



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

To: Councillors Bowgett (Chair), Gillies (Vice-Chair), King, Orrell, Vassie, B Watson and Sue Galloway

Date: Tuesday, 2 March 2010

Time: 5.00 pm

Venue: The Guildhall, York

AGENDA

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on the agenda.

2. Minutes (Pages 3 - 6)

To approve and sign the minutes of the meeting of the Committee held on 19 January 2010.

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 **Monday 1 March 2010 at 5.00 pm.**

4. 2009/10 Third Monitoring Report - Finance (Pages 7 - 40)
and Performance

This report presents the latest projections for revenue expenditure for the Neighbourhood Services portfolio to end of November 2009 and details progress against the directorate plan priorities and key performance indicators to end of December 2009.

5. **Drug Action Team** (Pages 41 - 46)
Briefing on the Drug Action Team in support of a possible scrutiny review on “The Impact of Drug Abuse on the City”.
6. **Safer York Partnership** (Pages 47 - 58)
A presentation will be given on the Safer York Partnership (Crime Disorder Reduction Partnership) – Understanding the different groups that feed into it and the “Hallmarks” set for them.
7. **Scoping Report for Gritting Policy Review** (Pages 59 - 76)
This report presents information on the council’s response to the recent severe weather conditions, together with feedback from the Task Group set up to scope this scrutiny review. Members are asked to consider the information provided and agree methods for progressing the review.
8. **Workplan** (Pages 77 - 86)
Members are asked to consider the Committee’s workplan. Extracts from the Executive Forward Plan are also included.
9. **Urgent Business**
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:
Name: Jayne Carr
Contact Details:
Telephone – (01904) 552030
Email – jayne.carr@york.gov.uk

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

- Registering to speak
- Business of the meeting
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Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

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City of York Council

Committee Minutes

MEETING	COMMUNITY SAFETY OVERVIEW & SCRUTINY COMMITTEE
DATE	19 JANUARY 2010
PRESENT	COUNCILLORS BOWGETT (CHAIR), GILLIES (VICE-CHAIR), KING, ORRELL, B WATSON, FIRTH (SUBSTITUTE) AND WAUDBY (SUBSTITUTE)
APOLOGIES	COUNCILLORS VASSIE AND SUE GALLOWAY

24. DECLARATIONS OF INTEREST

Members were asked to declare any personal or prejudicial interests they may have in the business on the agenda. Councillor Gillies declared a personal non-prejudicial interest in agenda item 5 (minute 28 refers) "Report on Possible Topics for Scrutiny Review", as his daughter had previously worked for the Drugs Action Team.

25. MINUTES

RESOLVED: That the minutes of the meeting of 1 December 2009 be confirmed and signed by the Chair as a correct record.

26. PUBLIC PARTICIPATION

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

27. PRESENTATION BY NORTH YORKSHIRE FIRE & RESCUE SERVICE

A presentation was given by David McCabe, Group Manager - North Yorkshire Fire and Rescue Service. He gave details of the service's involvement in the Safer York Partnership. The Fire and Rescue Service were a delivery mechanism for a number of projects including youth engagement work, road safety initiatives, drink driving campaigns and the carrying out of home risk assessments. They also played a strategic role in steering particular initiatives.

At the request of Members, an update was given on the proposed development of a fire station to the south of the city. It was noted that a project brief was currently being finalised.

Mr McCabe was thanked for his attendance at the meeting.

28. REPORT ON POSSIBLE TOPICS FOR SCRUTINY REVIEW

Members received a report that presented two topic registration forms, which had recently been submitted, together with a list of other suggested topics. Members were asked to consider and agree which, if any, of these should proceed to scrutiny review.

(a) Salt bins/pavement, road and path gritting

Consideration was given to the registration form that had been submitted by Councillor Bowgett on the topic of "Salt bins/pavement, road and path gritting". Councillor Bowgett paid tribute to the work that staff had carried out in very difficult weather conditions. She explained the reasons for submitting the registration form, including having received a number of complaints from residents, particularly in respect of footpaths.

Members endorsed the comments that Councillor Bowgett had made regarding the tremendous work that staff had carried out. Views were put forward that the roads, particularly the main routes, had been well gritted during the severe weather conditions and that the key concerns related to footpaths, salt bins and cycle paths.

A copy of the current gritting policy had been attached as Annex D to the report. It was noted that officers had already been instructed to review the council's current policy on gritting and would welcome the Committee's participation in that process.

Members noted the emails that had been submitted by Councillor D'Agorne in support of a review on this issue. He requested that the review included consideration of actions required to make cycle routes safer when adverse weather conditions occurred.

Discussion took place as to the most appropriate time at which to carry out a scrutiny review, particularly in view of the officer review of the policy that was to be undertaken. It was agreed that the scrutiny review should commence as soon as possible to ensure that any amendments to the policy could be put in place in readiness for next winter. It was, however, important that the review did not duplicate the work that was being carried out by officers.

Officers agreed to provide a report for the next meeting updating Members on how the "Highway Maintenance Services – Winter Maintenance Manual" had been applied during recent weeks and the lessons learnt.

(b) The effectiveness of CCTV in relation to the costs involved

Consideration was given to the registration form that had been submitted by Councillor Bowgett on the topic of "The effectiveness of CCTV in relation to the costs involved." Information on the use of CCTV in York had been provided by the Safer York Partnership and circulated to the committee. Officers stated that a report on CCTV was

due to be presented to the Executive in Spring 2010 and would cover issues referred to in the registration form. The report could be made available to the Committee for their consideration and comments prior to it being presented to the Executive.

(c) Impact of drug use on the City of York

Councillor Gillies suggested that the committee may wish to consider undertaking a review on the impact of drug use on the city. Issues that could be considered included: the impact on crime, support for drug users and the role of the agencies.

(d) Domestic Violence

Councillor Watson suggested that domestic abuse may also be a worthwhile topic for a scrutiny review. Councillor Gillies stated that he had recently attended a presentation on this issue and would arrange for the information to be circulated to Members.

- RESOLVED: (i) That a scrutiny review be carried out on “City of York Council Winter Gritting Policy”.
- (ii) That suggested issues for inclusion within the review include:
- Pavements
 - Salt bins
 - Cycle paths
 - Public areas (including schools and shopping areas)
 - Legal and health and safety implications
- (iii) That a task group be formed to meet with officers to draft a scope for the review for consideration at the next meeting.
- (iv) That the members of the task group be:
Councillor Bowgett
Councillor Gillies
A Member nominated by the Liberal Democrat Group.
- (v) That, for the next meeting, officers prepare a briefing paper on how the “Highway Maintenance Services – Winter Maintenance Manual” had been applied during recent weeks and the lessons learnt, and that this be fed into a scoping report for the scrutiny review of the Winter Gritting Policy based on the work of the Task Group (see (iii) above¹).
- (vi) That, as a report on CCTV is due to be presented to the Executive in Spring 2010, a scrutiny review of CCTV not be undertaken at this time.

- (vii) That the Committee be consulted during the drafting of the report on CCTV that is to be presented to the Executive.²
- (viii) That an information report on the impact of drug abuse on the city be presented at the next meeting to enable the Committee to determine whether they would wish to proceed with a scrutiny review on this topic.
- (ix) That if, having considered the information provided by Councillor Gillies on the issue of domestic abuse, any Member considered that the Committee should pursue the topic further, they would complete a topic registration form.
- (x) That, in view of the workload of the Committee, the remaining topics suggested in the report as possible issues for scrutiny review be held in abeyance.

REASON: To populate the workplan and progress the work of the Committee in line with Scrutiny Procedures and Protocols.

Action Required

- | | |
|--|----|
| 1. Briefing paper to be prepared | RW |
| 2. Scrutiny Committee to be consulted during drafting of report prior to submission to Executive | RB |

29. WORKPLAN

Consideration was given to the work plan for the Committee for 2010.

RESOLVED: That the work plan be updated to reflect the decisions taken by the Committee under item 5 of the agenda (minute 28 refers).

Councillor D Bowgett, Chair
[The meeting started at 5.00 pm and finished at 6.35 pm].



**Meeting of the Community Safety Overview
and Scrutiny Committee****2nd March 2010****Report of the Director of Neighbourhood Services****2009/10 THIRD MONITORING REPORT – FINANCE & PERFORMANCE****Summary**

- 1 This report presents two sets of data:
 - a) The latest projections for revenue expenditure for the Neighbourhood Services portfolio to end of November 2009.
 - b) Progress against the directorate plan priorities and key performance indicators to end of December 2009.

Background

- 2 Service provision and financial performance are strongly linked. This paper provides a progress update on the financial and performance position of the directorate.

Management Summary: Financial Overview

- 3 The Neighbourhood Services portfolio is forecasting an overspend of £359k after identification of in year savings of £200k. This is a variation of 1.14% of the net expenditure budget.
- 4 Further savings have been identified which are shown in the 'recovery plan' at annex A.
- 5 The current general fund revenue budget for the Neighbourhood Services Portfolio is £31.622m, including the budget contribution to Safer York Partnership.
- 6 Current projections for the general fund portfolio show expenditure of £31.981m compared to budget, an overspend of £359k which represents a variation of 1.14% on the net expenditure budget.
- 7 The financial position for each General Fund service area is dealt with separately in the following sections. The overall position can be summarised as follows:

	Exp Budget	Income Budget	Net Budget	Forecast	Var'n	Var'n
	£000	£000	£000	£000	£000	%
Env Health & Trading Standards	3,177	(980)	2,197	2,201	4	0.18
Bereavement Services	468	(1,347)	(879)	-828	51	(5.80)
Registrars Service	401	(375)	26	11	(15)	(57.69)
Licensing & Regulation	713	(721)	(8)	(24)	(16)	200
Neighbourhood Management	1,308	(379)	929	871	(58)	(6.24)
Ward Committees	1,145	0	1,145	1,145	0	0
Building Maintenance	7,719	(7,510)	209	209	0	0
Highways Maintenance	18,819	(7,393)	11,426	11,426	0	0
Waste Services	14,266	(5,041)	9,225	9,661	436	4.73
Cleaning	3,477	(3,269)	208	266	58	27.88
Neighbourhood Pride Service	6,197	(3,567)	2,630	2,758	128	4.87
Parking Services	3,566	(642)	2,924	3,029	105	3.59
Enforcement and Environment	684	(5)	679	679	0	0
Contribution to Safer York Partnership	583	0	583	583	0	0
Transport & Overheads	4,238	(3,910)	328	(6)	(334)	(101.83)
General Fund Total	66,761	(35,139)	31,622	31,981	359	1.14

8 Details of the variances are covered later in the report but the significant variances as reported previously, and which have not changed in the month, are as follows:

- Unbudgeted legal costs due to the loss of the Elvington Airfield case are expected of £28k.
- An overspend on Bereavement services of £51k due to reduced income and additional costs for maintenance.
- Higher levels of income in Registrars of £15k
- There is an overspend on Landfill Tax of £200k
- Unbudgeted security costs at Towthorpe HWRC are forecast at £75k.
- A delay on the construction of the Silver Street Toilets new facility means that £31k of the income target for the year will not be achieved.

- A one-off underspend in Transport of £200k on vehicle leases.
 - An underspend on utilities of £26k.
 - An overspend on the Cleaning account from funding the purchase of swine flu materials of £65k offset by spending controls on other materials of £7k
 - Additional one-off vacancies and underspends on overhead budgets have been identified of £108k.
- 9 Additional variances have been identified in the month in the following areas:
- There is a forecast overspend on Commercial Waste of £161k as income is not projected to achieve target.
 - Income from penalty charge notices (PCN's) is forecasting to overspend by £105k.
 - An overspend on the Neighbourhood Pride Service of £121k offset by an underspend on Abandoned cars of £24k.
 - Underspends on staffing costs due to vacancy management across the directorate of £98k.
- 10 Other pressures identified within the directorate budget are being met, wherever possible, by underspends.
- The corporate cost of swine flu materials is being met within the current bottom line.
 - The directorate is preparing to take out MoreForYork in-year savings and maximising these wherever possible to aid the corporate overspend.
 - Progress on the recovery plan target of £460k is identified at annex A.
- 11 Further pressures identified since the work on the November accounts are:
- Winter gritting and basic highways maintenance is currently overspending due to higher than expected volumes of work due to the recent harsh weather conditions.

Management Summary: Performance Overview

- 12 Of 11 NS actions within the corporate strategy, 5 have been completed, 3 are on track and 3 are late but will be completed during the financial year.
- 13 All 4 LAA indicators that can be measured are on target. Three are improving, while the fourth is stable.
- 14 71% of the National PIs that are measurable at this point are on target, while 73% are improving on last year.
- 15 Overall progress on directorate plan at 71% at end December 2009 - with 16 of 89 actions/targets at red and 54 at green. This is a slight improvement compared with the position at end of Q2.

Financial Performance: Revenue

Environmental Health and Trading Standards

- 16 The current projection forecasts that this account will overspend by £4k. The variance is as follows:
- Legal fees are forecasting to overspend by £28k in respect of the Elvington Airfield appeal. Costs of losing the High Court appeal are expected to be £10k plus reimbursement of costs of £18k.
 - This is offset by vacancies in the Environmental Health and Trading Standards establishment which is expecting to underspend on salaries by £24k.

Bereavement Services

- 17 This account is expected to overspend by £51k. The variances are as follows:
- The number of cremations are currently down compared to the same time last year and if the profile continues this may give an overspend of £31k for the full year.
 - A major repair has been required to one of the cremators giving an overspend of £10k
 - Medical referee fee charges have increased and the consequential impact is a forecast of £10k overspend.

Registrars Service

- 18 Registrars are currently experiencing higher levels of income on outside marriages and baby naming packs giving higher levels of income of £15k. It is expected that this trend will continue.

Licensing and Regulation

- 19 The current projection forecasts that there will be an underspend of £16k due to staff vacancies.

Neighbourhood Management

- 20 Vacancies in the Neighbourhood Management Unit are expected to give a one-off underspend for the year of £58k. This is due to the Head of Service post being vacant during the recruitment process plus other vacancies in the team.

Ward Committees

- 21 The current projection forecasts that there will be no overspend.

Building Maintenance

- 22 The current projection forecasts that there will be no overspend.

Highways Maintenance

- 23 The current projection forecasts that there will be no overspend with the exception of the winter gritting and basic maintenance budget.

- 24 Winter gritting and basic highways maintenance is currently overspending due to higher than expected volumes of work due to the recent harsh weather conditions. Up to the end of December the budget of 50 grits for the year had been spent. Work to the middle of January has been calculated at approximately £300k for gritting alone therefore additional costs above this will be incurred on repairing pot holes.

Waste Services

- 25 The current projection forecasts that this account will overspend by £436k. The variances are as follows:
- Landfill Tax is currently forecasting to overspend by £200k. During the 2009/10 budget process it was recognised that there was insufficient budget to cover costs and £400k was included in contingency. Tonnages have reduced due to the credit crunch as fewer consumables are purchased and therefore disposal of packaging has reduced. The forecast overspend of £200k is based on the current position therefore if there is an upturn in the economy these forecasts may increase. The contingency has now been set aside to assist with the overall corporate overspend therefore no further requests from contingency can be made.
 - Unbudgeted spend on security at Towthorpe Household Waste Recycling Centre (HWRC) gives a forecasted overspend of £75k. A growth bid was submitted and approved at the 2009/10 budget process to improve security fencing at the site. £83k was included in contingency for additional security whilst the works were undertaken. These works have now been completed however this has not resolved the issue and security patrols are still required. As explained above, this item cannot be requested from contingency.
 - The Commercial Waste account is forecasting to overspend by £161k. This is due to reduced income which is in part due to price increases but also a number of national contracts have been lost and a greater number of small businesses are closing during the recession. This is the net position after taking into account the reduced tonnages from collecting less waste.

Cleaning

- 26 There is an overspend of £65k on the Cleaning account from funding the purchase of swine flu materials. This is offset by spending controls on other materials of £7k to give a total overspend on this account of £58k.

Neighbourhood Pride Service

- 27 The current projection forecasts that this account will overspend by £128k. The variance is as follows:
- There has been a delay on the construction of the new Silver Street Toilets facility which will replace Parliament Street Toilets. The delay means that the income target will not now be achieved. It is forecasted that this will overspend by £31k.
 - The main Neighbourhood Pride account is currently forecasting an overspend of £121k. The grounds maintenance element of this service has recently been restructured with the removal of the client/contractor split and the move to SLA's with departments.
 - The Abandoned Cars account is forecast at a £24k underspend.

Parking Services

- 28 The current projection forecasts that this account will overspend by £105k which is due to reduced income from Penalty Charge Notices (PCN's). This is in line with the trend of last year.

Enforcement and Environment

- 29 The current projection forecasts that there will be no overspend.

Transport

- 30 The current projection forecasts that there will be an underspend of £200k on vehicle leases. This is after identifying in-year savings to assist with reducing the Neighbourhood Services overspend. By delaying the purchase of vehicles by a few months into the next financial year, a saving on the lease can be made. This would be offset by the additional repair costs but should still give a one-off non-recurring saving of £200k which would not place a financial burden on future years.

Overheads

- 31 The overhead account is forecasting an underspend of £134k This is due to:
- An underspend on the Depot utilities of £26k
 - Underspends on vacancies and office budgets of £108k.

Directorate Performance: Corporate Strategy

- 32 Of the 11 actions led by Neighbourhood Services, 5 are complete (Groves trial, Cold Calling Control Zones, ALTN8 initiative, create target hardening fund, under age alcohol sales testing), 3 are on track, and 3 are late (complete [Easy@York](#) review of environmental services by Summer 09, introduce technological devices for NPS and waste by Sept 09, implement 3 Capable Guardian schemes by Oct. 2010).
- 33 Of the 3 actions not on track – all have made significant progress, but implementation will be delayed against the timescales set out in the strategy document. The tables below gives more detail.

Assessment of Corporate Strategy Actions – at end December 2009.

Priority vision	CYC commitments	Improvement by 2012	2009/10 action / milestones	Progress	Comments
We want York to be a safer city with low crime rates and high opinions of the city's safety record	We will reduce the number of burglary and thefts within the city, utilising all available funds, such as target hardening	Reduce serious acquisitive crime by at least 18% (LAA)	A number of alleygates to be completed in South Bank and Leeman Road. If the LAA bid is successful, the total will be 60 gates will be in place by March 2010	On track	The LAA bid for Gates was not successful. However alternative funding has been found - SYP allocated £16k from SSCF and negotiated with Neighbourhood Services for a further £50k from the Highways Maintenance budget. Alleyways have been identified and site visits and consultation have taken place and the legal notices have been served. Procurement is completed, with the installation of 38 gates in South Bank and Leeman Road by end of March 2010.
As above	As above	As above	Create 40 new Cold Calling Control Zones by March 2010	Complete	Exceeded the target of 40 - now over 100 zones in place across York. A satisfaction survey has been sent out to 500 residents within zones to gauge the effectiveness of the zones and consumer satisfaction. Of 166 respondents, 66% felt less concerned about doorstep crime, and just 2% felt more concerned. 82% felt that they could call with cold callers, and 8% did not feel able to. The 8% have provided a range of further comments which will inform the future development of the initiative.
As above	As above	As above	Create a target hardening pot for CYC tenants who are burglary victims – to replicate and compliment the existing Home Security Grant.	Complete	Housing Services have extended the type of equipment they offer to include PIR lights, door and window locks, shed locks, door viewers and have also agreed to fund on basis of need rather than restricting the scheme to tenants in painting and repairs programme areas only. SYP have allocated £10k to this project. A handyperson scheme, managed by the Yorkshire Housing foundation started in September 2009 – funding was realised from a bid to the Home Office Safer Homes Fund by SYP, CYC, Yorkshire Housing, the Home Improvement Agency and Community Watch. The

					scheme will fund the fitting of security equipment for the elderly and vulnerable groups. This is an extension to the existing successful scheme run by Yorkshire Housing and the Home Improvement Agency, which presently undertakes small repairs for the same client group. Work has also been developed with the Energy Trust to distribute timer switches and low energy lightbulbs through Community Watch events and Ward Committees.
As above	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of ASB.	Reduce the proportion of the public concerned with anti-social behaviour (LAA Place Survey)	Develop 3 additional capable guardian schemes in wards with high crime rates, to reduce anti social behaviour by Oct 2009.	Not on track (late)	A new post (funded out of SYP's budget) to implement this scheme has now been filled and the officer started work in August. Three areas have now been selected, and a model for deployment of the scheme is almost completed. Direction of travel remains positive and it is hoped that these schemes will be operational by end February 2010.
As above	We will reduce alcohol related crime in York	Limit hospital admissions caused by alcohol related illnesses to 1,675 per 100,000 population (LAA)	Continue a targeted underage alcohol sales test purchasing programme to February 2010.	Complete	Of the 9 test purchases undertaken in 2009/10 (in response to complaints) none have resulted in illegal sales. A small proactive targeted alcohol sales exercise was undertaken in December, using 14 and 15 year old volunteers. No illegal sales were recorded. Trading Standards Officers have now received the training to issue police fixed penalty notices for illegal sales of alcohol. Officer's have also visited and checked the retailers belonging to the responsible retailer scheme to ensure compliance (i.e. checked staff training records, records of refusals, shop signs etc.)
As above	As above	As above	Implement the ALTN8 targeted initiative to reduce alcohol related night time violence by February 2010.	Complete	ALTN8 was launched on 5th June and ran every Friday and Saturday until the 29th August. Fire Service, Youth Service, MOD Police, Licensing and BTP were all involved. The initiative has been evaluated and has shown a 55% reduction in violent crime since the baseline year 2007.

<p>We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive</p>	<p>We will reduce the environmental impacts of Council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill methods and through the Carbon Management Programme (CMP)</p>	<ul style="list-style-type: none"> * Recycle, reuse or compost 50% of household waste * Reduced CO2 emissions in the LA area per capita by at least 0.8 tonnes (12% reduction) (LAA) * Reduce Council's energy consumption in offices by 5% each year 	<p>Complete the Groves recycling pilot by Sept 2009.</p>	<p>Complete</p>	<p>The Groves recycling project is now complete. The results of the trial have been published and have been helpful to us in deciding the methods to be used for the wider city roll out.</p>
<p>As above</p>	<p>As above</p>	<p>As above</p>	<p>Implement a wider rollout of kerbside recycling to 92% of properties by Mar 2010.</p>	<p>On track</p>	<p>The first phase of the city wide roll out is now well underway with the remaining Groves properties now receiving recycling and alternate week collections(AWC). This area of the Groves was not part of the original trial area. Work has started on introducing recycling and AWC to flats and communal areas across the city. The first recycling collections from flats took place in late July 2009 and all flats/communal areas will receive the new service by the end of December 2009. We will then begin to introduce recycling and AWC to terraced properties across the city between January and July 2010. Some properties have been brought forward in the project from October 2010 to December 2009 hence the reason for the extension to the current phase of the roll out</p>

As above	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Complete an easy@york review of waste, neighbourhood pride and street environment services by Summer 09.	Not on track	This will be delayed as the easy@york programme has been widened and is now part of the MoreforYork programme. The blueprints have been agreed and work has resumed on the business process re-engineering. Technology implementation is now underway with the first tests expected during the second half of January 2010.
As above	As above	As above	Introduce new technological devices to improve the identification and removal of street litter by Sept 09.	Not on track	The mobile devices, and other technological solutions, were an integral part of the Easy @ York Phase 2 project. The easy@york programme has been widened and is now part of the MoreforYork programme. Technology implementation is now underway with the first tests expected during the second half of January 2010.
As above	As above	As above	Improve the working arrangements across neighbourhood services by Sept 09 to reduce the occurrence of litter left in the street as a result of refuse collections.	On track	NVQ training completed. New approaches to how we clean in 'high obstruction areas' such as terraced streets has been developed and is proving effective. The 2nd NPI195 survey showed a marked improvement in levels of litter and cleanliness overall. Level of cleanliness, customer complaints and missed bins are at an all time low – customer perception on (1) cleanliness, and on (2) the council working to make the area cleaner and greener, is highest of any Unitary. As part of the More For York process, a joint Waste / Neighbourhood Pride / MFY group is working to review all aspects of refuse collection and cleansing.

Directorate Performance: Local Area Agreement

34 Neighbourhood Services has six LAA indicators:

Indicator	Improving?	On Target?
NPI 4: Community Engagement: Percentage of people who feel they can influence decisions in their locality. This is a Place Survey measure and in 2008/09 the overall figure was 31.7%, which is a top quartile outturn and seventh highest among Unitary councils. Talkabout 33 asked an identical question – 36% of respondents agreed. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different, so we are treating this as stable. On basis of ongoing work to engage with young people and tenants, and to develop neighbourhood planning– we are treating this as on target.	Stable	Yes
NPI 16: Community Safety - Serious Acquisitive Crime. The significant reduction in the level of acquisitive crime has continued throughout the year. Data to end December suggests that York will have a 39% reduction in 2009/10 compared with 2008/09.	Yes	Yes
NPI 17: Community Safety: Concern with Anti-Social Behaviour. This is a measure of the proportion of respondents who have 'significant concern' about a range of seven types of anti-social behaviour. The 2008/09 outturn figure was 11.3%, top quartile, and third among all unitary councils. The 2009/10 figure will be calculated from responses to the 33 rd Talkabout survey (Oct 2009).	Can't say	Can't say
NPI 30: Community Safety: Reoffending of prolific and priority offenders (PPOs). This is a Probation Service indicator. The latest available data is the year end 2008/09, which shows a reduction of 40% offending from the 2008/09 cohort of 27 PPOs. This exceeds the 20% target. The target for 2009/10 is a 21% reduction, based on a different cohort and thus baseline figure.	Can't say	Can't say
NPI 38: Community Safety: Drug-related (Class-A) offending rate. This is a DAAT indicator, whose introduction was deferred until 2009/10. The performance during 2008/9 was 1.33. Translated, this means that York's very small cohort of 18 individuals (Leeds has a cohort of 544 individuals) committed 83 offences against a predicted level of 62.5 offences – based on home office formula. The target for 2009/10 is a ratio of 1.05. Latest available data for the first quarter of 2009/10 is 0.44. Translated this means that the 2009/10 cohort of 37 individuals committed 16 crimes against a predicted level of 36.1 offences.	Yes	Yes
NPI 191: Waste Management: Kilograms of residual (i.e. landfilled) household waste collected, per household. The latest available forecast (Q3) is 600kg which is on target. This is a forecast 5% reduction on last year, and continues the improvement seen over the last five years.	Yes	Yes

Directorate Performance: National Performance Indicators

35 The table below shows headline figures on the number of NPIs on target, improving and declining. The sustainable city NPIs are going well, but a number of the safer city NPIs are not on track. We can report 21 of the 43 NPIs:

- 71% of the NPIs that had a target set are forecast to hit that target, (62% at end November)
- 73% of the indicators are improving, where we can measure improvement. (76% at end November)

By LSP theme	Total reported	On target?	Improving?	Declining?	Stable
Inclusive City NPIs	1 of 2 (50%)	1 of 1 (100%)	0 of 1 (0%)	0 of 1 (0%)	1 of 1 (100%)
Sustainable City NPIs	9 of 12 (75%)	7 of 9 (78%)	7 of 9 (78%)	2 of 9 (22%)	0 of 9 (0%)
Safer City NPIs	11 of 29 (38%)	7 of 11 (64%)	9 of 12 (75%)	1 of 12 (8%)	2 of 12 (17%)
Overall	Total reported	On target?	Improving?	Declining?	Stable
National Indicators set	21 of 43 (49%)	15 of 21 (71%)	16 of 22 (73%)	3 of 22 (14%)	3 of 22 (14%)
Off target			Declining		
NPI20: Assault with injury crime rate NPI29: Gun crime rate NPI35: Prevent strategy level NPI42: Perception of drug or drug dealing as a problem NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled			NPI29: Gun crime rate NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled		

Directorate Performance: Directorate Plan

36 The Directorate Plan sets out 11 priorities (6 service priorities and 5 organisational development priorities). Under these headings, we agreed 89 actions and measures. At end December:

- 71% of the Development priority actions and measures are on track. (75% at Q2, 71% at Q1, 74% last year)
- 72% of the Service priority actions and measures are on track. (66% at Q2, 58% at Q1, 66% last year)
- 71% of the Directorate Plan actions and measures are on track. (70% at Q2, 63% at Q1, 70% last year)

37 The table below provides an overall assessment.

Overall Assessment of 2009/10 Neighbourhood Services Directorate Plan – at end December

The 2009/10 Directorate Service Plan sets out 11 priorities. This table summarises performance against the actions and measures set out in that plan, and attempts to provide an overall rating of progress, and an overall assessment.

Priority	Traffic Light Actions	Traffic Light Measures	Overall rating ¹	Overall Assessment
Inclusive City 1 Support effective community engagement	1 green	1 green	100% (2/2)	NMU restructure completed. In the longer term the structure of the NMU remains an issue for the More for York programme to consider in light of area working. The measure NPI4 (LAA) was measured through Talkabout 33, and was stable rather than improving. However additional engagement work with young people and tenants and work on developing the ward committee cycle process should improve public perception by time of next Place Survey.
Safer City 2 Make York safe	5 green, 1 amber	4 green, 2 amber, 1 red	81% (10.5/13)	All key actions within the corporate strategy will complete by end of March 2010. Acquisitive crime and total crime trends positive,. 2 perception measures at amber – waiting for NPI17 to be calculated, 1 (NPI21) will not be measured this year.
Sustainable City 3 Waste management 4 Keep traffic moving 5 Improve local environmental quality 6 Improve our roads and pavements	9 green, 6 amber	13 green, 1 amber, 9 red	67% (25.5/38)	Easy@York delayed by More for York causing a number of actions at amber. Waste management figures NPI192 and 193 not improving. Missed bins and refuse complaints are off target. LEQ looking positive. 4 Parking targets currently at red.
Effective Organisation: Staffing 7 Organisational Culture 8 Health, safety and well-being 9 Fair pay structure	12 green	2 green, 6 amber, 5 red	68% (17/25)	Excellence in Everything programme has now delivered a set of action plans which will be embedded into existing systems to ensure ownership. 3 of 4 Accident figures are at red, although RIDDOR is at green. Sickness figure slightly worse than target although difficult to forecast.

¹ On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

Effective Organisation: Staffing 10 Fairness and Inclusion	1 green, 3 amber	1 red	50% (2.5/5)	Progress on EIA programme, but need to push on with the remainder of the programme. This area will need to accelerate in 2010/11 and shift focus from process to outcome.
Effective Organisation: Staffing 11 Financial Management	5 green	1 red	83% (5/6)	Actions within plan going well. Forecast overspend at 1.1% of budget.
Overall Development Priorities	18 green 3 amber	3 green 6 amber 6 red	21 green 9 amber 6 red	71% (25.5/36) [75% at Q2]
Overall Service Priorities	15 green 7 amber	18 green 3 amber 10 red	33 green 10 amber 10 red	72% (38/53) [66% at Q2]
Overall All Priorities	33 green 10 amber	21 green 9 amber 16 red	54 green 19 amber 16 red	71% (63.5/89) [70% at Q2]

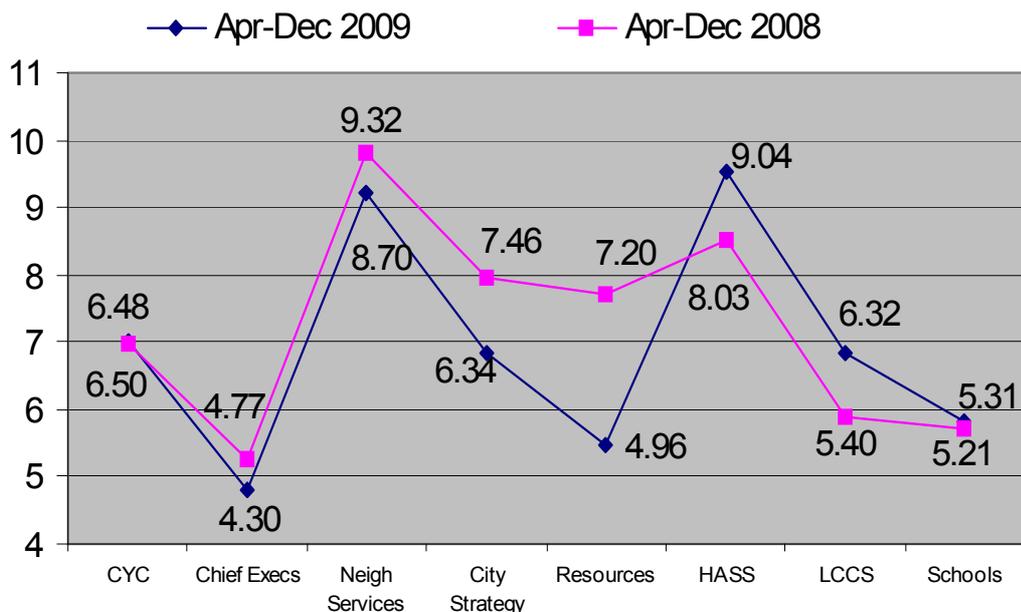
Directorate Plan Performance: Organisational Development

- 38 The five OD priorities in the Directorate Plan are:
- Build a healthy organisational culture around staff and customers
 - Safeguard the health, safety and wellbeing of staff
 - Implement a fair pay structure
 - Build a strong culture of fairness and inclusion
 - Improve financial management and value for money

39 Key issues / progress to date includes:

- Excellence in Everything programme groups reported to DMT on 26th November. Staff showcase events were held on 15th and 16th December to provide further opportunities for staff to find out about the programme and feed in their comments and suggestions. We are now embedding the actions into plans for 2010/11. We are also looking for innovative ways to ensure that staff who have been engaged in the project to this point can maintain their involvement into the delivery phase. We will also look to recruit more members of staff to help deliver the programme during 2010/11.
- Sickness absence is at 8.7 days per fte in the first three quarters. Forecasting is difficult but for the last few years the final quarter of the year has seen low level of sickness. So we can forecast a figure between 11 and 12 days per fte, against a target of 11 days. The outturn figure for last year was 11.25. The graph below compares NS with other directorates to end December.

Staff sickness (average days per FTE)



- The number of days lost to stress related illness is forecast at 1.2 to 1.6 days per FTE against a target of 1.6 days. This is a slight improvement on last year's level.
- Staff PDR / Appraisals. Up to end December, 32% (275 of 870) PDRs had been completed. Heads of service have suggested that 93% (810 of 870) are likely to be completed by the end of the year. A detailed review of PDRs and the training matrix has been started.
- Accident figures up to end December suggest that RIDDOR accident figures are slightly better than in previous years (17 in first 9 months). We had no RIDDOR accidents during December. This is likely to hit target. The overall number of accidents reported has risen, and is likely to come in around 110-130 (93 last year). We have had 2 dangerous occurrences, and 3 major injuries so these targets will be missed.
- Equality Impact Assessments (EIAs). We can forecast a 75% figure on the EIA programme set out in the directorate equality scheme. 14 of the 16 EIAs in the scheme have been started but three that have started are unlikely to be completed before the end of the year. A small number of additional EIAs have been undertaken during the year.
- 1.1% overspend forecast to end November (£359k) just misses the target of +/-1% variance against budget. In response managers have been asked to freeze all unnecessary spending up to end March, and to continue to manage their budgets very closely to ensure that the forecasts being presented are as accurate as possible. In addition the exceptional winter maintenance costs incurred during the long cold spell in December and January have been set aside and are being accounted for outside the forecast figure.

Directorate Plan Performance: Service Priorities

- 40 The six service priorities in the 2009/10 Directorate plan are:
- Effective community engagement
 - Making York safe
 - Waste management
 - Keeping traffic moving
 - Improve local environmental quality
 - Improve roads and pavements.

Directorate Plan: Inclusive City

- 41 The key outcome measure under this heading is a Place survey measure NPI 4: Percentage of people who feel they can influence decisions in their locality. In the 2008/09 Place Survey 31.7% agreed with the statement - which was a top quartile outturn and seventh highest among Unitary councils. This reflects the high profile work carried out through the Neighbourhood Management Unit and devolved budgeting to Ward Committees – recognised nationally as best practice by central government.

- 42 Talkabout 33 asked an identical question in October 2009. 36% of respondents agreed with the statement. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9 (37.2% agreed), so we are treating this measure as stable. Capacity in the unit has been insufficient to facilitate a cross-corporate working group to work towards meeting the LAA target. However the Neighbourhood Services More for York work sets out a vision of enhanced neighbourhood and area-based working – of which the ward committees will form a part. This part of the blueprint is being led by the Head of Neighbourhood Management. An additional factor is the More for York organisational restructure which will bring additional street level services including Housing and Leisure services under a new Communities and Neighbourhood directorate. Adding this positive strategic direction of travel to practical engagement work going on with partners around young people and tenants, suggests that we can be confident of hitting the LAA target.

Directorate Plan: Sustainable City: Local Environmental Quality

- 43 Two service plan areas address local cleanliness: Neighbourhood Pride Service, and Street Environment and Enforcement Service. The main outcome measures for both services are NPI195a-d – which are measured by a survey of local cleanliness undertaken 3 times per year.
- 44 The second of this year's three NPI195a-d local cleanliness surveys was undertaken in October 2009. The survey results were very positive across all four elements. The table below sets out the results, placing them in context over the past few years. The figures represent the proportion of survey sites where we found unacceptable levels of litter, detritus, graffiti and fly-posting.

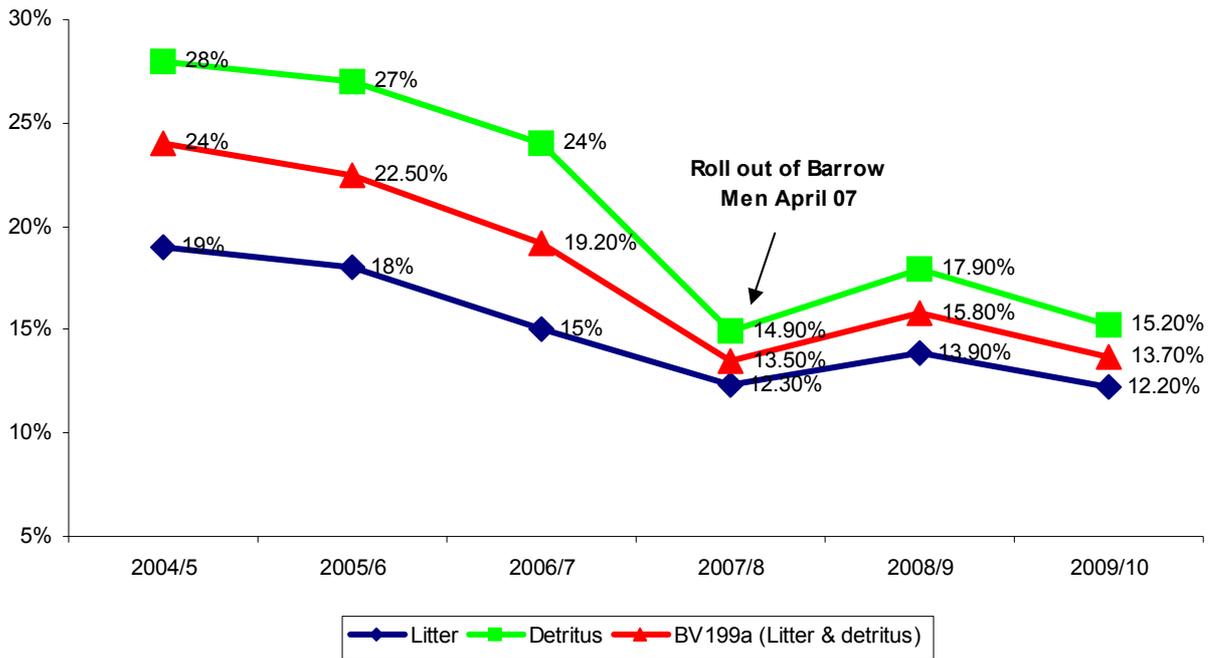
	Litter NPI195a	Detritus NPI195b	Graffiti NPI195c	Fly-posting NPI195d
2007/8	7.6%	8.9%	2.3%	0.3%
2008/9	8.9%	11.0%	4.7%	1.1%
2009/10 performance (Survey 1)	4.5%	13.3%	2.6%	0%
2009/10 performance (Survey 2)	3.3%	4.0%	1.9%	0%
2009/10 (year to date)	3.9%	8.7%	2.3%	0%
2009/10 (forecast)	6.5%	9%	2.3%	0%
2009/10 target	7.5%	9%	4%	1%

- 45 The October 2009 survey results moved us back to the levels of litter and detritus recorded when barrowman working was introduced in mid 2007. Following the June 2009 survey, steps were taken to improve performance in areas where the survey was suggesting a problem, such as high density housing areas. In high density housing areas (terraced streets and other streets with lots of parked cars), we have moved resources from other areas to implement a second full clean each year, with residents being asked to move their cars to allow cleaning to take place. This is in addition to the

street cleansing that goes on alongside the annual gulley clean, where a traffic order is made. Initial findings are that this approach is proving successful, with a majority of residents happy to help by moving their cars.

- 46 The late winter /early spring NPI195 survey will be undertaken in February / March 2010. In previous years this has returned the worst survey result, largely due to weather impact on operations, so we remain cautious over the annual outturn. While the additional detritus cleaning will continue, the long cold spell has interrupted cleansing operations, and so we are now (mid January) considering how to return the city to the standard required. During the cold spell we spread over 1000 tonnes of grit on roads and pavements and this will take time to remove. Consideration is being given to whether additional resource is required to remove detritus spread, and where that resource could be taken from. At this point we are continuing to forecast that all the NPI 195 targets will be met.
- 47 Graffiti has returned to its long term trend level, after the blip we saw in mid 2008. Work on a number of education and enforcement initiatives such as the Taagy database, and close working with police appears to have brought the level of graffiti down, but we remain cautious as the measure is sensitive to a small number of people being able to cause significant damage in a short time period.
- 48 The level of fly-tipping seen in 2009/10 has reduced by nearly 40% - with fewer large fly-tips (lorries etc) having to be removed. Vacancies within the street environment team have been managed to ensure that enforcement on fly-tipping remains a priority – the level of enforcement work has been maintained. Four prosecutions have been achieved, coupled with significant work on publicity, will have impacted positively.
- 49 Compared to other council's, York's reported performance on NPI195 is poor – with NPI195a falling into the fourth quarter in 2008/9, and NPI195b in the third quartile. The service's view is that comparative data is flawed as different council's survey in different ways (Encams view our surveying results as accurate). However trend data allows us to compare cleanliness in York over time – the table below shows BVPI199a (unacceptable levels of litter and detritus) going back to 2004/5. (The measure was altered when NPIs were introduced so we have converted NPI195 data back into BVPI199 data for this analysis).

BV199 Results Showing 9/10 Forecast

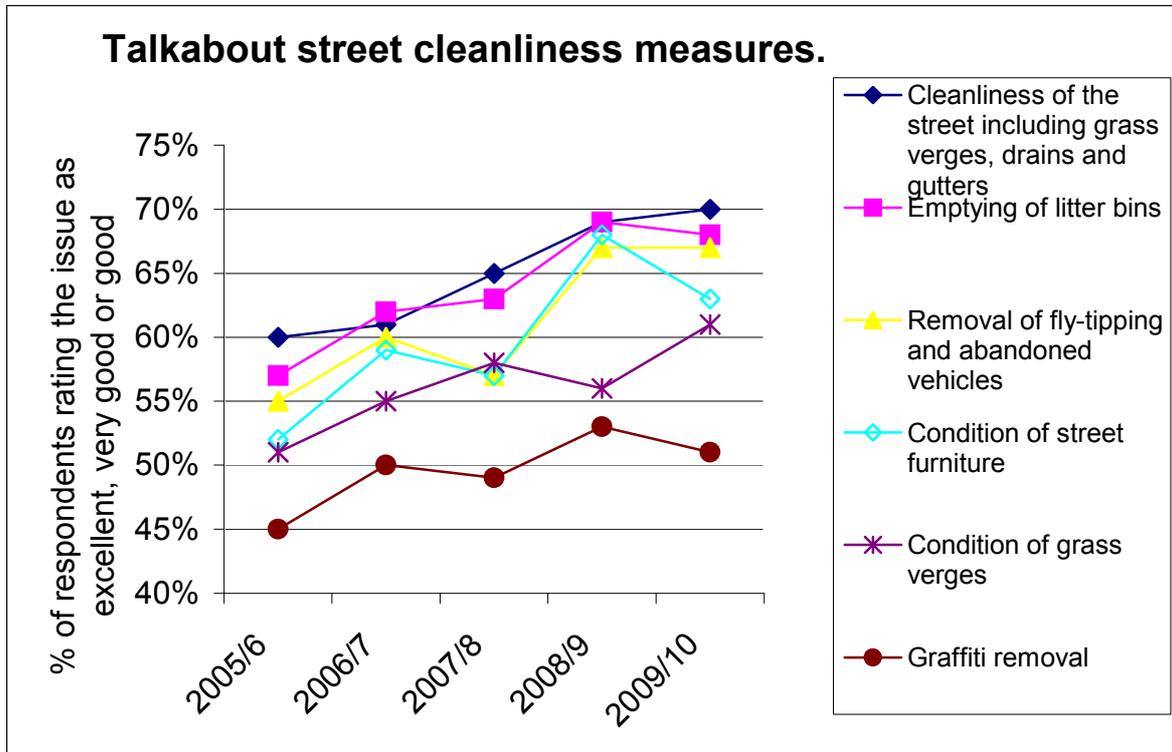


- 50 The other outcome measures for street cleanliness are customer perception measures from our Talkabout panel survey, and the Place Survey every 2 years (taken over from earlier ResOp surveys).
- 51 Overall residents appear satisfied with their local area – with 87.4% of respondents satisfied with their local area as a place to live (NPI5). This was fourth best result among 55 unitary councils.
- 52 The result for BVPI89 (% of people satisfied with the council ‘keeping public land clear of litter and refuse’) in 2009/10 was that 69% of respondents were satisfied, against a target of 75%. This figure is similar to the 67% reported in the Place Survey in 2008/9 and in earlier ResOp surveys. This question has not been asked previously in Talkabout surveys, so caution is needed as we are comparing figures across different survey types. That said, satisfaction appears stable at a level which equated to top unitary council in 2008/9.

2006/7 RESOP	2007/8 RESOP	2008/9 PLACE SURVEY	2009/10 TALKABOUT 33
71%	67%	67% (Top Unitary Council.)	69%

- 53 The 2008/09 place survey also saw York as the best performing unitary council in the proportion of people who agree that ‘local public services are working to make the area cleaner and greener’. 75% of respondents agreed with this statement – the best for any unitary council.

- 54 Talkabout 33 (October 2009) provides a range of perception measures around street level issues. While results fluctuate from year to year, the medium term trend is positive.



- 55 These services were all involved in the Easy @ York review work in 2008/09. We are now starting to implement improved systems through the York Customer Centre, and to test the implementation of mobile devices. These developments will speed up our response to customers who report problems in the street, and make it easier for officers to report and deal with problems as they move about the city. The introduction of a work scheduling system will improve the efficiency of our response. While performance benchmarking is well advanced, there are very few cost benchmarking figures available – and work has started to identify a small number of similar authorities to try to gather some reliable cost benchmarking data. NPS is currently forecasting (at end of period 8) an overspend of £128k (4.9% of the net budget). SEES is forecasting a break even position.
- 56 Sickness levels in both services improved significantly in 2008/9 (NPS lost 8 days per fte, while SEES lost 10 days). In 2009/10 SEES is continuing to improve significantly, but NPS's sickness level will rise – but will remain below the 2007/8 figure of 16.9 days lost. Lots of work has been done on Health & Safety in both teams – to date NPS has had three RIDDOR reports this year, and SEES none.

Directorate Plan: Sustainable City: Waste Management

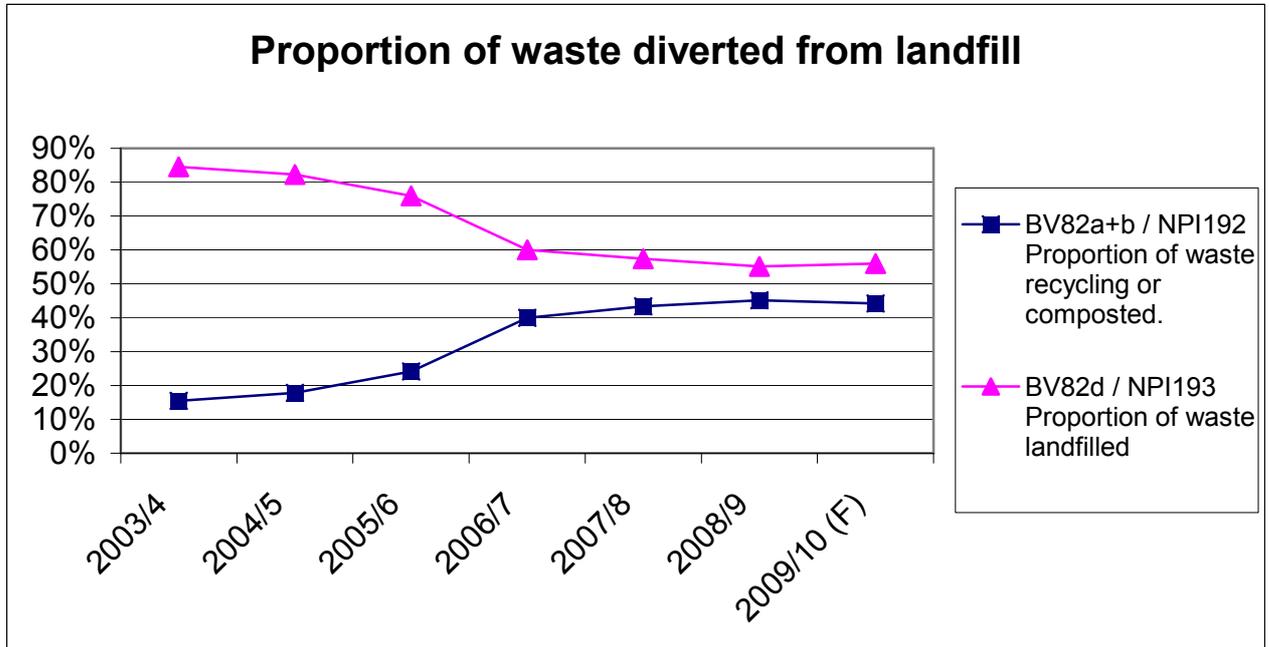
- 57 The main outcome measures under waste management are three NPIs (191-193). NPI191 (LAA – kgs of residual waste collected per household) is forecast to drop from 629kg to 600kg in 09/10. This equates to a 5% improvement on 08/09 (following a 5% reduction in 08/09). The LAA target

of 617kg will be easily beaten. Overall in 2009/10 we expect to collect 5900 tonnes less household waste, and 8090 tonnes less municipal waste.

- 58 While collecting less waste is positive, the reduction has impacted on the two other waste management NPIs, which measure the proportion of waste recycled and reused, and landfilled. Both NPIs are forecast to deteriorate slightly in 08/09, and to miss their targets. For this reason, this issue was the subject of a pilot 'Challenge and Innovation Panel' in late January which considered ways of improving participation in recycling and composting.
- 59 NPI 192 – forecast that 44.22% of waste will be reused, recycled or composted against a target of 47.86%. We are likely to recycle, reuse or compost 3360 tonnes fewer this year. The recession has seen a shift in buying habits, which has reduced the amount of newspapers, magazines and drink bottles and cans coming through the recycling system.
- 60 NPI 193 – forecast that 56.02% of municipal waste will be landfilled, against a target of 52.62%. We will collect 8090 tonnes less this year than last, and landfill 3540 tonnes less than last year – hence the landfill rate will start to rise compared with last year.
- 61 The targets set for 2009/10, and the forecasts presented here take into account the beneficial effects of the extension of kerbside recycling to 92% of households by March 2010, and the impact of the HWRC permit scheme. But the targets did not predict the impact of the recession on the waste and recycling stream. For example the targets were based on an estimated 1800 additional households in York – but the forecasts here assume zero growth - (impacts on NPI191). The reversal of the long term rise in the recycling rate will overshadow the positive context of 6.1% less household waste being collected and 5.6% less waste being landfilled.

Tonnes of waste:	2008/09	2009/10 forecast	% change
Total household waste collected	96,720	90,840	-6.1%
Total household waste recycled - Kerbside collection down 8.4% - Bring sites down 14.6% - HWRCs down 8.9%	25,560	22,920	-10.3%
Total household waste composted - HWRCs down 19.8% - Kerbside collection up 0.4%	18,090	17,250	-4.6%
Total household waste recycled and composted	43,650	40,170	-8.0%
% of household waste recycled and composted (NPI192)	45.13%	44.22%	
Total municipal waste collected	113,780	105,690	-7.1%
Municipal waste landfilled	62,750	59,210	-5.6%
% of municipal waste landfilled (NPI193)	55.14%	56.02%	

62 The graph below shows the trend in recycling rates over time. The 2009/10 forecast shows a small reversal of a long running improvement.



63 While the recycling rates have stalled, customer satisfaction with the service offered in York has improved. Talkabout 33 updated a number of satisfaction measures relating to waste services. The result in October 2009 for refuse collection is the same as that recorded in the July 2005 survey – ie the last before the alternate collection system was implemented.

Respondents who were very or fairly satisfied with*:	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Refuse collection	78%	76%	78%	78%	86%
Doorstep recycling	76%	75%	80%	77%	83%

64 Caution is needed, as the Talkabout question was reworded in October 2009 to ask 'how satisfied' rather than 'how good or bad' is the service. The reason for this rewording was to allow comparison with the questions asked in the 2008/09 Place survey and previous ResOp surveys. The trend is shown below and also shows a continuing improvement in satisfaction with domestic refuse collection since alternate weekly collection was implemented in 2005.

Respondents who were very or fairly satisfied:	2005/6 Resop	2006/7 ResOp	2007/8 ResOp	2008/9 Place Survey	2009/10 Talkabout 33
Refuse collection	69%	72% no comp. data	75%	78.8% 2 nd quartile, UA ave 78.2%	86%
Doorstep recycling	Not asked	73% 3 rd quartile, UA ave 73%	74%	74% 2 nd quartile, UA ave 71.6%	83%

- 65 The waste service was involved in the Easy @ York review work in 2008/09. We are now starting to implement improved systems through the customer centre and to test the implementation of route optimisation software. The More for York programme is also seeking to invest in improved materials for collecting kerbside recyclate which will make the collection at the kerbside more efficient – and will improve the look of local streets on collection day. Work is also being done to consider how Waste and NPS can work better together to reduce the level of dissatisfaction caused by spillages from the waste collection service – improved scheduling of barrowmen rounds will play a part in this.
- 66 Cost benchmarking is more advanced in waste services than in Neighbourhood Pride Service, as this is a better defined area within CIPFA and so relatively robust comparative data is easier to find from previous BVPIs. The net annual cost of household waste collection per household in York was £43.95 in 2007/08, compared with an average of £50.52 for 12 comparator councils within the close neighbour group. The net annual cost of municipal waste disposal per tonne was £36.04 in 2007/08, compared with an average of £46.22 per tonne for 9 comparator councils within the close neighbour group. York also provides 1 HWRC for every 28000 households, compared with an average of 1 per 49000 households within the comparator group. These figures suggest that the service is highly competitive in cost terms with the Audit Commission’s near neighbour councils.
- 67 The service is forecasting (at end of period 8) an overspend of £436k (4.7% of net budget). Paragraph 25 provides more detail.
- 68 Sickness levels are rising during 2009/10 (11.6 days lost per fte in the first 3 quarters, compared with a 2008/9 figure of 12.4 days lost). The service has undertaken NVQ training for all operatives in 2009/10, has undertaken a number of equality impact assessments, and has invested in health and safety training - to date the service has had four RIDDOR reports this year.

Directorate Plan: Sustainable City: Waste Collection

- 69 Three key measures from the directorate plan focus on the quality of service provided to residents and all three are stable at or around the performance level experienced last year, but two are behind the challenging targets set for them this year.
- Missed 39.3 bins per 100,000 collections to the end of December – against a target of 35, and a 2008/09 figure of 41.3. This equates to 1303 collections out of 3,307,630 collections in the first seven months of the year.
 - Put 98.4% of missed bins right by the end of the next working day, against a target of 98%, and 2008/09 figure of 96.9%.
 - Received 48.4 CRM system complaints per month in the 9 months to end December. This is against a target of 40 per month, and a 2008/09 figure of 48.3.
- 70 The bad weather in December adversely effected all of these figures. January will be worse as it has proved impossible to collect from all streets in the snow – with collections suspended on one day when conditions were deemed too dangerous. The service took a proactive approach to switching to weekly grey bin collections only for all properties until end January. We hope that this will have mitigated problems caused to householders – which should limit the number of complaints that we are likely to receive.

Directorate Plan: Sustainable City: Parking Services

- 71 Four of five parking indicators in the directorate plan will not meet their targets. These relate to the proportion of PCNs that are challenged / rescinded. These targets were set on the basis of a review of policies as part of a full review of the service under the easy project, but would now appear unlikely to be met. With hindsight these targets were too stretching. Experience now suggests that it will take a number of years to challenge the culture of customers appealing against PCNs – so even if the service review had been completed early the targets were unlikely to be met.
- 72 A service review has now started as part of the implementation work on the NS More for York blueprint. In the meantime, customer care training has been undertaken for staff, customer perception measurement has been put in place, and changes to the PCN paperwork has been put in place – we now provide a photograph on each PCN to try to dissuade customers from appealing. However the front line service continues to be affected by pay & grading issues, and continues to require careful management. The table below sets out the 5 key performance measures:

Measure	2008/09 performance	2009/10 target	2009/10 forecast performance
PS5: % of parking hotline calls responded to within 45 minutes	77%	80%	80%

PS6: % of objections received from the issue of PCNs	26.2%	20%	26.6%
PS7: % of objections against PCNs that are accepted	14.4%	10%	15.6%
PS8: % of PCNs that result in successful appeals to the Traffic Penalty tribunal	0.02%	0%	0.03%
PS9: % of PCNs cancelled due to council policy	11.2%	10%	13.7%

Directorate Plan: Sustainable City: Highways Maintenance

- 73 All three highways indicators in the directorate plan are on target. Two relate to the time taken to inspect and repair the carriageway, while the third relates to street lights.

Measure	2008/09 performance	2009/10 target	2009/10 forecast performance
G14: Number of highway inspections completed within 4 working days	98.6%	98%	99.1%
G15: % of emergency highway work carried out within 24 hours of go ahead instruction.	98.9%%	97%	97.8%
COL33: % of streetlamps not working as planned% of objections against PCNs that are accepted	0.8%	<1%	0.9%

- 74 We said that we would bring an initial report on integration of the client and contractor functions to members by July 2009. Uncertainty over the More for York organisational review delayed this action. The decision to retain separate highways functions in the new City Strategy and Communities & Neighbourhoods directorates means that the service can now go ahead with a service review on a more limited scope to put in place more efficient working methods, and to tie the service more closely into York Customer Centre systems. This is ongoing within the NS More for York implementation work.
- 75 Recent weather has put pressure on the service, and on customers (drivers, cyclists and pedestrians) across the city, and has caused significant debate in the press. A number of internal and public reviews of winter maintenance policies and how those policies were implemented are now going on – the Community Safety Overview and Scrutiny committee has decided to undertake a review of winter maintenance. For the record the service worked flat out from mid December through to mid January, spreading 4300 tonnes of rock salt and over 1000 tonnes of grit on York's pavements and

footpaths. In addition to the policy requirements, we added additional areas to the gritting schedule in response to requests from members of the public and councillors. From 1st December to 7th January we received 622 service requests about snow/ice/gritting/salt bins. In the same time we received 40 negative pieces of feedback and complaints via YCC.

- 76 With the snow gone, additional resource is being focused onto roads and pavements – with an additional maintenance gang in place up to the end of March 2010. We are currently estimating the likely additional maintenance costs that we will face due to the additional damage caused during the period of severe weather. The council has applied to central government for additional funding through the Bellwin scheme.

Directorate Plan: Safer City: Recorded Crime Levels

- 77 There are seven recorded crime indicators in this category. The figures below have been provided by Safer York Partnership to end December. They set out year to date performance and forecast to the year end.

	08/09 outturn	09/10 target	Year to date at Nov 09	Year end forecast	On / Off target	Quartile Position (based on PWC data at Q2 for Unitaries)
NPI 15: Serious violent crime	151	143	96	128	On	Middle of 3 rd
NPI 16: Serious acquisitive crime (LAA measure)	3459	3696	1588	2117	On	Top of 2 nd
NPI 20: Assault with injury crime	1239	956	920	1227	Off	Bottom of 2 nd
NPI 28: Knife crime	60	62	30	40	On	Middle of 1st
NPI 29: Gun crime	5	2	8	11	Off	Middle of 1st
NPI34: Domestic Violence – Murder	0	None set (0)	0	0	On	No comparative data – but will be top
Overall Recorded Crime	9906	10354	5964	7952	On	No comparative data

- 78 Based on data to the end of December, the forecast is for a 19% reduction in overall recorded crime (9906 in 2008/9 – forecasting 7952 in 2009/10).

- 79 As noted above, the four corporate strategy actions under community safety will all be completed by the end of March 2010. The Safer York Partnership (SYP) have provided a quarterly monitoring report as previously requested by this committee – see Annex B.

Directorate Plan: Safer City: Perception of Crime and Anti-Social Behaviour

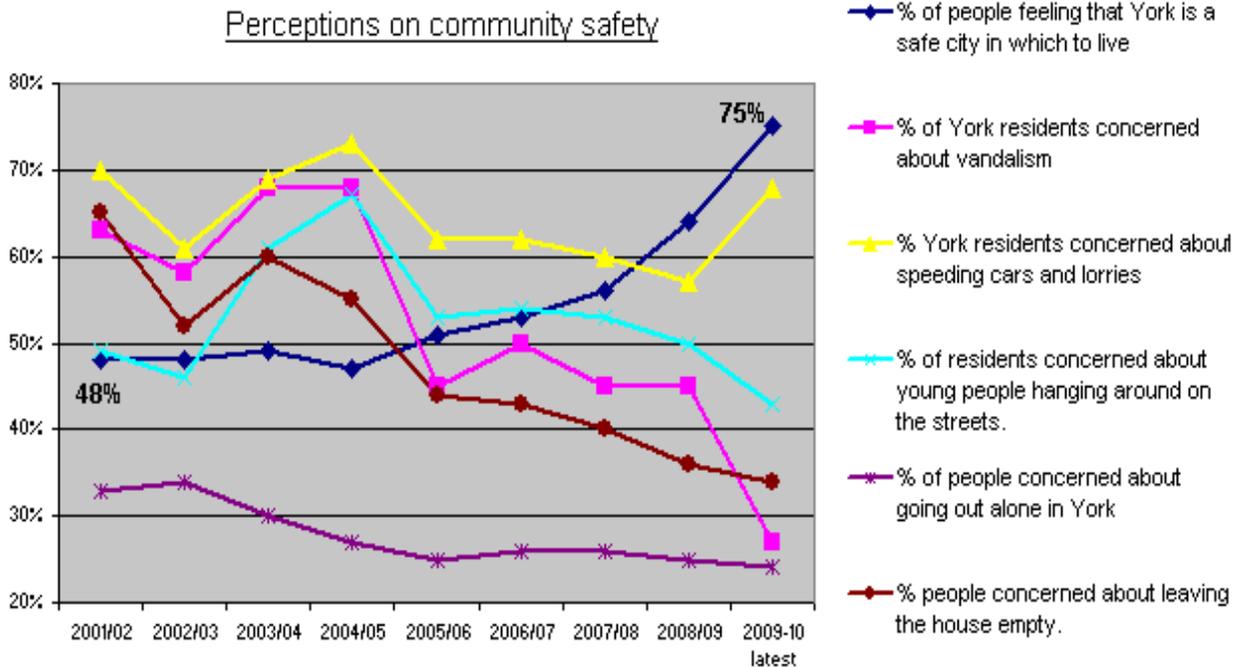
- 80 Talkabout 33 provided a range of data around perception of crime and safety in the city. This was flagged corporately to the Audit Commission during the CAA discussions as an area of very positive direction of travel – the five NPI Place Survey measures on Community Safety were all very highly ranked in the top quartile. The results of Talkabout 33 suggest a continuing positive trend in 2009/10. The following questions have been asked consistently for 10 or more years so the 2000 results are included below for comparison.

Respondents who were:	2000	2005	2006	2007/8	2008/9	2009/10
Concerned about going out alone in the area you live (day and night)	35%	23%	27%	27%	25%	24%
Concerned about leaving your home empty (day and night)	67%	44%	44%	43%	36%	34%

- 81 the Talkabout survey also tracks the proportion of respondents who feel safe in York and in the local area.

Respondents who agreed that York / local area was a safe place to live in, relatively free from crime and violence.	2005/6	2006/7	2007/8	2008/9	2009/10
York	51%	53%	55%	64%	75%
Local Area	67%	68%	71%	75%	81%

82 The figure below sets out a medium term view of safety perception figures going back to 2001/2.



Consultation

83 The report is primarily an information report for Members and therefore no consultation has been undertaken regarding its contents.

Options

84 The report is primarily an information report for Members and therefore no options are provided to Members.

Corporate Priorities

85 The Inclusive City, Safer City and Sustainable City themes from the corporate strategy are relevant to the scrutiny committee.

Implications

Financial

86 The report provides details of the portfolio revenue forecasts and therefore implications are contained within the report

Human Resources

87 There are no significant human resources implications within the report

Equalities

88 There are no significant equalities implications within the report.

Legal

89 There are no significant legal implications within the report

Crime and Disorder

90 There are no significant crime and disorder implications within the report

Information Technology

91 There are no significant IT implications within the report.

Property

92 There are no significant Property implications within the report.

Risk Management

93 The report is primarily a look back at finance and service performance and therefore there are no significant risks in the content of the report.

Recommendations

94 That the Scrutiny Committee note the financial and performance position of the portfolio.

Reason – In accordance with budgetary and performance monitoring procedures.

Contact Details

Author:

*Rachel Harrison
Finance Manager
Neighbourhood Services
Tel No.553210*

Chief Officer Responsible for the report:

Sally Burns
Director Neighbourhood Services

*Mike Douglas
Performance Manager
Neighbourhood Services
Tel No.553227*
Specialist Implications Officers

Report Approved Date 30.01.2010

Financial: None, **Human Resources:** None, **Equalities:** None
Legal: None, **Crime and Disorder:** None, **Information Technology:** None
Property: None, **Risk Management:** None
Wards Affected: *List wards or tick box to indicate all* All

For further information please contact the author of the report

Background Papers:

2009/10 Budget Monitoring papers held at Neighbourhood Services
Q1 Scrutiny Monitoring report (22nd September 2009)
Q2 Scrutiny Monitoring report (1st December 2009)

Annexes:

Annex A – Progress against “Recovery Plan”
Annex B – SYS Monitoring Report

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Neighbourhood Services

Saving Target £460k

Annex A

Action	Description	Saving	Risk
Review of Highways Maintenance projects		£210k	
Underspend on purchase of waste bins		£100k	
Close Coppergate Toilets	Cessation of income at Coppergate Toilets and removal of attendant.	£10k	
Review Bin Emptying Policy	Review of frequency of weekend out of town litter bin emptying.	£10k	
	Total Identified	£330k	

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**SAFER YORK PARTNERSHIP
MONITORING & PERFORMANCE**

PERFORMANCE MEASURES: CRIME

All Crime

Monthly Target	Quarterly Performance Quarter 3			Target 09/10	Forecast
	Oct	Nov	Dec		
824.6	739	658	612	9896	7952

- Safer York Partnership is on track to meet it's overall crime target by 31st March 2010

Theft or unauthorised taking of a cycle

Monthly Target	Quarterly Performance Quarter 3			Target 09/10	Forecast
	Oct	Nov	Dec		
96	129	139	81	1152	1157

NI20 Assault with injury

Monthly Target	Quarterly Performance Quarter 3			Target 09/10	Forecast
	Oct	Nov	Dec		
76.8	96	75	110	922	1227

- The only areas of concern are theft of a cycle and assault with injury

SAFER YORK PARTNERSHIP FOCUS & ACTIVITY: CRIME

- In the final quarter of 2009/10, Safer York Partnership will focus on cycle theft and violent crime
- Operation ALTN8: a multi-agency combined education and enforcement initiative has successfully reduced violence related to the night time economy in the city centre. This will be re-branded and revitalised in 2010/11 to continue the focus on reducing alcohol related crime
- In January 2010, Safer York Partnership launched Operation Spoke in conjunction with the Guildhall Police Safer Neighbourhood Team (SNT) and the Cycle City group in City of York Council. This initiative allows cycles to be marked and unique serial numbers recorded on a bespoke database running through Safer York Partnership's website. It is estimated that this provides a more user friendly method of recording cycles than previously used tags, allows the police the ability to do "on the spot" checks using UV torches and will assist in identifying stolen cycles. The scheme is being widely promoted through media & bus advertising as well as through the SNTs.
- During 2009 Safer York Partnership purchased Red Web Tracker kit to enable the tracking of stolen property. This has been significant in contributing to the reductions in vehicle crime and burglary.
- York is part of the National Vigilance Programme and has received £100k additional funding to tackle burglary. This is being channelled into the Integrated Offender Management Programme to reduce reoffending rates.
- The Alleygating programme has continued throughout 2009/10 and has resulted in 60% reductions in crime in those areas which have been gated.

- Operation Joypad (Safer Neighbourhood Policing Teams, trying doors of residential properties and providing advice to occupiers of those found insecure) has been run periodically throughout the year and will continue as part of ongoing burglary reduction work
- Work continues to tackle domestic violence. The Making Safe Project (housing for perpetrators) has assisted in reducing the number of repeat incidents.

PERFORMANCE MEASURES: PERCEPTION

- Percentage of people who agree that the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area from local surveys is 59.8% (North Yorkshire Police area). **York = 64.6%** (the British crime survey figure for the Force is 51.2%).

SAFER YORK PARTNERSHIP FOCUS & ACTIVITY: ANTI-SOCIAL BEHAVIOUR

- Following the successful pilot of the Capable Guardian Scheme (agencies sharing intelligence and tackling problems at neighbourhood level), in Westfield, the scheme will be rolled out to Clifton, Hull Road, Heworth and Guildhall Wards during early 2010 with a view to further roll out later in the year.
- Public Perception and Confidence are priorities for the Partnership. A Face the Public session is being organised for 30th March 2010, the Safer York Partnership website www.saferyork.org.uk has been re-developed and the partnership will be using social networking sites (Facebook, Twitter, and YouTube to assist in interaction directly with communities)
- Anti-social behaviour will remain a top priority for Safer York Partnership in the final quarter of 2009/10 and into the next twelve months. An additional £44k Government funding has been allocated to support work directly with communities to tackle neighbourhood problems.
- A dispersal zone and two premises closure orders have been secured in two areas of serious anti-social behaviour. These tools will continue to be utilised through the Anti-social behaviour case panel to tackle the most serious cases of anti-social behaviour
- The TAAGY web based graffiti database has enabled the police to identify two prolific graffiti offenders and secure evidence for prosecution.
- Antisocial road use has been tackled through Operation Image and Operation Jamboree. These two initiatives have focused on cycling on the pavement and jumping traffic lights.

PREVENT

- Work is progressing to deliver the York and North Yorkshire Prevent Action Plan through Safer York Partnership. This will include the partnership taking on a role as the Bronze Group for strategic management of the Prevent Agenda and for work under development within City of York Council to develop a Community Cohesion Strategy to be linked with the Capable Guardian scheme.

Jane Mowat
Director, Safer York Partnership

Community Safety Overview and Scrutiny Committee

Briefing Paper on the Work of the Drug Action Team (DAT)

Background

The Crime and Disorder Reduction Act 1998 placed a requirement on responsible authorities (local authorities, primary care trusts, police, prisons and probation) to undertake audits and development plans in relation to drug misuse. In York, a Drug Action Team (DAT) was established to oversee this alongside wider local strategic needs assessment and planning processes.

The Government's 10-year drug strategy builds on the successes of its predecessor in reducing overall levels of drug use, expanding and improving the treatment system and reducing drug related crime. In addition to actions to sustain these improvements, the strategy indicates significant shifts in emphasis and prioritisation, in part made possible by the achievements of the previous ten years. In particular (and reflecting the conclusions of the Hidden Harm report), there is recognition that the potential for parental drug misuse to damage the life opportunities of their children, may have received insufficient priority in the previous strategy. Reducing the negative impact of parental drug use on families is therefore a key priority in the new strategy, alongside reducing drug related crime, improving the effective engagement of problem drug users, reducing the barriers to accessing drug treatment and improving opportunities for drug users to enter employment and improve their housing status.

The key mechanisms through which the Drug Strategy's aims will be delivered, are the government's three year Public Service Agreements (PSA) for 2008/11. The Home Office is responsible for the leadership of the Government Drug Strategy Public Service Delivery Agreement 25 – to reduce the harm caused by alcohol and drugs. This PSA sets out the Government's commitment to produce a long term and sustainable reduction in the harms associated with alcohol and drugs.

DATs are formally accountable to the Home Secretary. They are supported by the Home Office teams in the nine Regional Government Offices and centrally by the Drugs Strategy Directorate. The 150 English DATs have been aligned with local authority boundaries since April 2001. A single DAT can cover a large area such as North Yorkshire or a smaller more densely populated area, for example York.

Structure & Accountability

Each Drug Action Team consists of a DAT Chair and a DAT Co-ordinator: In unitary authorities, DATs and CDRPs (Crime and Disorder Reduction Partnerships) adopt local arrangements in order to achieve integration. DATs and CDRPs should operate on an aligned basis "as a single partnership". This may mean that DATs and CDRPs formally become a single partnership. In York this is the Safer York Partnership.

The DAT Chair is the most senior official within the DAT and is the Chair of Safer York Partnership. They work on a part time basis and will also have a senior position within one of the constituent agencies.

The DAT Co-ordinator is responsible for the day-to-day management of the DAT. The DAT Co-ordinator works alongside the Community Safety Director in the CDRP and usually has a small team working for them. The team will usually be hosted by one of the statutory partners.

What does the DAT do?

The DAT ensure that the work of local agencies is brought together effectively and that cross-agency projects are co-ordinated successfully. The DAT takes strategic decisions on expenditure and service delivery within four aims of the National Drugs Strategy; treatment, prevention, communities and supply.

The DAT commissions specialist treatment services, including supporting structures, and ensure partners fulfill their obligations in respect of drug treatment. A comprehensive needs assessment is undertaken each year to evaluate the provision in the area, identify gaps in treatment provision and inform on future requirements. Monitoring and reporting on performance across the partnership includes measuring availability and access to all modalities of treatment, effectiveness of treatment. Communicating plans, activities and performance to stakeholders is a key role of the partnership.

Funding

Delivery of the National Drug Strategy is funded from a range of sources:

- Central Government - the Department of Health and the Home Office have combined the funding provided for drug treatment. This is known as the pooled treatment budget. The money is allocated to the DAT. The primary care trust acts as the banker for this funding. The Home Office also provide Drug Interventions Programme Main Grant funding. The DAT uses this, and other local sources of funding, to commission services from the NHS, voluntary and private sector in order to meet local needs. The PTB for 10/11 is £1,433,708.00. DIP Main Grant 10/11 is £184,591.00. The NTA monitors how this funding is spent.
- Local funding: The DAT receives funding from the local organisations that form part of the DAT. This includes PCT (NHS North Yorkshire & York), Local Authority (City of York Council), strategic health authorities and North Yorkshire Police. The NTA monitors how this money is spent.

Contributions to drug treatment from funding partners include:

- Partnership Grant £58,000
- PCT £230,558

- Police £17,274 for arrest referral
- Supporting People (SP) £160,000 - managed by SP to provide floating support for drug users.
- Social Services £52,511 (notional expenditure) - historically the City of York allocations (to Compass and rehab placements) have not been aligned within the DATs Pooled Budget. A proportion of the funding (£33,801) is paid directly to Compass Treatment Service as a grant, and is managed and monitored by the local authority. The second part of the funding (£18,710) is provided to pay for access to residential rehabilitation for drug users. The pathway for drug users to access this provision is being reviewed as it has not been effective.

Areas for further consideration (as identified by the 2009/10 needs assessment)

Detoxification & Residential Rehab

The tier 4 element of the treatment system shows very few people moving into tier 4 from tier 3 provision, reasons for this have been given as the inappropriateness of the detox bed within the acute mental health ward for the detoxification of drug users, it has also been proven problematic for service users to access residential rehab with difficulties in setting up rehab to correspond with people leaving detox leaving service users vulnerable to relapse in this break of treatment provision. The budget for residential rehab and detox is not currently being fully utilised therefore the level of need is still a little unknown, the feedback from services has been that this element of the treatment system has not been fully published with key workers as a realistic option for people and that is why access has historically been low. It would be a recommendation of this report that the option of community detoxification is explored by the partnership as well as a more appropriate inpatient detoxification element. A further recommendation would be to conduct a survey with service users asking if appropriate detox and rehab were available would this be a viable option for them, as a consequence of this survey it may be appropriate to conduct a pilot with a group of service users to fast track them into detox and rehab, however this will only work if the first recommendation is in place, it would be detrimental to the development of the treatment system and a service users journey to not have appropriate structures in place such as financial support and appropriate provision as you would then be setting people up to fail and this would not be of benefit to anyone. There is a need for the treatment plan for 2010/11 to focus on the outstanding actions identified through the HCC Improvement review which reinforces some of the points above relating to criteria for assessment and pathways into detox and rehab however it also highlights the need for appropriate contracting arrangements to be put in place to ensure that the monitoring of outcomes are integral to these contracts.

Blood Borne Virus (BBV) Treatment

Hepatitis C treatment provision is currently provided for York service users at four main locations: Hull Teaching Trust; James Cook Hospital, Middlesbrough; St. James Hospital, Leeds; and Airedale. Outreach provision is provided by James Cook Hospital into Scarborough. During 2008 / 09, 423 referrals were received, of these 189 entered treatments, mostly from a referral catchment area across Yorkshire and The Humber,

Prior to the recruitment of two posts in January 09 there was a 5 month waiting list in Leeds. It has been recognised through the stakeholder interviews that treatment provision for York clients is inappropriate as people had previously had to wait a long time to access treatment and travel quite a distance to access treatment, with tiredness and fatigue being a symptom of hep C this is a realistic barrier to people accessing services. It would be a recommendation of this report that satellite provision of hep C treatment is set up as part of the tier 2 treatment provision in York. A further recommendation would be to improve the data completeness on NDTMS relating to Hep C.

Housing

A recurrent theme throughout the stakeholder and partner interviews has been lack of access to appropriate housing, with the treatment outcome profile for clients in services reporting an increase amongst service users after 27 weeks in their acute housing need. Appropriate housing is a problem in York with the cost of housing and premises on par with levels in London. An average privately rented accommodation in York costs approximately £600 a month, which makes it in-affordable to service users. There is a commitment for all new builds in the city to have 50% affordable housing however the number of new builds has declined substantially due to the builders not being able to sell the rest of the housing stock. It is acknowledged that the work of the hostels such as Arclight continue to provide good provision for service users however all four hostels are currently full with feedback from service providers that it is virtually impossible to get someone housing provision within the York area. Housing is seen as a national problem in many cities and seems to be further compounded in York due to the high cost of living as previously mentioned. There needs to be better links between services and the housing department within the city. It would be a recommendation of this report that clear pathways are publicised more pro-actively amongst the drug treatment services to make them aware of the procedures and the processes that service users must do to gain access to housing provision. Service providers have also recommended that a dedicated housing worker is linked to the hostels to allow direct access in relation to advice and information for service users relating to access to housing in the city.

Families & Carers

Currently York DAT commission a Families and Carers service (FACs) which data shows is well utilised by carers and the range of services on offer within the service is extensive and to a high standard, however anecdotal evidence from both carers themselves and stakeholders all suggest that due to the geographical location of the service outside York has proven to be a barrier to people accessing the service, therefore the provision of a helpline for carers to access is vital to support the success of this project. Consultation with carers has requested a service that is not connected with substance misuse service and not solely a mainstream carer service as there was recognition that these services did not fulfil the need of carers of drug users, many carers do not wish to access these service due to stigma and shame and the perception by the carer of being a failure. It would be a recommendation of this report for the partnership to seek the feasibility of identifying neutral premises within York where a carer's clinic could be run from making the service more accessible to the carers in

York. The service would provide counselling, support and advocacy. It is recognised by the FACS service that currently they are only seeing individual carers and are not providing interventions for the whole family. In line with the Think Family agenda in the new national drug strategy, links with and pathways into Children Services, Social Services and the Safeguarding agenda should be developed and maintained. Further exploration is needed on how the FACS can work in partnership with Children's Services more effectively and how the needs of children and young people should be met if help is sought from FACS.

It would also be a recommendation that the project begins to focus more on the outcomes of families and carers rather than the service outputs to inform future sustainability of the project, also more detailed data relating to York only clients would be more useful in outlining if the current needs of families and carers in York are being met.

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SAFER YORK PARTNERSHIP

Jane Mowat, Director



SAFER YORK PARTNERSHIP

- Crime & Disorder Reduction Partnership (CDRP) for City of York under the Crime & Disorder Act 1998
- Merged with the Drug Action team in 2004
- Aim is to Reduce Crime, Disorder and the harm caused by Substance Misuse in the City of York
- Strategic delivery group for the Safe City theme within the Local Area Agreement

Our Priorities

- Annual Joint Strategic Intelligence Assessment
 - Partnership Data
- Strategic Priorities:

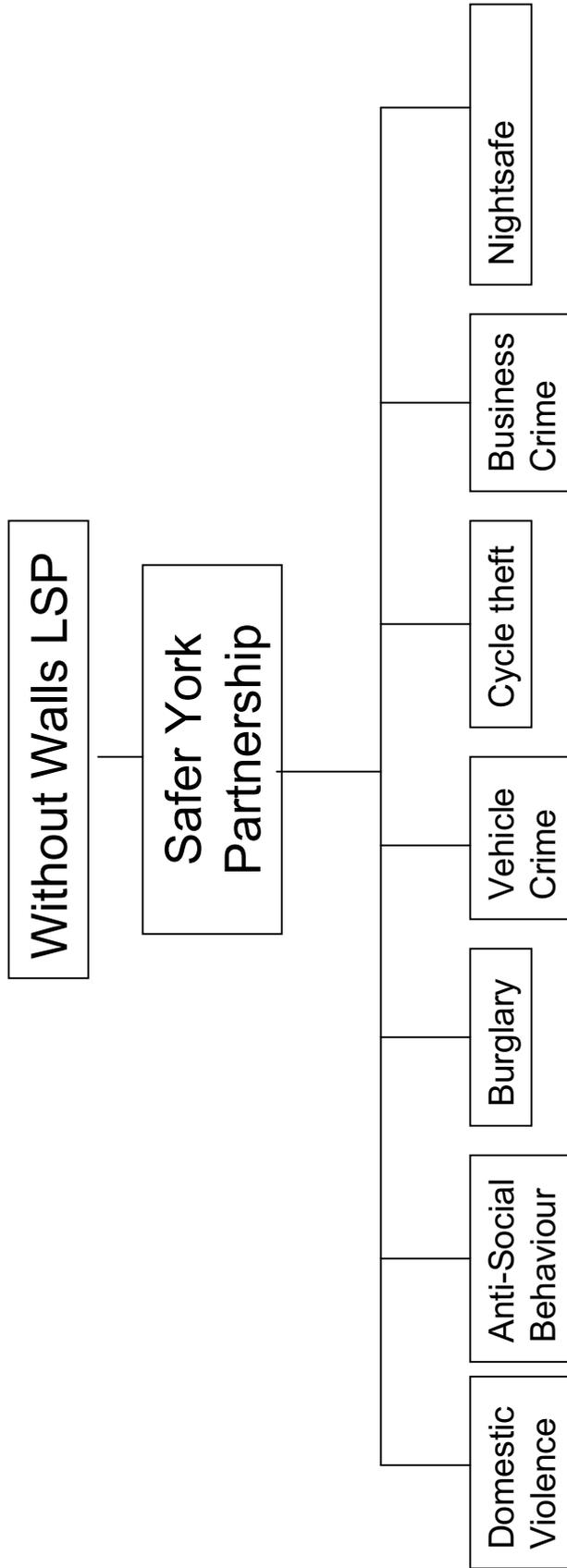
Volume Crime

Safer Neighbourhoods

Violent Crime

Drugs & Alcohol

Structure



Changing Landscape for CDRPs

- Crime & Disorder Act Review 2006
 - Police & Justice Act 2006
 - Regulations in force August 2007 including
- **HALLMARKS OF EFFECTIVE PARTNERSHIPS**
 - Empowered & Effective Leadership
 - Visible & Constructive Accountability
 - Intelligence Led Business Processes
 - Effective & Responsive Delivery Structures
 - Engaged Communities
 - Appropriate Skills & Knowledge

Empowered & Effective Leadership

- Major review of partnership undertaken in 2007/08
- Constitution revised
- Awayday May 2009
- Aligned Performance Management to the Local Area Agreement
- Re-established commitment from all partners

Visible & Constructive Accountability

- Consultation with communities
 - Ward Committees & through Safer Neighbourhood Teams
- Responsive to community issue
 - Tackling local priorities through problem solving
- Development of the Website www.saferyork.org.uk

Intelligence Led Business Processes

- Strategic priorities identified through a Joint Strategic Intelligence Assessment
 - Evolving process
- Delivery structure based on the National Intelligence Model
 - Resource to priority
 - Victim, Offender Location



Effective & Responsive Delivery Structure

- Delivery groups established to address priorities
 - Flexible and responsive to changing crime patterns
- Problem solving groups established to tackle emerging issues
 - Task & finish model adopted
- Partners well engaged
- Home Office have used our model as good practice

Engaged Communities

- Work directly with communities through links to Safer Neighbourhood Teams
- Local neighbourhood problem solving
- Further work required:
 - Face the Public Session
 - Link to Community Cohesion Strategy
 - Expansion of Capable Guardian
- Development of social networking through the website

Appropriate Skills & Knowledge

- SYP team engaged in training with Safer Neighbourhood Teams and partners around specific skills & knowledge
- Training is being looked at for the SYP Board and for the Scrutiny & Overview Committee
- York is participating in a joint bid with North Yorkshire CDRPs for BCU funding to access leadership and problem solving training

Future Priorities

- Reduce intensity of focus on Burglary & Vehicle Crime
- Increase focus on Anti-social Behaviour, Violent Crime, Cycle Theft
- Continue to work with the Business Community on reducing retail crime



Community Safety Overview & Scrutiny Committee**2 March 2010****Winter Gritting Policy Review - Scoping Report****Purpose of Report**

1. This report presents information on the council's response to the recent severe weather conditions, together with feedback from the Task Group set up to scope this scrutiny review. Members are asked to consider the information provided and agree methods for progressing the review.

Background

2. At the last meeting of this Committee, Members considered a topic registration from Cllr Bowgett suggesting a review of the council's current winter gritting policy, together with a copy of the council's 'Winter Maintenance Manual'.
3. The Committee acknowledged the excellent work carried out by officers in dealing with the recent period of prolonged snowfall, but recognised that although the work on clearing roads had been largely successful there may still be room for improvement in regard to other aspects i.e. gritting pathways and cycleways and the provision and re-filling of salt bins. Officers clarified that an annual review of the policy is carried out at the end of every winter, to understand any lessons learnt and to identify any required changes to working practices in time for the start of the next winter period.
4. Members agreed to proceed with a scrutiny review of the Council's Winter Gritting Policy quickly, to enable any findings to be fed into the forthcoming annual officer review process. With that in mind, a task group made up of three committee members was set up to scope the review. They met informally on 11 Feb 2010 to draw up their recommendations on how best to proceed.

Consultation

5. The task group met with senior officers from Neighbourhood services who made available a briefing paper detailing CYC's response to the winter conditions and their preparations for the remainder of the season – see Annex A.
6. The scrutiny officer also attended an officer meeting on 12 February 2010 with representatives from all the different CYC service areas that will contribute to the annual officer review of CYC's winter maintenance policy. It was noted that many of the working practices put in place during periods of severe weather, were also required when responding to other emergency situations e.g. flooding. Therefore a robust corporate approach involving all the relevant CYC Services was required. Officers discussed the elements which would make up their

review, which covered many of the issues previously identified when this Committee considered the topic registration form i.e.

- Resources (staff, plant, salt, bins)
- Operations (policy)
- Customer Contact
- Vulnerable Residents
- Members
- Communications & Media
- Budgets
- Community Resilience

7. The scrutiny officer made known the agreed suggestions of the task group regarding the proposed focus of this scrutiny review. It was agreed that it would be possible for the two reviews to run along side each other without duplicating work, leading to two sets of recommendations which if implemented together, would create a more corporate and robust response to emergency situations.

Suggested Objectives & Scope For the Review

8. Having considered the information provided by officers at the meeting on 11 February 2010, the task group agreed the review should focus on four objectives:
- i) To review current policy in regard to cycle paths to:
 - understand the practicalities of gritting different types of cycleways and optimum timing for gritting and make available this information in order to control residents and visitor expectations
 - draw up a priority list of cycle routes to be gritted where funding and resources allow, for inclusion in the manual
 - Consult cycling groups to raise awareness of the issues
 - ii) To review current policy in regard to council funded salt bins:
 - to understand the costs involved to the council of supplying and maintaining 200+ salt bins across the city, and filling / re-filling those salt bins
 - to compare the advantages and disadvantages of providing those salt bins i.e. does the provision of salt via salt bins only benefit a minority of residents, could the money be put to better use funding the gritting of secondary routes across the city e.g. rat runs / roads with gradients, and public areas such as outside schools, public car parks etc
 - iii) To identify:
 - current working practices not presently included in the manual e.g. working relationship with call centre to identify residents concerns etc

- reasons why the council is unable to grit certain road, cycle and pedestrian routes within the city i.e. due to limitations in HR resources, suitable equipment and funding and make available this information in order to control residents and visitor expectations
- a list of secondary roads / routes for gritting where funding and resources allow

iv) To review the Council's methods for raising awareness of the gritting policy and communicating with the following:

Residents Associations
 Federation of Tenants
 Neighbourhood Watch Groups
 Partner Agencies
 Voluntary Organisations
 Ward Committees
 Parish Councils
 Other CYC service providers e.g. Adult Social Services & Network Management
 Councillors

9. Having gathered the relevant information detailed above, the committee will need to meet formally to consider their draft final report and agree their recommendations for presentation to the Executive. The findings from the officer review, which is to be carried out simultaneously, are scheduled to be presented to the Executive at a meeting on 20 July 2010. It would therefore if beneficial if this scrutiny review could be completed within the same timescale so that both sets of findings and recommendations can be considered together.

10. With that in mind the following timetable for this review is suggested:

<u>Meeting Date</u>	<u>Tasks & Activities</u>
Meeting 1 – date to be agreed	Receive interim report detailing current policy in regard to cycle paths (see (i) above) – interested parties to be invited to attend
Meeting 2 – date to be agreed	Receive interim report detailing current policy in regard to council funded salt bins (see (ii) above) – interested parties to be invited to attend
Meeting 3 – date to be agreed	Receive interim report outlining current working practices not detailed in the manual and a proposed list of secondary roads (see (iii) above) - interested parties to be invited to attend
Meeting 4 – date to be agreed	Receive interim report suggesting additional methods for raising awareness of CYC policy and – see (iv) above
Meeting 5 – 29 June 2010	Consideration of the draft final report

Options

11. Objectives & Scope – Members may choose to amend and/or approve the suggested way forward, as outlined in paragraphs 8 – 10 above
12. Timescale for the review - bearing in mind the need to complete the review within three months as outlined above, a number of additional meeting dates will need to be agreed. In considering this, Members need to decide whether they want:
 - the work of the review to be carried out by the full committee or;
 - to form a task group to carry out the review on their behalf and produce a draft final report for the full committee's consideration.

Implications

13. There are no Financial, HR, Equalities, Legal, Crime & Disorder, property or other implications associated with the recommendations in this report.

Corporate Strategy

14. A robust gritting policy will provide an environment which allows workers and visitors to travel freely and safely around the city in times of severe weather, therefore maintaining the city's economy. This supports the council's strategic aim to make the city safer and enabling it to thrive.

Risk Management

15. Not keeping to the agreed timetable would affect the Committee's ability to feed into the officer review, thereby undermining the dual review process which may affect the future robustness of the policy.

Recommendations

16. Members are asked to:
 - a. approve the proposed objectives, scope and timeframe for the review as outlined in paragraphs 8-10 above;
 - b. agree additional meeting dates
 - c. agree who will carry out the review - see paragraph 12 above
 - d. amend the committee's workplan accordingly

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

Contact Details

Author:

Melanie Carr

Scrutiny Officer

Scrutiny Services

Tel No.01904 552063

Chief Officer Responsible for the report:

Alison Lowton

Acting Head of Civic, Democratic & Legal Services

Scoping Report Approved

Date 18 February 2010

Wards Affected:

All

For further information please contact the author of the report

Background Papers: None

Annexes:

Annex A – Briefing Paper on CYC Response to the Winter Conditions & Preparation for Remainder of Season

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Scrutiny Review of Winter Gritting Policy

Briefing Paper - CYC response to the Winter Conditions and preparation for remainder of season

Summary

1. This paper reviews and summarises the Council's response to the extended period of extreme winter weather conditions, and considers how best to ensure CYC's resilience for the remainder of the gritting season. The report highlights short and medium term actions in the event of further bad weather before the end of the winter season and outlines the methodology for a full officer review later in the year.

Background

2. The Council's winter maintenance policy was last reviewed in October 2009 in preparation for the 2009/10 winter period. The policy is well established and tested and requires the treatment of 320km of road (44% of network) and around 14km of footpath (less than 5% of all footpaths). The policy sets out gritting practices, priorities and procedures. This document is a public document, available on the Council's website, and at the time of review in the autumn was publicised in preparation for the winter ahead.
3. From the night of the 17 December 2009 to the 10 January 2010; York, most of the country and Europe, experienced the worst winter conditions for around 25-30 years. During that period the temperatures, both day and night, rarely rose above freezing and dropped at times to -10 degrees C. In addition to this in excess of 35cm of snow fell on multiple occasions.
4. During the four week period there were:
 - In excess of 10, 000 operative hours utilised (50% of this on non-policy works)
 - 4200 tons of Rock Salt used(an average winter would expect to use around 2500-3000 tonnes)
 - 88 treatments of the priority network have been completed (for the same period in 08/09 20 gritting runs were completed)
 - Salt bins have been filled and refilled 4 times
 - Targeted treatments of schools, old peoples homes and post offices were undertaken by request outside the requirements of the policy as resources allowed.
 - Car Parks were ploughed and gritted twice and a mechanical clearance of snow and ice was undertaken outside of policy.
 - Park and ride sites were gritted 3 times as requested by the P&R manager. This is not covered in policy.

- Cycle Paths were gritted 3 times. These are not budgeted within the policy.

Response to conditions

5. The Council's winter maintenance policy is designed in essence to keep as far as is reasonably possible the safe movement of traffic, pedestrians and cyclists in times of adverse weather conditions whilst keeping delays and accidents to a minimum. The service in normal times is managed by a "Winter Maintenance Duty Officer" (WMDO) who takes the decisions on treatments based on accurate forecasts from the Meteogroup who provide forecast data to CYC and NYCC through a joint contract. If conditions dictate the WMDO alerts the NS Winter Maintenance supervisor who mobilises the team.
6. During prolonged severe weather conditions the winter maintenance Duty Officer has discretion to open the control room and should be done when there is 50mm of lying snow and the conditions are forecast to last for more than 3 days.
7. Our response to the conditions has been considered in terms of resources, operations, salt supplies, customer contact, communications and media, and member information. From this, Annex B summarises the short term and longer term actions to be taken as lessons learned and to be included in the review of the corporate response to the severe weather.

Resources

8. We have 10 gritting routes with two teams of drivers. They effectively worked a 12 hrs on 12 hrs off rota for the duration of the event. The gritters are multi use vehicles with drop backs that are used for road maintenance during the normal working day. Neighbourhood pride staff and Waste teams were also deployed to clear snow. There are 233 salt bins of which around 50% are funded by ward committees.

Operations

9. The winter maintenance teams have clearly been put under extreme pressure over an extended period of time over the Christmas and New Year period. In general terms the critical routes and footpaths have been treated as required by the policy. But the experience has brought into question the treatment of areas such as Car Parks, Cycle Networks both on and off road, Park and Ride Sites which are not included in the policy.
10. The off road cycle network does create challenges and will have significant budgetary implications if they are to be kept fully functioning during extreme conditions. There is no quick solution to this as they do not get gritted as part of the regular treatments and have insufficient traffication by cycles to activate any rocksalt. Clearing them only works if it doesn't then snow again and will involve a lot of manual resource as ploughs do not clear to tarmac. The on road cycle lanes have also been a problem as the snow ploughs automatically push the snow to the side of the road and cover the cycle ways making them unusable. An initial meeting with the CYC cycling officer to review these issues has already taken place
11. The extreme conditions across the whole of York, clearly raised expectations of residents, members and the media therefore additional treatments of non priority

routes and non priority footpaths where agreed to try and assist residents struggling with persistent ice and snow.

12. The severe weather control room was not convened during the period although a cross directorate group was established in late December to improve customer response, maintain and coordinate media briefs and manage the gritting work/salt stocks as the conditions continued.

Salt Supplies

13. At the start of the period there was around 2,600 tonnes of rocksalt in the salt barn at the eco depot, with another 1000 tonnes pre-ordered. This was called forward from the supplier on the 18 December 2009. This would be more than enough to cope with the requirements of an average winter. The Government recommendation of at least 6 days supply was well exceeded even at maximum usage of 300 tonne per day.
14. In addition to this a further 3000 tonnes of rock salt was ordered. 1000 tonnes before Christmas and another 2000 tonnes in early January 2010. 2300 tonnes of these orders are yet to be delivered
15. The availability of ordered rocksalt from our supplier (Cleveland Potash) was limited as they became clearly under pressure to supply many Local Authorities and the government also placed restrictions on deliveries. Requests have been received by the City from other Councils for salt but regrettably these had to be declined.
16. In early January it became clear that if the conditions persisted, and supplies were not forthcoming, it was evident that the service would run out of salt. The cross Directorate team established options/methods to be utilised to conserve stocks further. These were amended following a further meeting with the Chief Executive on the 8 January 2010 and are listed in Appendix 1. These options and the levels of salt at which such decisions are made need to be established within the Councils Policy in preparation for future events.
17. The current supplies in the salt barn are at 480 tonnes. Efforts are being made to re-establish stocks to a healthier level as soon as possible. The minimum level in the policy is 1000 tonnes although we will increase this as supply eases.

Customer Contact

18. During the period more than 800 requests for service were received from members of the public and elected members. In the main these related to untreated footways, cycle ways, roads and the lack of accessible salt bins. Although every effort was made to respond on a priority basis, resources had to be and were, concentrated on the priority gritting and footpath clearing work as per the policy. Considerable resource was put into dealing with work outside of the stated policy. A more detailed breakdown of this work, response times and performance will be available at a later date. It was evident that a response to requests was not always possible given the pressure on resources.
19. Calls taken outside of the YCC were initially received by the Neighbourhood Services night service coordinator based at the eco depot, and this created considerable strain on the service. As the period progressed additional resources were deployed out of normal working hours in the highways office to assist and

support. Further standby resources were also identified in the YCC, although during the weekend of the 9 and 10 of January only 12 calls were received and the weekend of the 16 and 17 only 6 calls relating to potholes and so additional resources were not needed.

20. On the 23 December 2009 arrangements were made to allow the CYC website to be updated daily by the winter maintenance team to include information on current gritting and weather situation, and eventually information about the locations of salt bins was also established on the website. This information was extended again in early January to include School closures and winter weather advice for vulnerable people.

Members

21. During the period 86 requests for services were received from Members. Some of the initial complaints clearly indicated lack of understanding of the gritting policy/location of salt bins etc. Between Christmas and New Year a series of member update e mails where commenced which assisted understanding. A copy of the map showing the location of the salt bins was also provided. Members where also asked to assist in providing information and given an e-mail address to do so which also helped to manage expectations. A similar approach was taken with the local MP.

Communications and the Media

22. Criticism of the Council in the media was heavier in the first two weeks of the severe weather. This began to change as more proactive press was provided, and reporters spent time with gritting crews to understand the issues. Bad weather articles where the most commented upon stories on the press website for at least a two week period. A number of letters appeared on the letters pages during the period, however not all these where responded to.
23. Over the last three weeks with the help of colleagues in marketing and communications, staff at Neighbourhoods Services and members have undertaken around 25 interviews for television, radio and press, including one from New Zealand!

Financial Implications

24. The winter maintenance budget for 9/10 was £ 480,000, this is now nearly £200,000 overspent with nearly 11 weeks left to operate. It would be reasonable to expect to spend at least another £150,000 before the season finishes meaning a total spend approaching £900,000. During 2008/9 the total spend on WM was £696,000, this was again an overspend as the winter was harder than average.
25. A survey of the potholes and damaged and displaced paving slabs which have occurred as a result of the extreme weather is underway to try and establish the additional financial pressures that these will also create. Additional gangs are being deployed to deal with the growing need to repair potholes and loose paving flags caused by the freezing conditions. 270 potholes have already been identified on the main gritting routes. 70 were repaired over the weekend.

Next Steps

26. The immediate and short term actions to be implemented for the remainder of the winter period are set out in Appendix 2. In addition a full review of the service will be carried out in the light of experience to be presented to Executive with options for change in the summer ready for the next winter season. The officer review will be led by the Director of Neighbourhood Services - see scope set out at Appendix 3.

Conclusion

27. In conclusion it must be acknowledged that all the staff who have worked on the winter maintenance programme across the council have shown great resolve to maintain services and are deserving of the highest praise. The service has received many compliments from residents and members of the public which have been most welcome and have been forwarded to the teams concerned.
28. The severe conditions have identified the need for the actions identified in the short term to be put in place and for a further review of the winter maintenance policy to ensure we make changes based on lessons learned.

Report Author:

Richard White
AD Neighbourhood Services
Tel No. 553206

Chief Officer Responsible for the report:

Sally Burns
Director Neighbourhood Services
Tel: 552003

Appendix 1 – Options / Methods For Conserving Salt Stocks

Appendix 2 - Immediate & Short Term Actions To Be Implemented

Appendix 3 - Scope of Officer Review

Appendix 1 - Options

OPTION 1 - MIX ROAD SALT WITH GRIT SAND 3:1

Pros

- Gives 33% extra coverage
- Continue gritting the full Defined Network for a longer period (complying with policy)
- Maintain public confidence, public will see gritters as normal
- Grit sand will grind down ice and will give traction to vehicles

Cons

- Grit sand will deposit in drainage systems
- Not as effective

OPTION 2 - REDUCE THE AMOUNT OF TIMES WE TREAT THE DEFINED NETWORK

Pros

- Saves Salt
- Reduce driver hours
- Optimise treatment times (don't grit when minimal traffic flows)

Cons

- Untreated Defined Network
- Increased likelihood of road hazards

OPTION 3 - REDUCE THE SPREAD RATE FROM 15g/m² to 10g/m²

Pros

- Saves Salt

Cons

- Option 1 gives better spread rate of salt (11.25g/m²)

OPTION 4 - ALTERNATE TREATMENT BETWEEN FULL NETWORK AND THE PLOUGHING ROUTE

Pros

- Saves Salt
- Maintains main arterial routes
- Ploughing routes generally are worst condition (exposed)
- Maintains public confidence
- Routes 1-4 are warmer ∴ possibly less treatment required

Cons

- 50% of Defined Network compromised

OPTION 5 - ONLY TREAT THE PLOUGHING ROUTES (MAIN ARTERIAL ROUTES)

Pros

- Saves Salt
- Ensures main arterial routes are kept open for supplies (food/salt/etc)

Cons

- 50% of Defined Network (internally) will deteriorate
- Will take a considerable amount of time to bring the above back to today's standards

OPTION 6 - MIX ROAD SALT WITH GRIT SAND 1:1 FOR ROUTES 1-4 AND 9

Pros

- Saves Salt
- Ensures main arterial routes are kept open for supplies (food/salt/etc)
- Only being used on 30mph roads

Cons

- Not as effective
- Grit will deposit in drainage system

Appendix 2 - Short/Medium Term Actions

Issue	Action	Responsibility/When
RESOURCES		
Staff	<ul style="list-style-type: none"> • Seek feedback from staff. • Review working arrangements 	Assistant Director of Maintenance Services End February
Plant	<ul style="list-style-type: none"> • Review and source additional plant for off road cycleways as budgets allow 	Head of Highway Infrastructure (HHI) with Cycling officer Now and during review
OPERATIONS		
Co-ordination of event	<p>Ensure Cross Directorate panel implemented promptly in the event of further extreme snow or flooding.</p> <p>Review membership</p> <p>Review responsibilities of panel and chart in policy . Develop detailed Contingency plan</p> <p>Establish decision log for panel similar to emergency planning</p> <p>Review and gather corporate information for cold weather</p>	<p>Director of Neighbourhood Services in consultation with Emergency planning and Executive member.</p> <p>Implemented</p> <p>Assistant Director Maintenance Services mid February</p> <p>AD Maintenance Services and Head of Emergency Planning end January</p> <p>Head of Marketing and Communications end January</p>
Emergency Services	Seek Feedback from Emergency Services	Head of Highway Infrastructure (HHI) Received

Off road cycle ways	Review of treatment, specification, information to users and budgets.	Cycling officer with HHI During review end July
Car Parks	Consider additional treatment as budgets allow	HHI with Head of Parking Now and again during review
Park and Ride Sites	Consider additional treatment as budgets allow	HHI with P&R Manager Now and again during review
Salt Bins	Review numbers and location. Develop audit trail from Ward committee decisions.	HHI During main review
Bus Routes	Check process for updating	HHI and AD City Strategy end January
Priority Information	Review information provided to public in terms of priorities. Manage expectations.	AD Maintenance Services with Head of Marketing and Communications. By end of Jan and during full review
Roads on a gradient	Review any roads not on priority list over a set percentage gradient to be agreed	HHI During main review
SALT SUPPLIES		
Stock	Restore stock in salt barn to 2000 tonnes minimum as suppliers will allow	Assistant Director Maintenance Services Immediately
Emergency Options	Amend Winter Maintenance policy to include annex relating to options in case of shortages	Assistant Director of Maintenance Services Immediately
CUSTOMER CONTACT		
Customer contact centre	To review the role of YCC in emergency and other response plans, and opening	AD Resources (Customer Service and Governance) in consultation with DNS,

	hours determined by severity of event up to 24/7 if required	Emergency planning. Immediately and during review
Review out of hours interface	As above and review of Night Service co-ordinators role in out of hours service	AD of Resources (Customer Services and Governance) in consultation with DNS, Emergency planning. Immediately and during review
MEMBERS		
Briefings	Develop standard member briefings for similar events	AD NS with Head of Marketing and Communications
Members Open Event	Arrange open day for members at Eco-depot to see arrangements and to give feedback for review	AD Maintenance Services and HHI. April 2010
COMMUNICATIONS AND MEDIA		
Media response	Develop plan to ensure regular and co-ordinated briefings are established including updating the CYC website information. Respond to press letters and monitor "blogs".	Head of Marketing and Communications with Head of ITT By end of Jan
Availability of WM manual	Ensure manual is accurate and accessible to all and that some form of advertising of its availability takes place. Utilise all communications.	Head of Highway Infrastructure (HHI) with ITT and Media team By end of Jan and again during full review
Frequently Asked questions	Devise frequently asked questions for information on the web ie; Can I sweep my drive? Can I use the salt out of a bin if it is more than 100m from my house?	Head of Marketing and Communications By end Jan

Text Services	Explore further utilisation of Text services	HHI with Head of ITT During review
Route maps	Review quality and availability	HHI with ITT During review
FINANCE		
	Assess affect on budgets and report to Executive	Head of finance with finance managers By end of Jan
REVIEW		
Winter Maintenance Review Team	Establish team and conduct full review	Director of Neighbourhood Services Team established end Jan Review complete by end of June
Consultation	Feed back from residents about experience and suggestions for future response	AD DNS Ward Committee team and Ward Committees

Appendix 3 – Officer Review of Winter Maintenance Policy In Readiness for 2010/11 Season

Lead: Director of Neighbourhood Services

Contributions from:

- Chief Executive
- Leaders of four main Political Groups
- Executive Member for NS
- AD of Resources (Customer Services and Governance)
- AD Maintenance Services
- Head of Highway Infrastructure
- Head of Civil Engineering
- Head of Marketing & Communications
- Head of Emergency Planning
- Frontline staff

Scope - The review should cover among other issues:

- The current network coverage
- The policy concerning treatment of footpaths
- The treatment of cycle ways and car parks
- The provision of self help salt bins
- Co-ordination of the City of York council's response to media enquiries and improved timely communications to inform residents of what is happening, where and why.
- Links with the operation of the City of York councils contact centre
- Cross departmental working and emergency planning in times of extraordinary weather or similar events.
- The accuracy and adequacy of the information available on the City of York Council website.
- List of responsibilities and budget holders for areas and properties not included in the highways WM policy (i.e. EPH's Schools, Cycle paths, shopping centres, car parks, park and ride sites).

Best Practise/Networking:

The service will also network with other Local Authorities and Government office to ensure we also build on the experiences of others and achieve best practise.

Consultation

- Public consultation to inform the review should be highlighted in the Ward Committees to seek feedback.
- Seek feedback from residents via the CYC newsletter.

Expected Outcomes

- Revisions to existing policy
- Corporate contingency plan in case of extended/severe weather/similar events

Timescales: Report to Executive Summer 2010

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Community Safety Overview & Scrutiny Committee Work Plan 2009-10

Meeting Date	Work Programme
7 July 2009	<ol style="list-style-type: none"> 1. Report on Overview & Scrutiny Committees - Terms of Reference 2. Guidance on Scrutinising Crime & Disorder Issues 3. 2008/09 Year End Outturn Report 4. Corporate Strategy – Key Performance Indicators & Actions for 2009/10 – Understanding the corporate priorities relevant to the Committee’s ‘terms of reference’ in order to establish a baseline for making proposals for changes to the Corporate Priorities in 2010/11
22 September 2009	<ol style="list-style-type: none"> 1. First Quarter Monitoring Report 2. Update Report presenting correct performance indicators relevant to this Committee
1 December 2009	<ol style="list-style-type: none"> 1. Report on Re-structure of Police Force in York 2. Second Quarter Monitoring Report 3. Feasibility Report on Review of the Council’s Alleygating Policy 4. Attendance of the Executive Leader (& Executive Member for Neighbourhood Services)
19 January 2010	<ol style="list-style-type: none"> 1. Presentation by North Yorkshire Fire & Rescue Service 2. Report on Possible Topics for Scrutiny Review 3. Consideration of Workplan
2 March 2010	<ol style="list-style-type: none"> 1. Third Quarter Monitoring Report 2. Briefing on Drug Action Team in support of possible scrutiny review on ‘The Impact of Drug Abuse on the City’ 3. Presentation on the Safer York Partnership (CDRP) – Understanding the different groups that feed into it and the ‘Hallmarks’ set for them 4. Scoping Report for Gritting Policy Review 5. Consideration of Workplan & Extract from Executive Forward Plan
Date to be agreed	1. Interim Report for Gritting Policy Review
Date to be agreed	1. Interim Report for Gritting Policy Review
Date to be agreed	1. Interim Report for Gritting Policy Review

Community Safety Overview & Scrutiny Committee Work Plan 2010-11

Meeting Date	Work Programme
6 July 2010 (provisional)	1. 2009/10 Year End Outturn Report 2. Consideration of Workplan & Extract form Executive Forward Plan 3. Draft Final Report for Gritting Policy Review
21 Sept 2010 (provisional)	1. First Quarter Monitoring Report 2. Consideration of Workplan & Extract form Executive Forward Plan
30 Nov 2010 (provisional)	1. Second Quarter Monitoring Report 2. Consideration of Workplan & Extract form Executive Forward Plan
18 Jan 2011 (provisional)	1. Consideration of Workplan & Extract form Executive Forward Plan
1 March 2011 (provisional)	1. Third Quarter Monitoring Report 2. Consideration of Workplan & Extract form Executive Forward Plan

FORWARD PLAN ITEM	
Meeting:	Executive
Meeting Date:	16/02/10
Item Type:	Executive Decision - of 'Normal' Importance
Title of Report:	10:10 Campaign and Sustainability Update
Description:	<p>Purpose of report: The report will outline the 10:10 campaign and identify planned projects, resources and timescales for implementation of the campaign across CYC directorates. Also update members on key sustainability projects, including the Climate Change Framework and Action Plan.</p> <p>Members are asked to: Note the campaign and proposed projects that will enable the council to achieve the aims of the 10:10 campaign. Note progress of key sustainability projects being carried out across CYC and across York.</p>
Wards Affected:	
Report Writer:	David Warburton
Lead Member:	Councillor Steve Galloway
Lead Director:	Director of City Strategy
Contact Details:	David Warburton
	david.warburton@york.gov.uk
Deadline for Report:	04/02/10
Implications	
Level of Risk:	04-08 Regular monitoring required
Reason Key:	
Making Representations:	N/A
Process:	N/A
Consultees:	N/A
Background Documents:	Committee Report for 10:10 Campaign and Sustainability Update
Call-In	
If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 22/02/10	
<u>Internal Clearance Process</u>	
<u>Pre-Decision</u>	
By Chief Officers at	CMT on: 20/01/10
By Political Group Leaders on:	
By Strategic Policy Panel (if required) on:	

FORWARD PLAN ITEM**Meeting:** Executive Member for Neighbourhood Services**Meeting Date:** 16/02/10**Keyword:** Environment; Budget; Be significant in terms of its effects on communities;**Item Type:** Executive Member Decision - of 'Normal' importance**Title of Report:** Expansion of Kerbside Boxes**Description:** Purpose of report: Information only.

Members are asked to: Note the report.

Wards Affected: All Wards;**Report Writer:** Geoff Derham **Deadline for Report:** 02/02/10**Lead Member:** Councillor Ann Reid**Lead Director:** Director of Neighbourhood Services**Contact Details:** Geoff Derham

geoff.derham@york.gov.uk

Implications: Equalities**Level of Risk:** 01-03 Acceptable**Reason Key:** It is significant in terms of its effect on communities**Making Representations:****Process:****Consultees:****Background Documents:** Committee Report for Expansion of Kerbside Boxes**Call-In**

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 25/01/10

Internal Clearance Process**Pre-Decision**

By Chief Officers at

on:

By Political Group Leaders on:

By Strategic Policy Panel (if required) on:

Post-Decision

By Strategic Policy Panel (if Required) on:

FORWARD PLAN ITEM**Meeting:** Executive Member for Neighbourhood Services**Meeting Date:** 16/02/10**Keyword:** Health; Environment; Property; Legal; Health, well-being and care; Be significant in terms of its effects on communities;**Item Type:** Executive Member Decision - of 'Normal' importance**Title of Report:** Contaminated Land Update**Description:** Purpose of report: To seek approval for the adoption and publication of the updated contaminated land strategy and to provide an update on the outcome of the recent contaminated land grant applications made to DEFRA.

Members are asked to: Approve the updated contaminated land strategy.

Wards Affected: All Wards;**Report Writer:** Lucie Hankinson**Deadline for Report:** 02/02/10**Lead Member:** Councillor Ann Reid**Lead Director:** Director of Neighbourhood Services**Contact Details:** Lucie Hankinson

lucie.hankinson@york.gov.uk

Implications Legal**Level of Risk:** 01-03 Acceptable**Reason Key:** It is significant in terms of its effect on communities**Making Representations:** N/A**Process:** M/A**Consultees:** N/A**Background Documents:** Committee Report for Contaminated Land Update**Call-In**

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 25/01/10

Internal Clearance Process**Pre-Decision**

By Chief Officers at

on:

By Political Group Leaders on:

FORWARD PLAN ITEM**Meeting:** Executive Member for Neighbourhood Services**Meeting Date:** 16/02/10**Keyword:** Transport; Service Monitoring;
Environment; Budget;
Economics and finance;**Item Type:** Executive Member Decision - of 'Normal' importance**Title of Report:** Neighbourhood Services Capital monitoring update**Description:** Purpose of report: To update Exec member on the capital position of the portfolio.

Members are asked to: Note the performance position of the portfolio.

Wards Affected: All Wards;**Report Writer:** Rachel Harrison **Deadline for Report:** 02/02/10**Lead Member:** Councillor Ann Reid**Lead Director:** Director of Neighbourhood Services**Contact Details:** Rachel Harrison, Management Accountant

rachel.harrison@york.gov.uk

Implications**Level of Risk:** 01-03 Acceptable **Reason Key:****Making Representations:** N/A**Process:** N/A**Consultees:** N/A**Background Documents:** Committee Report for Neighbourhood Services Capital monitoring update**Call-In**

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 08/02/10

Internal Clearance Process**Pre-Decision**

By Chief Officers at

on:

By Political Group Leaders on:

By Strategic Policy Panel (if required) on:

Post-Decision

By Strategic Policy Panel (if Required) on:

FORWARD PLAN ITEM**Meeting:** Executive Member for Neighbourhood Services**Meeting Date:** Before 24/03/10**Keyword:** Be significant in terms of its effects on communities; Life in the community;**Item Type:** Executive Member Decision - a 'Key Issue' - decision with significant effects on communities**Title of Report:** Ward Partnership Meetings**Description:** Purpose of report: To propose replacing the existing Ward Planning Meetings with Ward Partnership meetings that include attendance of a wider range of partners and provision of relevant timely data. This will improve Members ability to steer and monitor activity to deliver the Neighbourhood Action Plans in the context of Council and Partnership priorities.

Members are asked to: Approve option B; replace Ward planning meetings with quarterly Ward Partnership meetings commencing in June/July 2010.

Wards Affected: All Wards;**Report Writer:** Kate Bowers**Deadline for Report:** 20/01/10**Lead Member:** Councillor Ann Reid**Lead Director:** Director of Neighbourhood Services**Contact Details:** Kate Bowers

kate.bowers@york.gov.uk

Implications**Level of Risk:** 01-03 Acceptable**Reason Key:** It is significant in terms of its effect on communities**Making Representations:** N/A**Process:** N/A**Consultees:** N/A**Background Documents:** Ward Partnership Meetings**Call-In**

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 22/02/10

Internal Clearance ProcessPre-Decision

By Chief Officers at

on:

By Political Group Leaders on:

FORWARD PLAN ITEM

Meeting: Executive Member for Neighbourhood Services

Meeting Date: 24/03/10

Keyword: Transport; Environment; Property; Legal; Budget; People and organisations; Business and industry; Life in the community; Leisure and culture; Transport and infrastructure; Be significant in terms of its effects on communities;

Item Type: Executive Member Decision - of 'Normal' importance

Title of Report: Updates and recommendations for Highway Drainage schemes 2009/10

Description: Purpose of report: To inform Members and members of the public where works have/are taking place.

Members are asked to: Approve the actions taken in 2009/10 and agree to the proposals for 2010/11

Wards Affected: All Wards;

Report Writer: Andy Binner

Deadline for Report: 10/03/10

Lead Member: Councillor Ann Reid

Lead Director: Director of Neighbourhood Services

Contact Details: Andy Binner

Implications: Legal

Level of Risk: 04-08 Regular monitoring required

Reason Key: It is significant in terms of its effect on communities

Making Representations: N/A

Process: N/A

Consultees: N/A

Background Documents: Committee Report for Updates and recommendations for Highway Drainage schemes 2009/10

Call-In

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 08/02/10

Internal Clearance Process

Pre-Decision
By Chief Officers at

on:

FORWARD PLAN ITEM**Meeting:** Executive**Meeting Date:** 30/03/10**Keyword:****Item Type:** Executive Decision - of 'Normal' Importance**Title of Report:** Review of Flood Defence Trial in Clementhorpe**Description:** Purpose of report: To advise Members on the progress made with the trial use of the Aquabarrier flood defence system in Clementhorpe. The decision will effect the actions in the Council's Emergency Flood Plan and how support would be given to Clementhorpe in subsequent flood events.

Members are asked to: To provide guidance on the future response to flooding from the River Ouse in the Clementhorpe area.

Wards Affected:**Report Writer:** Ray Chaplin **Deadline for Report:** 18/03/10**Lead Member:** Councillor Andrew Waller**Lead Director:** Director of City Strategy**Contact Details:** Ray Chaplin

ray.chaplin@york.gov.uk

Implications**Level of Risk:** 04-08 Regular **Reason Key:**
monitoring required**Making Representations:** N/A**Process:** N/A**Consultees:** N/A**Background Documents:** Committee Report for Review of Flood Defence Trial in Clementhorpe**Call-In**

If this item is called-in either pre or post decision, it will be considered by Scrutiny Management Committee on: 07/04/10

Internal Clearance Process**Pre-Decision****By Chief Officers at** QCG (No meeting - **on:** 11/03/10
Circulation Deadline
only)**By Political Group Leaders on:****By Strategic Policy Panel (if required) on:**

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