process should also be more automated in making one condition of funding a requirement that the recipient provide a report back to the ward team/committee on how funding has been used – with evidence.	An additional question could be added to the form asking applicants to indicate how they will measure success and report back.
Roles	Not always sure from whom or where to get information from.	CET officer first point of contact
	CET Officers need training to be able to better liaise with other council staff	Update Paper to CMT re neighbourhood model highlighting implementation and barriers
	Sometimes it's difficult to avoid role reversal between councillors and officers	Discussion Point - Working Together
	We need to define and then understand the different terms introduced above – not entirely sure how the role of "custodian" fits in this context, while the words "SUPPORT" and "LEADER" need to be seen in a more interchangeable way.	
	The Cllr role is understood, but sometimes it has to be balanced against the needs of the wider community and indeed the city, and the role has become more challenging over the years. One used to be able to do it and work full time. Now I think it is more difficult.	
General	Need to review how communication to Councillors, Ward Committees, and officers can continually be improved.	Discussion Point - Communication
	We need to be able to communicate where there has been good practice in a ward hence there could be savings to be made so as not to duplicate resources.	

	Information on S106 or highways priorities is not always available at the point we need the information.	Factsheet & Briefing
	Section 106 monies is an issue.	
Feedback on:	**Issued Raised**	**CET Response**
General	Improve response times from service delivery officers in Directorates	Update Paper to CMT re neighbourhood model highlighting implementation and barriers
	New Cllrs need a heads up on ward schemes that have been consulted on previously but not yet implemented.	New & Improved Ward Cllr Induction

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Veritau

Assurance Services for
the Public Sector

Ward Committee Budget Decision Making

City of York Council

Internal Audit Report 2016/17

Business Unit: Communities and Neighbourhood Services
Responsible Officer: Assistant Director – Communities, Culture and Public Realm
Service Manager: Head of Communities and Equalities
Date Issued: 28 November 2016
Status: Revised Draft

	P1	P2	P3
Actions	0	1	3
Overall Audit Opinion	Reasonable Assurance		

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Summary and Overall Conclusions

Introduction

On 30 July 2015 Executive considered and approved the council's new approach to community engagement. This new approach involved the re-establishment of ward committees to enable the council to work in closer partnership with residents in order to tackle local issues and increase community capacity. Amongst other responsibilities, ward committees are charged with drawing up ward priorities based on engagement with residents, agreeing expenditure and services and stimulating community schemes that meet local needs.

To support this effort the council invested significant resource in the form of a £925K funding pot allocated between wards. For 2016/17 a further £100K has been added specifically to assist wards with local environmental schemes, taking total spending power to over £1M. The devolved budgets available to ward committees comprise of a one-off and three recurring annual funding streams which can be used flexibly to address ward priorities and to support and develop community initiatives which benefit local residents and may reduce reliance on council services.

Objectives and Scope of the Audit

The purpose of this audit was to provide assurance to management that procedures and controls within the system ensure that:

- Expenditure addresses ward priorities and/or is supported by full and effective engagement with ward residents
- The quality of information available to ward committees (and the extent to which this information is being used) is sufficient to enable effective decision making
- The effectiveness of spending decisions is measured

The audit reviewed the procedures underpinning the approach rather than assessing the validity of the approach itself. It also involved holding discussions with a sample of ward councillors in order to establish the basis on which spending decisions have been made and the approaches that have been taken to engage residents in these decisions. While anecdotal evidence was heard, all findings presented are those which could be readily substantiated. Additional informal feedback has been provided to the service ahead of the publication of this report.

Key Findings

Overall a sound framework for the administration of ward funding was found to be in place but it was observed that the level of resident engagement across wards is not always satisfactory. Although it is not expected that wards operate identically, engagement is fundamental to the neighbourhood working approach and, without it, the system is at risk of breaking down.

A number of wards were selected as part of the audit to be reviewed in detail. Their selection was determined by a stratified random sample that grouped wards based on their total ward budget. The sample was discussed with the service prior to undertaking the audit to ensure that the sample would prove representative of the range of city centre, suburban, rural, single-member, parished, unparished, affluent and relatively impoverished wards that exist across the city.

Not all of the wards selected for review had formally agreed priorities or allowed sufficient opportunity for engagement in their formulation. Similarly, while some ward teams were found to have been making use of ward committee meetings to involve residents in proposed projects and schemes, this is not being done consistently. However, review of the grant application process revealed that all approved applications were justified and could be related back to ward priorities where possible. Spending decisions have also been routinely recorded on the register of ward committee funding decisions, providing a good level of transparency (although its presentation could be improved to allow for greater ease of searching and for the development of a lessons learned approach across wards).

It is clear that the council has put significant effort into publicising ward committee meetings but that this is mainly limited to the council website and to social media which may be excluding a significant proportion of ward residents.

In the main, it appears that ward profiles (documents produced by the council's Business Intelligence Hub containing important social and demographic indicators) have been helpful in the initial setting of ward priorities but that their use on an ongoing basis is limited. The primary use of the document has been to reassure ward teams that significant socio-demographic issues have not been overlooked when setting the priorities. Testing conducted to compare ward priorities to ward profiles provided support for the fact that these documents are used in priority setting and that the priorities being set are appropriate for the wards. Ward councillor experience of data provided by council departments and by ward partners varied markedly and, as such, it is not clear how important this information is to decision making.

At the time of testing only three of 10 grant recipients had returned final reports in support of their applications. The three available reports differed significantly in content and level of detail owing in part to the fact that there is not a template for the report, although expenditure had always been accounted for in this way. Some wards have chosen to use ward committee meetings as a forum for receiving information on the outcome of projects and this acts as a compensating control to an extent. However, as this is not a mandatory element or applied consistently across wards it is not effective enough on its own to negate the requirement for formal reporting.

Overall Conclusions

The arrangements for managing risk were satisfactory with a number of weaknesses identified. An acceptable control environment is in operation but there are a number of improvements that could be made. Our overall opinion of the controls within the system at the time of the audit was that they provided Reasonable Assurance.

1 Resident engagement

Issue/Control Weakness	Risk
Lack of engagement in ward priority setting and in spending decisions.	Inappropriate expenditure. Reputational damage.

Findings
Overall, it is apparent that the level of engagement in ward priority setting and spending decisions is not satisfactory across wards. While it is not expected that wards should operate identically, engagement is the cornerstone of the neighbourhood working approach and so minimum standards in respect of this must be achieved. Based on the evidence gathered from ward councillors and ward web pages, it is clear that not all wards have set priorities in consultation with residents and also that not all wards have set priorities. Without consultation, it may be that the priorities set are not appropriate for the residents and, without formally agreeing ward priorities, it is difficult to see how consistent and informed decisions can be made on spending proposals. In respect of spending decisions, while some ward teams have used the ward committee correctly as a forum for involving residents in spending proposals, others have not. The ability for wards to take decisions at ward team meetings, although entirely allowable under the neighbourhood working approach, has had the effect of reducing the opportunity for engagement where wards have not made efforts to consult residents at ward committee meetings or through other engagement channels. There is some limited evidence of other methods being used to engage residents in spending decisions but it is not clear how effective these have been or how often they are employed.

Agreed Action 1.1		
Recommendations from the ward funding scrutiny review that is currently in progress will form the basis of future actions in this area.	Priority	2
	Responsible Officer	Head of Communities and Equalities
	Timescale	March 2017

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2 Register of ward committee decisions on funding

Issue/Control Weakness	Risk
The register of ward committee decisions on funding is not readily accessible.	Residents are not able to effectively scrutinise spending decisions. The benefits and efficiencies that could be derived from a lessons learned approach are not realised.

Findings

All approved schemes recorded on the master spreadsheet were found to have been published on the council website as part of the register of ward committee decisions on funding. However, the presentation of this register as monthly scanned PDFs does not provide for easy searching either within or between documents. As a result, it can be difficult to find particular approved spending decisions or spending decisions by ward. The Communities and Equalities Team produces an Excel decision log and, if this were to be adapted for online publication, it would not only enable easier searching and hence greater transparency but could also facilitate a lessons learned approach by allowing ward teams to draw on the outcomes of projects from across wards.

Agreed Action 2.1

A refinement to the current system will be made, allowing the public easier access to the monthly decision log which will include the facility to search by ward. At the end of the current financial year the new system will be used to report on the activity across the whole of 2016/17. This will demonstrate the ability of the new system with a view to formally introducing it at the start of 2017/18.	**Priority**	3
	Responsible Officer	Head of Communities and Equalities
	Timescale	March 2017

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3 Communication

Issue/Control Weakness	Risk
Communication media used to publicise ward committee meetings has limited exposure.	Ward residents are not aware of ward committee meetings and thus do not have the opportunity to engage in ward priority setting or spending decisions.

Findings

While there was evidence available to support the fact that the council has made efforts to communicate ward committee meetings to residents and that it has done so consistently, these efforts appear limited to internet and social media platforms and thus may exclude a significant proportion of ward residents. Communication to remaining residents is, therefore, reliant on the efforts of ward councillors which testing showed not to be consistent across wards.

Based on ward committee attendance figures alone it is not possible to establish whether or not the low attendance is the result of poor communication, a lack of interest on the part of ward residents or a combination of both. However, when considered alongside discussions with ward councillors, it appears that communication is not as effective as it could be and that this is at the very least a contributing factor in the poor attendance at ward committees.

Agreed Action 3.1

The council's Your Ward publication (which is delivered to every household in the city) will next be issued in January 2017. Community Involvement Officers are already working with ward councillors to set dates for meetings and events in advance so that, as far as possible, the publication can be used to publicise this to residents.

The publication will also feature a number of stories from across all wards, reporting on the projects and schemes that have been funded through the ward budgets. There will also be a feature promoting the ward funding process with details of how to apply and who is eligible.

In addition, any recommendations from the ward funding scrutiny review that is currently in progress will also form the basis of further actions in this area.

Priority	3
Responsible Officer	Head of Communities and Equalities
Timescale	January 2017

4 Monitoring of scheme outcomes

Issue/Control Weakness	Risk
Final reports are not always produced.	Expenditure is not accounted for.
	The effectiveness of spending decisions is not known.

Findings

Only three of 10 grant recipients sampled as part of the audit returned a final report. All but one of the applications for which there was no final report were made in the 15/16 financial year. Therefore, it is highly probable that the projects or initiatives have been concluded for a period of time greater than three months and thus a final report would be expected (even taking into account delays in their receiving funding). The reports received varied in content and level of detail. It was found that, although the council outlines the required content of the final report, there is not a report template.

A compensating control is the fact that three of the five wards tested were found to have used ward committee meetings as a forum for grant recipients to feed back on the outcomes of their respective projects or initiatives. In this way, councillors are able to establish whether or not ward priorities have been addressed as expected and if the project has been a success. This approach seems an appropriate method of accounting for project delivery but is not mandatory and thus the effectiveness of all spending decisions cannot be measured in this way.

Agreed Action 4.1

The Communities & Equalities team is currently designing a monitoring form that will be trialled with projects and schemes that are now complete. The design and content of the form will take into consideration the questions asked in the application stage of the ward funding process. Following feedback from this trial, a final form will be introduced at the start of the 2017/18 financial year so that applicants will not only complete the application form but will also have clear expectations as to what is required by way of monitoring.	**Priority**	3
	Responsible Officer	Head of Communities and Equalities
	Timescale	April 2017

In addition, any recommendations from the ward funding scrutiny review that is currently in progress will also form the basis of further actions in this area.

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Audit Opinions and Priorities for Actions

Audit Opinions	
Audit work is based on sampling transactions to test the operation of systems. It cannot guarantee the elimination of fraud or error. Our opinion is based on the risks we identify at the time of the audit. Our overall audit opinion is based on 5 grades of opinion, as set out below.	

Opinion	Assessment of internal control
High Assurance	Overall, very good management of risk. An effective control environment appears to be in operation.
Substantial Assurance	Overall, good management of risk with few weaknesses identified. An effective control environment is in operation but there is scope for further improvement in the areas identified.
Reasonable Assurance	Overall, satisfactory management of risk with a number of weaknesses identified. An acceptable control environment is in operation but there are a number of improvements that could be made.
Limited Assurance	Overall, poor management of risk with significant control weaknesses in key areas and major improvements required before an effective control environment will be in operation.
No Assurance	Overall, there is a fundamental failure in control and risks are not being effectively managed. A number of key areas require substantial improvement to protect the system from error and abuse.

Priorities for Actions	
Priority 1	A fundamental system weakness, which presents unacceptable risk to the system objectives and requires urgent attention by management.
Priority 2	A significant system weakness, whose impact or frequency presents risks to the system objectives, which needs to be addressed by management.

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Priority 3	The system objectives are not exposed to significant risk, but the issue merits attention by management.

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Ward Funding Scrutiny Review

List of Ward Funding Applicants - Scrutiny Review Consultees

Previously Successful Applicants
Arts Barge
Barstow House - Musical Connections
Catalyst@ Bishopthorpe
Community Sparks at Door 84
Deighton Parish Council
Dunnington Playing Fields Association
Elvington Parish Council
Elvington Under 5's Pre School
Explore Clifton Library
Explore Strensall Library
Friends of Chapmans Pond
Friends of Danesmead Wood
Friends of Dringhouses Library
Friends of Glen Gardens
Friends of Guildhall Gardens
Friends of Hob Moor
Fulford Parish Council
Fulford Show
Fulford Tennis Club
Hamilton Panthers FC
Heslington Scout Group
Heslington Village Meeting Room Committee
Heworth Abundance Group
Heworth Scout Group
Heworth Without Parish Council
Junction Cafe
Low Moor Allotment Association
Mayfields Community Trust
Mosaic Community Gardens, Heworth/Friends of Glen Gardens
Musical Connections
Osbaldwick Parish Council
Poppleton Road Monday Club
SCYSA
Skelton Village Hall Committee
St Chad's Greys Scout Group
St Edward the Confessor Church
Summer Holiday Childcare Club (Poppy Road Kids Club)
The Groves Association
The Obscura Project
The Occasion Choir
The Wonder Years Childcare Charity
West Thorpe Scout Group
Wheldrake Youth Club
York Flourish
Youth Café at St Mark's Rawcliffe

Citywide Applicants
Arts Barge
Musical Connections
St Nicholas Fields
York City FC
York Flourish

Current Applicants
Accessible Arts & Media
Skelton Parish Council
The Old School Wigginton
Upper Poppleton Parish Council
Wigginton Sports & Playing Fields
York City Football Club

Communities & Environment Policy & Scrutiny Committee – Workplan 2016/17

Dates	Work Programme
29 June 2016 @ 5:30pm	1. Attendance of the Exec Mbr for Environment – Update on Priorities & Challenges (confirmed) 2. Report on Riverside Improvements (Dave Meigh) 3. Scoping Report on Ward Funding & Commissioning Review (Mary Bailey/Charlie Croft) 4. Workplan 2016/17
18 July 2016 @ 5:30pm	1. Attendance of Exec Mbr for Housing & Safer Neighbourhoods – Update on Priorities & Challenges (Cllr Carr) 2. CYC Year End Financial & Performance Monitoring Report (Patrick Looker) 3. SYP Bi-Annual Performance Report inc. Update on Drug Related Crime & Disorder (Jane Mowat) 4. Attendance of North Yorkshire Police (Deputy Commander Charlotte Bloxham - attendance confirmed) 5. Consultation on Draft Alcohol Strategy (Nick Sinclair) 6. Housing Allocations Policy Development Review Draft Final Report 7. Update Report on the Housing & Planning Bill (S Waddington) 8. Workplan 2016/17
21 Sept 2016 @ 5:30pm	1. Presentation on Allerton Park Waste Recovery Treatment Centre (Ian Fielding NYCC) 2. CYC First Qtr Finance & Performance Monitoring Report (Patrick Looker) 3. CYC Flood Defences Action Plan (Steve Wragg & Environment Agency) 5. Workplan 2016/7
16 Nov 2016 @ 5:30pm	1. Attendance of North Yorks Fire & Rescue Service (David Dryburgh) & Update on the Fire Authority 2. Update on the 2016 work of AVANTE & Operation Erase (Tanya Lyon) with Adam Thomson NYP (AVANTE Chair) in attendance 3. Update on 2013-16 Hate Crime Strategy (Paul Morrison) 4. Feedback on Environment Agency Consultation on Flood Action Plan (Steve Wragg) 5. Workplan 2016/7
25 Jan 2017 @ 5:30pm	1. Update on Mixed Recycling & Waste Collection, including tangible timelines - Executive Mbr for Environment 2. CYC Second Qtr Finance & Performance Monitoring Report (Patrick Looker) 3. Update on Current Community Safety Plan & Hate Crime Strategy (Jane Mowat) - Leader in Attendance 4. SYP Bi-Annual Performance Report (Jane Mowat) 5. Report on Domestic Violence & Drug Related Crime & Disorder(Jane Mowat) 6. Ward Funding Scrutiny Review – Draft Final Report 7. Workplan 2016/7

15 March 2017 @ 5:30pm	1. CYC Third Qtr Finance & Performance Monitoring Report (Patrick Looker) 2. CYC Flood Defences Strategy Consultation (Steve Wragg) 3. Workplan 2016/7
17 May 2017 @ 5:30pm	1. Draft Community Safety Plan 2. Six-monthly update report from North Yorkshire Fire and Rescue Service. 3. Draft Workplan 2017/18