

Notice of a public

Decision Session - Executive Member for Economy and Strategic Planning

Meeting to be held in consultation with the Executive Member for Housing and Safer Neighbourhoods (for agenda item 3. Review of Enforcement Activity)

To: Councillor Waller (Executive Member for Economy and Strategic Planning and Councillor Craghill (Executive Member for Housing and Safer Neighbourhoods)

Date: Tuesday, 22 September 2020

Time: 10.00 am

Venue: Remote Meeting

A G E N D A

Notice to Members – Post Decision Calling In:

Members are reminded that, should they wish to call in any item* on this agenda, notice must be given to Democracy Support Group by:

4:00 pm on Thursday 24 September 2020 if an item is called in *after* a decision has been taken.

*With the exception of matters that have been subject of a previous call in, require Full Council approval or are urgent which are not subject to the call-in provisions. Any called in items will be considered by the Customer and Corporate Services Scrutiny Management Committee.

Written representations in respect of items on this agenda should be submitted to Democracy Support Group by **5:00pm on Thursday 17 September 2020**.

1. Declarations of Interest

At this point in the meeting, the Executive Members are asked to declare:

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

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

2. Public Participation

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

Please note that our registration deadlines have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is **5:00pm on Thursday 17 September 2020**.

To register to speak please contact Democratic Services, on the details at the foot of the agenda. You will then be advised on the procedures for dialling into the remote meeting.

Webcasting of Remote Public Meetings

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

During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

3. Review of Enforcement Activity

The Executive Members are asked to consider three reports outlining the review the enforcement activity undertaken by Planning, Public Protection (Environmental Health, Trading Standards, Licensing, National Trading Standards Regional Investigation and National Trading Standards eCrime teams) and Housing Services and Community Safety between April 2019 and April 2020

- a) **Planning Enforcement** (Pages 1 - 10)
- b) **Public Protection Enforcement** (Pages 11 - 30)
- c) **Housing and Community Safety Enforcement** (Pages 31 - 52)

4. Food Service Plan 2020-21 (Pages 53 - 80)

This report outlines the Food Service Plan 2020-21. The council is required to produce an annual food service plan to satisfy the statutory requirements within the Food Law Code of Practice which is overseen by the Food Standards Agency (FSA).

5. Covid Recovery Skills Strategy and Communication Plan (Pages 81 - 98)

This report sets the terms of reference and remit of a City Skills and Employment Board and task and finish group that will be responsible for developing and implementing the city's Adult Learning and Skills Strategy. This partnership board will develop the strategy within the framework set by York's 10 year and 1 year recovery strategies and the York Economic Strategy.

It also proposes the governance arrangements through which stakeholder feedback and Executive sign-off of the Adult Learning and Skills Strategy will be sought.

6. Quarterly Economic Update (Pages 99 - 164)

This report provides a quarterly economic update for the period March 2020 to September 2020.

7. Urgent Business

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

Democracy Officer

Robert Flintoft

Contact details:

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This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

☎ (01904) 551550

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

- Registering to speak
- Written Representations
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above



Executive Member for Economy and Strategic Planning**22 September 2020**

Report of the Assistant Director for Planning and Public Protection.

Update on formal planning enforcement action**Summary**

1. The purpose of this report is an information report to enable the Executive Members to review planning enforcement action and activity undertaken between April 2019 and April 2020 by the planning enforcement service.

Recommendations

2. That the Executive Member note and approve the content of the report.

Reason: To ensure Members are aware of the work currently being undertaken in Planning Enforcement and to provide oversight to the activity undertaken in the period.

Background

3. This report details planning enforcement action taken in the period specified. Annex A contains further details of the Enforcement Notices served within the period. It should be noted that a full list of Enforcement Notices served by the Council within the last 10 years is published on the Councils website via the Enforcement Register. This is updated every 6 months.

4. A breach of planning control is defined in section 171A of the Town and Country Planning Act 1990 as:

- The carrying out of development without the required planning permission; or
- Failing to comply with any condition or limitation subject to which planning permission has been granted.
- Any contravention of the limitations on, or conditions belonging to, permitted development rights, under the Town and Country Planning (General Permitted Development) (England) Order 2015, constitutes a breach of planning control against which enforcement action may be taken.

5. The National Planning Policy Framework para 58 deals with planning enforcement and states that “Effective enforcement is important to maintain public confidence in the planning system.”

6. The City of York Council Planning enforcement team responds to and investigates complaints about breaches of planning control. Planning enforcement complaints can be extremely complex and time consuming. The enforcement team visit and assess each case to consider the level of action required and this will depend on the harm the breach causes.

7. Government Guidance is clear that addressing breaches of planning control without formal enforcement action can often be the quickest and most cost effective way of achieving a satisfactory and lasting remedy. Furthermore in some instances enforcement action may not be appropriate at all. Enforcement action should always be proportionate to the breach in which it relates to and action taken when it is expedient to do so. It is a long standing principal of the planning system that it is not punitive.

7. The Local Planning Authority will only pursue enforcement action when it is expedient to do so. In general terms a case will be considered not expedient to pursue if:

- there is a trivial or technical breach of control which causes no material harm or adverse impact on the amenity of the site or the surrounding area;
- development is acceptable on its planning merits and formal enforcement action would solely be to regularise the development;
- in their assessment, the local planning authority consider that an application is the appropriate way forward to regularise the situation, for example, where planning conditions may need to be imposed.

8. Where a breach of planning control is identified that is expedient to pursue, should informal attempts to rectify it be unsuccessful and it is concluded that formal action is required, the following Notice types are available to ensure any harm is rectified:

- Enforcement Notice
- Planning Enforcement Order
- Stop Notice
- Temporary Stop Notice
- Breach of Condition Notice
- *Section 215 Notice (untidy land)

9. Members receive updates on the number of outstanding enforcement cases on a quarterly basis through a report which is referred to the Planning Sub Committee. This has occurred since July 1998. A list of enforcement cases for their Ward are also sent to each Councillor by email as agreed by the Chair of

the Planning Committee. This list also contains a synopsis of progress made on each case.

Current position.

10. During the period of 1st April 2019 to 31st March 2020, 586 new planning enforcement investigation cases were received and 686 cases were closed. A total of 507 investigations remain open.

11. Of the cases closed, the principal reasons for closure were: 167 were not expedient to pursue, 48 were found to be permitted development, 242 were found to be not in breach of planning control and 93 breaches were rectified following work undertaken by the team. 62 were granted planning permission.

12. 11 Enforcement Notices were served during the period. These related to:

- Unauthorised siting of caravans in a field.
- Display of unauthorised signs.
- The erection of an extension without planning permission.
- The erection of a porch without planning permission.
- Windows not obscure glazed in accordance with approved plans.
- Failure to match construction materials.
- Unauthorised construction of an access road.
- Conversion of stables to a dwelling for holiday letting.
- Construction of a balcony not in accordance with approved plans.
- Replacement of timber windows in a conservation area.
- Failure to clad a development in accordance with plans and breaching of conditions controlling noise and occupancy.

13. A more detailed summary of these and other recent Notices served, taken from the Planning Enforcement Register, is contained within the Annex section of this report. It should be noted that the Council is required to remove Notices from the register under certain circumstances such as where an appeal is dismissed or where the Notice is later withdrawn. These Notices are not included in the Register.

Consultation

14. As this is an information report no consultation has been undertaken.

Options

15. Option 1 – note the action taken with comments as necessary.

Council Priorities

16. The enforcement actions support the Council's priorities in respect of the following:

- Good health and wellbeing
- Well paid jobs and an inclusive economy
- A greener and cleaner city
- Safe communities and culture for all

Implications

17. There are no direct implications associated with the recommendations of this report in relation to any of the following:

Financial
Human Resources
Equalities
Legal
Crime and Disorder
Information Technology (IT)
Property
Other

Risk Management

18. There are no known direct risk management implications associated with the recommendations in this report.

Contact Details

Author:

Rob Harrison
Principal Planning Officer
Phone: 01904 553775

Chief Officer Responsible for the report:

Mike Slater,
Assistant Director for Planning and Public Protection

Report Approved

Date 11/09/2020

Specialist Officer Implications: None

Wards Affected:

All

Background Papers:

None

Annexes

Annex A: Extract from the Planning Enforcement Register with details of the Enforcement Notices served within the period.

Enf Case No	ADDRESS OF THE LAND TO WHICH THE NOTICE RELATES	AUTHORITY	DATE OF ISSUE	DATE OF SERVICED COPIES OF THE NOTICE	SUMMARY OF BREACH	REQUIREMENTS OF THE NOTICE	PERIOD IN WHICH THE REQUIRED STEPS TO BE TAKEN	DATE NOTICE TAKES EFFECT	Postponements by reason of an Appeal and the Date of the Final Determination	Date of Service of Stop Notice - Statement or summary of the activity prohibited by Stop Notice	Date of withdrawal of Stop Notice	Date which Authority satisfied required steps have been taken
16/00041/COND	J G Windows Unit 2 219A Malton Road Huntington York YO32 9TD	CYC	31/01/2019	31/03/2019	Outside storage of skip, container & materials. Breach of Condition 4 of 3/66/330E/FA	Remove the skip and container from the Land; and cease the following activities: Cease the outside storage of raw materials, finished and unfinished products and parts, crates, materials, waste, refuse and any other item stacked or stored outside any building on the Land.	90 days	31/01/2019				
13/00094/ADV	The Tandoori Night 21 - 23 Bootham York YO30 7BW	CYC	01/03/2019	01/03/2019	Display of unauthorised externally illuminated signs (The Raj)	Remove the lights and signage and make good the fabric of the building.	3 Months	03/04/2019				
16/00261/EXTH	153 Haxby Road, York.	CYC	04/03/2019	04/03/2019	Unauthorised construction of first floor rear terrace and staircase	1. Remove the unauthorised first floor wooden walkway and balcony located to the rear of the property. 2 Removal of the stairs associated with the first floor wooden walkway and balcony located to the rear of the property.	4 Months	03/04/2019				
17/00229/EXTH	59 Westfield Place Acomb York	CYC	04/03/2019	04/03/2019	Unauthorised single storey extension	1. Remove the unauthorised single storey extension located to the rear of the property. 2. Remove the stairs associated with the single storey extension.	4 Months	03/04/2019				
18/00042/EXT	Land To The West Of The Derwent Arms Osbalwick Village Osbalwick York	CYC	20/03/2019	22/03/2019	Unauthorised erection in the north east corner of the field	Remove the unauthorised structure and associated tower.	2 Months	24/04/2019				28/08/2019
17/00256/CARREH	Alx1 Ltd 1 Avenue Road York YO30 6AY	CYC	25/03/2019	26/03/2019	Unauthorised use for car repairs	Cessation of the use of the property for the servicing and repair of motor vehicles.	6 Months	29/04/2019				

Enf Case No	ADDRESS OF THE LAND TO WHICH THE NOTICE RELATES	AUTHORITY	DATE OF ISSUE	DATE OF SERVICED COPIES OF THE NOTICE	SUMMARY OF BREACH	REQUIREMENTS OF THE NOTICE	PERIOD IN WHICH THE REQUIRED STEPS TO BE TAKEN	DATE NOTICE TAKES EFFECT	Postponements by reason of an Appeal and the Date of the Final Determination	Date of Service of Stop Notice - Statement or summary of the activity prohibited by Stop Notice	Date of withdrawal of Stop Notice	Date which Authority satisfied required steps have been taken
16/00446/PLANSH	8 Badger Wood Walk York YO10 5HN	CYC	09/08/2019	09/08/2019	Side windows not obscure glazed as shown on approved plans	EITHER: Replace all 4 dormers to accord with those approved, replace the side opening front dormer window in the north elevation with an obscure glazed top hinged window to accord with approved drawing, replace the mid grey cladding with hanging tiles to accord with the approved drawing, replace the cladding on all facades of the building with cedar boarding that accords with the approved drawing/ OR Replace the side opening front dormer window in the north elevation with an obscure glazed top hinged window, replace the mid grey upvc cladding on all four dormer window cheeks with hanging tiles to accord with the approved drawing, replace the cladding on all facades of the building with cedar boarding that accords with the approved drawing	6 Months	07/10/2019	05.10.2019 Appeal against Enforcement Notice.	13.07.2020 Appeal against Enforcement Notice dismissed.		
17/00042/CONSRV	7 Wenlock Terrace York YO10 4DU	CYC	14/08/2019	14/08/2019	Replacement of timber windows with upvc in conservation area	Remove the unauthorised upvc windows and relace wittimber framed windows to match the originals.	6 Months	13/10/2019	09.10.2019 Appeal against Enforcement Notice.			
16/00530/EXT	Whinney Hills Appleton Road Acaster Malbis	CYC	17.10.2019	17.10.2019	Unauthorised siting of two static caravans in field	Cease use of the land for residential purposes, remove all caravans, remove septic tanks, remove hardcore road.	6 Months	13.12.2019				18.11.2019
16/00185/PLANSH	Greensleeves, Lords Moor Lane, Strensall.	CYC	10.10.2019	10.10.2019	Construction of balcony not in approved plans	Remove the unauthorised balcony and associated debris or replace the balcony with a Juliet balcony to accord with that shown on the approved plans.	6 Months	03.12.2019				

Enf Case No	ADDRESS OF THE LAND TO WHICH THE NOTICE RELATES	AUTHORITY	DATE OF ISSUE	DATE OF SERVICED COPIES OF THE NOTICE	SUMMARY OF BREACH	REQUIREMENTS OF THE NOTICE	PERIOD IN WHICH THE REQUIRED STEPS TO BE TAKEN	DATE NOTICE TAKES EFFECT	Postponements by reason of an Appeal and the Date of the Final Determination	Date of Service of Stop Notice - Statement or summary of the activity prohibited by Stop Notice	Date of withdrawal of Stop Notice	Date which Authority satisfied required steps have been taken
18/00090/NOCONS	Revolution, Coney Street, York.	CYC	08.04.2020	21.04.2020	Unauthorised works to side elevation (decking)	Remove the decking and all associated debris and materials.	9 Months	8.02.2020	Appeal in progress			
16/00395/EXTH	129 Chapelfields Road, York.	CYC	24.02.2020	24.02.2020	Timber framed porch erected to front of property	Remove the porch or alter it to conform with permitted development rights.	4 Months	20.04.2020				
16/00142/EXT	Holly Tree Farm, Murton Way, York.	CYC	14.02.2020	14.02.2020	Unauthorised construction of access road 6m wide	Install brick coping and cladding to the bridge and install the access road as approved or remove the bridge, culvert and access road and restore the land.	6 Months	31.03.2020				
16/00027/NOCONS	Holly Tree Farm, Murton Way, York.	CYC	09.01.2020	10.01.2020	Conversion of stables to holiday lets.	Demolish the unauthorised building and remove all associated material and debris from the land.	6 Months	6.03.2020	Appeal dismissed. 30 July 2020			
19/00529/COND	Spark York, Picadilly, York.	CYC	27.02.2020	27.02.2020	Failure to comply with condition 14 on reduced capacity after 21.00 and Condition 16 on music (17/00274/FUL) Failure to clad development in accordance with approved plans.	Comply with the noise and occupancy conditions and clad the development in accordance with the approved plans.	28 days for occupancy and noise conditions and 90 days for the cladding.	26.03.2020				27.08.2020

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Executive Member for Economy and Strategic Planning**22 September 2020**

Report of the Assistant Director for Planning and Public Protection

Review of Enforcement Activity by Public Protection and the National Trading Standards teams based at City of York Council**Summary**

1. The purpose of this report is to enable the Executive Members to review the formal enforcement action as well as the surveillance activity undertaken in 2019-20 by:-
 - Public Protection (Environmental Health, Trading Standards and Licensing)
 - National Trading Standards Regional Investigation and National Trading Standards eCrime teams
2. Examples of the action taken includes prosecutions of food businesses for failing to keep premises clean or take appropriate steps to ensure the food they are selling is safe and revoking the licences of taxi drivers who are no longer considered 'fit and proper' to hold licences. It also includes action against unscrupulous traders 'ripping off' consumers as well as recovering the proceeds of crime amongst other things.

Recommendations

3. That the Executive Members approve the report.

Reason: To provide ensure enforcement activity undertaken in 2019-20 has been reviewed in accordance with the council's enforcement policy, and meet the requirement of the surveillance commissioner for Member oversight of surveillance activity.

Background

4. The City of York Council's Executive approved an updated enforcement policy for Public Protection, Housing Services and Community Safety on 28 September 2017. It also approved a separate, updated policy for the

National Trading Standards Regional Investigation and National Trading Standards eCrime teams at the same time.

5. This report details the results of formal enforcement action taken in the period specified by the above teams. Each case is considered on its merits before legal proceedings or other types of formal enforcement action including a 'simple caution' or fixed penalty notices are initiated.
6. Annex A summarises the formal enforcement action taken by each team, and provides information about some of the other enforcement activity undertaken which is not formal enforcement action for the purposes of the enforcement policy e.g. written warnings.
7. Annex B gives details of the surveillance activity undertaken as part of the team's investigations. Local Authorities may only undertake 'surveillance' in connection with serious offences i.e. offences which carry a maximum prison sentence of 6 months or more and/or other specific offences such as those in connection with the sale of alcohol or tobacco to children.

Public Protection

8. Public Protection Officers undertake the majority of the council's environmental health, trading standards and licensing duties and as such are responsible for enforcing over a hundred Acts of Parliament and thousands of underpinning Regulations. Each year, officers carry out a detailed 'strategic assessment' of the issues most affecting residents, visitors and businesses as well as the Council Plan to identify a series of 'priorities' around which most activity will be focussed.
9. The priorities for 2019-20 were as follows:-

- Ensuring businesses meet food safety requirements

There is a separate, statutory food plan which sets out the planned activity in this respect.

- Ensuring local businesses are meeting their health and safety obligations

Enforcement Responsibility for health and safety matters is split between the Health and Safety Executive and Local Authorities. We use accident reports and information provided by the Health and Safety Executive on the latest trends and issues of concern to help direct our activities. We also administer the multi-agency Safety Advisory Group to help organisers run events safely.

Towards the end of the last financial year, we were heavily involved in taking steps to prevent the spread of coronavirus.

- Dealing with nuisance from noise, smoke, odour etc emanating from commercial premises

These are matters which give rise to large numbers of complaints. The Community Safety team have responsibility for dealing with domestic noise including operating the night time noise nuisance service.

- Improving local environment, particularly air quality and supporting new developments

This included anti-idling patrols and inspecting businesses in respect of pollution control. We also review planning applications to ensure the environmental impacts of developments are appropriately considered.

- Protecting residents from unfair trading practices – particularly doorstep crime, mass marketing scams and second hand vehicles.

Trading Standards matters generate the largest number of complaints and intelligence logs into the service, particularly in relation to the highlighted matters.

- Preventing the supply of dangerous products including illegal supplies of alcohol tobacco and potentially harmful foods.

This includes activity to prevent illegal sales of age restricted products such as alcohol, tobacco and knives (all minimum age 18) and involves advising businesses on their legal obligations and undertaking 'test purchases' with the help of young persons to ensure they are complying with their obligations. We respond to complaints and other sources of intelligence about problem premises and areas of anti-social behaviour, we also carry out some routine purchases to test wider compliance. In relation to any other age restricted products including spray paints (minimum age 16) , fireworks (18) and solvents (18) we carry out activity in response to complaints and intelligence about particular problem businesses.

We ensure allergen advice/compliance is a key part of our inspections at food premises.

- Ensuring businesses are meeting their licensing obligations

This includes premises licensed to sell alcohol, taxis and various animal establishments such as kennels, cateries and pet shops amongst other things.

10. Please note, none of the above is of greater priority than any another. The enforcement activity shown in Annex A reflects that officers have been working in accordance with these priorities.
11. Similar priorities remain for 2020-21, and our approach will largely remain unchanged. However, there will continue to be a focus on helping businesses with advice and support on regulatory matters through the coronavirus pandemic. Furthermore, whilst carrying out all of this work, officers will continue to share intelligence on serious organised crime and modern slavery with appropriate organisations.

National Trading Standards teams

12. The purpose of the Regional Investigations teams and the National eCrime enforcement team is to tackle wide-scale scams and complex cases of fraud perpetrated on consumers and/or businesses on a regional and national basis. The national e-crime team – as the name suggests – focuses on trading standards crimes on the internet. These teams investigate individual cases and practices referred to them by local authority trading standards services and other organisations via the National Trading Standards Tasking Group, they do not take on cases directly from members of the public.

Consultation

13. A survey of Talkabout panellists was undertaken between 21/11/16 and 18/12/16 and they were asked to rank the importance of different aspects of the service carried out by Public Protection, Housing Services and Community Safety. Under the enforcement policy, formal enforcement action is an option in all the areas they identified as important.
14. In 2019, a business survey of local retailers, food businesses and other enterprises in the city centre was undertaken. It was funded by the Department of Business, Enterprise, Innovation and Skills. Some 81% of 127 respondents said that the Council ‘should take formal enforcement action against those who flout the law or ignore advice’.
15. Public Protection also routinely survey our customers and the results over the last three years were as follows:-

Measures	19-20 (2019)	18-19 (2018)	17-18 (2017)

% customers satisfied with the overall level of service provided	86.3%	80.6%	75%
% of businesses reporting contact with officers was helpful	96.8%	96.8%	98.2%
% of businesses reporting that they were treated fairly	97.5%	98.1%	100%

Options

16. There are no options, the report is for information. Members are asked to note the action taken with comments as necessary

Analysis

17. The report ensures that formal enforcement action (and surveillance activity) taken by Public Protection in 2019-20 has been reviewed as required.

Council Priorities

18. The legal actions support the Council's priorities in respect of the following:
- Good health and wellbeing
 - Well paid jobs and an inclusive economy
 - A greener and cleaner city
 - Safe communities and culture for all

Implications

19. **Financial:** There are no financial implications associated with this report. Formal enforcement action is funded through existing budgets.
20. **Human Resources:** There are no Human Resources implications associated with this report.
21. **Equalities:** There are no equalities implications associated with this report although many of the activities are aimed at helping vulnerable people and challenging inequality.
22. **Legal:** Under the City of York Council's delegation scheme, legal proceedings may only be approved if they are in accordance with an approved enforcement policy.
23. **Crime and Disorder:** Formal enforcement action contributes to reducing anti social behaviour and dishonest trading.

- 24. **Information Technology (IT):** There are no IT implications associated with this report.
- 25. **Other:** There are no other implications associated with this report.

Risk Management

- 26. Applying the Council’s risk scoring criteria, operating with outdated enforcement policies poses a ‘major risk’ (potential action in a national court with the national media coverage) and a likelihood of ‘possible’ giving a score of **12** (yellow risk). Operating with up to date relevant policies, reduces the likelihood to ‘unlikely’ giving a score of **8** (green risk).

Contact Details

Author:

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Chief Officer Responsible for the report:

Mike Slater,
Assistant Director for Planning and Public Protection

Report Approved



Date 11/09/2020

Specialist Officer Implications: None

Wards Affected:

All

Background Papers:

None

Annexes

Annex A: Summaries of Formal Enforcement Action 1st April 2019 to 31st March 2020

Annex B: Surveillance Activity

Annex C: Existing enforcement policy – Public Protection, Housing Services & Community Safety

Annex D: Enforcement policy - National Trading Standards Regional Investigation and National Trading Standards eCrime teams

Annex A: Summaries of Formal Enforcement Action 1st April 2018 to 31st March 2019

Public Protection (including Environmental Health, Trading Standards and Licensing)

Defendant	Legislation	Nature of Case	Penalty	Costs
Richard HEPPELL	Clean Air Act 1993	Emission of dark smoke from trade premises	£500 fine £50 Victim surcharge	£692.81
David JONES	Town Police Clauses Act 1847 Road Traffic Act 1988	York licensed private hire driver plying for hire. Driving without insurance	6 Penalty points on driving licence NB Appeal to Crown Court dismissed	£1,250
Mohammed Abdul ALIM (Shahi)	Food Safety Act 1990 Food Safety and Hygiene (England) Regulations 2013	Sold food items containing peanut to a purchaser who stated that they were allergic to peanuts.	£9,000 Fine £170 Victim surcharge	£5,562.51
Trevor DOUGLAS (Whitby Seafish)	Food Safety Act 1990 Food Safety and Hygiene (England) Regulations 2013	Failed to effectively clean equipment Failed to keep food protected from cross contamination Failed to implement and maintain a system for controlling hazards Failed to provide adequate hand washing facilities	£300 Fine £30 Victim surcharge Food Prohibition order on Mr Douglas	£200.00
Amanda Yun TSANG (Yan's Express)	Food Safety Act 1990 Food Safety and Hygiene (England) Regulations 2013	Food premises not clean and not in good repair Lack of food safety management system Failed to ensure good personal hygiene of food handlers	£300 Fine £30 Victim surcharge	£2,677.87
Sau Man LEE (Oriental Masterchef)	Food Safety Act 1990 Food Safety and Hygiene (England) Regulations 2013 Food Information Regulations 2014	Lack of food safety management system Food at risk of contamination Food premises not clean and not in good repair Failed to comply with Hygiene Improvement Notices Failed to provide accurate information on allergens present in 'Special Fried Rice'	£961.00 Fine £96.00 Victim surcharge	£2,500.00
Di WU (Hong Kong Chophouse)	Food Safety Act 1990	Food premises not clean and not in good repair	£1,300 Fine £130 Victim surcharge	£3,000

	Food Safety and Hygiene (England) Regulations 2013	Failed to comply with Hygiene Improvement Notice Food at risk of contamination Lack of food safety management system	Food Prohibition order on Mr Wu	
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2 x simple cautions for food hygiene offences

11 x fixed penalty notices for smoking inside public places

14 x taxi/private hire drivers licences revoked – no longer considered ‘fit and proper’ persons to hold a licence

*Please note that a Simple Caution is a Home Office approved procedure which is an alternative to prosecution. It involves a written acceptance that an offence has been committed and may be drawn to the attention of a court if any subsequent offence is committed within two years of issue.

Other activity of note (not formal enforcement action within the enforcement policy).

Activity	Target	2019-20	2018-19	2017-18	2016-17
% of all underage sales visits	Less than 10%	42.9% 7 visits 3 sales (of which 2 x e-cigarette, 1 x knife)	0% 18 visits 0 sales	11.8% 17 visits 2 sales (of which 2 x knives)	0% 5 visits 0 sales

11 x ‘improvement notices’ served in respect of hygiene concerns in food businesses

756 x written warnings for food safety matters

79 x written warnings for food standards matters including allergens information

10 x other written warnings for matters such as livestock animal welfare breaches and displaying incorrect food hygiene ratings amongst other things.

105 x drivers asked to stop vehicle idling with an estimated 6 hours 45 mins of idling time saved.

National Trading Standards Regional Investigation and eCrime Team

Defendant	Legislation	Nature of Case	Penalty	Costs
Peter HALL	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £4,863,049.52 (included in Claire Hall's total)	
Claire HALL	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £4,989,741.07	
Collette FERROW	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £115,704.91	
Liam HINCKS	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £65,000 Compensation Order of £8,779.00	
Kerry MILLS	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £886,490.10	
Caroline GOWANS	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £25,550.09	
Thomas SCOFFIN	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £78,190.00	
Linda SCOFFIN	Proceeds of Crime Act 2002	Post conviction confiscation proceedings	Confiscation award of £279,997.78 Compensation Order £14,139.78	£20,000.00
Motorsure Limited trading as Motorhub	Consumer Protection from Unfair Trading Regulations 2008	Misleading actions and omissions connected with the sale of used motor vehicles	Fine £38,800.00	£13,797.00
Saleem ARIF	Companies Act 2006 and Proceeds of Crime Act 2002	On-line electrical goods retailer fraudulent trading and money laundering	Imprisonment for 54 months Disqualified from acting as a company director for 8 years	
Kewal BANGA	Proceeds of Crime Act 2002	Money laundering of the proceeds of Saleem ARIF's business monies	Imprisonment for 35 months Disqualified from acting as a company director for 8 years	
Adnan IQBAL	Proceeds of Crime Act 2002	Money laundering the proceeds from a fraudulent property letting business	Imprisonment for 10 months suspended for 18 months	

Shaidul ISLAM	Proceeds of Crime Act 2002	Money laundering the proceeds from a fraudulent property letting business	Imprisonment for 10 months suspended for 18 months Compensation Order £7,100.00	
Kamran MALIK	Proceeds of Crime Act 2002	Money laundering the proceeds from a fraudulent property letting business	Imprisonment for 10 months suspended for 18 months Compensation Order £11,873.00	
Kingstown Associates Limited	Consumer Protection from Unfair Trading Regulations 2008	Promotional mailings containing false information about cash prizes	£150,000	£10,763.84
Peter HUNTER	Companies Act 2006	On line event ticket reselling fraudulent trading	Imprisonment for 48 months	
David SMITH	Companies Act 2006	On line event ticket reselling fraudulent trading	Imprisonment for 30 months	

Annex B: Surveillance Activity

	Activity	Reason
Public Protection	2 x Directed surveillance authorisations	Under controlled conditions, observe a volunteer attempting to purchase age restricted products from various businesses
National Trading Standards	14 x subscriber requests	Requests for details of subscribers to telephone numbers, email accounts etc. (205 in total) used in alleged scams and consumer protection investigations.
Veritau	1 x subscriber requests	Requests for details of subscribers (2 in total) as part of a counter fraud investigation

Annex C: Existing enforcement policy – Public Protection, Housing Services & Community Safety



Public Protection (Environmental Health, Trading Standards, Licensing), Housing and Community Safety Services

Enforcement Policy

This document is the enforcement policy for City of York Council's Public Protection (Environmental Health, Trading Standards, Licensing), Housing and Community Safety services. It sets out the key principles under which officers will seek to achieve compliance with the legislation enforced by these services.

In carrying out their duties officers will adhere to the principles of good enforcement set out in the Regulators' Code (2014) and other relevant codes of practice including those concerned with the investigation of offences or the prosecution of offenders.

All enforcement activity undertaken under this policy will have regard to the Human Rights Act 1998 and the European Convention of the Protection of Human Rights and Fundamental Freedoms.

Please note, whilst this policy acknowledges that officers will adhere to principles of good practice in their enforcement activity, it does not prescribe the way investigations will be conducted or the authorisation of surveillance activity. Furthermore, it does not include enforcement action by Planning, and Transport (including Parking services) which operate under their own guidance.

1.0 Introduction

The main purpose of the Public Protection, Housing and Community Safety Services are to maintain a fair and safe trading environment for consumers and businesses, to help reduce the actual and perceived impact of violent,

aggressive and nuisance behaviour on people in York and to improve and protect public health and improve the environment. We recognise that effective and well-targeted regulation is essential in achieving this.

We will ensure legal compliance by:

- Helping and encouraging businesses and individuals to understand and comply with the law.
- Responding proportionately to breaches of the law.

We want to achieve the following outcomes:

- Support economic growth, especially in small businesses, by ensuring a fair, responsible and competitive trading environment
- Protect the environment for future generations including tackling the threats and impacts of climate change
- Improve quality of life and wellbeing by ensuring clean and safe neighbourhoods
- Help people to live healthier lives by preventing ill health and harm, and promoting public health
- Ensure a safe, healthy and sustainable food chain for the benefits of consumers and the rural economy.

2.0 Economic Progress

We will carry out our activities in a way that supports those we regulate comply and grow, remembering that it is important to maintain a level playing field for all businesses to thrive.

We will consider the impact that our regulatory activities may have on businesses, including consideration of costs, effectiveness and perceptions of fairness. We will only adopt a particular approach if the benefits justify the costs and in doing so will endeavour to try to keep any perceived burdens to a minimum.

References to costs and benefits include economic, social and environmental costs and benefits.

3.0 Risk Assessment

We will allocate our resources where they will be most effective by assessing the risks due to non-compliance with the law. The risk factors include:

- the potential impact on residents, consumers, business and the environment in failing to meet legal requirements.
- the likelihood of non-compliance taking into account matters such as:
 - the past history,
 - the systems a business has in place,
 - management competence of the business
 - and willingness to comply.

4.0 Advice and Guidance

We recognise that prevention is better than cure and will actively work with business and residents to advise on and assist with, compliance with the law. In doing this we will ensure that:

Legal requirements are made available and communicated promptly upon request.

The information we provide will be in clear, concise and accessible language. Advice will be confirmed in writing where necessary.

We will clearly distinguish between legal requirements and guidance aimed at improvements above minimum standards.

We will signpost towards additional business support services where appropriate.

Please note: there may be a fee payable for our advice. Where this is the case you will be informed and provided with details of the charge or an estimate if the exact fee is not known.

5.0 Inspections and Other Visits

All inspections and other visits to businesses will be undertaken after consideration of the risk the business poses if it fails to comply with the law (see paragraph 3.0 above), where the business has requested advice or where intelligence/information suggests that an inspection or visit is appropriate.

- Where we carry out inspections we will give feedback to the business on what the officer has found; this will include positive feedback to encourage and reinforce good practice.

- Where practicable we will co-ordinate inspections with other regulators to minimise the burden on businesses.
- Random inspection will be undertaken where government guidelines/ policies or a condition of a licence requires us to do so. A small amount of random inspections may also be undertaken to test our risk assessments or the effectiveness of any action we have taken.

6.0 Information Requirements

We will only ask businesses for information that is necessary after considering the cost and benefit to obtaining the information. Where possible we will share this information with our partners (taking account of data protection) to prevent the need for providing the information more than once.

7.0 Compliance and Enforcement Actions

We recognise that most businesses and individuals wish to comply with the law, however firm action will be taken against those who break or flout the law or act irresponsibly.

We will carry out all of our enforcement duties, including taking formal enforcement action (described below), in a fair, equitable and consistent manner. Whilst officers exercise judgement in individual cases, we will have arrangements in place to promote consistency including liaison with other agencies and authorities.

Formal enforcement action will only be considered and taken in the first instance in cases involving unfair practices against individuals or businesses, illegal sales of age restricted products, supply of counterfeit goods and other intellectual property crime, occupational health and safety, public safety, risk to public health (including food safety), health and safety in the home, statutory nuisances, animal health and welfare, damage to the environment, dog fouling, trading standards offences committed by doorstep sellers, breaches of licence conditions or operating without a licence when one is required and any other case in which a head of service considers formal enforcement action is necessary.

Formal enforcement action will also be considered and may be taken where advice has been ignored.

Where formal enforcement action is necessary, we will consider the most appropriate course of action (from the range of sanctions and penalties available) with the intention of: -

- Aiming to change the behaviour of the offender
- Aiming to eliminate any financial gain or benefit for non-compliance
- Being responsive and considering what is appropriate for the particular offender and issue involved, including punishment and the public stigma that may be associated with criminal convictions
- Being proportionate to the nature of the offence and harm caused
- Aiming to restore the harm caused by non-compliance
- Aiming to deter future non-compliance.

When formal enforcement action is taken:

- We will take all reasonable steps to discuss the circumstances of the case, unless immediate action is required e.g. to prevent the destruction loss of evidence or there is an imminent risk to the environment, public health or health and safety. This discussion may be in the form of an interview under caution if a prosecution is being considered. We will provide the opportunity for further dialogue about the proportionality or consistency of our action upon request.
- Where immediate formal enforcement action is taken, which will usually be the service of a written notice, reasons for such action will be given at the time (if possible) and confirmed in writing within 10 working days.
- Where there are rights of appeal against formal enforcement action, notification of the appeal mechanism will be clearly set out in writing at the time the action is taken.
- Clear reasons will be given for any formal enforcement action taken, and confirmed in writing.

For the purpose of this policy 'formal enforcement action' includes serving a legal notice e.g. an improvement, suspension, prohibition, fixed penalty or abatement notice and civil penalty notices to letting agents and landlords, the seizure of goods, suspension or revocation of a licence, a formal 'simple' caution, prosecution or other court action.

If the formal enforcement action being considered is a prosecution we will also consider a number of additional factors in line with the Code for Crown Prosecutors and any other nationally recognised guidance such as the

Enforcement Management Model published by the Health and Safety Executive. These factors, not an exhaustive list, may include the following:

- The seriousness of the alleged offence
- The history of the party concerned
- The willingness of the business or the individual to prevent a recurrence of the problem and co-operate with officers
- Whether it is in the public interest to prosecute
- The realistic prospect of conviction
- Whether any other action (including other means of formal enforcement action) would be more appropriate or effective
- The views of any complainant and other persons with an interest in prosecution.

These factors are NOT listed in order of significance. The rating of the various factors will vary with each situation under consideration.

When formal enforcement action is being considered for an acquisitive crime i.e. the acquiring of assets (including money) from offences such as fraud or intellectual property crime, we will undertake a financial investigation into the circumstances of the case. In serious cases this may result in the seizure of a suspect's cash and legal proceedings for money laundering and confiscation of assets under the provisions of the Proceeds of Crime Act 2002.

8.0 Accountability

We will be accountable for the efficiency and effectiveness of our activities:

- We shall provide businesses and individuals with effective consultation and opportunities for feedback on our service.
- Officers will be courteous, fair and efficient at all times, and will identify themselves by name and, where appropriate, identity card.
- Any complaints about the way you have been treated will follow the City of York Council's complaints procedure 'Have Your Say'. A copy of the complaints procedure can be obtained from our website at www.york.gov.uk

9.0 Application of our enforcement policy

All officers will have regard to this document when making enforcement decisions.

Any departure from this policy must be exceptional, capable of justification and be fully considered by the head of service before a final decision is taken. This proviso shall not apply where a risk of injury or to health is likely to occur due to a delay in any decision being made. In cases of emergency or where exceptional circumstances prevail, the chief executive may suspend any part of this policy where it is necessary to achieve the effective running of the service and/or where there is a risk of injury or to health of employees or any members of the public.

10.0 Review

There will be an annual review of the action taken under this policy. This document will also be subject to review as and when required. Improvements will be made if there are any changes in legislation or in local needs.

If you have any comments please contact the Head of Public Protection, Head of Housing or Head of Community Safety by calling 01904 551550 or by writing to City of York Council, West Offices, Station Rise, York, YO1 6GA or email to ycc@york.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

Annex D: Enforcement policy - National Trading Standards Regional Investigation and National Trading Standards eCrime teams



National Trading Standards

Yorkshire and the Humber Regional Investigations Team and

National Trading Standards eCrime Team

Enforcement Policy

This document is the enforcement policy for the National Trading Standards Yorkshire and the Humber Regional Investigations Team and National Trading Standards eCrime Team (NTS RIT and eCrime) hosted by City of York Council on behalf of the National Trading Standards Board (NTSB)

The purpose of NTS RIT and eCrime is to tackle the scams and complex cases of fraud perpetrated on a regional and national basis in an effective way that is not readily achievable by individual local authorities. NTS RIT and eCrime investigate individual cases and practices referred to them by local authority trading standards services and through the tasking arrangements of NTSB.

The purpose of NTS RIT and eCrime is not to provide advice, information or carry out inspections of regulated businesses. NTS RIT and eCrime are charged with taking on major investigations, and in appropriate cases, bringing them to a just conclusion through the courts using both criminal and civil sanctions.

NTS RIT and eCrime will have regard to The Code for Crown Prosecutors issued by the Director of Public Prosecutions, the Regulators' Code and other relevant codes including those concerned with the investigation of offences.

NTS RIT and eCrime will take appropriate formal enforcement action in cases concerning fraud, significant unlawful consumer detriment, unlawful exploitation of vulnerable consumers groups, intellectual property crime and any other matter that the head of regional investigations considers necessary within the scope of the purpose of NTS RIT and eCrime. For the purposes of this policy formal enforcement action includes prosecution, civil action, confiscation proceedings or the issue of a simple caution.

Formal enforcement action under this policy will be in the public interest and will:

- aim to change the behaviour of the offender;
- aim to eliminate any financial gain or benefit from crime/non-compliance;
- be responsive and consider what is appropriate for the particular offender and regulatory issue, which can include punishment and the public stigma that should be associated with a criminal conviction;
- be proportionate to the nature of the offence and the harm caused;
- aim to restore the harm caused by the crime/regulatory non-compliance, where appropriate;
- and
- aim to deter future offending/non-compliance.

All enforcement activity undertaken under this policy will have regard to the Human Rights Act 1998 and Equalities Act 2010.



Executive Member for Economy and Strategic Planning 22 September 2020

Report of the Assistant Director for Planning and Public Protection

Review of Enforcement Activity – Housing and Community Safety

Summary

1. The purpose of this report is to enable the Executive Members to review the formal enforcement action undertaken in 2019-20 by:-
 - Housing Services
 - Community Safety
2. Examples of the action taken includes housing repossessions for anti-social behaviour and a whole host of prosecutions and other actions for other anti-social behaviour such as fly tipping and littering, urinating in the street and failing to control dangerous dogs amongst many other things.

Recommendations

3. That the Executive Members approve the report.

Reason: To provide ensure enforcement activity undertaken in 2019-20 has been reviewed in accordance with the council's enforcement policy.

Background

4. The City of York Council's Executive approved an updated enforcement policy for Public Protection, Housing Services and Community Safety on 28 September 2017.
5. This report details the results of formal enforcement action taken in the period specified. Each case is considered on its merits before legal proceedings or other types of formal enforcement action including a 'simple caution' or fixed penalty notices are initiated.
6. Annex A summarises the enforcement action taken by each team.

Housing Services

7. The Housing teams manage and take enforcement action on council owned homes and managed properties for another housing organisation, Thirteen, working closely with the Community Safety Hub on more serious cases. This includes taking action on council tenants not complying with their obligations including paying rent.
8. The Housing Standards and Adaptations team regulates standards in the private sector and in particular Houses in Multiple Occupation (HMO's). All HMO's are issued with a standard range of conditions relating to the licence holder, property and management. In addition some where they fail other standards are issued with conditions with a time period to meet those conditions. These conditions relate to:
 - Minimum room size for sleeping
 - level of kitchen amenities having regard to the number of occupants/households
 - level of bathroom facilities having regard to the number of occupants/households
 - level of toilet and wash hand facilities, having regard to the number of occupants/households
 - heating, energy efficiency,
 - carbon monoxide detection and
 - training

Community Safety

9. The Neighbourhood Enforcement Team forms part of the Community Safety Hub. Officers work across three geographic 'patches', chosen to align with North Yorkshire Police's Neighbourhood Policing boundaries to assist with joint working.
10. The remit of the team is to tackle enviro crime and low level antisocial behaviour (ASB) including: domestic noise nuisance, fly tipping, commercial and domestic waste duty of care offences, waste presentation offences, flyposting, dog fouling, dog on dog attacks, litter, unlawful encampments, enforcement of Public Space Protection Orders, nuisance behaviour associated with the city centre such as nuisance begging selling or busking and street urination. The team also provides a weekend noise patrol service 9pm – 3am each Friday and Saturday.
11. Enforcement action can range from the issuing a Fixed Penalty Notice through to prosecution, depending on the seriousness of the offence. Since 2014 and the advent of the Anti-social Behaviour, Crime and Policing Act, the team have been able to issue Community Protection Notices (CPNs), following a written warning, to those committing any

form of persistent anti-social behaviour impacting on the quality of life of those around them.

Consultation

12. A survey of Talkabout panellists was undertaken between 21/11/16 and 18/12/16 and they were asked to rank the importance of different aspects of the service carried out by Public Protection, Housing Services and Community Safety. Under the new enforcement policy, formal enforcement action is an option in all the areas they identified as important.

Options

13. There are no options, the report is for information. Members are asked to note the action taken with comments as necessary.

Analysis

14. The report ensures that formal enforcement action taken by Housing and Community Safety in 2019-20 has been reviewed as required.

Council Priorities

15. The legal actions support the Council's priorities in respect of the following:
 - Good health and wellbeing
 - Well paid jobs and an inclusive economy
 - A greener and cleaner city
 - Safe communities and culture for all

Implications

16. **Financial:** There are no financial implications associated with this report.
17. **Human Resources:** There are no Human Resources implications associated with this report.
18. **Equalities:** There are no equalities implications associated with this report although many of the activities are aimed at helping vulnerable people and challenging inequality.
19. **Legal:** Under the City of York Council's delegation scheme, legal proceedings may only be approved if they are in accordance with an approved enforcement policy.

- 20. **Crime and Disorder:** Formal enforcement action contributes to reducing anti social behaviour and dishonest trading.
- 21. **Information Technology (IT):** There are no IT implications associated with this report.
- 22. **Other:** There are no other implications associated with this report.

Risk Management

- 23. Applying the Council's risk scoring criteria, operating with outdated enforcement policies poses a 'major risk' (potential action in a national court with the national media coverage) and a likelihood of 'possible' giving a score of **12** (yellow risk). Operating with up to date relevant policies, reduces the likelihood to 'unlikely' giving a score of **8** (green risk).

Contact Details

Author:

Matt Boxall
Head of Public Protection
Phone: 01904 551528

Chief Officer Responsible for the report:

Mike Slater,
Assistant Director for Planning and Public Protection

Report Approved



Date 11/09/2020

Specialist Officer Implications: None

Wards Affected:

All

Background Papers:

City of York Council Public Protection, Housing and Community Safety Enforcement Policy

<https://www.york.gov.uk/downloads/download/38/environmental-health-and-trading-standards-enforcement-policies>

Annexes

Annex A: Summaries of Formal Enforcement Action 1st April 2019 to 31st March 2020

Annex B: Existing enforcement policy – Public Protection, Housing Services & Community Safety

Annex A: Summaries of Formal Enforcement Action 1st April 2018 to 31st March 2019

Housing Services

Rent arrears

Number of Cases	Legislation	Nature of Case	Penalty	Costs
11	Housing Act 1985	Possession Application	Outright Possession Order	£394.50
0	Housing Act 1985	Possession Application	Outright Possession Order	No order for costs
40	Housing Act 1985	Possession Application	Suspended Possession Order (SPO)	£394.50
1	Housing Act 1985	Possession Application	Suspended Possession Order (SPO)	No order for costs
13	Housing Act 1985	Possession Application	Adjourned generally with liberty to restore	£394.50
17	Housing Act 1985	Possession Application	Adjourned generally with liberty to restore	No order for costs
1	Housing Act 1985	Possession Application	Application dismissed	No order for costs
22	Housing Act 1985	Application to suspend warrant	Warrant suspended	£121.00
0	Housing Act 1985	Application to suspend warrant	Warrant suspended	No order for costs
4	Housing Act 1985	Application to suspend warrant	Application dismissed – evicted	£121.00
5	Housing Act 1985	Application to suspend warrant	Application dismissed – evicted	No order for costs

122 x Licenses for HMOs were issued - bringing the total number at the end of that year to 1018.

290 x licences were reviewed to impose new conditions.

47 x Housing Notices served including 3 suspended Prohibition Notices and one immediate prohibition notice preventing the use of at least one room in a house.

3 x Civil Penalty Notice's on three landlords who should have licensed their properties. Of which, one CPN for £30k was issued and in line with our early payment policy a £20k fine was received. The property has also been licensed and brought up to standard. The second and third CPNs were again issued for a property not being licensed. In total, a £30k penalty fine was issued and in line with a policy the payment was made early.

1 x Criminal Behaviour Order was issued – Landlord ordered to find a fit and proper person to manage his portfolio of 7 properties. This follows three successful prosecutions of the same landlord for failing to apply for a HMO license (x2) and for non –compliance of an improvement notice and breaches of management regulations at another property

Other activity (not formal enforcement action under the enforcement policy)

Responded to one appeal to the First Tier Tribunal. A Landlord submitted a licence application that all rooms met the minimum room size standards but having visited the property the officer found one of the rooms to be too small and varied the licence accordingly. The landlord appealed the variation to the first tier tribunal on the grounds that whilst the room did not meet the minimum size that was inexpensive to rent and therefore the council should not enforce the law. The Council response to the tribunal confirmed and gave reasons that we would contest the appeal. This led the applicant to withdraw his appeal

Community Safety

Neighbourhood Enforcement Team

Defendant	Legislation	Nature of case	Penalty	Costs
George Tucker	Town and Country Planning Act 1990/Highways Act 1980	Fly posting – city wide	Fine £1200 surcharge £30	09/04/2019 Costs £1000
Joyce Carlisle	Ant-Social Behaviour, Crime and Policing Act 2014	Breach of CPN	Fine £1,100 Surcharge £110	23/04/2019 Costs £187
Carolyn Smith	Noise abatement – Environmental Protection Act 1990	Noise abatement breach	Fine £120 Surcharge £30	23/04/2019 Costs £611
Samantha Flower	Noise abatement – Environmental Protection Act 1990	Noise abatement breach	Fine £120 Surcharge £30	07/05/2019 Costs £100
Lesley Smith	Noise abatement – Environmental Protection Act 1990	Noise abatement breach	Fine £450, Surcharge £45	07/05/2019 Costs £1676.94
Lesley Smith	Noise abatement – Environmental Protection Act 1990	Noise abatement breach	Fine £240 £30 court surcharge	03/12/2019 £1,000 costs
Pegasus World Ltd	Environmental Protection Act 1990 S34	Failure to comply with commercial waste regulations		07/05/2019 2 charges of 6600, £1012.64 costs £170 surcharge Total £14,382.64
Haizhou Zhou	Environmental Protection Act 1990 S33/34	Failure to comply with commercial waste regulations		07/05/2019 2 charges of £1,969, £500 costs £228 comp to ocean corals and surcharge £170 Total £4,836
Sharn Ogden	Environmental Protection Act 1990 S33	Fly tipping	Fine £312, £32 court surcharge.	03/12/2019 fined £312, Costs £286, £32 court surcharge.
Mr Miles	Scrap Metal Dealers Act	Failure to comply with scrap metal	Fine £600 surcharge £30	18/10/19 Costs £600

		dealers regulations		
Adam Smith	Scrap Metal Dealers Act	Failure to comply with scrap metal dealers regulations	Fine: £1,500 surcharge £150	29/07/2019 Costs: £947
Lloyd Hunter	The Dog Control Orders (Procedures) Regulations, 2006	Dog control order	Micro chipping £690 fine, CPN £1,100 fine, Court surcharge £66	08/10/2019
Mr Heppell	Clean Air Act, 1993 Environmental Protection Act, 1990	2 x Clean Air Act plus waste duty of care	fine £500, court surcharge £50.	05/11/2019 fined £500, costs of £2,677.58 court surcharge £50.
Paul Baldwin	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £131 Surcharge £30	23/04/19 Costs £144
Patrick McHugh	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £117, Surcharge £30	23/04/19 Costs £144
Peter Stableford	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £294 Surcharge £30	23/04/19 Costs £144
Emlyn Thomas	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £60, Surcharge £30	23/04/19 Costs £144
George McCormick	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £220 Surcharge £30	23/04/19 Costs £144
Andrew Brearley	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street Urination	Fine £117 Surcharge £30	23/04/19 Costs £144
Callum Oliver	Local byelaw prohibiting defecation/urination in	Street urination	Fine £80 £30 surcharge	08/05/2019 £144 costs

	public places - made 6 th April 1998			
Samuel Clarke	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £71 surcharge £30	04/06/2019 Costs £144
Daniel Wilstrop	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £116 surcharge £30	04/06/2019 Costs £144
Callum Ashmore	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £40 surcharge £30	04/06/2019 Costs £144
James Daniel	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £220, surcharge £30	04/06/2019 costs £144
Garald Maher	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £220 surcharge £30	04/06/2019 costs £144
Mr Russell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £440 surcharge £44	31/07/19 Costs £123
Mr Lloyd	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £440 surcharge £44	31/07/19 Costs £123
Mr Butcher	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £440, surcharge £44	31/07/19 Costs £123
Mr Hewell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £454 surcharge £45	31/07/19 Costs £123
Mr Bell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £80 surcharge £30	31/07/19 Costs £123

Jack Parker	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £176 Surcharge £32	10/09/2019 Costs £144
Hanesh Guila	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £203 Surcharge £32	10/09/19 Costs £144
Shaun Doswell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £80 surcharge £32	22/10/19 Cost £144
James Alexander Todd	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £183 surcharge £32	22/10/19 Cost £144
Russell Robert Weir	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £143 surcharge £32	22/10/19 Cost £144
Alexander Andrysewski	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £40 surcharge £32	22/10/19 Cost £144
Mr Thomas	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £40 Surcharge £32	05/11/2019 No costs
Mr Johnson	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £80 surcharge £32	05/11/2019 costs £144
Mr Stone	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £80, surcharge £32	05/11/2019 costs £144
Mr Sutton	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £350 surcharge £35	costs £144
Lewis Greenwood	Local byelaw prohibiting defecation/urination in	Street urination	Fine 146, Surcharge £32	19/11/19 Costs £171

	public places - made 6 th April 1998			
Jodh Raynor	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £109 surcharge £32	19/11/19 costs £171
Craig Russell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine 128, surcharge £32	19/11/19 Costs £171
Daniel Boyle	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £158 surcharge £32	19/11/19 costs £171
Tom Jeffery	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £173 surcharge £32	19/11/19 Costs £171
Mr Ashdown	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £40 Surcharge £32	03/12/2019 £171 costs
Mr Arunan	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £146 surcharge £32	03/12/2019 £171 costs
Mr Woodcock	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £146 surcharge £32	03/12/2019 £171
Mr Barber	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £222 Surcharge £32	03/12/2019 £171 costs
David Meegan	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £110 Surcharge £32	17/12/2019 £291 costs
Christopher Thomas Astles	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £92 Surcharge £32	28/01/2020 Costs £289

Adam Brooke	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £166, surcharge £32	Costs £289
Carl Harrison	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £197, surcharge £32	28/01/2020 costs £289
Joshua Thompson	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £116 surcharge £32	28/01/2020 costs £289
Thomas George Deakin	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £40, surcharge £32	28/01/2020 costs £289
Mr Bendell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £162 Surcharge £32	10/03/2020 Costs £289
Mr Blackwell	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £166 Surcharge £32	10/03/2020 Costs £289
Mr Ellison	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £108 Surcharge £32	10/03/2020 Costs £108
Mr McManus	Local byelaw prohibiting defecation/urination in public places - made 6 th April 1998	Street urination	Fine £233 Surcharge £32	10/03/2020 Costs £289

COMMUNITY PROTECTION WARNING/NOTICES (used for a variety of anti-social behaviour offences)

120 x warnings

11 x Notices

3 x Fixed Penalty Notices (FPN) (for breach of notice)

COMMERCIAL WASTE INAPPROPRIATELY PRESENTED

6 x Notices

0 x FPN

DANGEROUS DOGS

1 x Dog Control Orders obtained
5 x written undertaking

DOG FOULING

3 x FPN

DOG NOT MICRO-CHIPPED

14 x dog micro chipping notices
1 x prosecutions - offenders also prosecuted for dog being dangerously out of control
See table

DOMESTIC WASTE INAPPROPRIATELY PRESENTED

728 x Notices

DUTY OF CARE (householder)

12 x FPN
1 x caution

COMMERCIAL WASTE DUTY OF CARE/UNLAWFUL WASTE CARRIAGE

45 x Notices requiring production of waste information/transfer notes
16 x Notices requiring production of waste carrier's licence
12 x FPN's for failure to produce waste information/transfer notes
2 x FPN's for failure to produce waste carrier's licence.
1 x Simple cautions
2 x Prosecutions – see table

UNLAWFUL SCRAP METAL DEALERS

2 x notices
2 x Prosecutions – see table

FLY-GRAZING

0 x notices requiring horses to be removed.
0 x horses removed by bailiff

FLY-POSTING

14 warnings
2 x notices requiring removal of flyposting
12 x FPNs issued

FLY-TIPPING

19 x FPN's (small-scale fly-tipping)
1 x Prosecution – see table

LITTER

3 x Litter FPN's issued

NOISE NUISANCE (DOMESTIC)

622 x Warning Letters sent
29 x noise abatement notices served
4 x caution issued for breach of Abatement Notices
4 x prosecutions for breach of Abatement Notices

STREET URINATION

Prosecutions - see table

UNAUTHORISED ENCAMPMENTS

16 x notices (tents)

9 x Directions to leave land (caravans)

0 x Court orders obtained

0 x Incidents requiring instruction of bailiffs

PUBLIC SPACE PROTECTION ORDER (PSPO)

0 x FPNs for breach of PSPO

VEHICLES FOR SALE ON PUBLIC HIGHWAY

0 x FPN

S4 Pests

5 x notice

Drainage

2 x notices

Annex B: Existing enforcement policy – Public Protection, Housing Services & Community Safety



Public Protection (Environmental Health, Trading Standards, Licensing), Housing and Community Safety Services

Enforcement Policy

This document is the enforcement policy for City of York Council's Public Protection (Environmental Health, Trading Standards, Licensing), Housing and Community Safety services. It sets out the key principles under which officers will seek to achieve compliance with the legislation enforced by these services.

In carrying out their duties officers will adhere to the principles of good enforcement set out in the Regulators' Code (2014) and other relevant codes of practice including those concerned with the investigation of offences or the prosecution of offenders.

All enforcement activity undertaken under this policy will have regard to the Human Rights Act 1998 and the European Convention of the Protection of Human Rights and Fundamental Freedoms.

Please note, whilst this policy acknowledges that officers will adhere to principles of good practice in their enforcement activity, it does not prescribe the way investigations will be conducted or the authorisation of surveillance activity. Furthermore, it does not include enforcement action by Planning, and Transport (including Parking services) which operate under their own guidance.

1.0 Introduction

The main purpose of the Public Protection, Housing and Community Safety Services are to maintain a fair and safe trading environment for consumers and businesses, to help reduce the actual and perceived impact of violent, aggressive and nuisance behaviour on people in York and to improve and protect public health and improve the environment. We recognise that effective and well-targeted regulation is essential in achieving this.

We will ensure legal compliance by:

- Helping and encouraging businesses and individuals to understand and comply with the law.
- Responding proportionately to breaches of the law.

We want to achieve the following outcomes:

- Support economic growth, especially in small businesses, by ensuring a fair, responsible and competitive trading environment
- Protect the environment for future generations including tackling the threats and impacts of climate change
- Improve quality of life and wellbeing by ensuring clean and safe neighbourhoods
- Help people to live healthier lives by preventing ill health and harm, and promoting public health
- Ensure a safe, healthy and sustainable food chain for the benefits of consumers and the rural economy.

2.0 Economic Progress

We will carry out our activities in a way that supports those we regulate comply and grow, remembering that it is important to maintain a level playing field for all businesses to thrive.

We will consider the impact that our regulatory activities may have on businesses, including consideration of costs, effectiveness and perceptions of fairness. We will only adopt a particular approach if the benefits justify the costs and in doing so will endeavour to try to keep any perceived burdens to a minimum.

References to costs and benefits include economic, social and environmental costs and benefits.

3.0 Risk Assessment

We will allocate our resources where they will be most effective by assessing the risks due to non-compliance with the law. The risk factors include:

- the potential impact on residents, consumers, business and the environment in failing to meet legal requirements.

- the likelihood of non-compliance taking into account matters such as:
 - the past history,
 - the systems a business has in place,
 - management competence of the business
 - and willingness to comply.

4.0 Advice and Guidance

We recognise that prevention is better than cure and will actively work with business and residents to advise on and assist with, compliance with the law. In doing this we will ensure that:

Legal requirements are made available and communicated promptly upon request.

The information we provide will be in clear, concise and accessible language. Advice will be confirmed in writing where necessary.

We will clearly distinguish between legal requirements and guidance aimed at improvements above minimum standards.

We will signpost towards additional business support services where appropriate.

Please note: there may be a fee payable for our advice. Where this is the case you will be informed and provided with details of the charge or an estimate if the exact fee is not known.

5.0 Inspections and Other Visits

All inspections and other visits to businesses will be undertaken after consideration of the risk the business poses if it fails to comply with the law (see paragraph 3.0 above), where the business has requested advice or where intelligence/information suggests that an inspection or visit is appropriate.

- Where we carry out inspections we will give feedback to the business on what the officer has found; this will include positive feedback to encourage and reinforce good practice.
- Where practicable we will co-ordinate inspections with other regulators to minimise the burden on businesses.
- Random inspection will be undertaken where government guidelines/policies or a condition of a licence requires us to do so. A small amount

of random inspections may also be undertaken to test our risk assessments or the effectiveness of any action we have taken.

6.0 Information Requirements

We will only ask businesses for information that is necessary after considering the cost and benefit to obtaining the information. Where possible we will share this information with our partners (taking account of data protection) to prevent the need for providing the information more than once.

7.0 Compliance and Enforcement Actions

We recognise that most businesses and individuals wish to comply with the law, however firm action will be taken against those who break or flout the law or act irresponsibly.

We will carry out all of our enforcement duties, including taking formal enforcement action (described below), in a fair, equitable and consistent manner. Whilst officers exercise judgement in individual cases, we will have arrangements in place to promote consistency including liaison with other agencies and authorities.

Formal enforcement action will only be considered and taken in the first instance in cases involving unfair practices against individuals or businesses, illegal sales of age restricted products, supply of counterfeit goods and other intellectual property crime, occupational health and safety, public safety, risk to public health (including food safety), health and safety in the home, statutory nuisances, animal health and welfare, damage to the environment, dog fouling, trading standards offences committed by doorstep sellers, breaches of licence conditions or operating without a licence when one is required and any other case in which a head of service considers formal enforcement action is necessary.

Formal enforcement action will also be considered and may be taken where advice has been ignored.

Where formal enforcement action is necessary, we will consider the most appropriate course of action (from the range of sanctions and penalties available) with the intention of: -

- Aiming to change the behaviour of the offender
- Aiming to eliminate any financial gain or benefit for non-compliance

- Being responsive and considering what is appropriate for the particular offender and issue involved, including punishment and the public stigma that may be associated with criminal convictions
- Being proportionate to the nature of the offence and harm caused
- Aiming to restore the harm caused by non-compliance
- Aiming to deter future non-compliance.

When formal enforcement action is taken:

- We will take all reasonable steps to discuss the circumstances of the case, unless immediate action is required e.g. to prevent the destruction loss of evidence or there is an imminent risk to the environment, public health or health and safety. This discussion may be in the form of an interview under caution if a prosecution is being considered. We will provide the opportunity for further dialogue about the proportionality or consistency of our action upon request.
- Where immediate formal enforcement action is taken, which will usually be the service of a written notice, reasons for such action will be given at the time (if possible) and confirmed in writing within 10 working days.
- Where there are rights of appeal against formal enforcement action, notification of the appeal mechanism will be clearly set out in writing at the time the action is taken.
- Clear reasons will be given for any formal enforcement action taken, and confirmed in writing.

For the purpose of this policy 'formal enforcement action' includes serving a legal notice e.g. an improvement, suspension, prohibition, fixed penalty or abatement notice and civil penalty notices to letting agents and landlords, the seizure of goods, suspension or revocation of a licence, a formal 'simple' caution, prosecution or other court action.

If the formal enforcement action being considered is a prosecution we will also consider a number of additional factors in line with the Code for Crown Prosecutors and any other nationally recognised guidance such as the Enforcement Management Model published by the Health and Safety Executive. These factors, not an exhaustive list, may include the following:

- The seriousness of the alleged offence

- The history of the party concerned
- The willingness of the business or the individual to prevent a recurrence of the problem and co-operate with officers
- Whether it is in the public interest to prosecute
- The realistic prospect of conviction
- Whether any other action (including other means of formal enforcement action) would be more appropriate or effective
- The views of any complainant and other persons with an interest in prosecution.

These factors are NOT listed in order of significance. The rating of the various factors will vary with each situation under consideration.

When formal enforcement action is being considered for an acquisitive crime i.e. the acquiring of assets (including money) from offences such as fraud or intellectual property crime, we will undertake a financial investigation into the circumstances of the case. In serious cases this may result in the seizure of a suspect's cash and legal proceedings for money laundering and confiscation of assets under the provisions of the Proceeds of Crime Act 2002.

8.0 Accountability

We will be accountable for the efficiency and effectiveness of our activities:

- We shall provide businesses and individuals with effective consultation and opportunities for feedback on our service.
- Officers will be courteous, fair and efficient at all times, and will identify themselves by name and, where appropriate, identity card.
- Any complaints about the way you have been treated will follow the City of York Council's complaints procedure 'Have Your Say'. A copy of the complaints procedure can be obtained from our website at www.york.gov.uk

9.0 Application of our enforcement policy

All officers will have regard to this document when making enforcement decisions.

Any departure from this policy must be exceptional, capable of justification and be fully considered by the head of service before a final decision is taken. This proviso shall not apply where a risk of injury or to health is likely to occur due to a delay in any decision being made. In cases of emergency or where exceptional circumstances prevail, the chief executive may suspend any part of this policy where it is necessary to achieve the effective running of the service and/or where there is a risk of injury or to health of employees or any members of the public.

10.0 Review

There will be an annual review of the action taken under this policy. This document will also be subject to review as and when required. Improvements will be made if there are any changes in legislation or in local needs.

If you have any comments please contact the Head of Public Protection, Head of Housing or Head of Community Safety by calling 01904 551550 or by writing to City of York Council, West Offices, Station Rise, York, YO1 6GA or email to ycc@york.gov.uk

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 **(01904) 551550**

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**Decision Session – Executive Member for
Economy and Strategic Planning**

22 September 2020

Report of the Assistant Director for Planning and Public Protection

FOOD SERVICE PLAN 2020/2021

Summary

1. The council is required to produce an annual food service plan to satisfy the statutory requirements within the Food Law Code of Practice which is overseen by the Food Standards Agency (FSA).
2. It is recommended that the service plan is approved at a level which ensures local transparency and accountability.

Recommendations

3. The Executive Member is asked to:

1) Approve the food service plan

Reason: This will ensure that the council has a plan to fulfil its obligations under the Food Law Code of Practice.

Background

4. The FSA has a key role as the 'Central Competent Authority' in overseeing official feed and food controls undertaken by Local Authorities and ensuring their activities meet the requirements of the Food Law Code of Practice. It also seeks to work in partnership with local authorities to help them to deliver official feed and food controls.
5. Service plans are seen as an important part of the delivery process to ensure that national priorities and standards are delivered locally.
6. The FSA advises that a service plan should include the following information about the services they provide;

- the means by which they will provide those services
 - the means by which they will meet any relevant performance targets or performance standards; and
 - a review of performance, in order to address any variance from meeting the requirements of the service plan and identification of areas for improvement.
7. Local Authorities are subject to a programme of audits by the FSA. As part of these audits, the FSA would expect to find a service plan in place on which the Local Authority can be audited. The results of these audits are published in the public domain.
8. The FSA are not prescriptive on who should approve the service plan, but suggests it is approved at a level that ensures local transparency and accountability.
9. It is also worthy of note that the FSA are undertaking a fundamental review of the way that Local Authorities regulate food businesses through their 'Regulating Our Futures' programme.

Consultation

10. The service plan reviews last year's performance and considers service delivery for the year ahead. As our service delivery for the year ahead is prescribed by the Food Law Code of Practice consultation is not considered necessary.

Options

11. (a) Approve the food service plan.
(b) Approve the food service plan with amendments
(c) Not approve the food service plan

Analysis

12. Options (a) and (b) will ensure that the council fulfils its obligation to have a food service plan, and will ensure we meet our statutory obligations. It aims to ensure that all premises due an inspection or other type of intervention will receive one. Or, if we find completing the full programme challenging (the inspection programme is late in commencing this year due to lockdown restrictions on businesses opening or if further

lockdowns come into place) the 'highest risk' premises will be given the greatest priority.

13. Option (c) would leave the council in a position of reputational risk and possibly subject to adverse publicity eg by the FSA.

Council Plan

14. The food service plan contributes to the corporate council priorities in the Council Plan as follows:

- **Good Health and Wellbeing:** Every resident enjoys the best possible health and wellbeing throughout their life.
- **Well-paid jobs and an inclusive economy:** High-skilled and better-paid jobs in sustainable businesses, providing opportunities for all York's people in an inclusive economy.
- **Safe Communities and culture for all:** People are safe from harm in strong, resilient and supported communities, enhanced by an appealing and inclusive cultural offer. We respond to complaints from members of the public and investigate cases of food borne illness in the community.
- **An open and effective Council:** We work as an open, transparent and accountable organisation, in partnership with key stakeholders, to deliver on residents priorities. We help and support businesses.

Implications

15. **Financial** - The proposals set out can be delivered within existing budgets
16. **Human Resources (HR)** - There are no HR implications.
17. **Equalities** – The service deals with a wide range of customers, including various ethnic groups. The service already adapts its service to meet the needs of different groups.
18. **Legal** - Failure to deliver a food service in accordance with our obligations could result in the FSA taking over delivery of the council's food service.

- 19. **Crime and Disorder** – The work programme is aimed at ensuring businesses are meeting their legal obligations and can link to the disruption of wider criminal activity including modern slavery and organised crime gangs.
- 20. **Information Technology (IT)** – There are no IT implications.
- 21. **Property** – There are no property implications.
- 22. **Other** – There are no other implications.

Risk Management

23. Under the Council’s Risk Management Matrix, having no plan in place to meet the requirements of the food law code of practice means there is a ‘possibility’ of local adverse publicity with perhaps 5-10% of businesses affected and receives a score of ‘14’ on the risk matrix (a ‘**yellow risk**’). However, having an approved plan in place reduces the likelihood to ‘remote’ gives a score of ‘6’ on the risk matrix (a ‘**green risk**’).

Contact Details

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Public Protection
Tel: (01904) 551588

Chief Officer Responsible for the report:
Mike Slater,
Assistant Director for Planning and
Public Protection
Report **Date** 11/09/2020
Approved

Specialist Implications Officer(s) List information for all

N/A

Wards Affected: List wards or tick box to indicate all **All**

For further information please contact the author of the report

Annexes

Annex 1 – Food service plan 2020/21

List of Abbreviations Used in this Report

Food Standards Agency (FSA)

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DIRECTORATE OF ECONOMY AND PLACE

FOOD SERVICE PLAN 2020/2021

**Drawn up in accordance with the
Food Standard Agency's Framework Agreement**

FOREWORD

Under the statutory Food Law Code of Practice, City of York Council (the Council) is required to produce an annual service plan that covers their various food functions.

The Public Protection team carry out many of the Council's regulatory functions particularly those relating to Environmental Health, Trading Standards and Licensing and is responsible for the all the Council's duties in relation to food and feed. For clarity, this includes (i) food hygiene matters i.e. that food is safe to eat, (ii) food standards matters i.e. that food is what it says it is and (iii) similar provisions in relation to animal feed.

This service plan sets out our aims and objectives for 2020/2021 and also looks at what demands are placed on the team and what resources are available to meet those demands. It also reviews our performance over the last year. To this end, any variance between the 2019/2020 planned and actual performance is highlighted as well as any service improvements.

This plan illustrates the effective use of existing resources to target the highest risk businesses, while maintaining a balanced enforcement mix.

The current system of ensuring food hygiene and standards has its roots in the Food Law Code of Practice introduced in 1990. The Food Standards Agency (FSA) is currently reviewing the way this activity is delivered through its 'Regulating Our Futures' programme, and there may be changes to the role Local Authorities play in the coming years.

1. SERVICE AIMS AND OBJECTIVES

1.1 Aims and objectives

The Council strives to achieve the following in its various food related functions:-

- To approve and register food/feed premises as prescribed by government;
- To operate a comprehensive regime of interventions, for example inspections, sampling, advice and other approaches, including formal enforcement action, to ensure that food and animal feed is safe and is what it says it is;
- To 'score' food hygiene businesses in accordance with the FSA's food hygiene rating system;
- To provide support, assistance, training and advice to local businesses, thereby enabling them to produce and market products that comply with legal requirements and best practice. In the process of this support, help businesses through the coronavirus pandemic and those which want to grow, grow. There may be a charge for these services;
- To act as a Primary Authority and Originating Authority, and deal with enquiries referred to us by other agencies;
- To investigate complaints about the labelling, composition, safety and fitness of food, feeding stuffs and the operation of food premises;
- To take prompt and effective action in response to food hazard warnings and other threats to food safety in York;
- To investigate cases of communicable disease notified to the Authority;
- To share intelligence obtained in the course of our work with the police and other law enforcement agencies to help tackle wider social issues such as tackling modern slavery and disrupting organised crime gangs.
- Through all of the above, ensure the health and well-being of residents and visitors to the city.

1.2 Links to corporate objectives and plans.

The Council's Plan for 2019-2023 includes the following eight key priorities:

- **Good Health and Wellbeing:** Every resident enjoys the best possible health and wellbeing throughout their life.
- **Well-paid jobs and an inclusive economy:** High-skilled and better-paid jobs in sustainable businesses, providing opportunities for all York's people in an inclusive economy.

- **Getting around sustainably:** People benefit from the wide range of transport options available to them, including cycling and walking, with the city's roads, footpaths and cycle network prioritised for improvement.
- **A Better Start for Children and Young People:** Families and carers are supported, so that every child and young person has the opportunity to develop, learn and achieve their aspirations.
- **A Greener and Cleaner City:** York's environment is protected and enhanced through investment in the council's frontline services, on the path to sustainable living.
- **Creating homes and World-class infrastructure:** The right housing is affordable and available alongside good quality infrastructure to support communities and business.
- **Safe Communities and culture for all:** People are safe from harm in strong, resilient and supported communities, enhanced by an appealing and inclusive cultural offer.
- **An open and effective Council:** We work as an open, transparent and accountable organisation, in partnership with key stakeholders, to deliver on residents priorities and achieve the Council Plan outcomes for our city.

1.3 Public Protection managers review the demands across the whole service annually and refresh a Public Protection 'Control Strategy' (or business plan) which describes all the activities we will undertake during the course of the year to support the priorities listed in the Council plan. This includes delivering this specific food service plan to ensure that food businesses are meeting their legal obligations.

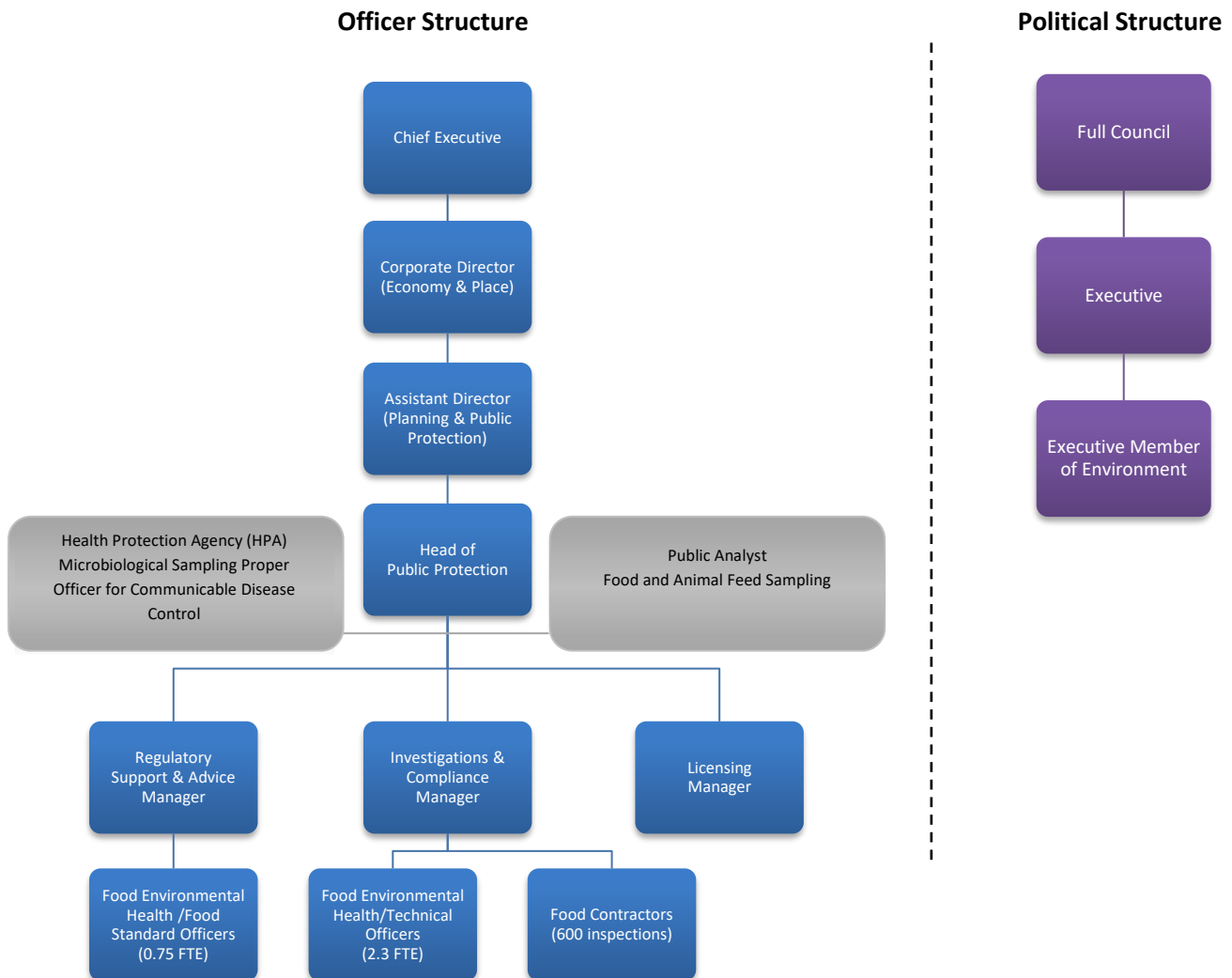
2. BACKGROUND

2.1 Profile of the council

City of York Council is a unitary authority, with a population of approximately 208,000 and an area of 27,250 hectares. The majority of the electorate are located in the urban city area, with the remainder resident in the outlying towns and villages. The area is predominantly urban, covering the historic city with the associated tourism, hospitality and catering activities. Studies show that food and drink is the largest area of spend for tourists.

2.2 Organisational structure

The following diagram shows how those responsible for managing and delivering food and animal feed activity fit into the Council’s overall structure and also the political structure.



Other specialist support services include:-

- Public Analyst services for food are provided under contract by 'The Public Analyst Service Ltd'. Feed samples are analysed under the North Yorkshire County Council contract for animal health and feed.
- Microbiological food examination is carried out under service level agreement with the Health Protection Agency (HPA) laboratory service.

2.3 Scope of the food and feed service

The Public Protection team has responsibility for all of the council's food hygiene, food standards and animal feed activities (including 'primary production' activities).

The structure charts above, show that in relation to food matters the team comprises of both environmental health and trading standards professionals, in addition to technical support staff. Some officers have dual qualifications and are therefore able to deal with both food hygiene and food standards matters. We have additional support from specialist Food Safety contractors to deliver routine inspections and North Yorkshire County Council delivers our animal feed activity under a contract for services which has recently been re-procured.

On a day to day basis, officers are involved in the following specific activities:

- A programme of interventions focusing on food and feeding stuffs. This primarily consists of inspections conducted for food safety matters conducted in accordance with a risk assessment (as described in the Food Code of Practice).
- 'Scoring businesses' after an intervention in accordance with the Food Hygiene Ratings Scheme. We also deal with appeals and re-score visits (a charge is made for businesses wishing to be re-scored on a 'cost recovery' basis).
- Investigation of complaints from consumers, and reacting to intelligence from other sources.
- Investigation of food poisonings/infectious disease notifications.
- Promotion and education/advice for businesses and the public. For example, we provide pre-food hygiene rating inspections for businesses, on a cost recovery basis, to help raise standards locally. NB We have been providing advice to food businesses on complying with coronavirus regulations and covid risk assessments for free.
- Sampling of food and animal feed.
- Sharing intelligence obtained in the course of our work with the police and other enforcement agencies to help tackle wider social issues including modern slavery and organised criminal activity.
- Signposting growing businesses to the help available through the Local Growth Hubs.

Our Environmental Health Offices also have responsibility for Health and Safety duties in certain business premises (those outside of the scope of the Health and

Safety Executive) and also occasionally assist in other areas of Public Protection work including support with trading standards prosecutions – in particular disclosure of unused material.

2.4 Demands on the food team

The council's area contains a mix of manufacturing, retail and catering premises; hospitality and catering are the dominant sectors. There is a large international confectionery manufacturer, a district hospital, various large academic institutions and a racecourse. We have a relatively small number of farms.

Table 1 - Breakdown of food premises by FSA category (from Civica records).

FSA Category	Number on 1 April 2020
FSA Primary Producer	10
Manufacturer & Packer	37
Importer/Exporter	1
Distributor/Transporter	18
Retailers Other	91
Restaurants/Cafe/Canteen	496
Supermarket/Hypermarket	59
Small Retailer	232
Hotel/Guesthouse	129
Pub/Club	219
Takeaway	188
Caring Establishment	128
School/College	92
Mobile Food Unit	53
Restaurant/Caterers - Other	207
Total	1960

The number of food premises fluctuates year on year, but is typically around the 2000 mark. As can be seen, the profile of food premises in York is heavily biased towards restaurants and caterers, which is a reflection of the city's status as a major tourist destination.

In view of the current coronavirus pandemic and our large restaurant and catering food profile, it is anticipated that we will see an increased turnover of business ownership in this sector. This 'business churn' places a strain on the team's resources due to the subsequent inspection of these new premises.

Under the product specific European Union Directives, there are three premises that are approved by the food team.

The team works in accordance with the principles of the Primary Authority scheme, which is promoted by the Office of Product Safety and Standards (part of the Department for Business, Energy & Industrial Strategy or 'BEIS' as it is commonly

referred to). We have developed Primary Authority Partnerships with a number of local businesses.

The service is delivered from council offices at the Eco Depot, Hazel Court, York. The council's hours of operation for the general public are 08:30 -17:00, Monday to Friday. Given the number of restaurants and takeaways, a lot of our interventions such as inspections are conducted outside of these hours.

2.5 Regulatory Policy

The Public Protection team follow an enforcement policy which ensures we operate in accordance with the Regulators' code. The formal enforcement action taken under the enforcement policy is reviewed by Members annually.

2.6 Covid-19 Impact

Since the start of 2020 the Covid-19 pandemic has had a huge impact on the way the world operates, which resulted in a UK lockdown at the end of March 2020.

The impact of this lockdown on food businesses has been significant with many businesses being unable to operate during lockdown or having to adapt and operate in new ways.

The Covid-19 lockdown restrictions have also had a huge impact on the work of Public Protection and prevented us from being able to carry out food inspections, except for where an imminent food safety matter was identified, for the first four months of the 2020/2021 year from April to July.

This has resulted in very few inspections being undertaken to the date of this report and there being a backlog of more than 300 inspections being overdue, this representing approximately 1/3 of all food hygiene inspections due in the 2020/2021 financial year.

With food inspections having recommenced in late August 2020, new ways of working in a Covid-19 secure way have been adopted in order to enable inspections to be carried out. This involves the use of remote partial inspections/interventions in order to limit time spent on site but this new approach could potentially increase the amount of time taken to undertake an inspection.

Whilst Public Protection has been unable to carry out significant numbers of inspections during lockdown, advice has been given to many businesses on compliance with new Covid-19 regulations and guidance

3. Service Delivery

3.1 Interventions at Food and Feed Establishments

The term 'intervention' is used to cover the broad range of controls that we use when dealing with food businesses to verify compliance with food law. Interventions are classified as either 'official controls' or as 'other interventions'. The following definitions are taken from the Code of Practice:

Interventions that are 'official controls' include:

- inspections;
- monitoring;
- surveillance;
- verification;
- audit; and
- sampling - where analysis/examination is required these are to be carried out by an Official Laboratory.

Other interventions, i.e. those which *do not* constitute official controls include:

- education, advice and coaching (including where businesses pay for this advice); and
- information and intelligence gathering (this can include sampling for information gathering purposes, obtaining relevant information during visits for other reasons, internet research, telephone surveys, and self-assessment questionnaires).

All food premises are 'risk rated' to reflect the products they supply and the systems they have in place to ensure compliance. Almost all food businesses must receive an intervention within a defined period of time. In some cases the intervention must be an 'official control' (and in some cases only a certain kind of 'official control' e.g. an inspection). In other cases, generally lower risk businesses, this can be an 'other intervention' which is not an 'official control'.

Examples of highest risk premises are places serving particularly vulnerable people, and/or places serving high risk foods with short 'use by' dates and a poor record of compliance. Examples of lowest risk premises (providing they have good systems in place and there is good confidence in management) are retailers selling pre-packed foods, pubs/clubs only serving drinks and bar snacks, sweet/chocolate shops and cake manufacturers amongst others.

Food hygiene interventions due: 1 April 2020 - 31 March 2021*

High risk ←————→ Low risk

Premises intervention rating	A	B	C	D	E	Unrated *	Total
No. of premises due an Intervention (Civica)	10	37	253	395	226	33	954
No. of interventions Planned (Civica)	20**	37	253	395	226	33	964

* This is the number of unrated premises at the start of the year. There will be more premises during the year as new businesses open etc.

** Each high risk premises receives two interventions.

We are committed to undertake as many food hygiene inspections during 2020/2021 as possible and in order to try and achieve 100% of the interventions due. However due to the significant impact of the Covid-10 pandemic food hygiene inspections have only been able to re-commence in August 2020, having stopped during March 2021, resulting in 4 months of the financial year being lost.

As a result of this there is a likelihood that Public Protection may not be able to achieve 100% of all food hygiene interventions due.

Public Protection will, therefore, prioritise our resources to ensure that all new food businesses, all 'A' rated food premises and all businesses classed as non-broadly compliant with food hygiene legal requirements receive an intervention. Other inspections will also be undertaken where resources allow.

We will also ensure that our interventions and inspections are carried out in a safe and Covid-secure way.

To achieve this we will make full use of the full range of intervention options allowed under the Code of Practice. Our higher risk premises will be subject to an inspection (either full or partial), whilst our lower risk premises, such as our 'D' and 'E' Risk rated premises, will be subject to interventions that are not official controls (e.g. advice/education, information and intelligence gathering by other officers) where permissible. A 'follow up' full inspection will be made if deemed necessary.

We will continue to provide food hygiene ratings to businesses following our interventions to help consumers make informed choices about where to eat out

Food standards interventions due: 1 April 2020 - 31 March 2021

Premises intervention Rating	High or A	Medium or B	Low or C	Unrated
No. of premises due an intervention	6	419	551	957
No. of planned interventions	6	-*	-*	-*

* In line with the approach taken by other Councils, we plan to follow the trading standards 'Intelligence Operating Model' in delivering our food standards activity. This means we will deploy our resources where intelligence, complaints and other information highlights the risk of non-compliance. We will only routinely inspect our 'high risk' premises, and our Environmental Health Officers will give advice in relation to food allergens during the course of their food hygiene visits. We have risk assessed this approach using the 'Management of Risk in Law Enforcement' tool and it provides an acceptable risk in line with other trading standards activity.

During 2019-2020 Public Protection undertook a programme of food standards inspections, involving inspecting 74 different food establishments, and identified 5 businesses being classed a high risk with an 'A' rating. Further analysis of the findings of this survey will be undertaken during the 2020-2021 financial year in order to establish whether there are any emerging issues requiring intervention and to identify any intelligence gaps.

Feeding stuffs/primary production due 1 April 2020 - 31 March 2021

A total of 10 programmed animal feed interventions are due to be carried out. As mentioned above, this work is out-sourced to North Yorkshire County Council under the animal health and feed contract which was re-procured during the 19-20 financial year (with the counteract coming into place this year). As well as proving their competence and ability to deliver the service in a customer focussed way, the supplier was asked to demonstrate the ways in which they could contribute towards the council commitment to becoming carbon neutral and help tackle some of the wider concerns around modern slavery and organised crime. Where appropriate we will incorporate primary production hygiene interventions to reduce the burden on farms.

3.2 Food and Feed Complaints

We investigate food and feeding stuffs complaints in accordance with procedures in our quality management system.

In 2019/2020 we received 54 complaints about the safety of food and 167 complaints about the hygiene of premises. We received a further 13 complaints about food standards. These figures are fairly consistent year-on-year, reflecting how busy the

food sector is in York and the high awareness of food issues amongst our customers. We anticipate a similar number of complaints in the year ahead.

3.3 Primary Authority Scheme

We are committed to following the principles of the Primary Authority scheme and have entered into Primary Authority agreements in relation to food with seven businesses.

3.4 Advice to businesses/customers

The team provide high levels of support and assistance to businesses operating or intending to operate in the City of York area.

We typically receive over 300 requests for business advice each year, with 397 requests actually being received in 2019-2020.

Advice is often requested by prospective businesses before they commence trading. We are seeing many new premises opening and new business proposals being considered. We anticipate dealing with a much higher number of requests for advice in 20-21 as a result of the risk assessments and steps food businesses like all others must take to be covid secure.

We also receive a large number of requests for advice from businesses interested in improving their rating under the Food Hygiene Rating Scheme. We provide this service for a charge on a cost recovery basis. Last year 80 businesses took up this service which is up from 71 the previous year. Some 40% of businesses taking up a pre-inspection advice visit had a score of 5 before taking up the service, and this increased to 61.25% after the formal inspection. This demonstrates that these pre inspection advice visits do improve standards. Please note, there are still 11 businesses awaiting their inspection so this figure could increase further.

3.5 Food and feed sampling

Sampling is an important tool for food standards, food safety and animal feed.

The food safety team is primarily concerned with the microbiological safety of food, but also samples food to establish the nature and likely harm arising from foreign bodies and the like.

The sampling programme tends to focus on areas of past non-compliance, premises that are failing to meet minimum standards and emerging priorities such as cross contamination in connection with *E.coli*.

Each year Public Health England undertakes microbiological analysis of the samples we take, most of which are done without charge under a credits system. It is not known at this stage whether recent changes to Public Health England will affect this provision.

Our food standards samples look at the description, composition and labelling of food, to ensure that legal requirements are being met. Samples are normally targeted at areas where problems are regularly found, or where intelligence and/or complaints suggest there could be issues.

The team sample foods and feeding stuffs in accordance with national guidance. We participate in nationally co-ordinated sampling programmes, such as those organised by Public Health England, and also sample where local intelligence indicates a need (e.g. where poor food handling practices are observed).

We are currently recording our food standards and food safety samples on the United Kingdom Food Surveillance System.

	2019/2020 Samples taken
Food standards samples	0
Feeding stuffs samples	3
Food safety samples	47

3.6 Control and Investigation of Outbreaks and Food related infectious disease

The team investigate all food poisoning notifications and outbreaks of food borne disease in accordance with procedures agreed with Public Health England and our local quality procedures.

In 2019/2020 the team received 41 formal notifications of infectious disease, with a similar number of notifications anticipated in the coming year.

3.7 Food/feeding stuffs safety incidents

We deal with all food alerts from the Food Standards Agency (FSA) in accordance with the Food Code of Practice and our local quality management system. Notifications are received from the FSA by e-mail and appropriate action is taken in each case.

The reactive nature of these notifications makes it difficult to estimate the likely level of future activity. Although alerts can be issued by the FSA for information only, some require a formal response. A formal response might involve issuing a local press release or contacting multiple food businesses directly, which has resource implications.

3.8 Liaison with other organisations

The team will ensure that it is operating in a manner that is consistent with both neighbouring and national local authorities and other agencies. Various methods will be used to facilitate this, including benchmarking, peer review and liaison with:-

North Yorkshire Food Liaison Group

Our regional food liaison group works under the wing of the North Yorkshire Chief Environmental Health Officers Group. All eight North Yorkshire local authorities are represented on both of these groups. Of particular relevance is the food safety quality management system (QMS) which the group maintains.

Yorkshire and the Humber Trading Standards Group – Food and Feed

This group is formed by the Yorkshire and Humber Trading Standards Executive Group and meets twice a year to discuss food standards issues. They look at regional projects where intelligence indicates there are emerging issues, for example counterfeit alcohol or meat substitution.

Public Health England (PHE)

The PHE food laboratory, based at FERA near York, undertake microbiological analysis of food samples on our behalf. Regular meetings are held to promote coordination and good sampling practice across the region.

North Yorkshire District Control of Infection Committee

This is a multi-disciplinary group of public health consultants, consultant microbiologists, environmental health officers, infection control nurses, general practitioners and associated professions. It meets on a quarterly basis to discuss infection control issues and set policies in relation to their investigation and control.

North Yorkshire Police Disruption Panel

The panel exists to share intelligence and undertake activities to disrupt organised crime, including activities connected with food businesses.

Where the team receives a food related complaint that does not fall within its enforcement remit or geographical enforcement area, it refers the person concerned to the correct body or forwards the item of work to the relevant authority without delay.

3.9 Promotional and project work

The team continues to raise consumer and business awareness through press releases, particularly following prosecutions and food safety week. We have also made a significant contribution to the 'Let's Be York' guidance to businesses in the hospitality industry re-opening after lockdown.

4. RESOURCES

4.1 Financial allocation

The net Public Protection budget, for all environmental health, trading standards and licensing functions is £1.3m per annum.

4.2 Allocation of staff

As can be seen in the structure chart above, our food officers are shared across two teams i.e. 'Investigations and Compliance' which carries out the bulk of our interventions and enforcement, and 'Regulatory Support and Advice' which provides business advice. The resources are however shared between the two teams as demand requires it.

Full time officers spend approximately 1,200 hours per annum on front line related tasks. Of this time, the majority of the team spend approximately 50% of their time on food related issues i.e. 600 hrs per year per FTE. The technical officer spends ~100% of their time on food.

Therefore, we have 3,660 hours of officer time to deliver the food service, and will be broken down as follows.

Task	Time (hours)
Lead officer role – performance monitoring, service planning, NY food group	120
Intervention programme (in house staff only)	750
Enforcement work (e.g. investigations/prosecutions)	280
Food Hygiene Rating Scheme	60
Food/premises complaints, including business advice, alerts etc.	900
Infectious disease	120
Primary authority/income work	780
Project work	120
Management of food contractors	250
Sampling	150
Officer training	140
TOTAL TIME TO DELIVER SERVICE	3,660

In addition to the above resources there is a budget of £38,060 for contractor inspections which will purchase in the region of 600 inspections.

Animal Feed

Our animal feed/primary production inspections will be carried out on our behalf by competent officers at North Yorkshire County Council.

Management

The above figures do not include Management time, which will be undertaken within existing resources.

4.3 Staff development plan

The Food Law Code of Practice requires that staff achieve at least 20 hours of food related Continuing Professional Development (CPD) each year.

Staff development needs are identified on an ongoing basis, through the team's quality management system. We also hold annual Performance Development Reviews with individual officers, where the training needs are considered. Identified training needs will be met by:-

- Training to achieve specific qualifications
- Attendance of technical seminars/courses
- In-house training on specific issues
- Cascade training by staff that have attended relevant courses
- Use of on line training resources (e.g. FSA online content)

Training records show that officers achieve the required levels of CPD training required by the Food Law Code of Practice.

5 Quality assessment

5.1 Quality assessment and internal monitoring

The food team operates within the North Yorkshire Food Liaison Group's quality management system (QMS).

The QMS includes a rigorous system of controlled documents that state the minimum standards for our food enforcement activities. It includes internal monitoring within the authority and is further enforced by inter-authority auditing.

The system ensures the delivery of high quality enforcement activity across the City of York, which is consistent with the other North Yorkshire authorities and is in accordance with good practice.

5.2 External monitoring

The Council's activities are subject to periodic monitoring from the Food Standards Agency. The last monitoring visit took place on 23-25 May 2016, with a follow up visit on 13 June 2016. The resulting improvement plan was completed and signed off as complete on 1 May 2018.

6. Review

6.1 Review of last year's performance (2019/2020)

6.1.1 Food hygiene interventions from 01/04/19 to 31/03/20

High risk ←————→ Low risk

Premises intervention rating	A	B	C	D	E	Unrated	New
No. of interventions planned	18 (2 visits at 9 premises)	60	244	372	173	19	192
Total No. of interventions achieved	19	60	244	370	169	19	185
No. of premises where no interventions was achieved	0	0	0	2	4	0	7

We carried out the vast majority of interventions required at every premises due in 2019-2020, apart from thirteen 'lower risk' premises where we were unable to carry out an intervention due to the Covid-19 pandemic requiring businesses to close during the last two weeks of March when we were completing the final interventions for the year. As can be seen all the higher risk food premises, those with a risk rating of 'A', 'B', or 'C', received the required intervention.

Some other statistics of note arising from these interventions are:-

- 95 % of business in York are broadly compliant with food hygiene law (target 90%).
- 68 % of food businesses in York have a food hygiene rating score of 5 out of 5 (April 2020).

6.1.2 Food standards interventions

Premises intervention rating	High	Medium	Low
No. of interventions planned 1/4/2019 – 31/3/20	1	--	--
No. of interventions achieved	5 *	69 *	--
No. of interventions not achieved	1	--	--

As described above, we take an 'intelligence led' approach to food standards activity, rather than following the regime set out in the food law code of practice.

The single high risk premises due an inspection in March 2020 was not completed as a result of the coronavirus pandemic, as the business was not allowing any external visitors access due to concerns over the potential for disease transmission. We also carried out work focussing on undeclared allergens (which we are continuing in this financial year).

* During 2019-2020 Public Protection also undertook a programme of food standards inspections, involving inspecting 74 different food establishments in order to establish whether there are any emerging issues in food standards and to identify any intelligence gaps. Of the 74 inspections undertaken, 5 businesses were identified as being high risk or 'A' rated premises, with the remaining 69 being medium risk or 'B' rated premises.

6.1.3 Feeding stuffs/primary production interventions

We visited all 6 of our registered animal feed premises that were due an intervention in the year.

6.1.4 Formal action

The following tables summarise the level and types of formal enforcement action taken in 2019-2020. We believe that to be effective, the full range of enforcement options should be used, from informal letters offering advice, through to prosecutions where this course of action is considered appropriate.

Food safety

Type Of Action	Numbers Taken/ Issued 2019/2020 (Businesses)
Prosecution	8
Simple Caution	1
Emergency Prohibition Notice	0
Hygiene Improvement Notice	11
Written Warnings	756

Food standards and feeding stuffs

Type Of Action	Numbers Taken/ Issued 2019/2020 (Businesses)
Prosecution	2
Simple Caution	0
Written Warnings	79

6.1.5 Consultation

We survey our business customers and members of the public on a regular basis to ensure that we are providing a high quality, customer focused service.

Our surveys found:-

- 96.8% of businesses visited found our contact helpful
- 97.5% of businesses said they were treated fairly.

6.2 Summary of performance – including key variations from the service plan.

We carried out a food hygiene intervention for the vast majority of all the premises due an intervention in 2019-2020, with those missed being as a result of the impact of the coronavirus pandemic in March 2020. These were low risk premises.

We have also continued to take firm enforcement action against the poorest performing businesses with 8 businesses and directors being prosecuted for poor food hygiene and 2 businesses for food standards matters.

6.3. Areas of challenge of areas for improvement in 2020/2021.

- Due to the impact of Covid-19, 2020/2021 is going to be a challenging year due to increased business turnover and reduced time capacity to undertake food interventions. Clearly, any further lockdowns will impact our ability to carry out this work even further.
- There is currently, and will continue to be, an increase in demand for advice from our services as businesses re-open.
- Further improvements to intelligence gathering and sharing, particularly in relation to identifying victims of modern slavery and tackling organised crime.
- Provide advice and information on the help and support available to growing businesses
- Undertake horizon scanning on food related issues.
- Improve our Proceeds of Crime capability – particularly amongst Environmental Health staff.
- Continue to support the Food Standards Agencies ‘Regulating Our Futures’ review with the secondment of one of the service managers to the programme.

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**Decision Session – Executive Member for
Economy and Strategic Planning****22 September 2020**

Report of the Assistant Director Education and Skills

Covid Recovery Skills Strategy and communication plan**Purpose**

1. This report sets the terms of reference and remit of a City Skills and Employment Board and task and finish group that will be responsible for developing and implementing the city's Adult Learning and Skills Strategy. This partnership board will develop the strategy within the framework set by York's 10 year and 1 year recovery strategies and the York Economic Strategy.
2. It also proposes the governance arrangements through which stakeholder feedback and Executive sign-off of the Adult Learning and Skills Strategy will be sought.

Recommendation

3. The Executive Member is asked to:
 - i. Confirm the Terms of Reference and remit of the City Skills and Employment Board
 - ii. Agree the framework within which a new Adult Learning and Skills Strategy will be developed, for endorsement at the City Skills and Employment Board and with final formal consideration and adoption by the council's Executive including a communication plan to support widespread community engagement.

Reason: In order to agree a Terms of Reference and remit of the City Skills and Employment Board and framework and agree the framework within which a new Adult Learning and Skills Strategy will be developed.

Background

4. York's current Skills Plan (2017-202) and the skills and employment support in York was developed in the context of the full-employment economy that we had become, with a focus on:
 - school leavers joining the workforce,

- working with those furthest from the labour market to increase employability,
 - apprenticeships
 - community learning
 - general adult education through a self-funded model
5. These agendas drove the work of the council's Skills Team, with its 14-19 work on Career education independent advice and guidance (CEIAG), apprenticeship and work readiness programmes, and York Learning, which has become a commercial provider of individual and workplace training. Through our emerging Economic Strategy, the Economic Development Team has sought to broaden this approach, introducing the theme of "21st century jobs" and seeking to expand opportunities for training to support skills for the existing workforce, career change and business start-up.
6. The economic impact of Covid-19 locally, regionally and nationally has forced a significant rethink in how the skills and training world supports the city's economy, with the potential scale of job losses in some of our lowest paying sectors highlighting long-standing issues in York's labour market. The full impact of Covid-19 on York's economy is still emerging, but it is clear that the certain sectors in the city are experiencing significant disruption and that this will have a disproportionate impact on certain demographic groups in the city, with a particular concern being the impact on women.

Key issues

7. Economic forecasts are still predicting a significant number of job losses across the global economy. For York, current estimates suggest that as many as 8,500 jobs might be lost, with a current benefit claimant rate of 4,995 (July 2020, 175% increase when compared with February 2020).
8. Whilst additional national funding and DWP resources are being made available, this alone will not deliver York's skills and employment recovery. Throughout the past six months, the Council's has focused its work with partners (Appendix A) to:
- align and, where possible, adapt existing public-funded provision
 - shape local implementation of new national initiatives

- communicate support available to residents, young people and businesses
 - reflect York's emerging and future skills needs in Y&NY LEP plans.
9. However, our current skills and employment offer, predicated on what has essentially been full employment in York, is not sufficient to address the acute needs and increased demand expected over the next 12-18 months.
 10. At the same time, the city needs to understand and develop skills and employment opportunities that support a sustained economic recovery, recognising that there may need to be investment in infrastructure to enable a move towards 21st Century Jobs.
 11. The council's resource and remit to do this is limited, however the council continues to play an important role in facilitating city-wide partnerships. Therefore, a new, city-wide partnership approach is needed to help residents and businesses respond to change in the short term, and to set the longer term framework for prosperous city.
 12. Covid-19 has provided a catalyst for remote and flexible working, enabled by increased use of technology across a range of education and employment sectors. While it is impossible to adequately predict the future skills needs of the workforce, emerging global trends towards a digitally enabled, artificial intelligence driven sustainable economy suggest some potential growth areas for a city such as York. Green employment, smart tourism, and technology driven approaches fit well with the expertise in our colleges and universities, but must be complemented by opportunities for those without the high level qualifications that drive the knowledge economy.
 13. The Covid-19 pandemic has highlighted the gender imbalance in low paid and part time roles. With 15,000 part-time jobs in retail and hospitality particularly at risk, it is important to note that 70% of that workforce is female, with 25% of all part time roles being filled by women over the age of 50. While we recognise that retail and hospitality will continue to recruit significant numbers of people, an overall decline in size of these sectors is expected.

14. To respond to the challenges of upskilling and reskilling our workforce, we have already set out a need for £10m to support adult learning and skills development and enable 5,000 people to get better jobs.

City Skills and Employment Board – Terms of Reference (Appendix B)

15. Following Executive in July 2020, positive discussions have taken place with members of the existing Higher York partnership about extending membership to form York's City Skills and Employment Board (the Board).
16. Purpose - The purpose of the Board will be to oversee the development and implementation of the Adult learning and Skills Strategy. Partners' willingness to co-design the strategy demonstrates their understanding of the scale of change needed, as well as their commitment to delivery. Agreement has also been made that partners will contribute to the cost of a secretariat to support the governance of the Board.
17. The Board will also play a role in influencing regionally and nationally for flexibility and funding, with the forthcoming devolution deal providing the main opportunity to change the Adult Education and Skills landscape.
18. Membership - The proposed membership is contained within the Draft Terms of Reference (Appendix B) including, further business and worker representation through: York Chamber of Commerce, Federation of Small Businesses, Institute of Directors, York Professionals (business support network), Vocational training providers, Private sector training and skills providers, TUC, Jobcentre Plus and DWP.
19. In addition to the Council's officer representation, Executive Members for Economy and Strategic Planning and Culture, Leisure and Communities will join the Board to represent the local democratic process.

Governance

20. Beyond agreeing its own business, the Board is not a decision making body but will advise and make recommendations to the Council, LEP and combined authority, and to the City Leaders Board. The Board will oversee the delivery of the strategy and

provide a forum for dialogue between skills providers and local employers to inform the development of future skills provision.

21. The Adult Learning and Skills Strategy will therefore be submitted for formal signoff by the Council Executive and a recommendation made that it is adopted as the City's Skills Strategy to 2030.
22. Communications - To establish the profile of the partnership and support clear and consistent messaging for residents and businesses, it is proposed that external communications activity relating to the Board is embedded within the Council's Skills and Employment Recovery Communications Plan (Appendix C).
23. Temporary resource, is being recruited to deliver this plan which draws on the existing 'let's be York campaign' to:
 - **Target communications directly where they're** needed - cutting through the information overload and providing clear and concise messaging
 - **Build advocacy across the city and wider region** - amplify the message by partner organisations sharing information and supporting links (the 'halo effect')
 - **Build confidence in York's employment/skills sector** – demonstrating sector leadership and what is already being achieved across the City
 - **Provide a steady drumbeat of messaging** – proactive engagement with regular local media articles / features and targeted social media campaigns
24. A key strand of work will be the development of an online information hub where residents and employees can find information about and access skills, training and employment support. All communications will signpost this hub to help build its reach and engagement.
25. **Developing the Strategy – Timeline (Appendix D)**
26. To ensure the strategy development work progresses with the required pace, a subgroup has been put forward, led by the University of York. The Council's Head of Economic Development and Skills Team Manager will be part of the group, ensuring alignment with the wider recovery work and providing regular reports to Decision Sessions - Executive Member for Economy and Strategic Planning.
27. In line with York's 10 year and 1 year recovery strategies and the York Economic Strategy, the Adult Learning and Skills work will comprise a one-year plan (2021) to **help people through**

change and a 10-Year Strategy (to 2030) focused on **21st Century jobs**.

28. The high-level timelines for producing these are attached (Appendix D) with key activity including:

One-year plan – Helping people through change	
Building the evidence base	
Sep 20	Triangulate the intelligence partners already have in relation to skills and employment needs in York and Identify key evidence needs / gaps for one-year plan
Sep 20 – Nov 20	Conduct targeted research (phase 1)
Sep 20 – Nov 20	Feed in latest regional and national reports (such as those commissioned by the Y&NY LEP Skills Board and National Skills Academies)
Engagement – skills and employment needs	
Sep 20 – Nov 20	Engage employers and worker representative's e.g. local workforce development groups and sector skills specialist e.g. Sector Skills Academies re: emerging and future skills needs.
Executive sign off – Dec 2020	

10-year strategy – 21st Century Jobs	
Building the evidence base	
Oct – Nov 20	Triangulate the intelligence partners already have in relation to skills and employment needs in York and Identify key evidence needs / gaps for 10 year strategy
Jan 2021	Conduct targeted research (Phase 2)
Dec 20 – Feb 21	Feed in latest regional and national reports (such as those commissioned by the Y&NY LEP Skills Board and National Skills Academies)
Engagement – skills and employment needs (if needed)	
Jan 21	Engage local employer and worker representatives e.g. workforce development groups re: <ul style="list-style-type: none"> - emerging and future skills needs - test specific strategy content
Executive sign off – March 2021	

Consultation

29. The principal objective of the City Skills and Employment Board is to co-design the Adult Learning and Skills Strategy for York. The Board will be consultative in nature and its membership diverse. The process for developing the strategy will give voice to business, education & training providers, local workforce representatives and regional/national sector skills specialists.

Council Plan

30. The new Council plan identifies eight priorities, five of which are relevant to this work:
- Good health and wellbeing;
 - Well-paid and an inclusive economy;
 - A better start for children and young people;
 - A greener and cleaner city; and,
 - Safe communities and culture for all.

Implications

31. **Financial** – the contribution of £8,500 for the dedicated communications resource and £10,000 contribution towards the Board's secretariat would come from within the Children, Economies and Communities Directorate budget
Human Resources (HR) – no implications;
One Planet Council / Equalities – the Adult Learning and Skills Strategy will support our equalities commitments
Legal – no implications;
Crime and Disorder – no implications;
Information Technology (IT) – no implications;
Property – no implications.

Risk Management

32. There are no specific risks identified in respect of the recommendations.

Contact Details

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Chief Officer Responsible for the report:

Maxine Squire
Assistant Director – Education & Skills

Report **Date** 10/09/2020
Approved

Wards Affected: List wards or tick box to indicate all **All**

For further information please contact the author of the report

Background Papers:

Appendix A – Public Funded Support

Appendix B – York Skills and Employment Board – Draft Terms of Reference

Appendix C – Skills recovery communications plan - Draft

Appendix D – Adult Learning & Skills Strategy development timeline - Draft

Public funded support

I am a York Resident who:

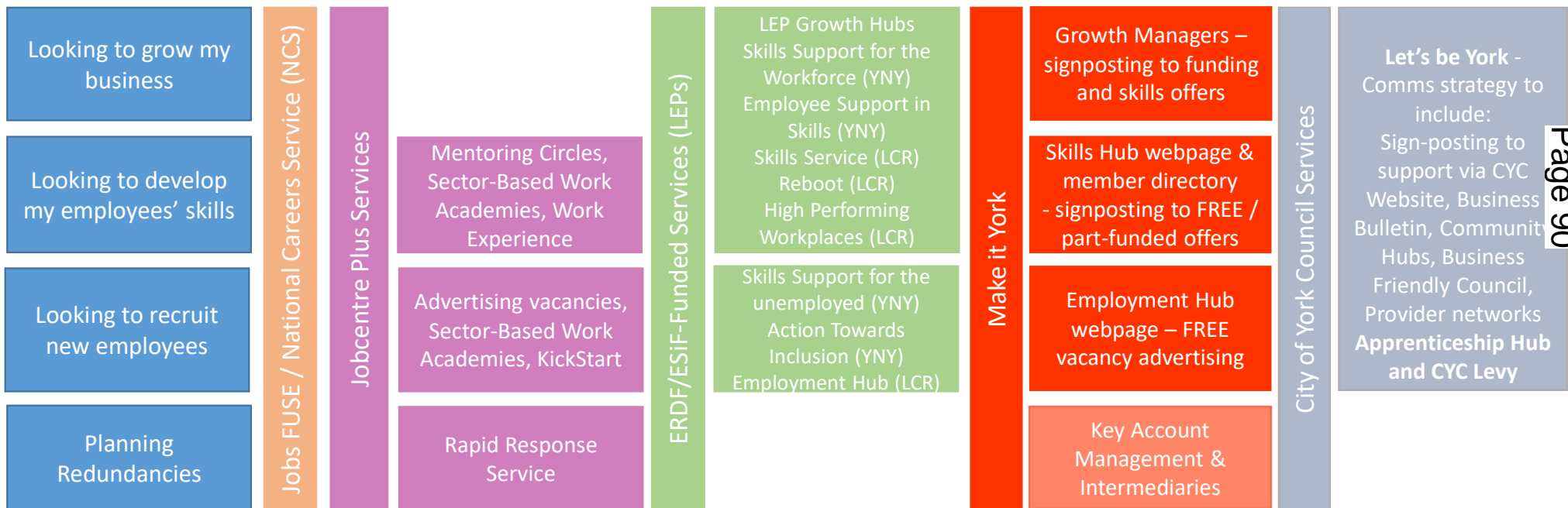
Has been made redundant	Jobs FUSE / National Careers Service (NCS) telephone line	Jobcentre Plus Services	Work Coaches, Work Trials, Work & Health Programme, Sector-Based Work Academies, Intensive Personalised Support, Jobs Help	ESiF-Funded Services (LEPs)	Skills Support for the Workforce (YNY) Skills Support for the unemployed (YNY) Action Towards Inclusion (YNY) Reboot (LCR) Employment Hub (LCR)	City of York Council Services	Let's be York - Comms strategy to include: Sign-posting to support via CYC Website, Social Media, Family Information Services, Local Area Teams and Community Hubs – IAG	York Apprenticeship Hub		
Is aged 25+ unemployed			Extended Youth Programme, Kick Start, Mentoring Circles, Jobs Help						Employment Hub (LCR) Accelerate Routes2Success Prince's Trust	Learning and Work Advisers, Family Information Service, Yor-OK
Is aged 18–24 unemployed			School Advisers (at risk of NEET)							
Is aged 15–18 Not in Employment, Education or Training										

CYC's Skills and Economies teams working in partnership to improve and make a difference

Public funded support

(Professional bodies, recruitment agencies, independent, in-house, FE/HE and private sector providers also offer support)

I am a York Business who is:



CYC and MIY teams working in partnership to improve and make a difference

York Skills & Employment Board – Draft Terms of Reference

1. The York Skills and Employment Board (“the Board”) is a partnership body, bringing together education providers, employer representatives, private skills providers and CoYC
2. It was established in summer 2020 as part of York’s response to the economic impacts of the Covid-19 pandemic
3. The Board is responsible for developing and implementing the city’s Adult Education and Skills plan within the framework set by York’s 10 year and 1 year recovery strategies and the York Economic Strategy.
4. The Board forms part of the city’s Economic Response structure, with the City Leaders Group providing overall direction and setting the 10 year and 1 year strategies.
5. Through its work, the Board will seek to facilitate a deep and long lasting partnership between skills providers and employers to support the development of key sectors in the York economy and enable York residents to get well-paid and rewarding work
6. The Board will comprise representatives from:
 - City of York Council
 - York College
 - University of York
 - York St John University
 - Askham Bryan College
 - York Secondary Heads
 - York Chamber of Commerce
 - Federation of Small Businesses
 - Institute of Directors
 - York Professionals
 - YNY LEP
 - TUC
 - JobCentre Plus and DWP
 - Vocational training providers
 - Private sector training and skills providers
 - Relevant sector skills bodies
7. Membership will be reviewed annually, and may be temporarily extended to include additional expertise as agreed by the Board.

8. Organisations joining the Board will commit to contributing to city-wide objectives rather than promoting their own commercial interests.
9. CoYC and the FE/HE partners will jointly fund a secretariat for the Board, which will be based with one of those organisations. The secretariat will work with the Board Chair to develop agendas and will circulate papers for meetings at least 1 week in advance of meetings
10. The Board will meet every 2 months in its first year, with frequency of meetings to be reviewed annually, and may establish sub-groups to undertake projects on a task-and-finish basis.
11. Beyond agreeing its own business, the Board is not a decision making body but will advise and make recommendations to the Council, LEP and combined authority, and to the City Leaders Board.

Let's be York – let's learn, earn and grow/make your mark

Skills Recovery Plan

Objectives

Think – employers are aware of the benefits of the skills interventions that meet local needs, are confident that investing in key sector skills will have a positive return as they re-start/grow their business. Employees and those entering the job market believe they can get/retain a job in York in key sectors. All audiences understand how CYC is creating local opportunity.

Feel – all audiences feel the skills and employment landscape is understood and responsive, and that CYC is influencing the agenda. Businesses feel the local offer reflects their skills needs. They are confident that they know how to get additional support and are able to take full advantage of national support available to them and their employees. Employees and those entering the job market feel that they have ready access to information about the options available to them. Those disproportionately affected feel this is for them.

Do – all audiences access the best choices for their business/career, based on national incentives, and local and personal circumstances.

Strategy

Target communications directly where they're needed
 'Cut through' the information overload by providing clear, concise messaging directly to each key audience, **creating a central 'hub' where they can access support and information**. Utilise the existing 'let's be York' campaign look and feel, which is already recognised and trusted by local businesses.

Build advocacy across the city and wider region to amplify the message

Share information and support links to partner organisations, encouraging them to share through their channels, reinforcing the 'halo effect'.

Build confidence in York's employment/skills sector

Demonstrate sector leadership, sharing case studies highlighting innovative practice and 'successful' individuals, to show what is already being achieved across the city.

Provide a steady drumbeat of messaging

Engage the local media with regular features and articles, and use paid for social media posts to target key audiences with consistent messages signposting to support.

Utilise existing, trusted 'let's be York campaign' with a distinctive colour scheme for the skills strand. Adopt 'let's learn, earn and grow' strapline.

PRIORITIES//KEY DATES

Strands to the skills recovery:

- **Skills and employment pipeline**
- **Support for individuals**
- **Shaping provision**
- **Social inclusion**
- **Support for businesses**

This plan sets out communication actions to support each strand.

- **School term ends 17 July**
- **A level results day**
- **GCSE results day**
- **Schools return wk 7 September**
- **Furlough scheme ends 31 October**

Let's be York: lets learn, earn and grow

OBJECTIVES

Think – aware of benefits of skills programme, to business, and city – aware of key sectors and skills required. All audiences understand how CYC is creating local opportunity.
Feel –feel the skills and employment landscape is responsive, that CYC is influencing the agenda. Businesses feel the local offer reflects their skills needs are are confident they know how to get additional support to take full advantage of national support available to them and their employees. Employees, those entering the job market feel they have ready access to information about the options available to them. Those disproportionately affected feel this is for them.
Do – access the best choices for their business/career, based on national incentives, and local and personal circumstances.

AUDIENCE

- All York businesses
- People working in York
- Women/lower wage earners disproportionately affected
- Young people aged 16-25
- Schools
- Stakeholders e.g. Job Centre,
- Colleges
- CYC staff
- Members
- Parents/carers of 16-25 year olds
- MPs
- Partners, e.g. Chamber of Commerce, York BID, Indie York, York Learning
- Adult learners

STRATEGY

- **Target communications directly where they're needed**
- **Build advocacy across the city and wider region to amplify the message**
- **Build confidence in York's employment/skills sector**
- **Provide a steady drumbeat of messaging via partners and direct**

IMPLEMENTATION

Target communications directly

- Create information hub on CYC website, under Let's be York banner, information for businesses, etc, with links to existing pages on apprenticeships, York OK etc. Include posters signposting support for staff
- Gather insight (eg hierarchy of influence on careers...parent/teacher/careers) and info from chamber, FSB etc about current attitudes to recruitment (business side of OBC)
- Develop a concise regular e-newsletter (working with MIY), outlining national and local support available for businesses. Include poster signposting support for employees. Deliver via emerging business networks and partner orgs
- Encourage York employees to join resident newsletter, include regular skills section. Signpost via boosted social media posts, partner network and CYC/partner publications
- Dedicated information for young people, hand delivered at GCSE/A Level results pick up to 16/18 year olds. shared by schools, York College, Askham Bryan College and universities.
- Update careers advice online information for schools
- Update careers information on YorOk website to ensure consistent messaging

Build advocacy and amplify the message

- City Skills Board as advocates on supply and demand side
- Support and reflect outcomes of skills networks and asks from businesses; regularly use industry figures to present and share via linkedin and biz media
- Share information pack with partners and employers across the city to use on own channels
- Encourage agencies working with families, young people and adults to share, including CYC Early help team, social workers, 2 year old funding team, HMOs, LAC
- Utilise existing channels, including CYC partners' pack
- Create digital content that challenges assumptions about sectors to encourage sharing
- Social media engagement and sharing via partner channels
- Hits to CYC hub website
- Requests for information to CYC support networks

EVALUATION

Build confidence in the sector

- Development of City Skills Board
- Develop and share case studies of 'success' stories inc. CYC. examples being used by the apprenticeship team, including adult learners and those affected gaining qualifications.
- Share on CYC channels, including Instagram, particularly targeting younger audiences.
- Create case studies from partners and encourage sharing
- Use virtual online job fairs, apprenticeship events and careers fairs to showcase the potential in York's skills market – package as a one-minute pitch on opportunities, showing how York skills programme meets local and regional need (to build aspiration – make it

Provide a steady drumbeat of messaging via partners and direct

- Work with York Press (online) to create timed adverts to signpost businesses and employees to online support hub – at launch and at the end of October, as the furlough scheme comes to an end. Use retail forum, indie york and fsb to offer 'next steps' packs to soon to be redundant employees (work with LEP)
- Showcase STEP into STEM work – events and drip feed of PR and social to promote careers and potential employers
- Case studies (showing career outcomes of former apprentices in York growth sectors) and local media ad campaign to raise visibility of opportunity and promote growth sectors.
- Live Q&A featuring apprentices (and parents if poss!)
- Use COVID volunteer and community network to share info into communities
- Support local media outlets to run articles/features outlining the support available and positive, success stories, providing regular update press releases, offering interviewees, feature opportunities and sector leadership opinion pieces.
- Time local activity to complement national Apprenticeship Service campaigns/ calendar.
- Utilise NAS campaign assets – esp those which help people apply <https://www.youtube.com/user/ApprenticeshipsNAS/videos>
- Advertise the hub where young people look for jobs...eg designer outlet jobs pages, indeed etc.

Let's be York – let's learn, earn and grow

Audiences	Channels
All businesses	<ul style="list-style-type: none"> • Dedicated e-newsletter signposting support available (deliver via Make it York channels?) • Information hub under skills section on the CYC Let's be York webpages • Social media; insta and linkedin are key (tick tok? What's app?) • Local media articles and advertising • Make it York , FSB, Indie York, professional services 9eg accountants and lawyers for small businesses) • Traders associations incl Haxby, Micklegate, Gillygate, Acomb Alive, York Retail Forum, • York BID communications • Chamber of Commerce • Indie York channels • Business Bulletin, business sectoral roundtables, whatever networking/workshop presence they establish
York residents and employees	<ul style="list-style-type: none"> • Information hub under skills section on the CYC Let's be York webpages (SHOULD THIS BE MIY?) • Social media • Local media articles and advertising • Directly from partners, including York Learning, social workers, early help team, carers' centre, Job Centre, Armed Forces Support network • Community facebook pages
16-25 year olds, including NEETS	<ul style="list-style-type: none"> • Digital magazine with case studies for young people • Issued by school/colleges on results days (GCSE/A LEVEL) and sent direct to NEETS • Social Media, including on school/college channels, plus tiktok/what's app/insta content • Updated careers pages for schools (York Education) • Updated information on Yor OK site (consistency key) • LACs, HMOs, community officers, other outreach community conversations
Parents	<ul style="list-style-type: none"> • Information hub under skills section on the CYC Let's be York webpages • Social media • Local media articles and advertising • Directly from partners, including York Learning, social workers, early help team, carers' centre, Job Centre, Armed Forces Support networks • Community facebook pages
Partners and stakeholders	<ul style="list-style-type: none"> • Information shared via partners' pack • City Skills Board • Make it York • York BID • Chamber of Commerce, FSB, Science park, HOC Group

Let's be York – let's learn, earn and grow activity schedule (to be populated once agreed)

Date	Activity	Actions	Channels	Objective /Strategy
Wk c 11 July	Design look and feel for campaign, linking to Let's be York creative, and bringing in colours from the York Apprenticeship Hub logo			
Wk c 11 July	Review customer journey of both employer and would-be apprentice			
Wk c 18 July				
July-October				
July				
August				

Appendix D: Proposed timescales for Adult Learning & Skills Strategy (ALSS) Development Process

	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20			
Establish York Skills and Employment Board	[Green bar]							
Agree process for creating Adult Learning & Skills Strategy	[Green bar]							
Developing the One-Year (2021) Plan - Helping people through change	[Orange bar]							
Building the Evidence Base	[Orange bar]							
CYC and Partner intelligence sharing	[Orange bar]							
Focused intelligence gathering to address gaps	[Orange bar]							
Engagement - Emerging Skills and Employment Needs	[Orange bar]							
Targeted employer engagement	[Orange bar]							
Sector Skills Academy engagement	[Orange bar]							
Governance	[Orange bar]							
Executive Member E&P Decision sessions	[Orange bar]							
Executive sign off of one year (2021) plan	[Orange bar]							
	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
Adult Learning & Skills Strategy (to 2030) - 21st Century Jobs	[Blue bar]							
Building the Evidence Base	[Blue bar]							
CYC and Partner intelligence sharing	[Blue bar]							
Focused intelligence gathering to address gaps	[Blue bar]							
Career pathway and provision mapping	[Blue bar]							
Engagement - Future Skills and Employment Needs	[Blue bar]							
Targeted employer engagement	[Blue bar]							
Sector Skills Academy engagement	[Blue bar]							
Governance	[Blue bar]							
Executive Member E&P Decision sessions	[Blue bar]							
Executive sign off of Adult Learning & Skills Strategy (to 2030)	[Blue bar]							

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**Decision Session – Executive
Member for Economy and Strategic
Planning**

22nd September 2020

Quarterly Economic Update

Summary

1. The period between March and September 2020 has seen sudden change in society and the economy, with the start of an unprecedented global recession as a result of the global Covid-19 pandemic. This report outlines our initial economic response as a city and begins to look at the potential longer term impacts and opportunities for York.
2. Our economy has fared better than many other cities, with York proving a continued draw to visitors and the city centre adapting rapidly to support new ways of trading. Our pro-active response as a city has enabled our businesses to reopen and get money coming through the tills.
3. The end of furlough and self-employment support will be challenging for all UK businesses, and we are having to prepare for possible job-losses and business failures at a scale not seen for a generation. Unemployment has already nearly tripled in York.

Recommendations

4. The Executive Member is asked to:

- 1) Note the contents of the report

Reason: To support York's economic response to the covid-19 pandemic

Introduction

5. This report covers the period March 2020 to September 2020, when the UK and world economies experienced the initial shock of the covid-19

pandemic. Many businesses were entirely shut down with little notice, with the Government providing significant investment to support the economy and protect employment during closure. It has been an unprecedented period of change for the global economy, with significant increases in unemployment, rapid moves to homeworking for office staff, and ongoing restrictions in movement and behaviour still in place to ensure social distancing and promote health and wellbeing. The months ahead are looking uncertain – new lockdowns are being introduced in metropolitan areas, and the prospect of a no-deal Brexit is looming large again.

- The Council’s economic response to lockdown has been pro-active and evidence-based, developed in partnership with the business community, with the health and well-being of York residents as its starting point. The diagram at Fig 1 illustrates the approach to Recovery agreed by Executive in June 2020. We are moving into Phase 3 of the overall approach, leading to the completion of the Economic Strategy which had begun development at the start of the year. Current partnership arrangements, initiated during the covid lockdown, will be formalised and extended to create the Economic Partnership which will oversee this strategy. Detailed arrangements for both the partnership and the development of the strategy will be brought to a future Decision Session for consideration by the Executive Member.

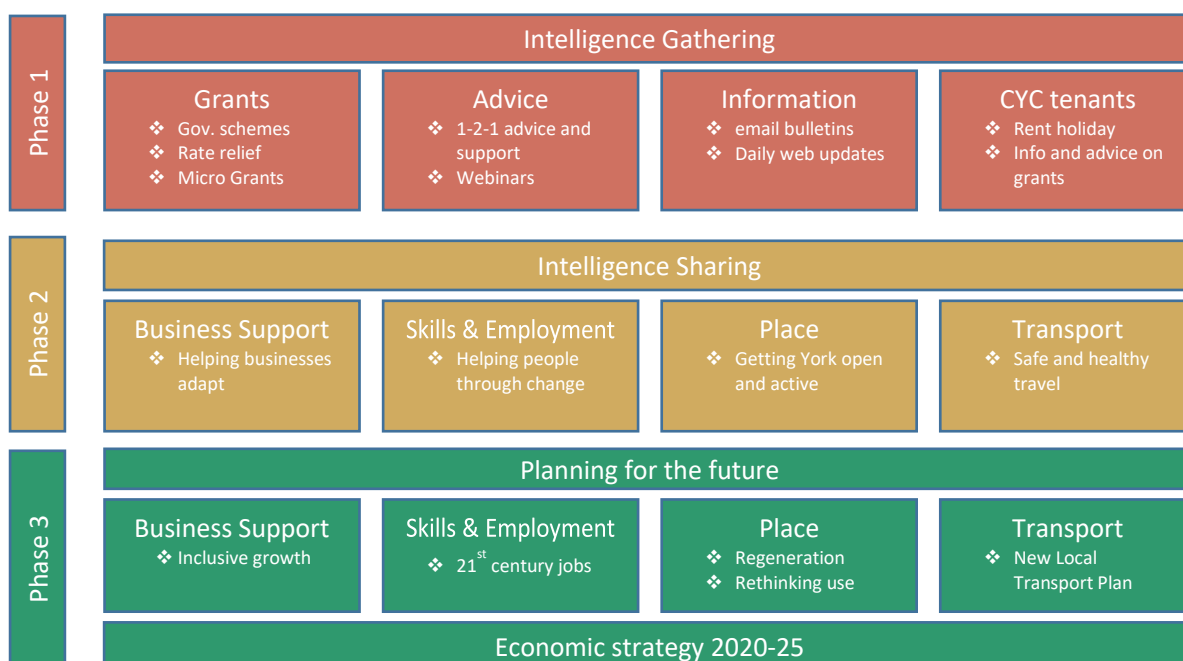


Figure 1: Approach to Economic Recovery

- Delivery of Phases 1 and 2 of this work has involved distributing over £100m of grants and funding to over 4,000 businesses, providing accurate updates to well over 1,000 businesses each week, extending footstreets in the city centre, repurposing public space to support the economy, and introducing free parking incentives. Entire teams across the Economy and

Place Directorate and beyond have moved swiftly into new areas of work to deliver the rapid and proactive response that was required. In parallel we have also increased the level of engagement with businesses and stakeholders to inform and support delivery.

8. Phase 3 will see a return to the themes which were driving our work at the start of the year, albeit with very changed circumstances. The Economic Strategy will need an even stronger focus on inclusive growth, while the global switch to working from home has highlighted the need to rethink work for the 21st century. The My City Centre programme will have even greater urgency as we work together to adapt to a transformed world for retail, leisure and public realm. The experiences of lock down, with first a traffic-free environment, and then the challenges of socially-distanced public transport, will bring new perspectives to the development of a new Local Transport Plan.

State of the Economy

9. The global economy has seen the largest recession ever recorded, with stock markets crashing around the world, significant disruption to trade, and ongoing restrictions in movement which continue to affect business at all levels. UK GDP is currently predicted to fall by around 10% in the current year – the largest decline for over 300 years – and in the absence of a cure or vaccine for Covid-19, the jury is still out on when and how recovery will be seen.
10. The York economy is worth £6.5bn, and our initial analysis identified over £1bn of that as being in high-risk industries relying on face-to-face contact. This drove our initial response, detailed in reports to Executive, to focus on reopening the city centre as quickly as was safe, and to distribute the grant money provided both by Government and from Council resources. In York alone, over £250m has so far been spent on furloughing, supporting the self-employed, and providing grants to businesses.
11. There have been many businesses that have not been eligible for this support, and we have lobbied directly and through the LEPs for support to be extended where possible. York has distributed its funds quicker than most, with our distribution processes complete in early July, while many neighbouring Councils are still assessing applications in September. We enhanced the national funds with £1m of Council money, used to support over 1,100 small and micro businesses who were outside the rules for larger grants.
12. To reopen the city, we concentrated on adapting the transport system and city centre public realm to cope with social distancing, using York's open spaces to support local traders, and working with individual streets such

as Fossgate to get the businesses trading as well as possible. We have provided temporary public toilets, launched the Let's Be York campaign to provide information and support for all residents, visitors and businesses, and introduced bespoke city wide signage to ensure a consistent, friendly and high quality experience for all.

13. Over this period, the Council has worked hard to strengthen partnership working in Economic Development. As has been set out in reports to Executive, we have established:

- a Business Leaders Group, bringing together key businesses and the Council's Leader and Executive Members
- 12 sector roundtables, enabling over 100 businesses to share their experiences and help shape the city's response

A report summarising the key issues emerging from the first two rounds of meetings is provided at Annex 2, and a more detailed report, summarising the process and governance for these groups, together with the key findings from the first 3 rounds of meetings, will be brought to a future decision session.

14. Underpinning this work, the key business support agencies in York – Make it York MiY, York Business Improvement District (BID), York and North Yorkshire Chamber (YNYCC), the Federation of Small Businesses (FSB), University of York (UoY) and City of York Council (CYC) – have been meeting informally each week to share intelligence and support collaboration. Through the combined resources of these agencies, we have issued weekly updates to the business community, significantly expanding our collective reach to local SMEs and allowing their perspectives to be heard.

15. In support of this approach, the Service Level Agreement between Make It York and York City Council was temporarily adapted until the end of 2020-21. In terms of Business Support activity, this has focussed work on:

- Supporting CYC efforts to process and make national loan and grant payments
- Responding to business support enquiries received through CYC and MIY channels
- Seeking and collating business' experiences to help support CYC lobbying and decision making

- Developing the city's business support approach to recovery to ensure the economy hits the ground running

Work on a new contract and SLA to commence April 2021 continues.

City centre economy (Annex 1 pp.3-15)

16. The importance of our city centre's economy has been recognised in a series of Council reports over the last 2 years, and we had just begun the My City Centre engagement project when lockdown commenced. Many of the issues that York and other city centre economies were facing prior to lockdown have been magnified significantly, with national concerns about the future of retail and the high street accelerating. The balance between retail and leisure, independents and multiples, visitors and locals have been central to our thinking, and all are thrown into even sharper contrast by the current situation.
17. Looking at Annex 1, the available data shows a gradual return of footfall to the city centre. Springboard camera counts show that footfall has returned to around 70% of expected levels. Measures from other sources – most notably the High Street Recovery tracker published by Centre for Cities¹ - show that footfall is at around 75% of normal, and that the amount of money being spent in our city centre is very close to 100%. Anecdotally, trade is variable from business to business with some doing very well and others struggling to trade at sustainable levels.
18. In terms of vacant premises, the Council's indicator shows an increase over the summer in retail vacancies. Local Data Company have also surveyed York recently and show an increase in vacant units across both retail and leisure. Their vacancy rate for the city as a whole stands at 8.9%, still below the national average, but rising nonetheless. This reflects what we have been hearing from businesses and landlords, and what is clearly visible both in the city centre and beyond. The proportion of independent businesses is rising at present, with a number of high profile closures of restaurant and retail chains across the UK.

	York (units) - Latest	York (%) - Latest	12 Months ago	36 Months ago	GB
Stock					
Total Units	3174		3101	3141	N/A
Retail (Shops)	2164	68.2%	68.1%	70.3%	78.9%
Leisure	1010	31.8%	31.9%	29.7%	21.1%
Vacancy Rates					
Retail & Leisure	283	8.9%	7.4%	7.2%	10.0%

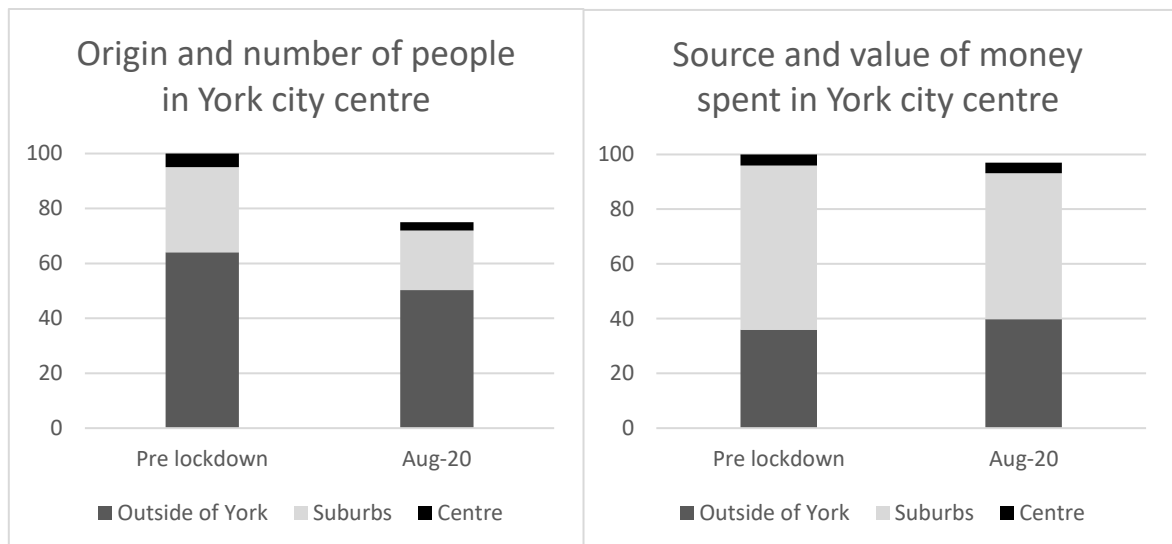
¹ <https://www.centreforcities.org/data/high-streets-recovery-tracker/>

Retail (Shops)	209	9.7%	8.3%	9.0%	11.4%
Leisure	74	7.3%	5.4%	3.2%	4.8%

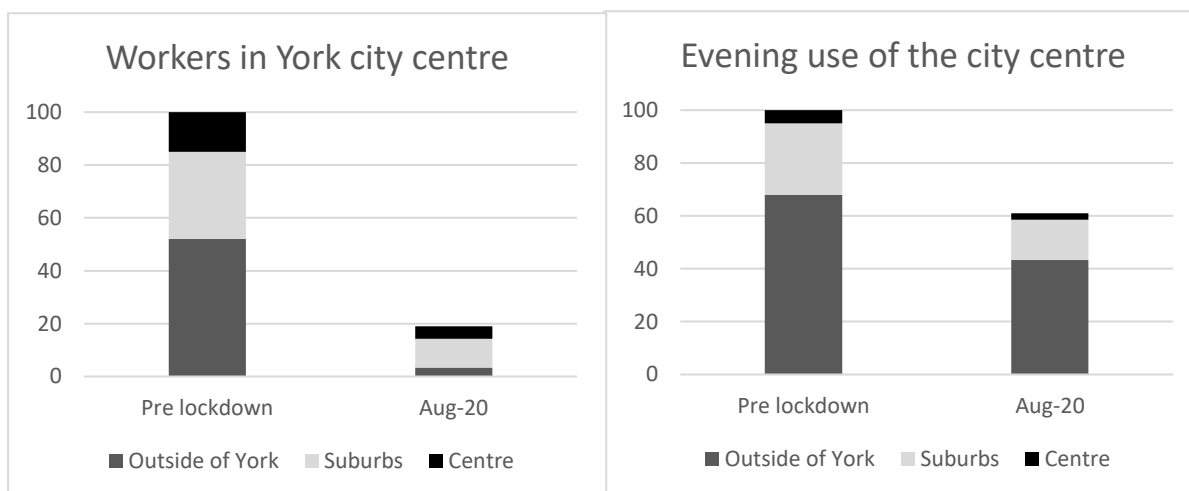
19. Parking, traffic flow and public transport use for the Park and Ride sites are also shown in Annex 1. While car use is above 80% of pre-covid levels (p10 and 15), public transport use is at around 30% of normal for the park and ride (page 14), and bus services in general. Google’s community mobility data shows an overall reduction in public transport use of around 30% (page 6), reflecting a stronger performance for the railways than for buses.

20. The picture we are seeing is one of strong use of the city centre by visitors, typically driving into York. This contrasts with a significant reduction in commuting, with Centre for Cities’ statistics showing that only 7% of commuters to the city centre are making their normal journeys. It is this intelligence which is driving our work on marketing York to visitors and residents. The primary concern is in keeping a good level of spending customers in York, with a secondary focus on continuing our work to re-engage the people of York with their city centre.

21. Centre for Cities data provides some insight into the origins of people in the city centre. They have identified people as city centre dwellers, those from the suburbs and those from outside of York. Looking at the overall figures, while the proportions have remained much the same in terms of visitors with two thirds coming from outside of York, the spending power of visitors has been key in keeping money coming in through the tills.



22. In terms of those who come in to the city centre to work every day, there has been a very large decline in commuting, with over 90% of those who were previously coming into York from outside now not doing so. Current national campaigns to get office workers back to the daily commute demonstrate that this is not an issue unique to York. For both weekend and evening use, the proportion of visitors from outside of the city has slightly increased. The evening figures below show that our night time economy is still active, but the number of locals choosing to come into town after 7pm has halved.



23. Our initial assumption had been that lockdown would mean far fewer visitors from outside of York, and a re-engagement of suburban dwellers with the city centre. This is not supported by the data which shows instead that it is visitors who have been flocking to York. We must be mindful of this trend in the coming months.

Tourism

24. The latest Tourism statistics from Visit York cover July 2020², the first month in which hotels and attractions were allowed to reopen. Numbers were significantly down for all indicators, with room occupancy at 26% and the average rate charged per room showing significant discounting at £78.28. While hotels are now open again, the requirements of social distancing and enhanced hygiene mean that room occupancy will inevitably be lower than previous years. STR³, who report on occupancy in the larger chains (see Fig 2), suggest that York's occupancy rate has been at 75% since the end of July, with the city benefitting from the staycation market alongside Blackpool, Bath, and other smaller leisure destinations.

² <https://www.visitork.org/members/about-us/research-and-statistics/latest-tourism-intelligence>

³ <https://str.com/data-insights-blog/video-united-kingdom-performance-results-july-27-august-2>

25. Anecdotally, Guesthouses and B&Bs are faring less well, while the performance of York's 1,750 Airbnb properties is unknown at this stage. It is not clear whether customer perceptions of independent B&B's and guest houses differs from the large hotel chains. There are many small accommodation providers in York who have done great work in making their premises covid-safe, and we are exploring options to focus some marketing on reassuring visitors that these are also good options for overnight stays.

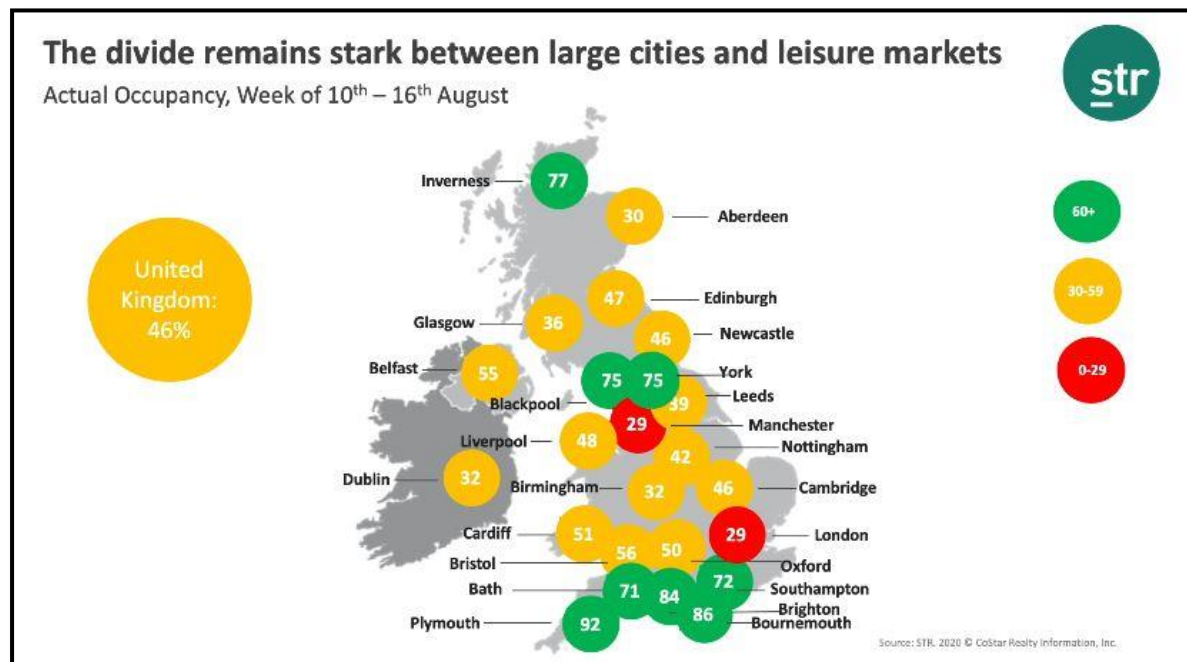


Figure 2: Hotel bookings

26. As discussed above, the Centre for Cities high street recovery tracker shows that two-thirds of people in our city centre over the summer have been from outside of York. September has been a strong month for the tourism sector in recent years, but we will do well to maintain the current 75% occupancy levels. Our tourism marketing work with Make it York aims to attract regional visitors and increase the number of locals returning to the city centre. Both will be important over coming months.

Business start-ups and closures (Annex 1, pp.16-18)

27. Data on business start-ups is provided monthly by Banksearch. In recent years, we have seen around 1,000 businesses a year starting in York, spread pretty evenly across all parts of the city. As the data on page 16 of Annex 1 shows, our start-up rate was down 25% over the first 6 months of the year, in line with the national rate. We have seen this pick up recently, with a particular emphasis on construction sector starts in the less affluent areas of the city. Make it York have begun to offer a start-up service and are already seeing growth in interest. We are currently

lobbying for more start-up support from the LEP and beyond, and increasing the level of help is a key part of our Business Support strategy.

28. While no local statistics are available on business closures over the summer, the Office for National Statistics has been running a weekly tracker survey and is currently reporting that 10% of businesses are at moderate risk and 1% at severe risk of ceasing to trade permanently. There are approximately 7,000 businesses in York, which suggests that as many as 770 could be at risk in York. Business help lines run by the Leeds City Region LEP are reporting a significant increase in calls.
29. The 1 year business support plan agreed by Executive in July sets out our work as a city to increase the level of support available to business. Make it York are adapting their business support pages to reflect the collaborative approach that we are using, and lobbying continues with the LEPs. We have already called for an additional £15m investment in business support for York over the next 5 years, and this level of investment is vital if we are to fulfil YNY LEPs commitment to supporting all businesses that need help.

Unemployment (pp.19-29)

30. The impact of the covid pandemic is shown very clearly in the claimant count⁴ (see Fig 3 below). This has seen the largest increase in at least 35 years in the months since lockdown. If forecasts prove accurate, we will see a further additional rise when the Government's Job Retention Scheme ends on 31st October. York and North Yorkshire LEP predicts unemployment to rise to 10% in York in the months ahead, which would take the count above 10,000.
31. Figures for the Job Retention Scheme (JRS) and Self Employment Income Support Scheme (SEISS) have been published by Government⁵. These show a total of 30,300 people furloughed by York employers and a further 6,500 claiming self-employed support. Approximately £150m JRS and SEISS has been paid to date in York, with as much as £80m yet to be claimed, if current rates continue. Most commentators agree that it is these furloughed and income-supported workers who are most at risk of redundancy. If the same proportions reported nationally apply, 14,000 of those furloughed staff are in our retail and hospitality sector, with many part time roles at risk. The arts, entertainment and recreation sector is also particularly vulnerable, with 1,400 staff currently furloughed.

⁴ Data from <https://www.nomisweb.co.uk/query/select/getdatasetbytheme.asp?collapse=yes>

⁵ <https://www.gov.uk/government/statistics/self-employment-income-support-scheme-statistics-august-2020> and <https://www.gov.uk/government/statistics/coronavirus-job-retention-scheme-statistics-august-2020>

32. Despite the relatively strong performance of York, the impact of covid lockdown on the retail and hospitality sectors is severe. While retail is returning to some level of trade, our hotel and restaurant businesses, dependent as they are on indoor spaces and social interaction, are finding the environment more difficult. “Eat out to help out” has made a big difference for the restaurant trade, but has now finished. We are working closely with the Hospitality Association, the Retail Forum, Indie York and York BID, and their needs are at the heart of many of the measures already introduced in the city centre.

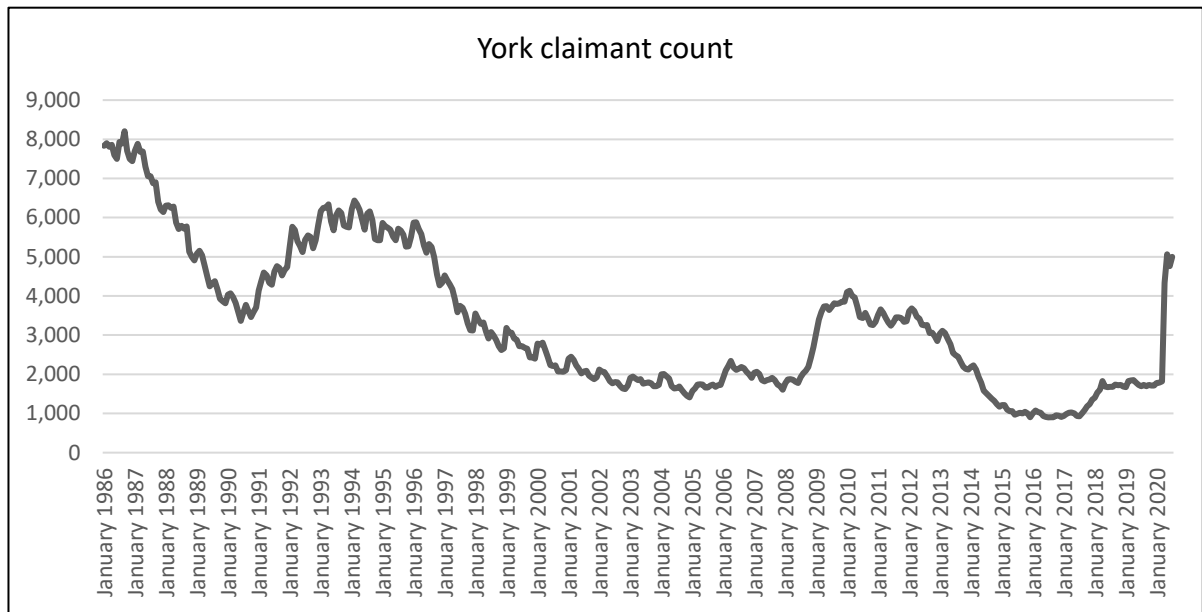


Figure 3: York claimant count

33. Despite the sobering nature of these figures, York’s economy has fared comparatively well over the summer. Notwithstanding the individual impacts of job losses on those households who have been affected, Centre for Cities have shown that York is the city with the smallest increase in claimants over the Covid period, and continues to have the lowest rate of benefit claimants of all the places that they monitor. We still have a vacancy rate below average, and we have also seen that the overall spend is holding up well. Clearly this is no time for complacency, but we should also recognise that the early measures discussed above have already helped many businesses to trade strongly over the summer, and that we have innate strength in our economy which will help York to be more resilient than most.

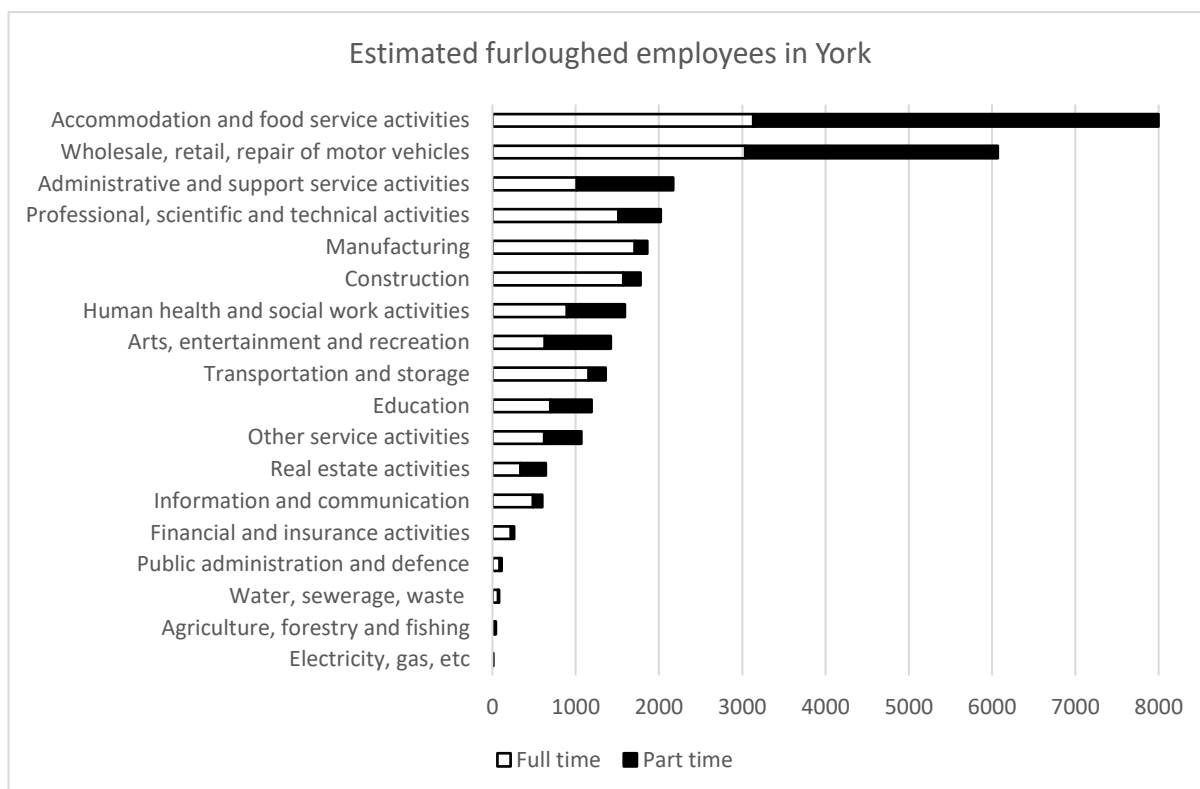


Figure 4: Furloughing by sector - estimated from national figures

34. We have described elsewhere the work that has begun to support people into new work, and the plans for our Adult Skills and Employment work are covered in a separate decision paper. We note that 70% of the jobs which are seen as most at risk are filled by women, and recognise the inclusive growth challenges that the scale of predicted job losses would bring. The impact on household incomes will mean that many families will find it increasingly hard to make ends meet.
35. The Council's role in responding to job losses will be one of coordination and facilitation, and we will work closely with Government Agencies to bring support to those in need. A joint response from the Council's Skills, Adult Education and Economic Development teams is focussing on providing access to that support at neighbourhood level. We are seeking to ensure that front line Council and partner staff are trained in giving information, advice and guidance, and that health and wellbeing support is adapted for those facing job loss and financial hardship.
36. Working with Make it York, we are seeking to develop an employment hub on their website and to work with the business community to support downsizing and growth, enabling York residents get new jobs as quickly as possible.
37. We have already outlined our £10m ask for Government to support retraining and career switching. This funding would support 5,000 people

to refresh and redevelop their skills, ready for employment in York's growth sectors – IT, creative sector, rail, bio-tech, and financial services.

Regional response

38. York and North Yorkshire LEP is building on local approaches to develop a sub-regional Economic Recovery Plan, which is being co-ordinated across local authorities and partners. This Recovery Plan is closely aligned with the Council's own One Year Recovery and Renewal Strategy and complements the Council's broader ambitions and longer-term direction for York. This work is one of a number of strands of sub-regional recovery activity, feeding into the overall Covid-19 recovery work which encompasses other impacts, particular to public health, co-ordinated through the Local Resilience Forum.
39. Through the Plan, the LEP seeks to address the challenges that Covid-19 presents (economic decline, increased unemployment, reduced footfall in town and city centres and significant new demands on Higher and Further Education) and accelerate progress with overcoming digital disadvantage and creating green jobs.
40. To grow the sub-region's economy and emerge from Covid-19 greener, fairer and strong, the LEP has established the following 10 pledges:

York and North Yorkshire COVID-19 Economic Recovery Plan

Our Ten Pledges to a Greener, Fairer, Stronger Recovery.

Y&NY
LEP

We will ensure that...

- ✓ **All our businesses get the support they need** to adapt to the challenges of COVID-19 and come back greener, fairer and stronger.
- ✓ **People at risk of redundancy or newly unemployed can access the advice and support they need to get them back into employment.**
- ✓ **Training and Learning provision has the capacity to meet demand** for a Greener, Fairer and Stronger recovery.
- ✓ **All our High Streets, City and Town Centres are Greener, Fairer and Stronger** in a post COVID-19 world.
- ✓ **Active travel and public transport usage increases** beyond pre COVID 19 levels contributing to greener, fairer and stronger places.
- ✓ **Digital connectivity becomes the catalyst for change** in a greener, fairer, stronger recovery.
- ✓ **New job opportunities are created** that are greener and fairer.
- ✓ **Young People and those furthest from the labour market are not left behind** in terms of access to support, learning, training and employment
- ✓ **New housing adapts to changing needs** in terms of design, affordability, energy efficiency, digital connectivity and space.
- ✓ **We maintain our landscapes and provide more and accessible green spaces.**

41. The LEP's Recovery Plan is focused on short term activity (activities taking place over the next 18 months), longer term recovery actions will be part of the Local Industrial Strategy Implementation Plan and it is crucial that LEP partners continue to be engaged in these discussions. Work on the

LEP's Recovery Plan is set to be completed by the end of September 2020 with the Plan launching in October.

Update on work initiated at previous decision sessions

Economic Strategy

42. Engagement to support the development of a new Economic Strategy was due to commence in March 2020, but was put on hold at the start of the covid emergency. The enhanced partnership working described above has contributed to the development of an Economic Partnership, and we aim to have work on the strategy restarted shortly. This will be the subject of a future Decision session report.

Inclusive Growth Fund

43. In the light of the covid pandemic, some allocations in the Inclusive Growth fund may no longer be deliverable or may be considered a lower priority in current circumstances. A paper will be brought to a future decision session covering any significant changes and seeking approval for any reallocated funds.

Tech Accelerator Project

44. In March 2020, an update was provided to the Executive Member for Economy and Strategic Planning on a joint initiative between York Science Park, the University of York and Whitecap Consulting to undertake a feasibility study into the establishment of a York-based technology accelerator. Such a facility would bring together emerging and growing technology businesses and aim to accelerate growth through an intensive programme of specialist advice and insight. Accelerators are a tried and tested approach to growth in the tech sector, and are taking place in many cities across the world that have both an appetite for such growth and an ecosystem of innovative businesses. The feasibility study would test whether the right conditions are in place for such an initiative in York.

45. It was resolved at the abovementioned decision session that a contribution of £8,000 is made by the Council towards the identified costs of the study. The feasibility study will seek to achieve the following objectives:

- Validate the York Accelerator proposition and obtain insights and feedback as to the need for, and value of, such an accelerator for key employers in the city;
- Conceptualise, shape and support the York Accelerator initiative;

- Develop requirements, proposition, key themes, relevant growth opportunities and areas of interest for the accelerator;
- Understand the key innovation and growth trends the York Accelerator could be aligned to both regionally and nationally;
- Articulate, qualify and quantify the joint capabilities of the ecosystem.

46. As part of the study, Whitecap Consulting have interviewed 50 stakeholders from 40 different York stakeholder organisations and contacted/researched around 20 successful accelerators and innovation hubs in the UK and internationally. The final report will be brought to a future decision session, with suggested next steps outlined.

Secondary shopping areas

47. As set out in previous Decision Sessions, there are two secondary shopping areas designated in the current City of York Local Plan. Both of these, Acomb and Haxby have Traders' Associations who work locally to increase footfall, promote their high street and boost their local economies, but to gain a deeper understanding of the role our high streets play in the community, more in depth knowledge is required.

48. As a part of a requirement to look at wider long-term impacts and economic growth in Acomb Front Street and the surrounding shopping area, the Executive Member agreed to engage consultants in February 2020 to undertake an extensive exercise in line with the Council's new 'My' engagement model.

49. Although work began as scheduled, this exercise was put on hold during lockdown, largely because the core of the work calls for extensive face to face consultation with businesses and residents. Recent discussions with the consultant have resulted in a slightly different approach to the consultation element of the project, and work will begin again in September.

50. A similar draft 'My' brief is now in development to procure consultants to undertake a parallel exercise in Haxby, with the full support of Ward Councillors. Specifically, this is to explore what type of improvements could be made as short term initiatives, plus a longer term strategic vision, incorporating inclusive and sustainable growth.

51. A request of £1 million to support York's secondary shopping areas has been made as part of the £64m York Place Ask for Devolution funding "make physical improvements to the public realm and streetscene, and

better integrate transport links with a focus on sustainable travel.” A decision on this funding request is pending.

52. Further rounds of Future Highstreets fund from Government also offer an excellent opportunity to secure additional funding for secondary shopping area initiatives, and will be monitored for any new releases.

Measuring the performance of the city centre

53. The Executive Member’s decision session in March 2020 included a paper on City Centre footfall cameras and place data, with a decision to investigate and the Executive Member took a decision to work with the BID to explore future options. The paper set out some of the challenges in keeping existing data flowing, with vacant shops in Coney Street and Stonegate both interrupting provision. These counters have now been removed from the contract with Springboard, with the Parliament Street and Micklegate now the two remaining data points.
54. The BID, with part funding from CYC, have commissioned a more sophisticated solution from Movement Strategies. This will provide in-depth data, valuable in developing strategies and supporting our decision makers, and includes spending patterns, how people move around the high street, the origin of their journey and their dwell time. The new software will give us a better opportunity to understand how the City Centre is used, and by whom, and the data will become available over the coming months.

Regional Economic Development

LEP Review

55. The Government’s review of LEPs across England (July 2018) outlined a series of reforms designed to LEPs to strengthen leadership and capability, improve accountability and manage risk, and provide clarity on geography. One of these reforms was the removal of overlapping boundaries – directly impacting City of York as a constituent member of Leeds City Region LEP (along with Craven, Selby District and Harrogate Borough).
56. In January 2020, the York, North Yorkshire and East Riding LEP Board approved a move to a York and North Yorkshire geography to align with devolution. East Riding of Yorkshire who are better aligned with the Humber geography have, therefore, resigned from this LEP with effect 31st March 2020.
57. The removal of overlapping boundaries in York and North Yorkshire has a direct impact for those local authorities impacted such as City of York, who

have historically benefitted from the business support provided through Leeds City Region's Growth Hub and the LEP's inward investment activity. Discussions are continuing with both LEPs to ensure that robust transitional arrangements are in place so that York continues to benefit from high-quality business support provision and the pre-requisite inward investment support.

Devolution

58. Local authorities within York and North Yorkshire are engaged in preliminary discussions with Government around a Devolution deal for the sub-region. Devolution is the transfer of power and funding from national Government to local Government and includes the potential creation of a directly elected Mayor. The Government's desire is for every area within England to be part of a devolution deal in an effort to unlock the economic potential of the nation's regions.
59. A paper on agreeing the 'asks' to submit to Government for consideration of a Devolution Deal for York and North Yorkshire was taken to the Council's Executive (23rd July, 2020), with Members approving the submission to Government, subject to the inclusion in the 'asks' of specific references to workforce skills in relation to adult social care and children's services, and to rail tech and associated employment in York.
60. Based on discussion to date, the York and North Yorkshire 'asks' seek £2.4bn investment in the region over the next 30 years. Under these proposals York would receive a proportion of this investment across a range of programmes, with specific funding for:
 - Infrastructure and Place: A £64m York Place Fund to lead regeneration and cultural activity projects across the city;
 - Innovation: £175m to develop an innovation ecosystem connecting academia, industry and policy makers around the bio-economy in York, with £15m for a bio-tech innovation accelerator and match-funding incentives to stimulate activity;
 - Tourism – Co-development of a tourism plan between York and North Yorkshire and Visit Britain with future joint investment;
 - Housing – Unlocking and delivering a proportion of 20,000 homes, working with the MOD, and a share of a £96m Strategic Housing Investment Package including affordable homes on council sites and,

- Skills and Adult Learning - A £10m low carbon skills programme to up-skill the existing workforce in low carbon industries together with a devolved Adult Education budget.

61. The next stage of the process, once all local authorities have agreed the asks, is for government to consider the proposals and respond with their formal offer of what a Devolution Deal would entail for the region. It is only when the Government responds detailing what their proposed deal would be, do local authorities then formally decide whether they wish to proceed with the creation of a Combined Authority with a Mayor, triggering the commencement of a statutory Governance Review and consideration of the appropriate governance structure for Devolution.

Local Industrial Strategy

62. An update on the development of a Local Industrial Strategy (LIS) for York and North Yorkshire was last provided to the Executive Member for Economy and Strategic Planning in November 2019. It was resolved at that decision session that the Council formally feeds into the LIS development process for both Leeds City Region and York, North Yorkshire and East Riding LEP.

63. In response to the LIS for York and North Yorkshire, the Council's consultation response communicated our approval of the LEP's "Good Growth" approach to transforming productivity and the strong alignment of the LIS priorities to that of the Council Plan 2019-2023 which seeks to ensure that all residents in York enjoy the best quality of life. It also communicated our support for the LEP's place-based approach, with the strategy clearly articulating York's global brand appeal, innovation and knowledge strengths, growth potential (the York Central development) and digital infrastructure assets. The Council's formal LIS consultation responses can be found here.

64. The LIS for York and North Yorkshire presents an ambitious vision for the region, highlighting the opportunity to become a carbon negative region, not just a carbon neutral region:

"Our vision is for York and North Yorkshire to become England's first carbon negative region. The Local Industrial Strategy contributes to this by transforming the way our economy works to deliver a carbon negative circular economy that increases productivity and provides higher paid jobs."

65. In supporting this vision, the LIS is structured around four priorities, each underpinned by a series of actions and specific outputs:

Priority 1 – Connected and resilient places;

Priority 2 – People reaching their full potential;

Priority 3 – An economy powered by Good Businesses; and,

Priority 4 – World leading land management.

66. The LEP Board approved the LIS submission to Government for the end of March 2020 (the final document can be found [here](#)), although Covid-19 has delayed discussions taking place with Government. Work will begin shortly on the creation of an implementation plan for the LIS, supporting the sub-region's longer-term economic recovery from the pandemic. It is important that local authorities in York and North Yorkshire are involved in this process, and officers will continue to work with the LEP to ensure such plans deliver the step change in productivity that the LIS seeks to achieve.

Low Carbon and Circular Economy

67. Y&NY LEP adopted its Local Energy Strategy in February 2019, and in November 2019 became the first LEP to develop and start implementing a Circular Economy Strategy. Through this work, the LEP has developed a network of over 200 partners and wider stakeholders to support the implementation of these strategies and have developed a pipeline of low carbon energy projects and collaborative circular economy initiatives.
68. The LEP's current focus is to develop a long-term roadmap to become carbon neutral by 2034 and carbon negative by 2040, as well as funding for the rollout of short-to-medium term low carbon energy interventions to begin delivering on the LEP's ambition. The LEP's Carbon Abatement Pathways study sets out pathways to carbon neutral and beyond across an integrated model of the five most carbon-intensive sectors – buildings, transport, industry, power, and land use, land use change, forestry and agricultural. These pathways will be used to then identify key milestones, decision points, policies and interventions that can drive the transition towards these outcomes, including timeframes of actions and roles of stakeholders in their delivery. Officers and Members from City of York Council have participated in the LEP's policy co-design process through the completion of sector-specific surveys and participation at online workshops (July - August 2020).
69. A draft report will be completed by the LEP in November, and input will be sought from partners on developing individual projects to take the recommendations and put them into an action-orientated roadmap. A final report will be completed early 2021, alongside a Roadmap Towards Carbon Negative for York and North Yorkshire.

Funding and projects

70. Feasibility Studies – In December 2019, the LEP announced the availability of a fund to undertake feasibility studies for new projects in the LEP area, alongside the intention to establish a pipeline of further capital projects and schemes in readiness for future funding opportunities. Following a competitive bidding process, City of York Council has been awarded £65,000 of LEP funding to complete feasibility studies for two projects:

- Riverside Walkway – establishing the deliverability of a riverside walkway scheme along the north-east bank of the River Ouse within York city centre and a bridge to North Street Gardens, supporting the renewal of Coney St and the support for long term economic prosperity of city centre, exploring mixed use, exploiting riverside and responding to early feedback from My City Centre and Castle Gateway;
- York Central Environmental Uplift – exploring the feasibility of going beyond the existing commitment to BREEAM excellent in commercial space at York Central to BREEAM outstanding (the highest level achievable). The feasibility study will explore technical solutions to achieving this standard, including cost implications and scalability of solutions.

71. Covid-19 has accelerated the changes that high streets, towns and city centres were facing in terms of changing shopping habits and behaviours, whilst also giving rise to growing societal support for a green recovery. Both feasibility studies are in tune with this new reality and are important for the city's economic recovery from the pandemic.

Consultation

72. Consultation on the economy and our covid response has been through weekly intelligence calls with key partners, the civic partnership structures, 12 sector roundtables and regular meetings of the Executive Economic Recovery Group.

Council Plan

73. Our work addresses the following outcomes from the Council Plan:

- Good health and wellbeing;
- Well-paid and an inclusive economy;
- A better start for children and young people;
- A greener and cleaner city; and,
- Safe communities and culture for all.

Implications

- **Financial** – no new financial commitments.
- **Human Resources (HR)** – no implications;
- **One Planet Council / Equalities** – our work positively supports the Council's equalities objectives;
- **Legal** – no implications;
- **Crime and Disorder** – no implications;
- **Information Technology (IT)** – no implications;
- **Property** – no direct implications

Risk Management

There are no specific risks identified in respect of the recommendations.

Contact Details

Author:

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Head of Economic Growth
Economy & Place

Chief Officer Responsible for the report:

Neil Ferris
Corporate Director - Economy & Place

Report **Date** 10th September 2020
Approved

Wards Affected: List wards or tick box to indicate all

All

For further information please contact the author of the report

Background Papers:

Annexes

Annex 1: Economic Recovery Data Pack – Sep 2020

Annex 2: Sector roundtable reports - rounds 1 and 2



City of York Council

Economic Recovery Data Pack

14 September 2020

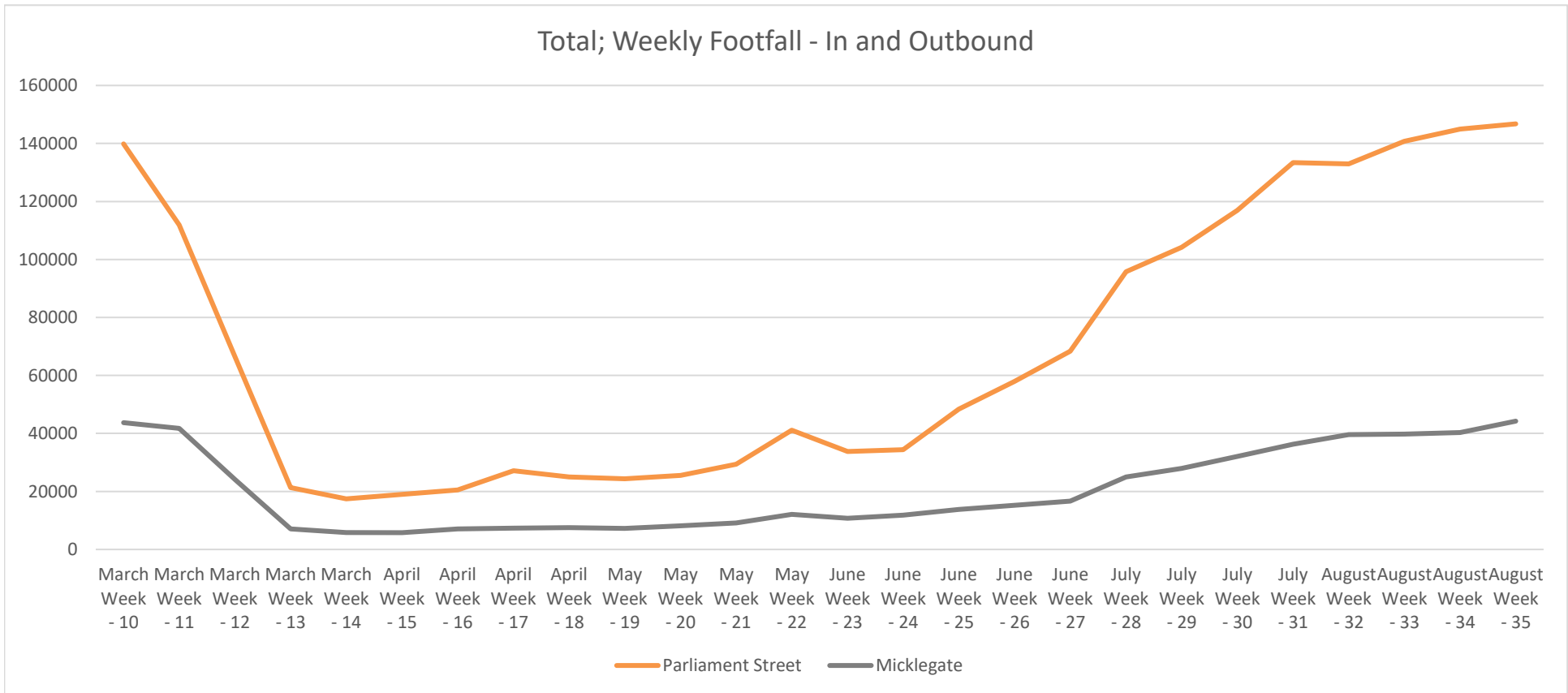
Economic Recovery - Contents

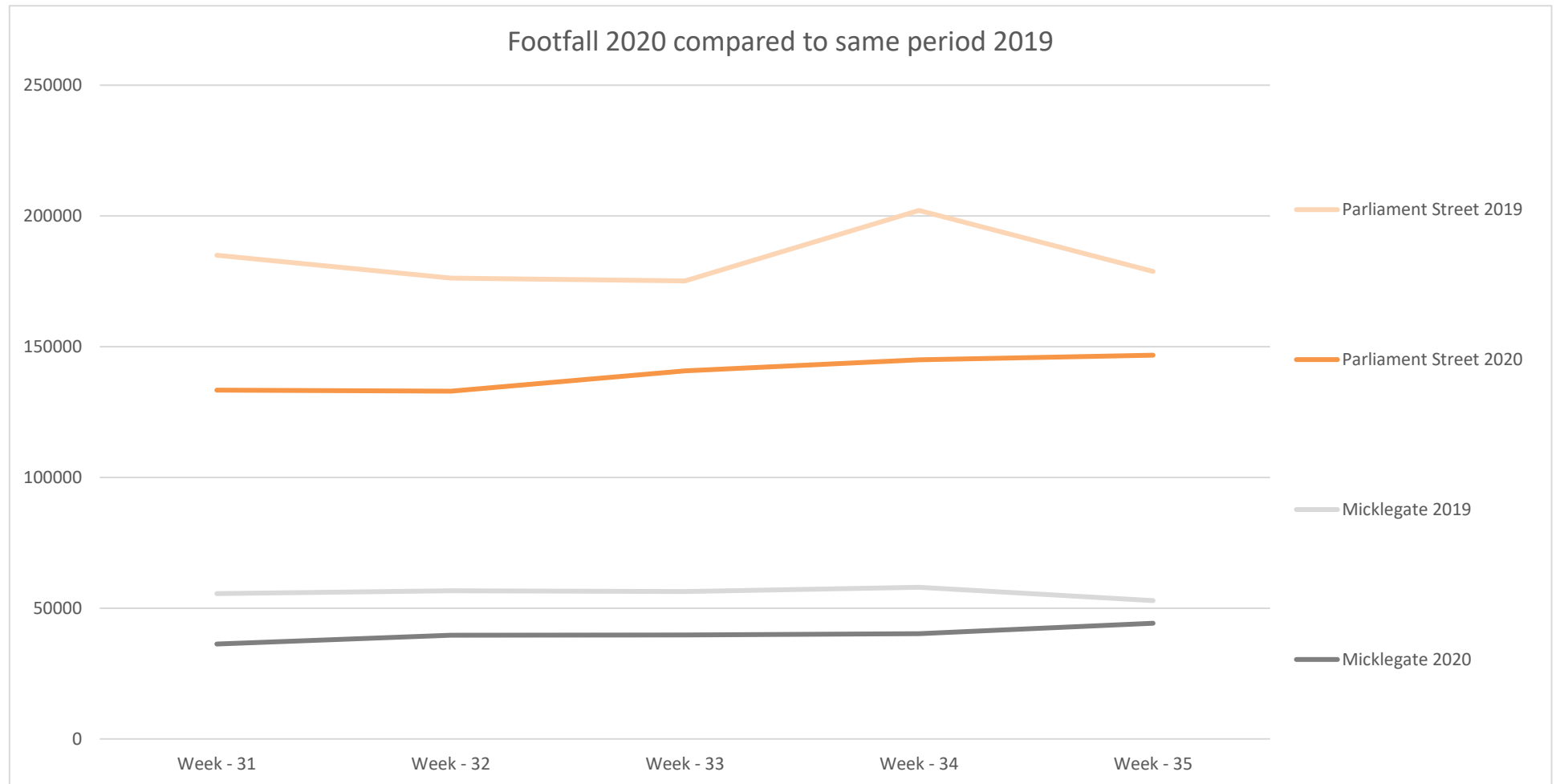
Table of Contents	Covering Data Period	Data Pack Updated
1. City Centre and shopping centres:		
Footfall	Weeks 10-35 (Mar - Aug)	10-Sep-20
Community Mobility		10-Sep-20
Cleaning	January - July	20-Aug-20
Vacancy rates	July-August	10-Sep-20
2. Parking:		
Income	Quarter 1	14-Aug-20
Occupancy from CCTV counters	September	10-Sep-20
Occupancy from parking counters	May - September	10-Sep-20
RingGo usage	July - August	10-Sep-20
3. Transport:		
Park and Ride	May - July	14-Aug-20
Traffic Flow	Jan - August	20-Aug-20
3. Business Start Ups:		
BankSearch figures	June	07-Aug-20
Start Ups in York by Output Area Classification Super Group	January - June	07-Aug-20
4. Job Seekers Allowance / Universal Credit:		
York overview	July	20-Aug-20
JSA Claimants aged 18-24	July	20-Aug-20
JSA Claimants out of work for over a year	July	20-Aug-20
JSA claimants by gender	July	20-Aug-20
JSA & UC Claimants by Ward	July	20-Aug-20
Universal Credit claimants	July	20-Aug-20
Starts on UC by YO postcode	July	20-Aug-20
Starts on UC by age and gender	July	20-Aug-20
Report Annex		
COVID-19: Recovery Plan and Service Demand Scorecard	Latest Data at running of report	

Economic Recovery - City Centre

Footfall

- Parliament street footfall is 5% higher than pre-lockdown levels taken in week 10
- Micklegate footfall is 1% higher than pre-lockdown levels taken in week 10
- Rising levels can be seen from mid June following the reopening of shops and continuing into the summer holiday period
- When comparing year to year at week 35 Parliament street has 18% less footfall compared to 2019 and Micklegate 16% less



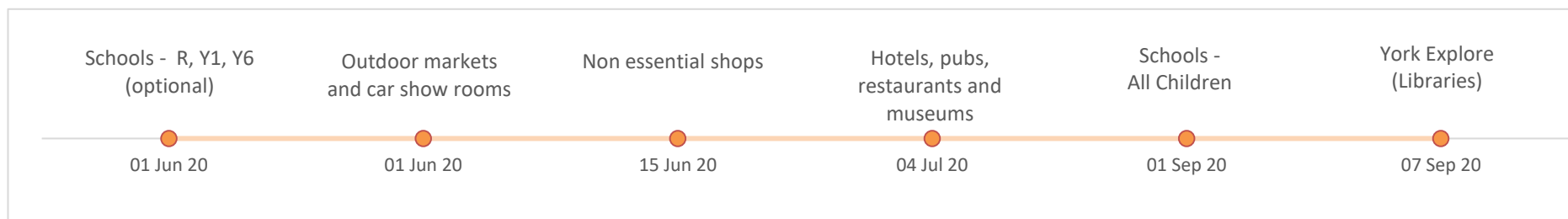


Economic Recovery - City Centre

Social Mobility

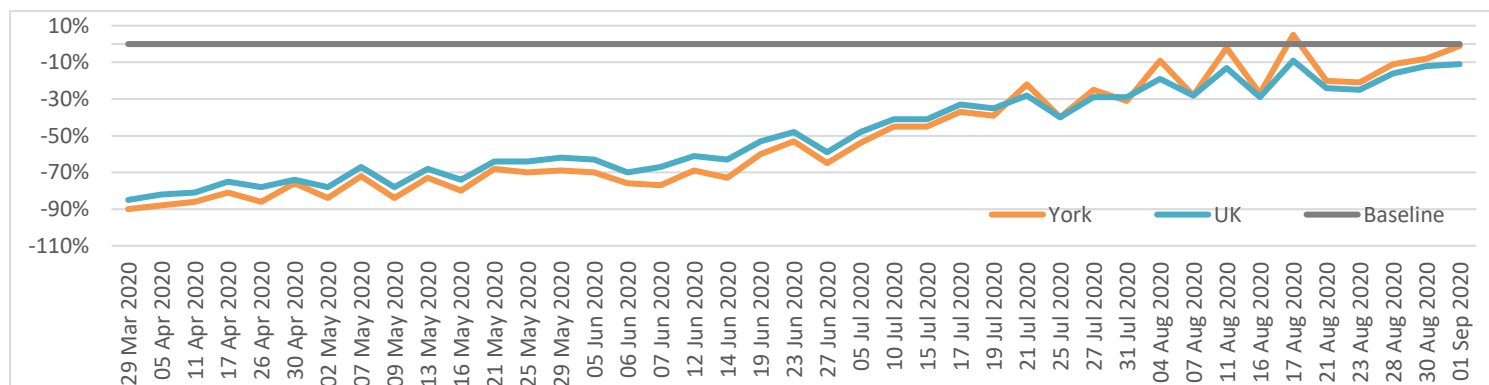
- Community mobility data has been available regularly from Google since the start of the pandemic to track how visits and length of stay at places such as shops and transit stations are changing.
- Data is sourced through phone location history where consented and changes for each day are compared to a baseline value for that day of the week taken during January.
- The following charts show activity at retail and recreation, supermarket and pharmacy, public transport and workplace venues since the start of lockdown.

Key Re-opening dates



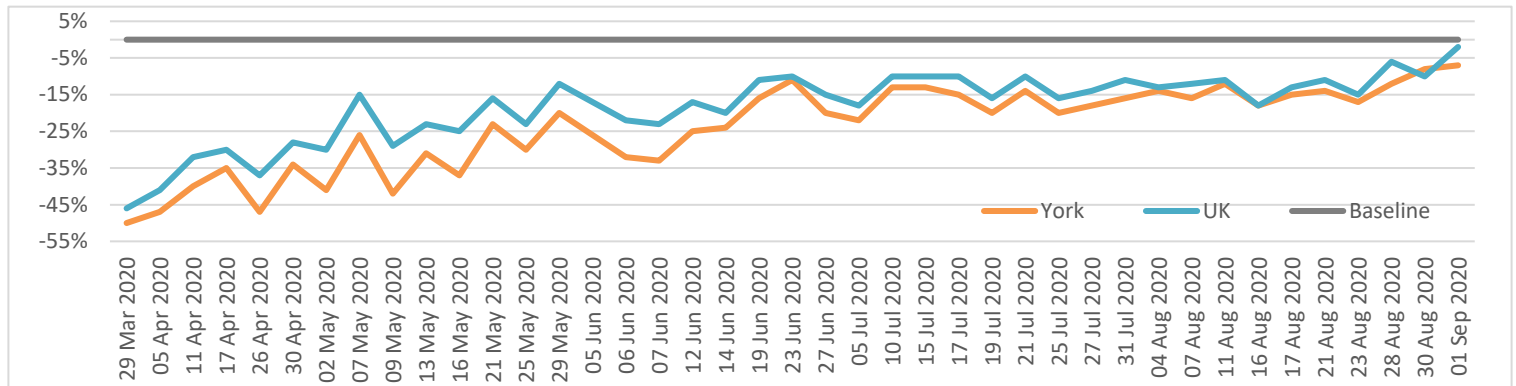
Retail and Recreation:

York has largely spent more time at these venues compared to the rest of the UK since the start of the summer holidays and has twice been above baseline (17 Aug and 1 Sep)



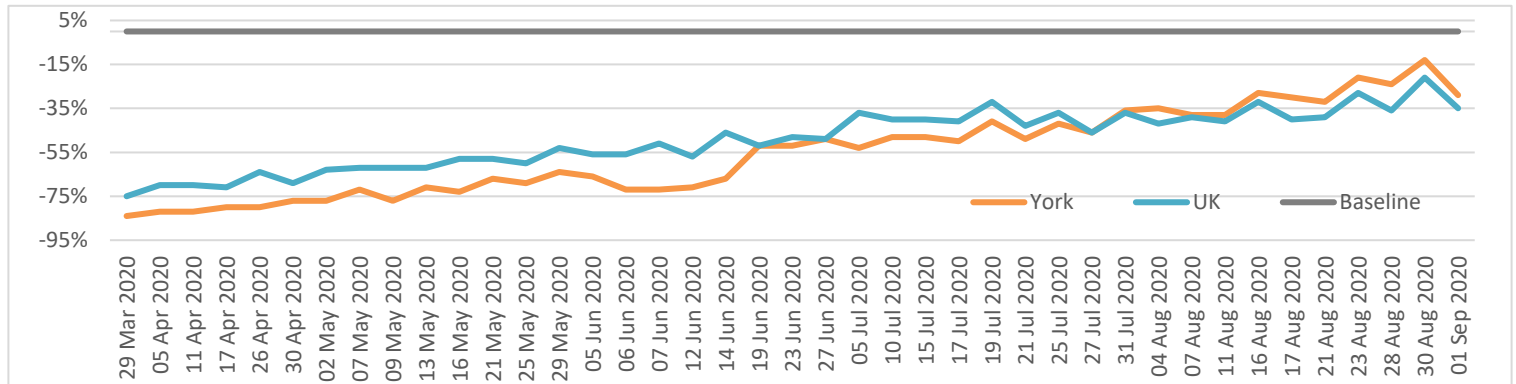
Supermarket and Pharmacy:

York is returning to baseline levels with 1 September showing -7% visits compared to baseline which is the highest since lockdown began.



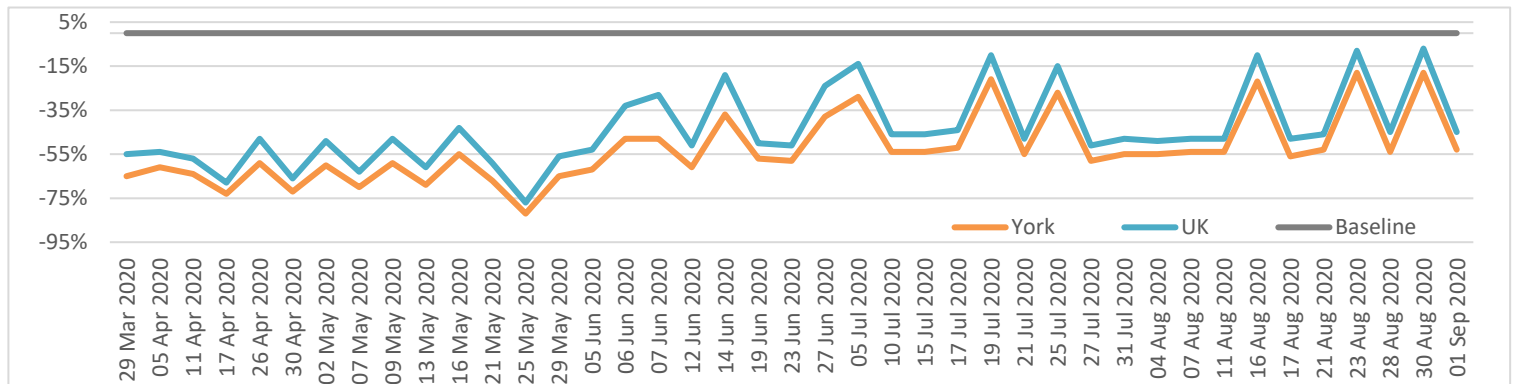
Public Transport:

A steady increase in activity at transit stations can be seen with the closest to baseline being on Thursday 30 August at -13%.



Workplaces:

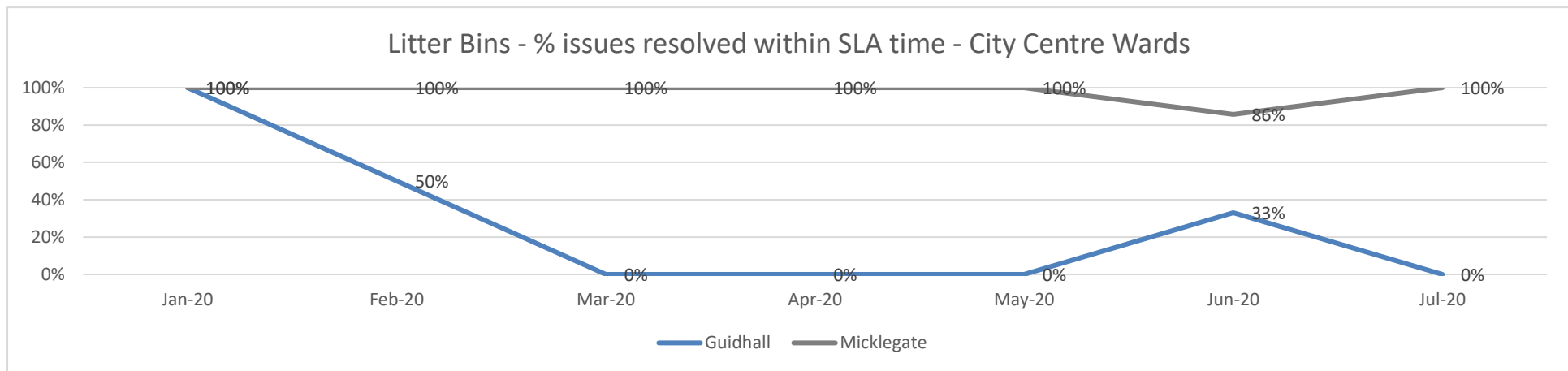
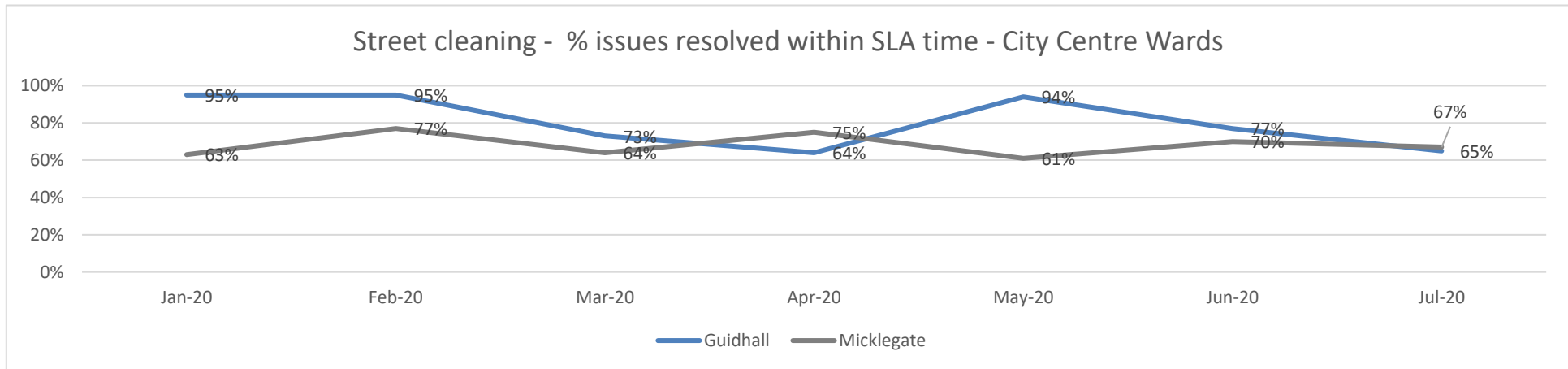
Workplace activity has been inconsistent but York follows the national trend whilst having less visits compared to the national data.



Economic Recovery - City Centre

City Centre Cleaning

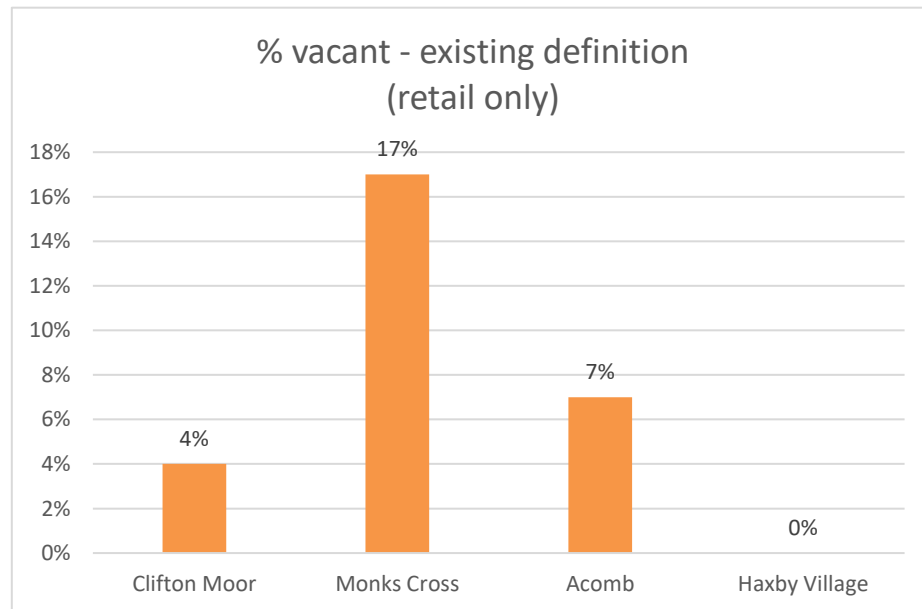
Data on street cleaning and litter bin issues reported and addressed within SLA times are available by ward. The following charts focus on the Guildhall and Micklegate wards which represent city centre cleaning.



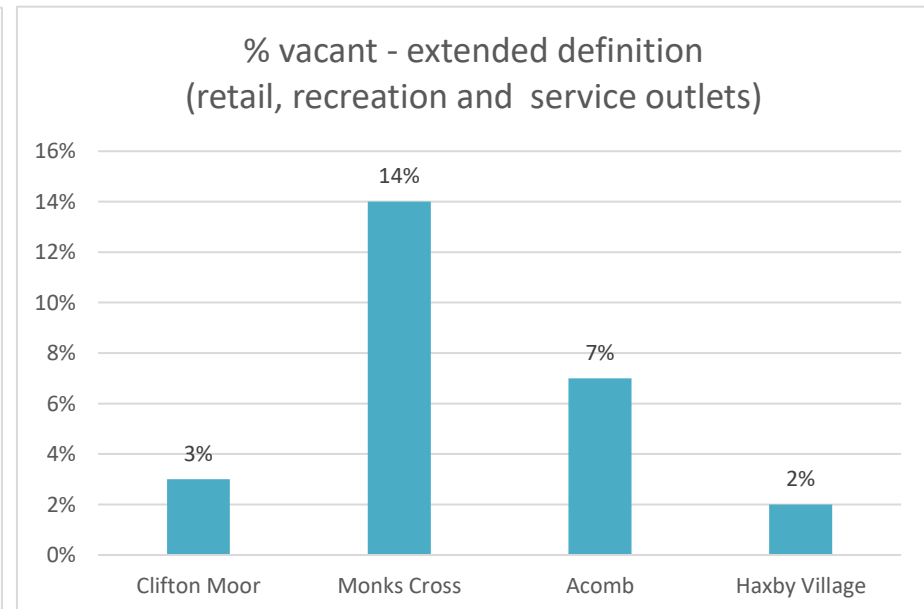
Economic Recovery - City Centre

Vacant Shops

- At the end of July 8.44% of shops within the city centre were vacant which is a slight increase to 7.33% at the end of Q1. This measure looks solely at shopping outlets
- Whilst developing a number of new indicators to monitor secondary shopping centres the criteria has been extended to include other outlets such as restaurants, banks and hairdressers to provide a fuller picture
- The tables below show preliminary August snapshot vacancy rates at secondary shopping centres for both the existing and extended definition
- Work is underway to produce a city centre indicator using the extended criteria and to include historical data



Premises include: Shopping outlets - Retail Warehouse and Premises, Shops, Kiosks, Superstores and Post Offices



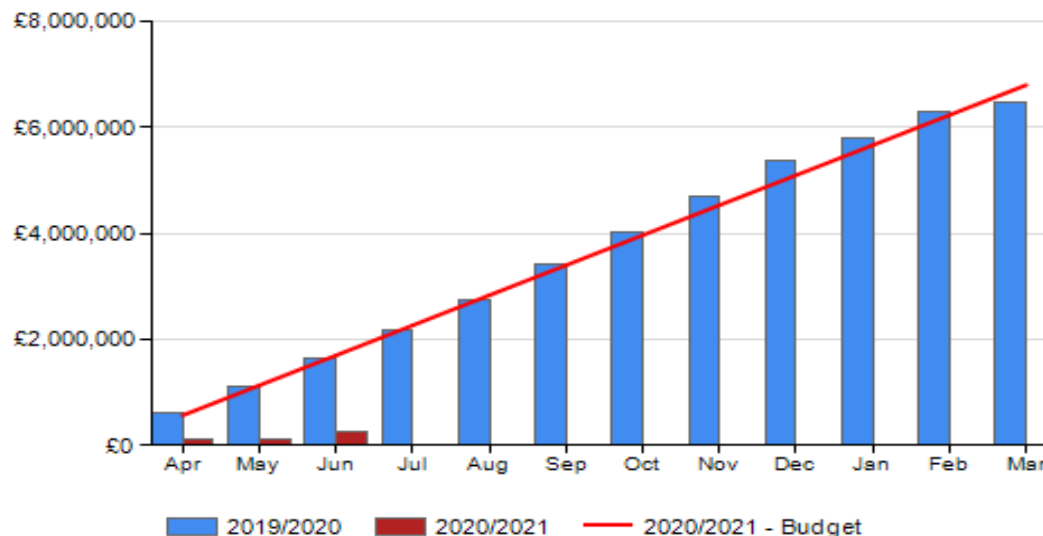
Premises include: All shopping outlets along with Restaurants, Public Houses, Hairdressing Salons, Cafes, Banks, Betting Shops, Wine bars and Launderettes

Economic Recovery - Parking

Income

- Parking income at Q1 2020/21 was £236,488 which is considerably below the target amount of £1,700,227
- Parking fines income at Q1 2020/21 was £32,793 which is also considerably below the target amount of £155,212
- Car park occupancy rates look to be improving for Q2 (see following page)

Parking - Income - (YTD)



Travel Incentives

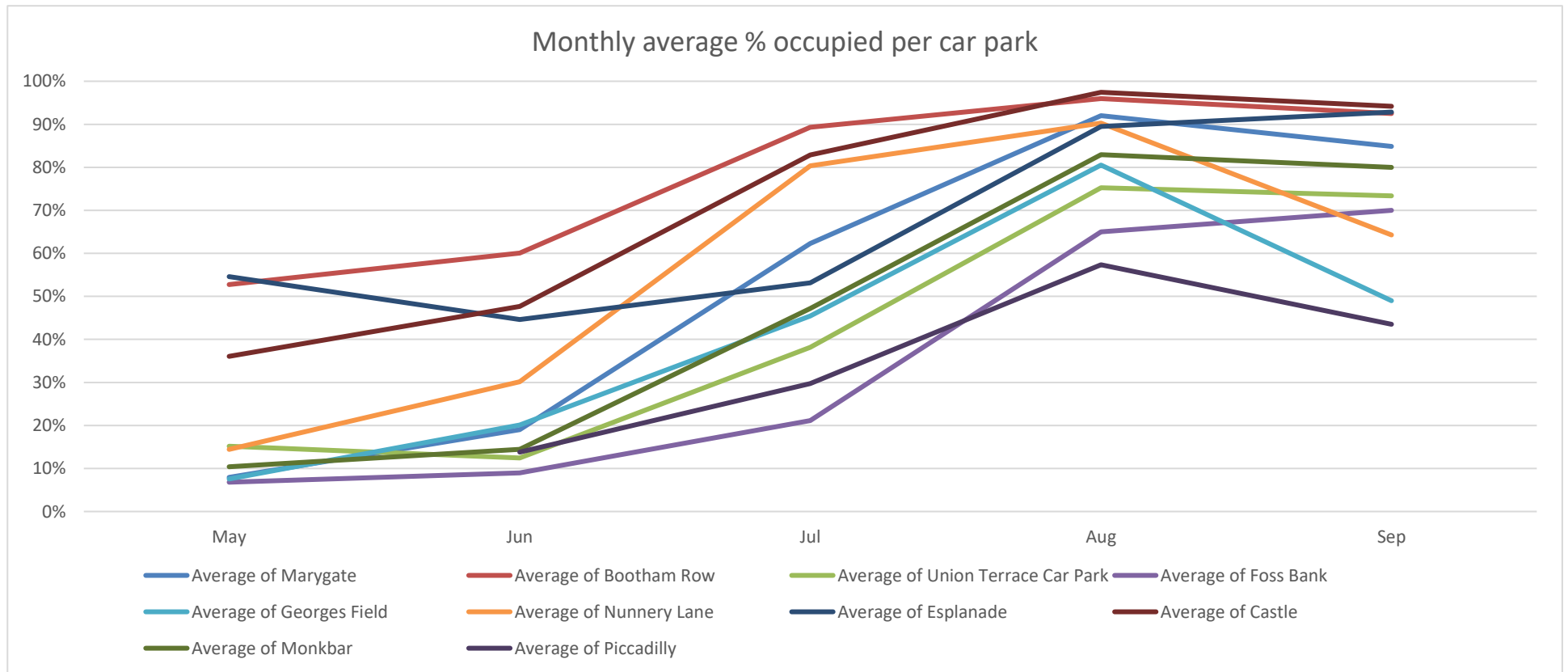
The following changes to parking rates were agreed to incentivise visits to the city centre, particularly from residents, and support the economic recovery:

1. Extend the 1 hour free parking initiative which has been in place for August to the end of September and increase the marketing and promotion to drive up the take up of the offer.
2. To launch a new Minster Badge offer in October which would be valid until the 31st March 2021 for the cost of £2, the equivalent of one evenings charge. Minster Badges provide free evening parking and a discount to residents who purchase one.
3. To standardise the time evening parking charges commence in off street car parks where evening charge is applicable to 5pm for Minster Badge Holders seven days a week until the end of March.
4. To reduce the coach parking tariff to a flat rate of £6.70 per hour (similar to the current hour charge).

Economic Recovery - Parking

Occupancy - CCTV counters

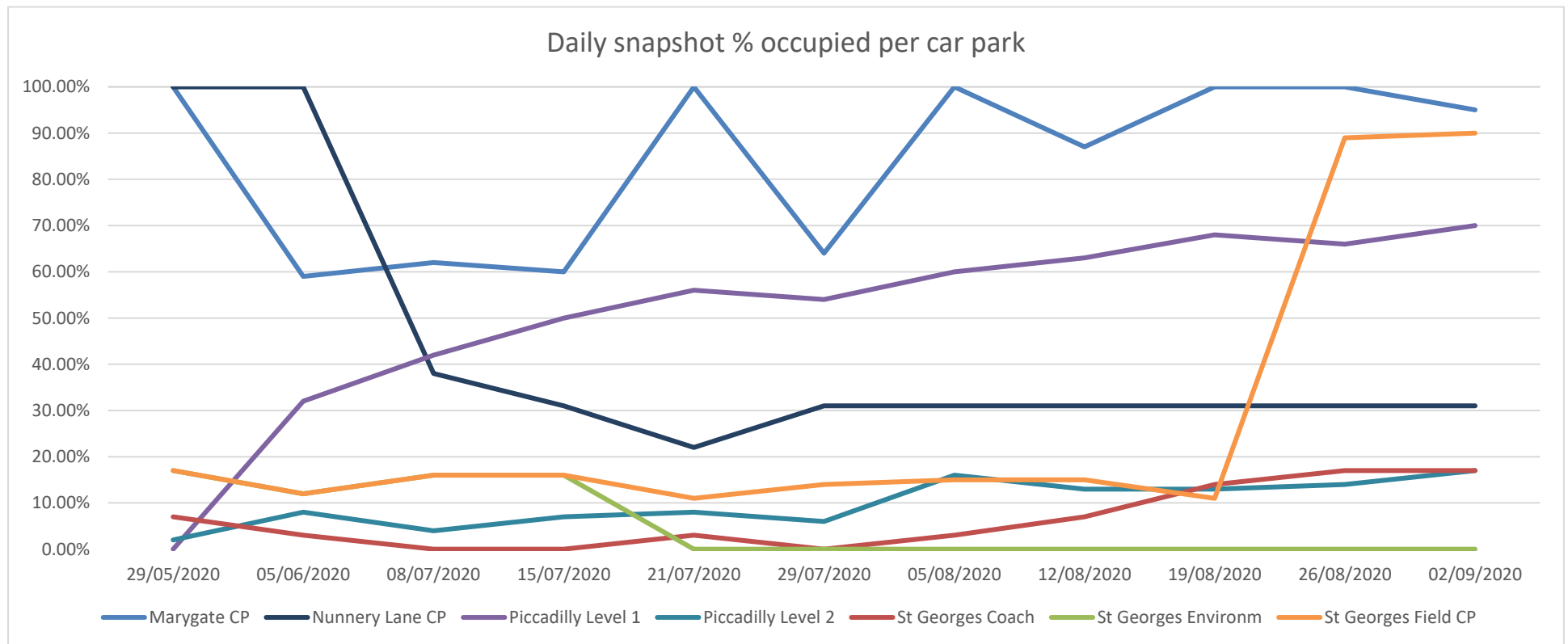
- Parking counts via CCTV counters are available daily
- The chart below shows average occupancy for May to September based on daily figures
- Overall a decrease can be seen for early September figures (1st -6th) likely due to summer holidays coming to end
- Average occupancy rates are now also available on the KPI Machine and can be accessed through a new Parking scorecard



Economic Recovery - Parking

Occupancy - parking counters

- Car park occupancy through car park counters is available by snapshot at time of query; historic data and patterns are not available at present
- Data is not published through the KPI Machine or externally at present due to some inconsistencies
- The chart below presents snapshot usage for May - September. From July onwards snapshot data has been taken each Wednesday at noon for a week on week comparison

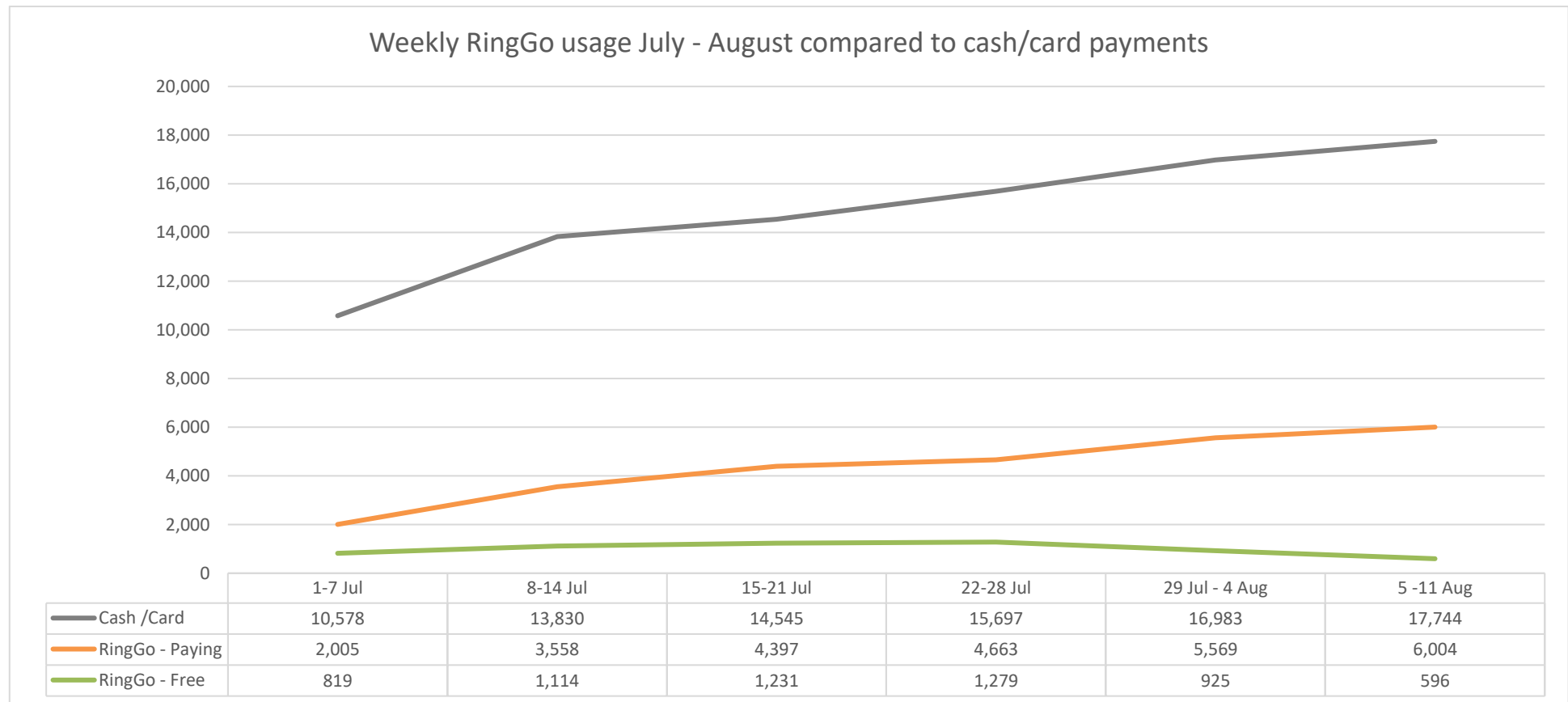


* Counters do not cover all CYC car parks. Piccadilly car park was closed when the May snapshot was taken. Some inconsistencies in occupancy rates can be seen when compared to CCTV counters e.g. 100% figures.

Economic Recovery - Parking

RingGo usage - Comparison to overall transactions

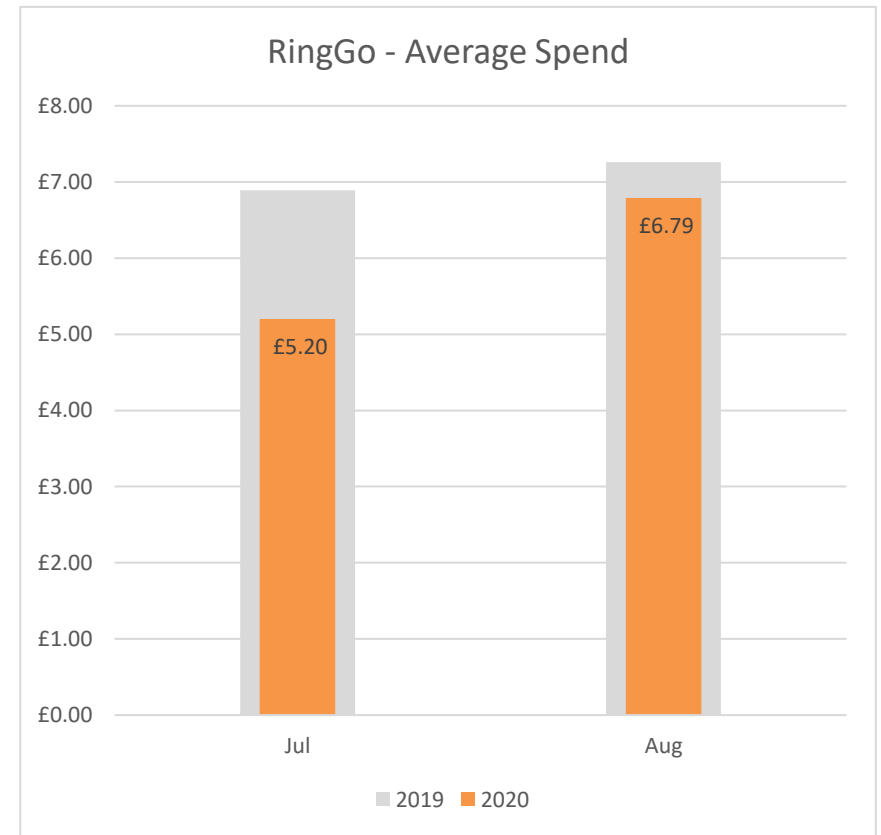
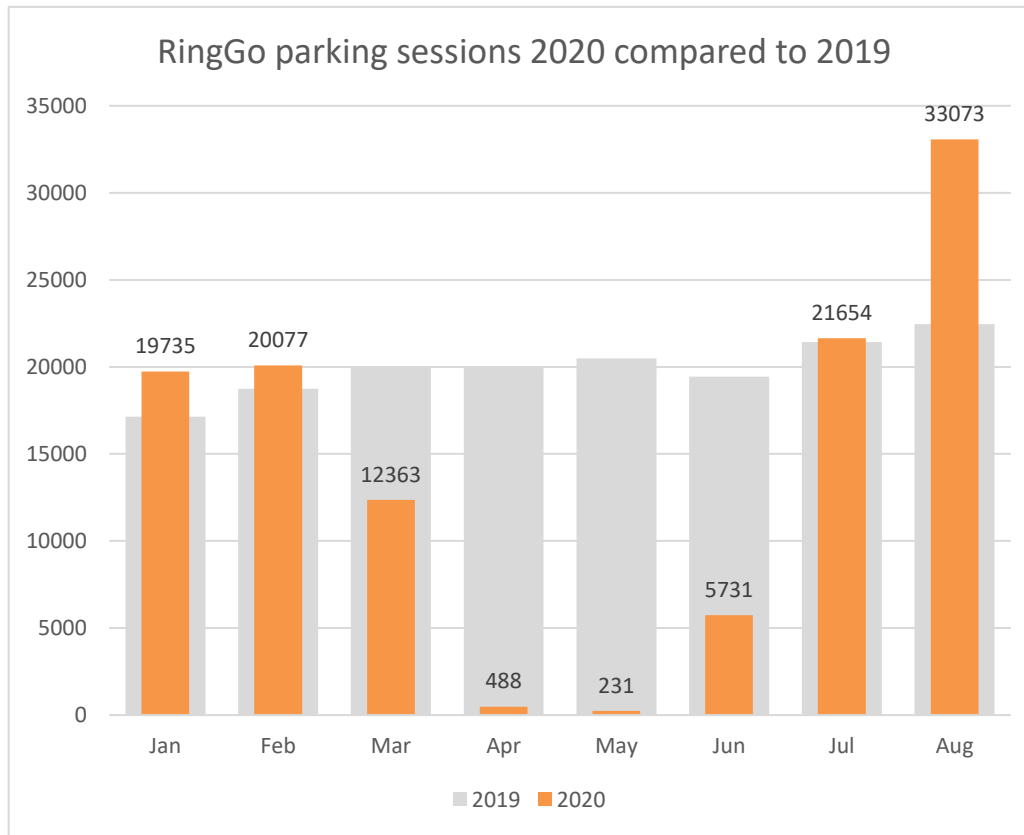
- Parking can be paid for through RingGo in a variety of ways including call centre, SMS and website with the majority of transactions originating through the app. Users of the app have been able to access 2 hours free parking throughout July reducing to 1 hour throughout August and September.
- 26% of total transactions were made through RingGo during July and 6% of these were for free parking
- 27% of total transactions were made through RingGo for the period 1-12 August and 3% of these were for free parking



Economic Recovery - Parking

RingGo usage - RingGo transactions only

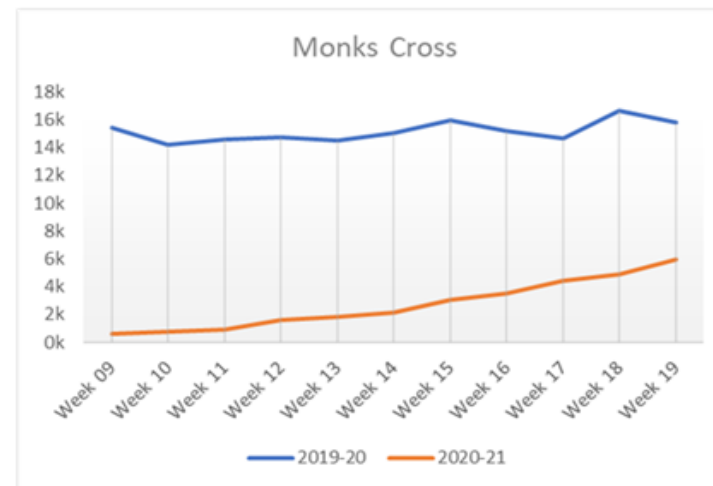
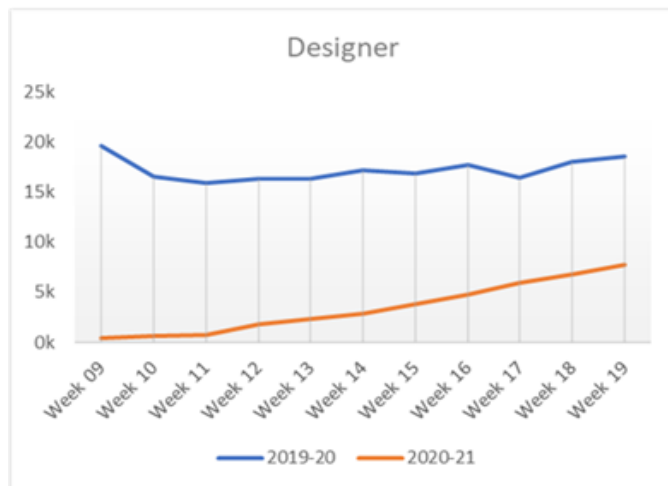
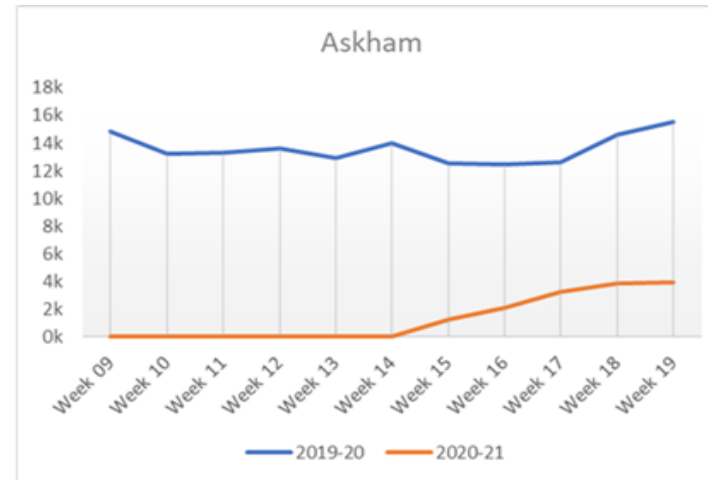
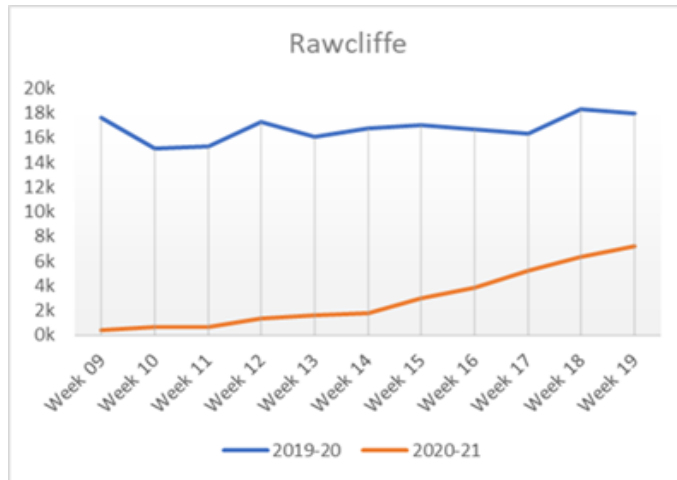
- CYC have access to a RingGo data dashboard as part of a pilot scheme. From this dashboard the following analysis could be seen
- The number of parking sessions booked through RingGo during August has significantly exceeded those booked pre-pandemic and for the previous year
- The average parking session costs for July and August 2020 were lower than the previous year which would be expected due to free sessions being offered



Economic Recovery - Public Transport

Park and Ride

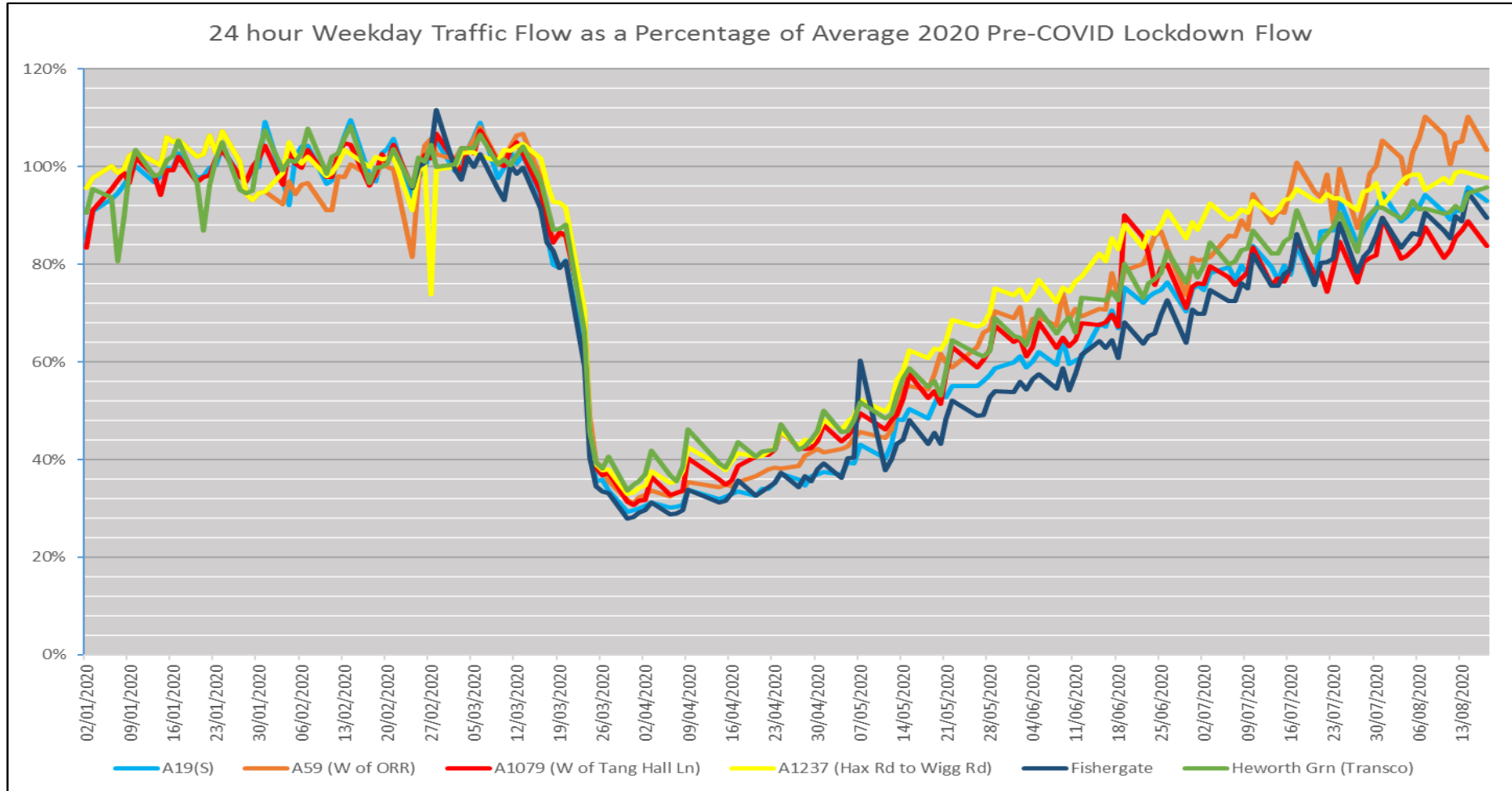
The following charts show year-on-year weekly patronage for the P&R sites currently open



Economic Recovery - Traffic Flow

Traffic Flow

The following chart reflects that weekday traffic flow within the city is returning to pre-pandemic levels



Economic Recovery - Business Start Ups

Business Start ups - BankSearch

- There were 25.4% fewer businesses start-ups in York during the first six months of this year compared with the corresponding period of last year
- This growth rate ranks York at 172 out of the 326 English districts

Small Business Start-ups	Jun-20	Monthly comparison	Yearly comparison	YTD comparison
York	64	18.50%	-17.90%	-25.40%
Yorkshire and The Humber	2,953	92.80%	44.10%	-18.40%
England	34,743	77.20%	24.70%	-23.20%

Legal Status Start-ups	Jun-20	Monthly comparison	Yearly comparison	YTD comparison
Sole Traders	48	33.30%	242.90%	18.40%
Limited Companies	14	-6.70%	-72.00%	-41.30%
Other For Profit Start-ups	2	-33.30%	-60.00%	-26.30%
Commercial Enterprises	64	18.50%	-7.20%	-23.90%
Not For Profit		0.00%	-100.00%	-40.50%
Total	64	18.50%	-17.90%	-25.40%

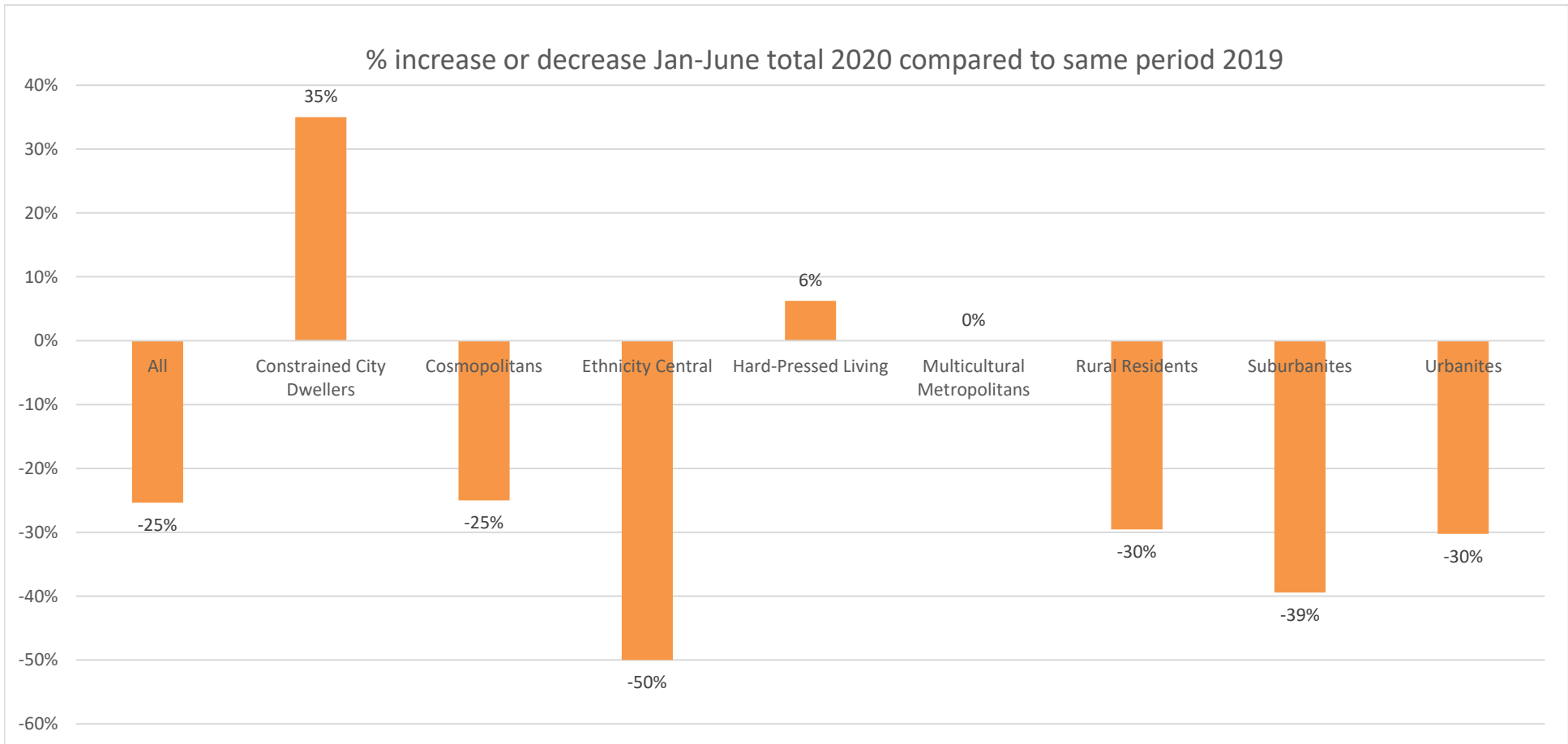
Top 3 Industries	Jun-20	Monthly comparison	Yearly comparison	YTD comparison
Construction	19	26.70%	216.70%	11.50%
Real estate, professional services & support activities	17	0.00%	-39.30%	-29.70%
Transport, storage & communication	7	600.00%	40.00%	-25.70%

Top 3 Area Classification	Jun-20	Monthly comparison	Yearly comparison	YTD comparison
Suburbanites	15	25.00%	-37.50%	-39.40%
Urbanites	15	0.00%	-31.80%	-30.20%
Hard-Pressed Living	13	30.00%	18.20%	6.30%

Economic Recovery - Business Start Ups

Business Start Ups - New Business Start Ups in York by Output Area Classification Super Group

The following charts presents the % increase or decrease of each business area classification group for the first 6 months of the year compared to the same period 2019. Full details can be seen in the table on the next page.



Economic Recovery - Business Start Ups

New Business Start Ups in York by Output Area Classification Super Group

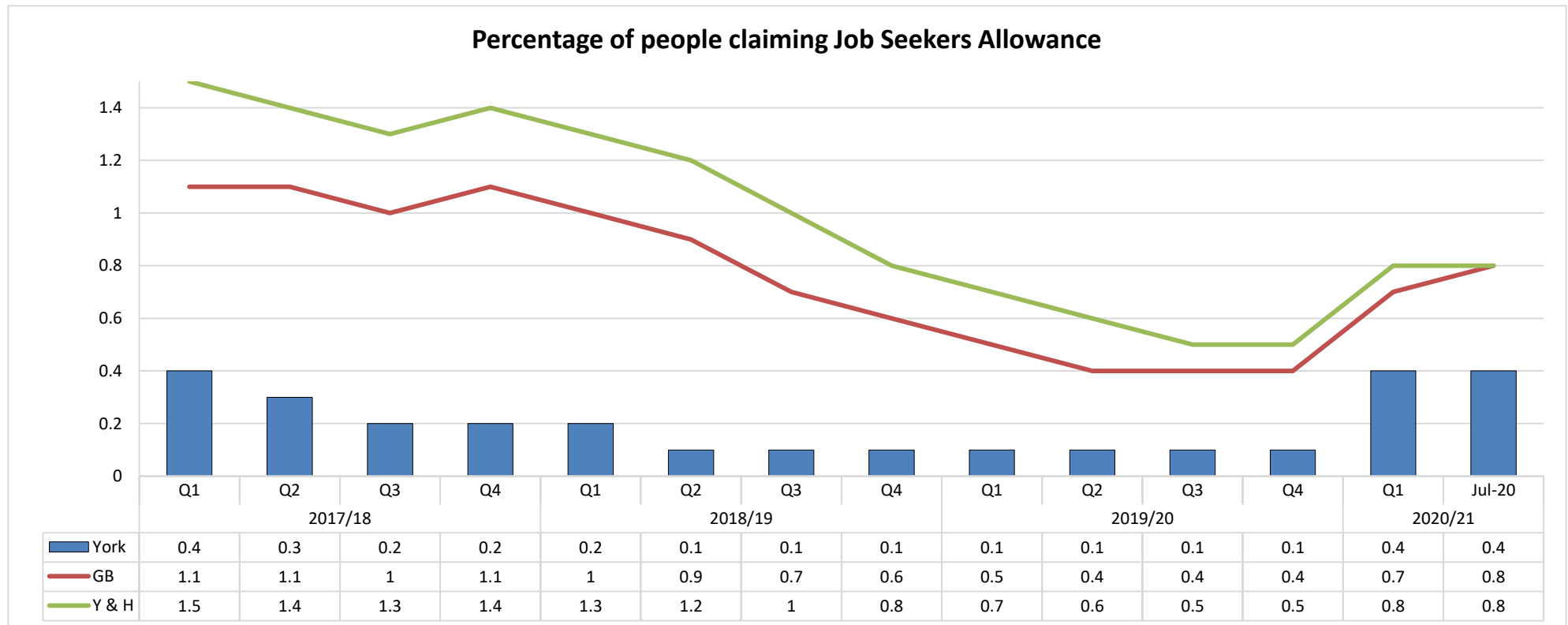
- Business start ups in April 2020 were 1/3 of the total for April last year however numbers have been steadily increasing since then

	All	Constrained City Dwellers	Cosmopolitan s	Ethnicity Central	Hard-Pressed Living	Multicultural Metropolitans	Rural Residents	Suburbanites	Urbanites	Unknown
Jan-19	82	2	14	0	8	0	11	26	21	0
Feb-19	75	3	21	0	10	0	3	20	18	0
Mar-19	83	4	15	0	4	3	12	16	29	0
Apr-19	94	4	21	0	5	1	6	37	20	0
May-19	77	5	17	0	10	0	7	19	19	0
Jun-19	78	2	12	2	11	0	5	24	22	0
Jul-19	80	6	18	0	13	1	2	25	15	0
Aug-19	83	3	25	0	11	0	8	23	13	0
Sep-19	93	6	21	0	7	3	7	31	18	0
Oct-19	75	4	18	0	5	0	7	26	15	0
Nov-19	81	3	20	0	6	0	7	24	21	0
Dec-19	55	4	16	0	5	1	8	12	9	0
Jan-20	60	3	17	0	4	0	7	16	13	0
Feb-20	85	5	20	1	10	2	6	24	17	0
Mar-20	71	6	12	0	7	0	9	15	22	0
Apr-20	31	1	8	0	7	1	2	4	8	0
May-20	54	6	7	0	10	1	3	12	15	0
Jun-20	64	6	11	0	13	0	4	15	15	0

July 2020

York overall picture:

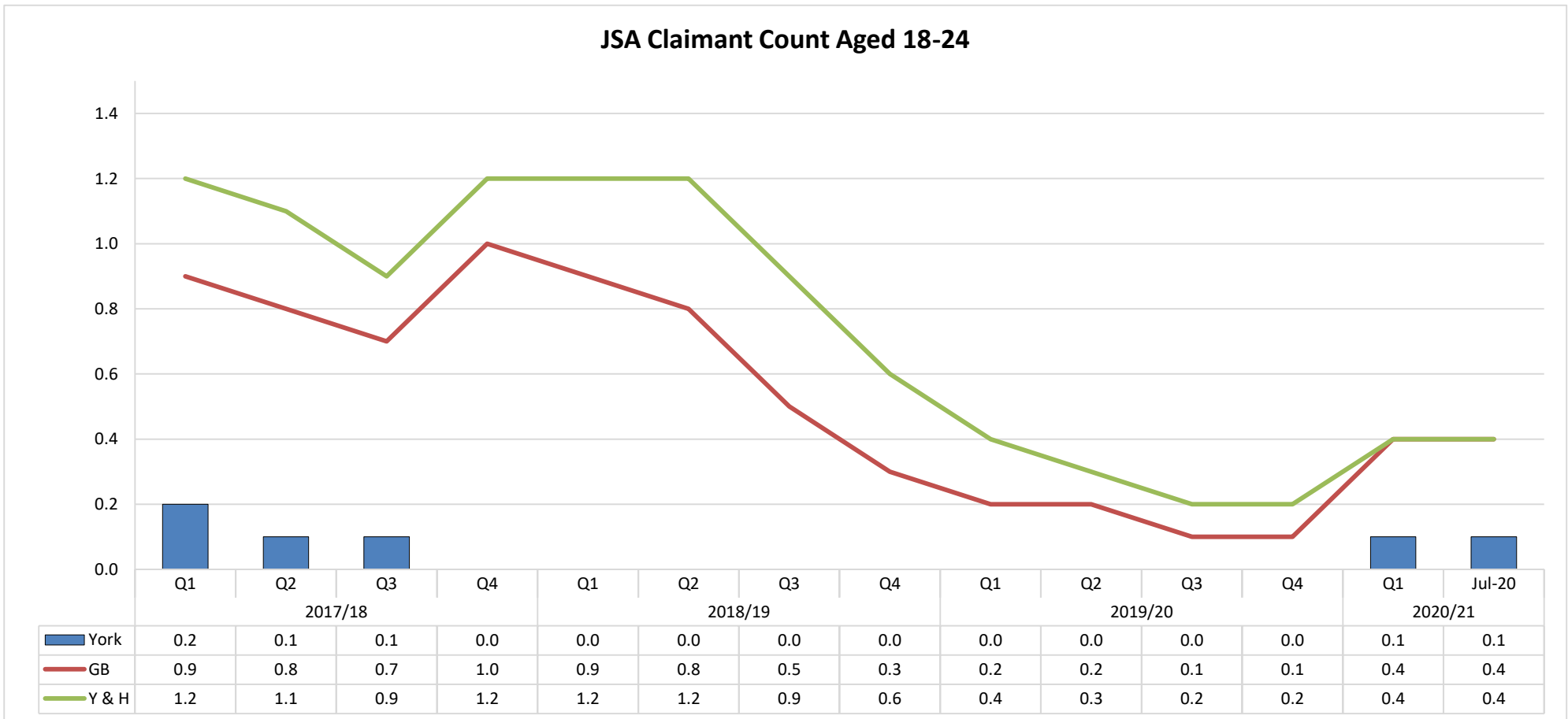
- The JSA claimant count for York in July 2020 is 565.
- In March 2019 the figure was 180, which is an increase of 213.9% .
- This represents 0.4% of the working age population.
- The region stands at 0.8% and GB at 0.8%.
- The highest JSA claimant count in York in the past 10 years (from July 2010) is from February 2010 with a figure of 4,110 or 3.1% of the working age population.



Source: [nomis - official labour market statistics \(ONS\)](#)

JSA Claimants 18 - 24 years old

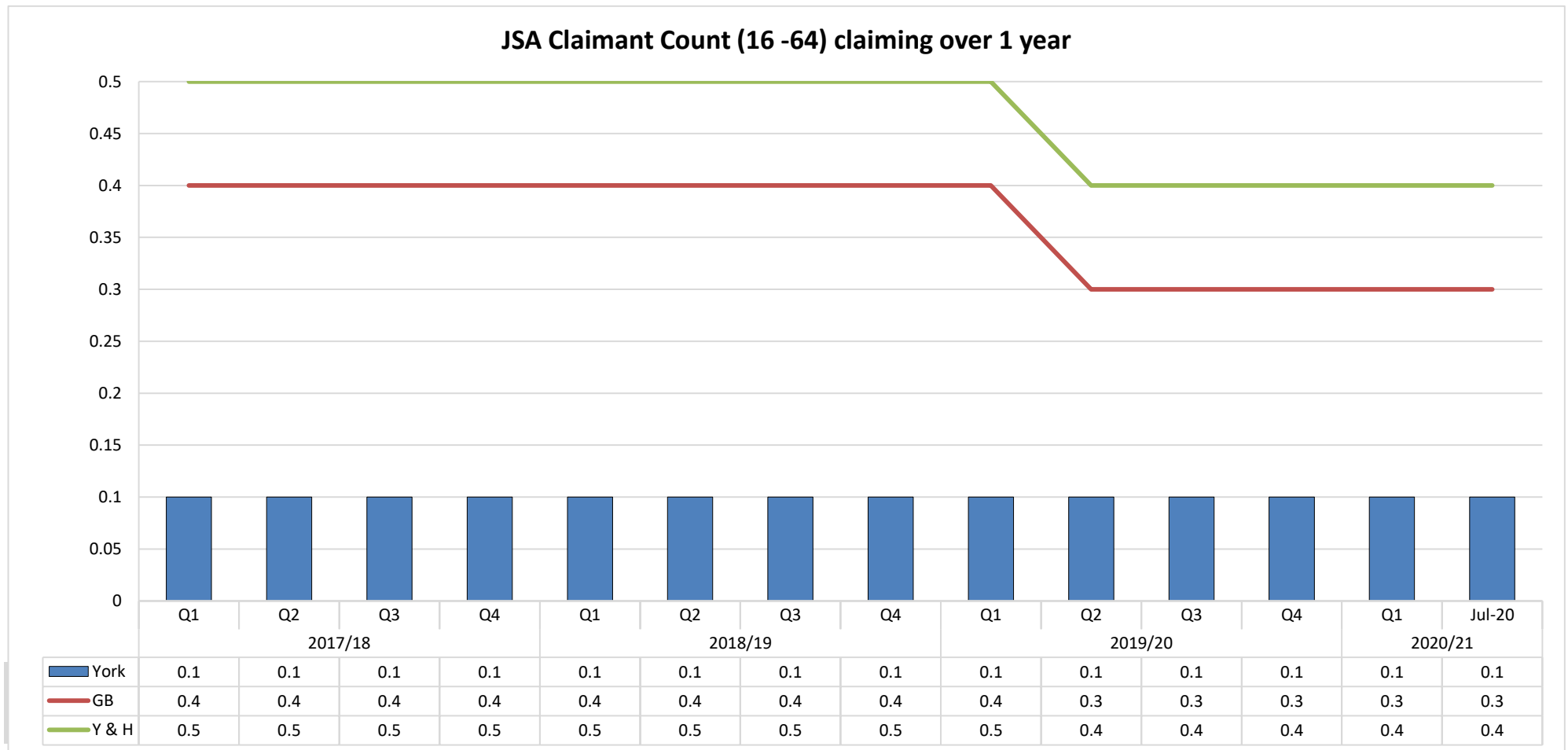
- In July 2020 the total number of claimants (18-24) stood at 45, an increase of 45 from March 2019.
- This represents 0.1% of the working age population.
- The region stands at 0.4% and GB at 0.4%.



Source: [nomis - official labour market statistics \(ONS\)](#)

JSA Claimants out of work for over one year

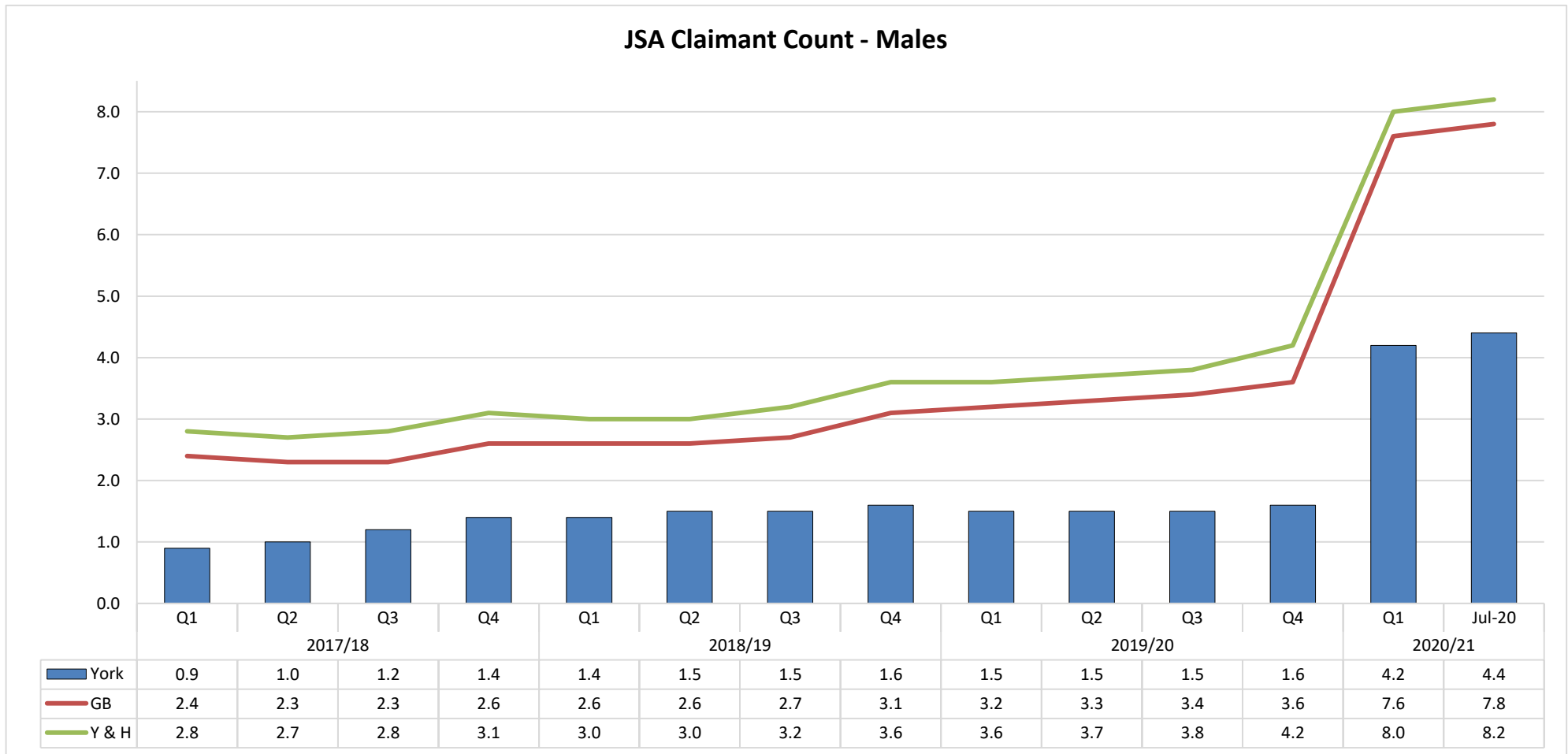
- Claimants out of work for over one year, increased by 5 from last month, totalling 85, 15 less than one year ago - a 15.0% decrease.
- This represents 0.1% of the working age population who were out of work for over 1 year.
- The region stands at 0.4% and GB at 0.3%.



Source: [nomis - official labour market statistics \(ONS\)](#)

JSA Male Claimant Count

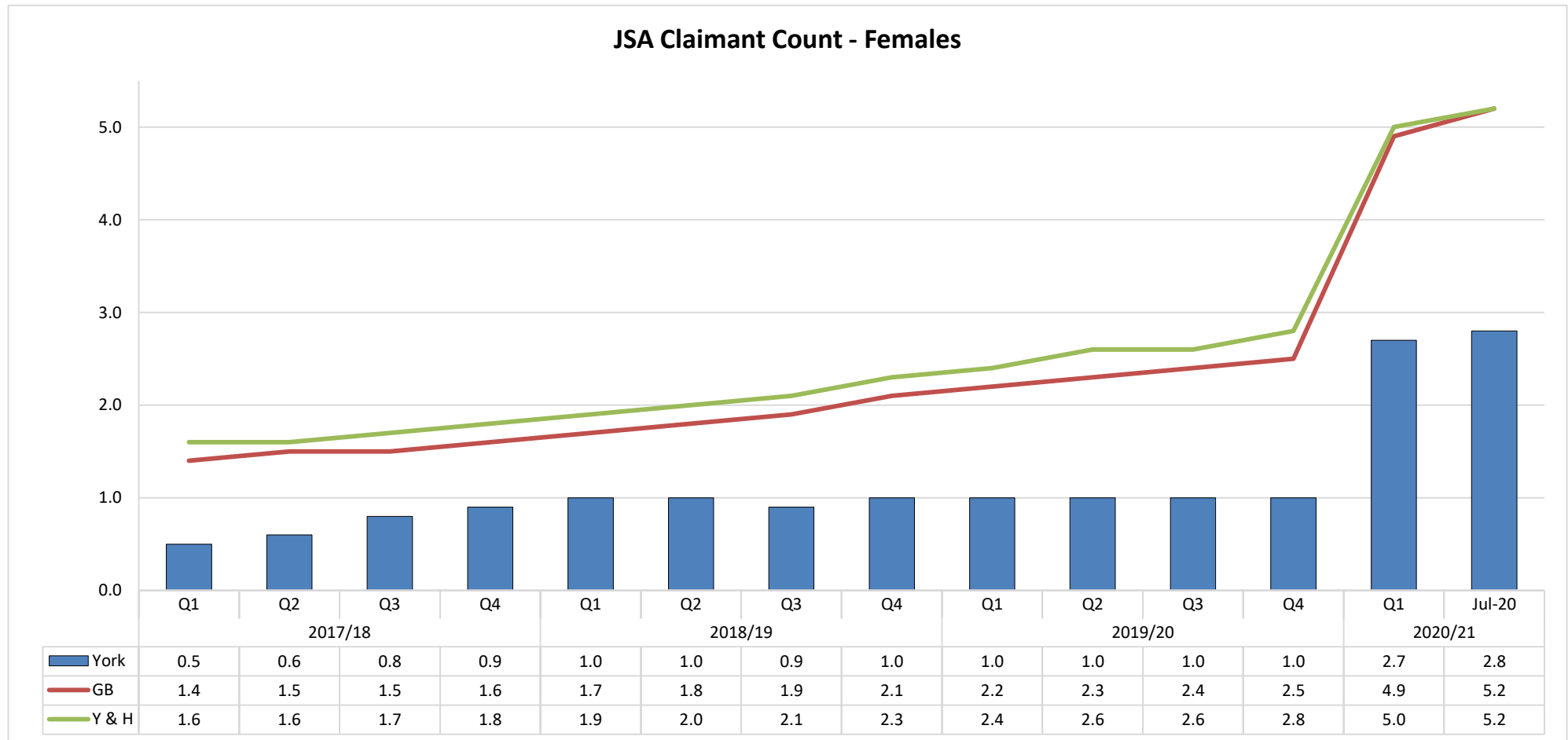
- Male Claimants have increased by 10 from last month, totalling 320, 210 more than one year ago - a 190.9% increase.
- This represents 4.4 % of the male working age population.
- The region stands at 8.2% and GB at 7.8%.



Source: [nomis - official labour market statistics \(ONS\)](https://www.nomis.gov.uk)

JSA Female Claimants

- Female Claimants have increased by 25 from last month, totalling 245, 175 more than one year ago - a 250.0% increase.
- This represents 2.8 % of the female working age population.
- The region stands at 5.2% and GB at 5.2%.



Source: [nomis - official labour market statistics \(ONS\)](#)

Economic Recovery - Job Seekers Allowance and Universal Credit Claimants

York Wards

Below are the claimant count for Wards comparing the latest available data with the previous month and the previous year.

Job Seekers Allowance And Universal Credit Claimants - Ward Analysis (Jul 2020)

Total JSA and U/C Claimants

Ward	July 2020		June 2020		July 2019	
Westfield	6.4	570	6.4	570	2.6	230
Clifton	5.1	500	4.7	490	1.9	170
Heworth	4.9	490	4.5	450	1.8	175
Holgate	4.8	415	4.5	395	1.8	155
Micklegate	4.0	375	3.9	370	1.3	125
Acomb	3.9	360	4.2	330	1.3	135
Huntington & New Earswick	3.8	280	3.5	260	1.5	110
Dringhouses & Woodthorpe	3.5	265	3.3	225	1.2	100
Guildhall	3.4	245	3.4	230	1.2	70
Rawcliffe & Clifton Without	3.1	245	2.9	230	0.9	85
Heworth Without	3.0	220	3.1	240	0.7	75
Osbalwick & Derwent	2.9	210	2.7	200	1.0	70
Strensall	2.8	155	2.7	145	0.4	35
Bishopthorpe	2.8	140	2.6	140	0.6	20
Fishergate	2.6	135	2.4	125	0.8	45
Rural West York	2.5	115	2.2	100	0.7	35
Haxby & Wigginton	2.5	65	2.3	65	0.6	15
Wheldrake	2.2	60	2.3	55	0.5	15
Fulford & Heslington	2.2	55	2.2	55	0.8	10
Hull Road	2.1	50	1.8	50	0.8	20
Copmanthorpe	2.1	50	2.0	45	0.3	5

[Source: nomis - official labour market statistics \(ONS\)](#)

Under Universal Credit a broader span of claimants are required to look for work than under Jobseeker's Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.

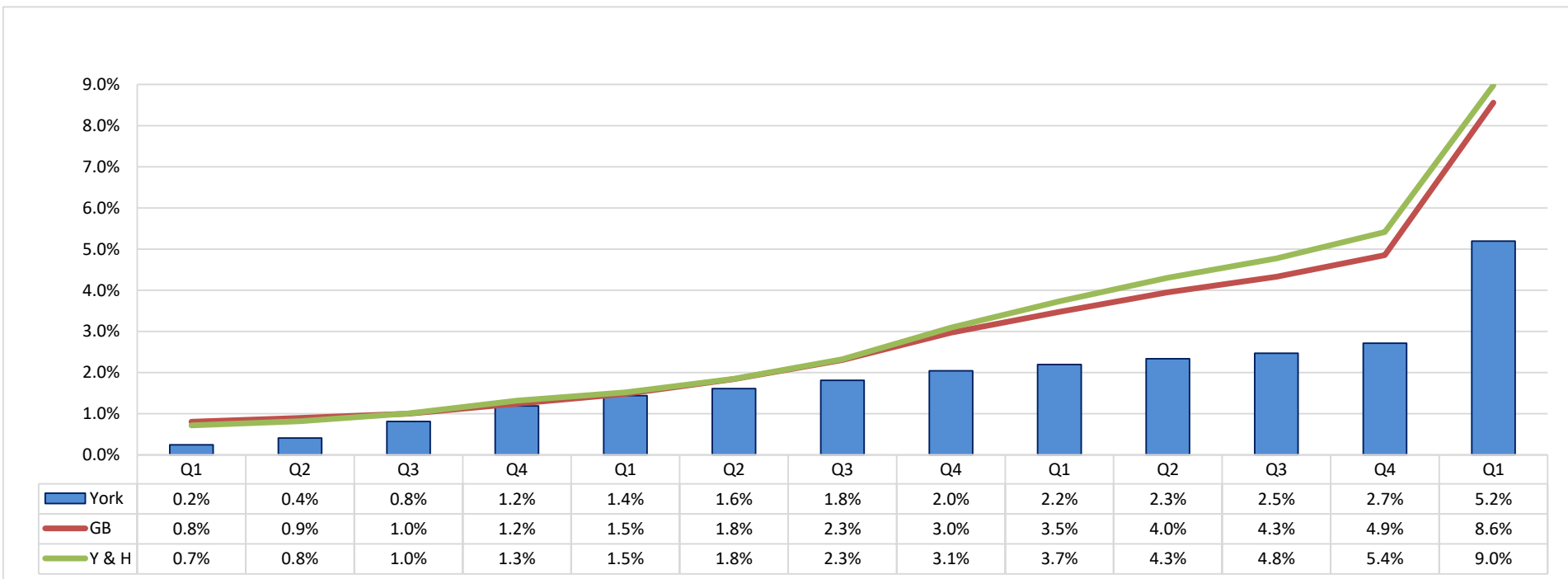
Economic Recovery - Job Seekers Allowance

Universal Credit Claimants

The JSA figures should be viewed in the context of the number of people receiving Universal Credit in York increasing from 12,453 in June to 12,674 in July. Under Universal Credit a broader span of claimants are required to look for work than under Jobseekers Allowance. As Universal Credit Full Service is rolled out in particular areas, the number of people recorded as being on the Claimant Count is therefore likely to rise.

Of which, in June, 7,217 were not in employment. The July figures will not be released until next month.

On 12 July 2017 Universal Credit became available to parents and couples in the York area, until this date Universal Credit was only available to single job seekers in the area. From November 2019 the provisional figures will show the total of those claiming Universal Credit. A breakdown will only be shown when the figures are revised.



Source: [nomis - official labour market statistics \(ONS\)](#)

Following the introduction of Universal Credit, the claimant count takes into account:

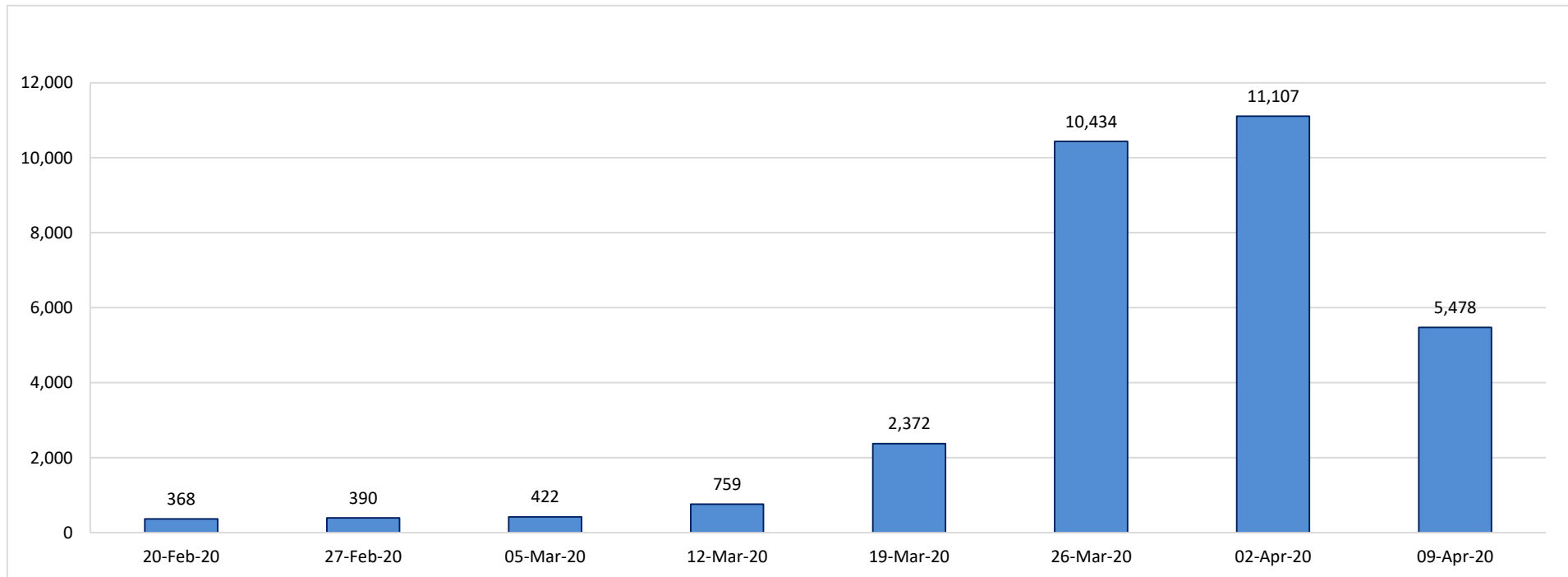
- people claiming contribution JSA (this is not affected by the introduction of Universal Credit)
- the figures for Universal Credit are provisional for the current month and may be revised in the next update.

Economic Recovery - Job Seekers Allowance

Claims made to Universal Credit by YO Postcode Area:

The following are the localised provisional figures provided by Department for Work & Pensions (DWP) where the date refers to the week in which the claim was made, Friday to Thursday.

The claims figure is defined as the total number of claims made to Universal Credit, up to the count date. If an individual goes on to make multiple claims, each claim will be included in the headline figure. Claims that did not progress to the individual starting on Universal Credit are also included. There are a number of reasons why they may not start; for example, the individual may not be eligible to claim Universal Credit.



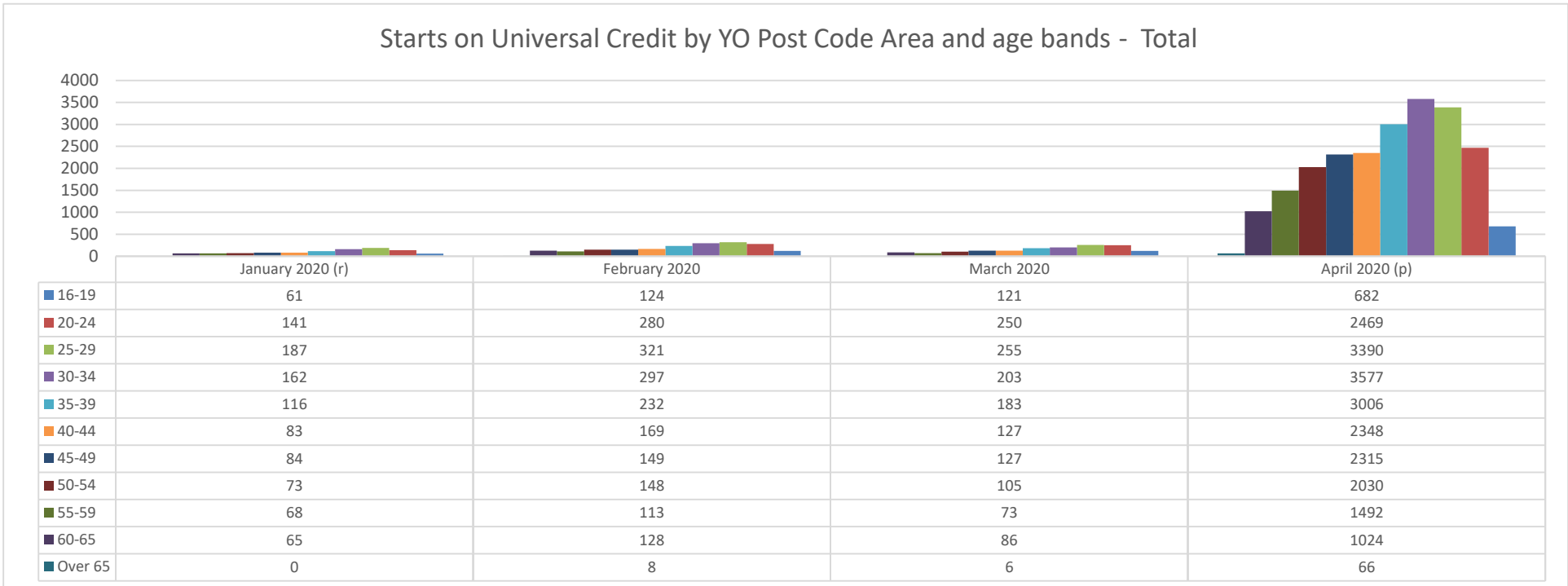
Source: [Stat-Xplore](#)

Economic Recovery - Job Seekers Allowance

Starts on Universal Credit by YO Postcode Area by age bands and gender:

The following are the localised provisional figures provided by Department for Work & Pensions (DWP) where the reporting month relates to a period from the Friday following the second Thursday in the previous month to the second Thursday in the current month.

The figures provided for starts show the Jobcentre Plus office recorded at the start of the claim.



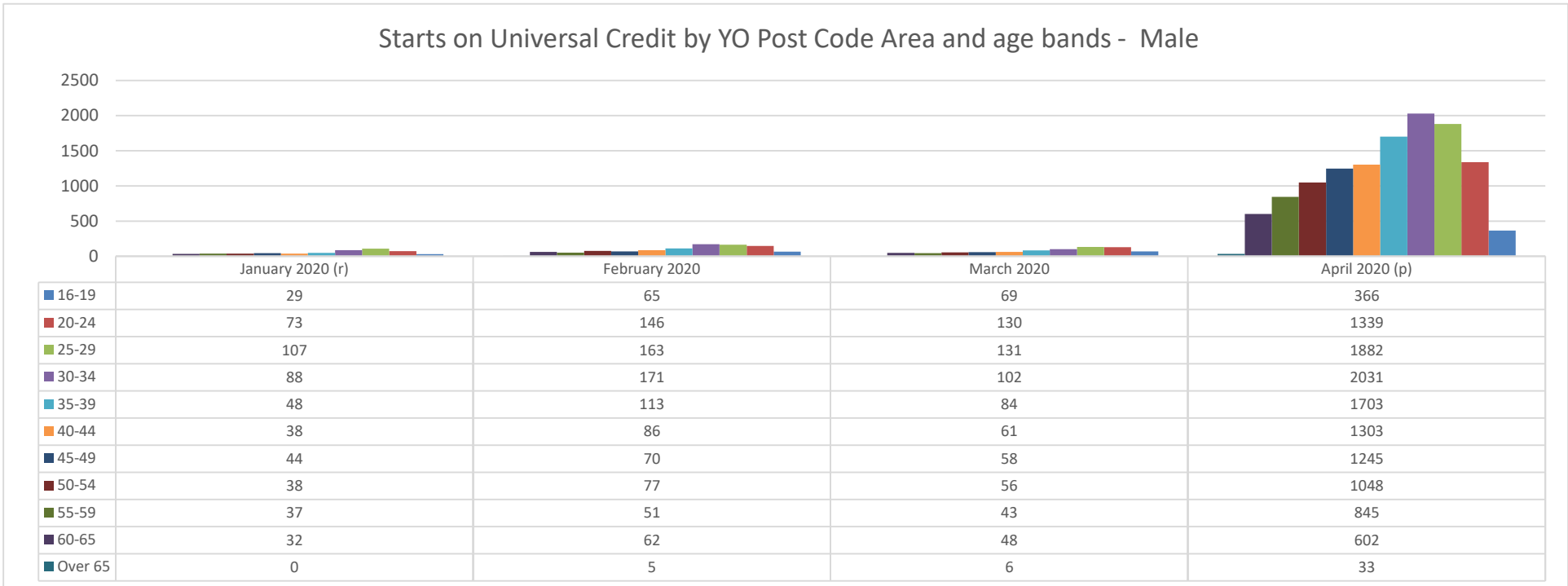
Source: [Stat-Xplore](#)

Economic Recovery - Job Seekers Allowance

Starts on Universal Credit by YO Postcode Area by age bands and gender:

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The figures provided for starts show the Jobcentre Plus office recorded at the start of the claim.



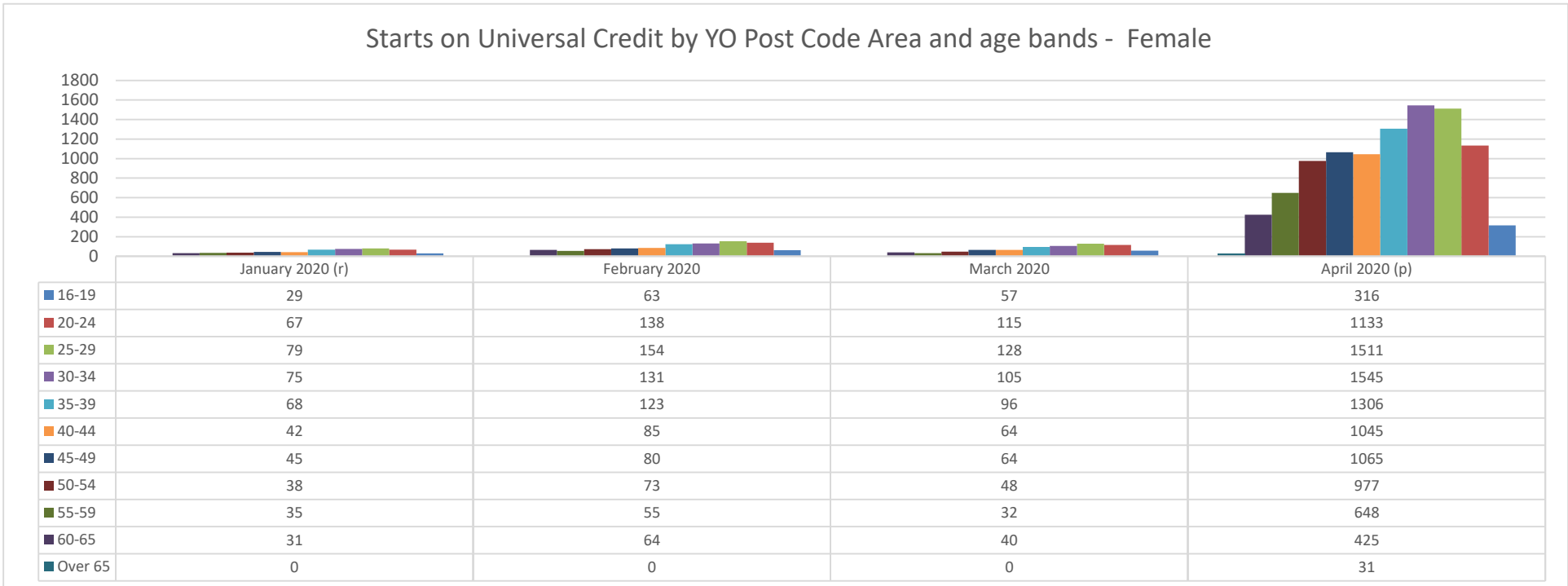
Source: [Stat-Xplore](#)

Economic Recovery - Job Seekers Allowance

Starts on Universal Credit by YO Postcode Area by age bands and gender:

The following are the localised provisional figures provided by Department for Work & Pensions (DWP) where the reporting month relates to a period from the Friday following the second Thursday in the previous month to the second Thursday in the current month.

The figures provided for starts show the Jobcentre Plus office recorded at the start of the claim.



Source: [Stat-Xplore](#)

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Annex 2: City of York Sector Roundtables, Summary Notes for Rounds 1 & 2

City of York Sector Roundtables – Round One Analysis

Background

Covid-19 has created a unique set of challenges, unlike anything that has been seen in recent times. The lockdown requirements and subsequent social distancing measures mean that many businesses are not operating as normal, and the long-term outlook for many sectors is uncertain.

As part of York's response to Covid-19, a Business Intelligence Group has been created to share information relating to city's business community and to identify practical support measures. Made up of representatives from City of York Council and key partner organisations – Make it York, York BID, the University of York, the York and North Yorkshire Chamber of Commerce and the Federation of Small Businesses, the group has been meeting weekly since late April 2020 and has been sharing intelligence with the Council's decision-making structure and central government, the latter via York and North Yorkshire Enterprise Partnership.

In support of the intelligence gathering process, 12 sector roundtables have been established to understand the changing needs of businesses and to develop provision and lobby for resources. Businesses were asked to highlight their current issues and challenges as a result of the pandemic, as well as what further support they need to aid recovery. Each roundtable ended with a discussion on what a "new normal" looks like for businesses and their sector.

The first round of sector roundtables has recently been completed and this report outlines the common themes that have emerged from the discussions, as well as introducing the topics that will be discussed in the second and third round of meetings, suggested communications activity and a brief discussion on how these roundtables can be maintained beyond their current lifecycle.

Wave one - sector roundtable analysis

In total, 112 businesses attended the first wave of sector roundtable meetings, with a broad geographic spread of businesses from across York (as shown by figure 1 below).

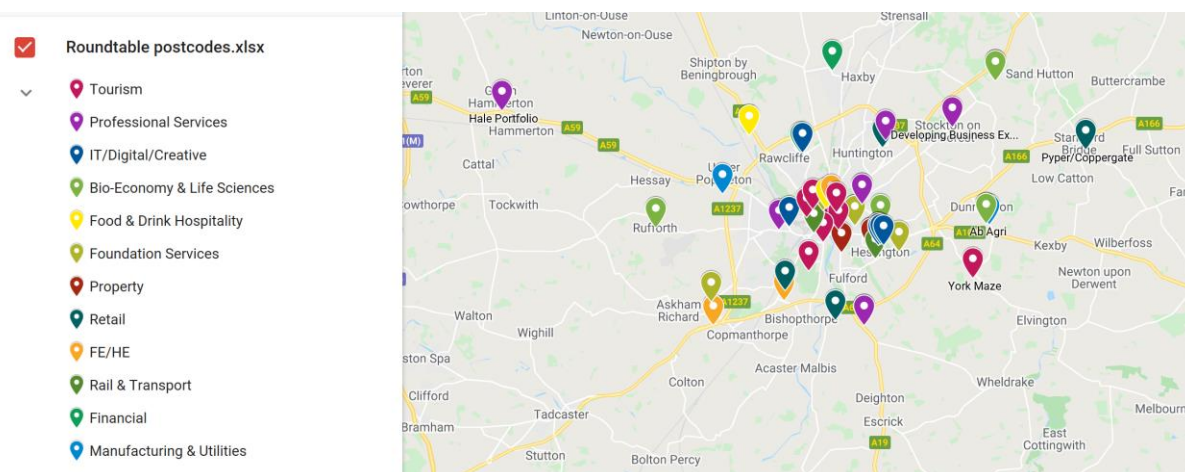


Figure 1: Location of businesses taking part in York's sector roundtables

Current Issues and challenges being faced by businesses in relation to Covid-19 were:

- Transport – in terms of getting workers to work, but also for the transport industry and B2C businesses how customers travelled to York;
- Staff and customer safety;
- Sourcing PPE;
- Ongoing financial liabilities (such as Premises);
- Access to finance;
- Issues with goods/materials that are normally sourced overseas;
- Staff wellbeing – especially those on furlough; and,
- Internet connectivity issues.

Many small companies are reluctant to increase their borrowing, often because they already have high levels of debt, are concerned they will struggle to repay loans or are reluctant to encumber their assets. This is reflected locally with several companies indicating that they were reluctant to borrow for fear of the business not being able to repay the loans in 12 months' time. This was largely due to the uncertainty of the lockdown, how long it was likely to go on for (with social distancing in place), and how it would affect trading capacity.

In terms of dealing with banks and other financial brokers, companies felt the banks were holding back on lending and focusing solely on delivering government lending schemes (CBILS & BBLs). The bankers spoken to were sympathetic but gave assurances citing the sheer volumes of applications they were processing was significantly higher than usual due to the government loan schemes and it is impacting their ability to deal with new business. Evidence also suggests companies are still reluctant to take up loans and prefer to explore all grant options first.

The Coronavirus Job Retention Scheme (Furlough Scheme) without doubt is the most widely used government support initiative. York is no exception and companies from across the business community from retail, hospitality, manufacturing/engineering, financial and professional services, and others took advantage of the scheme. There is concern that once the scheme finishes in October 2020, the city will see a raft of redundancies. However, the government is seeking to mitigate such job losses with the Chancellor's recent announcement in his Summer Economic Statement of a £1,000 new job retention bonus for every returning furloughed staff member.

Hospitality and retail sectors remain particularly vulnerable as their operating capacity is closely linked to social distancing rules and as it stands that is around 40 to 50% capacity. Businesses have brought some staff back as non-essential retail re-opened on the June 15th, and pubs, restaurants and bars reopened on July 4th. Other businesses within the sector are taking a more cautious approach and waiting to see how reopening progresses before making a decision on opening their premises.

The reopening of beauty salons, spas, tattoo parlours and nail bars has been met with welcomed relief by businesses in these areas, although certain treatments/services are not permitted. The construction sector has brought back most of its workers now and we have seen some return of furloughed staff from professional services which is a good indication of business activity returning. Indeed, one of the main areas of concern for this sector is the growing backlog of work.

Common areas of support needed by businesses to aid recovery were:

- Financial assistance - rent and staffing costs are the two biggest costs for the majority of businesses;
- Infrastructure support from the Government – transport and digital connectivity;
- Networking / business development / developing alternative customer base / developing more localised supply chains;
- Marketing and promotion of York as a place to visit and do business;
- Clear communication from government re: reopening and official guidance;
- City centre reopening – increasing consumer / visitor confidence; and,
- Skills.

Businesses wanted to know about the financial help available and general clarification on what support and assistance they were and were not eligible for. The government grants and micro grants administered and awarded by City of York Council were well received and appreciated, as well as the rent deferment implemented for the Council's commercial tenants. Unfortunately other businesses in the city had a less than positive experience in engaging with their landlord – many of these were in the retail, hospitality and foundation services sector, and had closed during lockdown with no income beyond grant support.

One of the overriding themes from all businesses has been around ensuring staff and public safety, especially for those businesses in the retail and hospitality sector.

Businesses wanted to know what measures were being put in place by the Council and its partners to aid social distancing and enable businesses to reopen safely. They also called for timely guidance from government in terms of reopening. Given the importance of public/visitor confidence to city centre footfall levels and trade, businesses wanted to know what transport measures were in place to encourage footfall back into the city centre and how the city was being promoted to residents and visitors.

With regards to the discussion of what a “new normal” looks like for businesses taking part in the sector roundtables, common areas raised were:

- Reassessment of businesses’ premises needs - working from home is now a longer-term model for many businesses.
- Greater use of technology to aid business development;
- Greater number of customers transiting to online;
- Digital services taking a significant upturn in business.

There have been many different approaches to dealing with the lockdown including some creative and inventive ones. Some companies have pivoted to take advantage of the lockdown developing new products relevant to Covid-19 and reopening the city, while others used the time to develop existing projects or work on internal projects. Anecdotally, companies were talking about not returning to offices and would continue to work remotely but that conversation has shifted slightly to working remotely some of the time but also having smaller premises. There is evidence to suggest this might be the case going forward but so far, none of the companies have made any definite plans to do so.

The pandemic and subsequent lockdown has been instrumental in forcing companies to review their IT, broadband connections, e-commerce platforms and remote working capabilities. This is bound to have some impact going forward once the lockdown eases completely. Of course, for some sectors such as hospitality, retail and some of the city’s foundation services, the future remains uncertain. So far, there have been relatively few reports of insolvencies, which can be attributed to government support measures and recent legal changes i.e. rent arrears. We continue to work with these sectors, have meaningful conversations and support businesses wherever possible

Next steps

Communications activity

The engagement of York’s business community through 12 sector roundtables is a unique response to the pandemic which hasn’t been replicated in other local authority areas across the region. For this reason, and the very public call for local businesses to talk part in this engagement exercise, it is recommended that the conclusion of the first wave of sector roundtables is followed by timely press activity communicating the number of businesses taking part, common challenges and the areas of further

support required by businesses, and how the Council and its partners have put in place further support measures in response to this intelligence. Following concerns from city centre businesses around how to re-open safely, and the prospect of low footfall and low levels of trade, the Council have issued business guidance packs, extended footstreets and installed visible signage to aid with social distancing and increase public confidence. It has also implemented car parking incentives and is in the process of developing a bold marketing campaign that promotes York's visitor economy and encourages residents and visitors back to the city.

The recent business support measures announced by the Chancellor in his Summer Economic Statement should also be highlighted in the context of this initiative, given that intelligence from these sector roundtables has been shared with central government via York and North Yorkshire LEP. The Chancellor announced a £1.57bn package of financial support for the arts and heritage sector, a £1,000 new job retention bonus for every returning furloughed staff member, and a discount on eating out during August in an effort to support the UK's hospitality industry, amongst other support measures.

Waves two and three

The next wave of roundtables will see businesses asked to comment on their biggest concerns at this moment in time, before touching upon the areas of skills, and what skills gaps they are experiencing, during, pre- or post-pandemic. The second wave of sector roundtables will finish with businesses prompted to outline what barriers were preventing them recovering and/or developing their businesses further. City of York Council will also be providing businesses with an update on its Economic Recovery Plans and further support measures.

Looking ahead to the third wave of roundtables, topics for discussion will include investment and innovation, and Brexit (in light of the current trajectory being pushed by central government).

Future sector roundtable activity

To date, three meetings have been planned for each sector roundtable but consideration needs to be given to their longevity beyond the current lifecycle. So far, the roundtables have proven useful for both the Council and its partners, and the business taking part in them. Moving forwards, a smaller number of roundtables can be taken forward on a less frequent basis, and the structure could be altered to focus on key themes/issues as opposed to a sectoral discussion. Intelligence gathered from



these meetings can continued to be shared with the Council and its partners, and feed into the city's Strategic Business Leaders Roundtable.

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Make it York

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City of York Council

City of York Sector Roundtables – analysis report on the second round of meetings

Background

As part of York's response to Covid-19, a Business Intelligence Group has been created to share information relating to the city's business community and to identify practical support measures. Made up of representatives from City of York Council and key partner organisations – Make it York, York BID, the University of York, the York and North Yorkshire Chamber of Commerce and the Federation of Small Businesses, the group has been meeting weekly since late April 2020 and has been sharing intelligence with the Council's decision-making structure and central government, the latter via York and North Yorkshire Enterprise Partnership.

In support of the intelligence gathering process, 12 sector roundtables have been established to understand the changing needs of businesses and to develop provision and lobby for resources. The first round of meetings took place between late May and late June. 120 businesses from across York came together in sector groups to share their current issues and challenges as a result of the pandemic, as well as what further support they needed to aid recovery. A discussion also took place on what a "new normal" looks like for businesses and their sector.

The second round of sector roundtables took place between late June and late July, with a total of 105 businesses taking part. In addition to the original 12 sector roundtables, an additional roundtable was held to receive intelligence from York's cultural sector. Businesses were asked to provide an update on current issues following the first round of meetings, highlight any skills needs either now, or in the immediate future, and identify what barriers they see to recovery for both their business and their sector.

This report outlines the common themes that have emerged from these discussions, as well as feedback from businesses on the measures that the Council and its partners have implemented to help to re-open the city centre safely, aid social distancing, and increase footfall.

Sector roundtable analysis

In total, 105 businesses attended the second round of sector roundtable meetings, with a broad geographic spread of businesses from across York (as shown by figure 1 below).

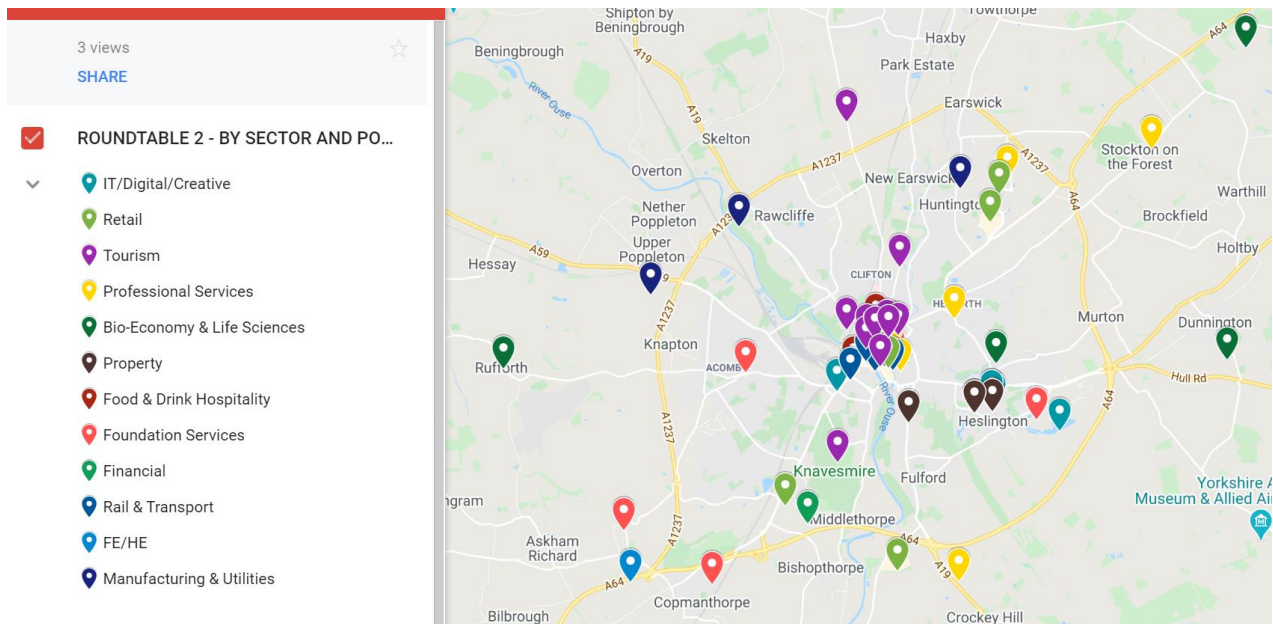


Figure 2: Location of businesses taking part in the second round of sector roundtable meetings

Positive response to city-centre reopening measures:

One of the overriding themes from businesses taking part in the first round of sector roundtable meetings was ensuring staff and public safety, especially for those operating in retail and the hospitality sector. Businesses wanted to know what measures were being put in place by the Council and its partners to aid social distancing and enable businesses to reopen safely. Businesses also wanted to know what transport measures were in place to encourage footfall back into the city centre and how the city was being promoted to residents and visitors.

Since these original meetings, a great deal of work has been taken by the Council and its partners to support business to reopen safely and ensure a safe and welcome visitor experience for those using the city centre. This includes issuing business guidance packs, extending footstreets and installing visible signage to aid with social distancing and increase public confidence. The Council has also implemented car parking incentives and, in conjunction with Make it York, developed a bold tourism marketing campaign that promotes York's visitor economy and encourages residents and visitors back to the city.

The work of the Council and its partners drew positive feedback from retailers, hospitality and tourism businesses through the roundtables. Businesses reported that:

- First few days of opening were very good for trade;
- High conversion rate and average spend;
- Customers generally feel safe;

- A boost in footfall from hospitality reopening;
- Tourism bookings are beginning to come in for July and August;
- City of York Council praised for reopening support and rent deferment;
- Limited public transport use and scheduling is an issue;
- Neighbouring market towns are benefiting from local shopping to the detriment of York city centre;
- There needs to be a consistent message to increase consumer confidence and encourage more residents into the city.

Such aforementioned positivity from local businesses in terms of city centre footfall and visitor spend is supported by data released by the economic think tank Centre for Cities. Centre for Cities have been tracking city and large town economic performance across the UK since the lockdown. Their high streets recovery tracker¹ shows that footfall in York city centre in the first full week of August was at 75% of pre-pandemic levels, far higher than that of major UK cities. For comparison purposes, footfall in Leeds, Cardiff, Oxford, Birmingham, Manchester and London was tracked as being below 50% of pre-pandemic levels. In terms of visitor spend, the data is even more promising – spend in York city centre during the same period in August is at 97% of pre-pandemic levels, indicating that city centre visitors are spending more now than they were before lockdown.

While York city centre's fast return to pre-pandemic levels of activity is a strong cause for optimism, it masks further work required to encourage residents into the city centre – a long-standing challenge for the city. Centre for Cities' data shows that before lockdown two-thirds of city centre visitors came from outside of York – this has not changed post-lockdown. City of York Council's Tourism Marketing Strategy, developed in conjunction with Make it York, seeks to attract local residents and visitors to the city centre through a carefully curated programme of activity from August to December 2020. The Council and its partners will closely monitor city centre footfall and spend data over the coming months and beyond to assess the effectiveness of such activities and respond accordingly.

Current issues faced by businesses in response to Covid-19:

- Access to finance;
- Consumer confidence;
- Valid insurance cover a concern;
- Interpretation of government guidance;
- High rent costs;

¹ <https://www.centreforcities.org/data/high-streets-recovery-tracker/>

- PPE – costs and availability;
- Mental health issues for staff working remotely;
- Business development - harder to find new clients virtually as opposed to face-to-face;
- Financial support for freelancers.

It is clear from the discussions held that traditionally office-based businesses are thinking about a return to the workplace but face challenges when staff have been accustomed to working from home during lockdown. Although some attendees raised concerns around employee mental health, overall, staff have adapted well to the demands of working from home and are finding new ways to work with colleagues and customers. There is potentially a growing issue within the Professional Services sector over the amount of unused holiday allowance and how businesses are approaching that; balancing enforcing leave with being mindful of the impact that may have whilst needing to maintain sufficient resources to meet business needs. There was widespread support for staff being involved in key business decisions regarding holiday allowances and returning to the workplace, with examples of employers asking staff for their suggestions drawn upon.

York's IT & digital sectors are generally trading well as clients seek to expand their online presence and embrace digital technology, although there are some concerns over how long this upturn will continue. Cultural organisations and those involved in performance were pleased with the government's recently announced support measures, but were still very concerned about their medium to long-term future. Staff coming off furlough was identified as being financially problematic for businesses in this sector, with possible redundancies mentioned. Successful examples of business diversification were raised, such as the National Centre for Early Music's online streaming festival, but businesses highlighted the costs required for such activity at a time when income is either limited or non-existent. The plight of freelancers was also referred to as a notable gap in terms of current Government support, as well as small music venues.

York's public transport operators were pleased with the relaxation of social distancing rules to 1m plus, which enables a significant increase in capacity. Public transport operators spoke of the importance of safety messaging in raising public confidence to use buses and trains. It was suggested that a softer message around using public transport was needed if the city was to see an increase in usage – Government guidance at the time of the roundtable called for people to avoid public transport unless travel was essential.

Larger organisations across York were looking at ways to reduce procurement times and accelerate the delivery of key projects, whilst SMEs called for prompt payments to avoid cash flow difficulties. Ongoing concerns were raised by the Financial Services

sector over the default rate of Bounce Back Loans (BBLs) once repayment periods commence, and high street banks in particular have seen an impact on their ability to deal with new businesses as a result of the time taken to deliver the CBILS & BBLs schemes. Undoubtedly, businesses are taking on a lot of debt to steer their way through Covid-19 and attendees hoped that this debt would not prevent them from accessing additional finance when looking to make future investments in their business.

With regards to current business investment, there appears to be more of an appetite for tech projects. Businesses are looking to improve processes and implement new solutions – a trend accelerated by the pandemic. Cash flow remains an issue however, prompting the need for more flexible payment terms to be set up. In terms of improving processes and implementing innovative solutions, one suggestion that emerged from the Finances Services sector was to consider the overlap between sectors to highlight where each might be able to benefit the other – the need for more cross-sector collaboration in York has been a consistent theme throughout these sector roundtable meetings.

The skills needs of businesses:

- Upskilling of existing workers;
- Utilisation of technology;
- Communication and marketing skills;
- Leadership and management skills;
- Ability of staff to adapt and change;
- Significant rail industry demand for skills.

In comparison to the other areas discussed, businesses did not have too much to say on their skills needs. This can be put down to the fact that many businesses were emerging from what could be described as ‘survival mode’, whilst other sectors such as retail and hospitality had not long re-opened, with staff still on furlough and consumer demand largely unknown.

From the discussion held, it was clear that many businesses had adapted to online learning. The Manufacturing sector spoke of focussing on upskilling existing workers rather than taking on new recruits, with training taking places across numerous business areas. The pandemic has provided the opportunity for staff to work in different areas of the business, developing new skills and providing them with a better understanding of how the business operates. Manufacturers also spoke of a renewed focus on apprenticeships, and welcomed the Government’s recently announced support measures which incentivised the employment of apprentices.

In terms of skills demand, the Further and Higher Education sector reported that leadership and management, business resilience, and digital skills (including social media) were key areas of need identified by businesses. The gap around leadership and management skills was also highlighted in the Professional Services roundtable, with attendees noting the negative workforce impact caused by poor communication and a lack of empathy from staff in leadership positions. Attendees also raised concerns over there being potentially fewer jobs available in the Professional Services sector due to Covid-19, limiting the number of new entrants to the sector and stifling succession planning. Another issue raised in light of Covid-19 was the difficulty in onboarding new recruits remotely, an issue also raised in the Bio-economy/Life Sciences sector roundtable.

The pandemic has shown the need for employees to be more adaptable and technologically adept. The increasing digitisation of products and services across industry has increased the demand for web developers, copywriters and other enabling skills and services. Moving beyond specific skills gaps, the Rail/Transport roundtable saw attendees identify an industry-wide need for skills (both new entrants and industry returners) to respond to major infrastructure projects such as High Speed 2 and Northern Powerhouse Rail, and tackle global industrial challenges such as decarbonisation. Attendees at the Bio-economy/Life Sciences roundtable highlighted a limited local talent pool as a key skills issue for the sector.

Barriers to Recovery

- Finance;
- Use of technology;
- Limited availability of commercial premises;
- Promoting York as a place to do business;
- York's road infrastructure and broader connectivity;
- Skills;
- Support to change sectors/adapt business models.

Across the 13 sector roundtables that took place as part of the second round of meetings, businesses raised a wide range of barriers to recovery. One of the most frequent barriers that businesses identified was finance; finance to enable businesses to invest in new technology and equipment, as well as finance to aid business diversification. The Hospitality sector also highlighted the difficulty in bringing staff back from furlough and the financial impact of the extra salary contributions now required from employers, whilst high commercial rents was raised as a financial barrier by the Foundation Services sector. Although attendees welcomed the government's

Covid-19 business support grants, distributed by City of York Council, they noted that they do little to cover their ongoing rent commitments in the city centre.

Skills and talent was another barrier to recovery raised by businesses taking part in the sector roundtables. The Further and Higher Education sector noted that additional IT skills were needed to support training provision, as well as the provision of green skills to deliver on the Government's low carbon agenda. The IT, Digital and Creative roundtable highlighted potential skills challenges as a result of Brexit, namely reducing businesses' access to talent. The lack of digital skills amongst B2C businesses was highlighted as a barrier to recovery in the Foundation Services sector roundtable with attendees recognising the importance of e-commerce to business survival and growth.

York's transport infrastructure and connectivity was also highlighted as a barrier to recovery, with attendees at the Manufacturing sector roundtable citing the city's road network as a barrier to growth. The Professional Services sector called for better cycling infrastructure, whilst the Foundation Services sector emphasised that cycle routes needed to be safe. The latter also called for more affordable car parking and greater flexibility in terms of parking incentives, in an effort to encourage residents to return to the city centre.

On commercial space needs

Several roundtables raised the limited availability of commercial space in York as a significant barrier to economic recovery. The Manufacturing sector bemoaned the lack of light industrial and warehousing space and the high cost of such space in comparison to neighbouring areas, whilst the Professional Services sector emphasised the need for more flexible office space in the city - a view shared by the Financial Services sector. The common view is that the cost and length of leases in the city centre is a barrier, especially for smaller businesses. Several roundtables remarked on empty retail units in the city centre and the need to repurpose them for alternate uses, as well as better utilisation of vacant space such as upper floors above shops.

The challenge here is that pension funds are not willing to adjust rents on empty properties as it leads to adjustments in their property valuations and large adjustments to their funding ratios and hence, increased costs at a corporate level. As highlighted in the Retail sector roundtable, this is a national problem that needs to be raised at that level as pension black holes are growing bigger. It is very difficult to persuade landlords who are likely to be pension funds and may have 100 – 150 different properties in their portfolios; they tend to look at the big picture across their portfolio rather than individual properties and therefore convincing them that they need to act in York is a challenge. Attendees at the Property sector roundtable called on the

Council to lead on this issue, suggesting the creation of a local taskforce to tackle the issue of empty commercial premises. They also called for change of use applications to be dealt with quicker, given the current turbulence in the commercial property market caused by Covid-19.

Next steps

Communications activity

The first round of sector roundtables was followed by timely press activity which communicated the common challenges and the areas of further support required by businesses, and the support measures put in place by the Council and its partners in response to this intelligence. One of the overriding themes from businesses taking part in the first round of sector roundtable meetings was how the city centre would re-open safely and footfall encouraged back into the city. It is clear from the second round of meetings that the measures introduced by the Council and its partners to support businesses to re-open, increase public confidence and aid social distancing have been well received by businesses, and have had a positive impact in terms of city centre footfall and visitor spend. This positivity in city centre trading and vibrancy should be communicated, alongside the data that shows that York is outperforming several comparator cities.

Future sector roundtable activity

Alongside an update on their current Covid-19 concerns, the third round of sector roundtable meetings will see businesses asked to comment on their premises and workforce needs, highlight any Brexit preparations they are making, and identify what they see as being barriers to innovation and investment. A discussion will also take place on whether businesses would like to see their virtual roundtable continue, and in what format (sector based/themed/networking etc.) and how often (monthly/quarterly/biannually). This feedback will be brought together in a third report and discussed with the city's Business Intelligence Group before deciding how further sector roundtable activity continues.

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