



## Notice of a public meeting of

### Corporate Scrutiny Committee

**To:** Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre, Baxter, Coles, K Taylor, Watson, Wells and Widdowson

**Date:** Monday, 10 November 2025

**Time:** 5.30 pm

**Venue:** West Offices - Station Rise, York YO1 6GA

### AGENDA

**1. Apologies for Absence**

To receive and note apologies for absence.

**2. Declarations of Interest** (Pages 5 - 6)

At this point in the meeting, Members and co-opted members are asked to declare any disclosable pecuniary interest, or other registerable interest, they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests. The disclosure must include the nature of the interest.

An interest must also be disclosed in the meeting when it becomes apparent to the member during the meeting.

[Please see the attached sheet for further guidance for Members.]

**3. Minutes** (Pages 7 - 20)

To approve the minutes of the meetings held on 8 September 2025 and 1 October 2025.

#### **4. 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 are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings.** The deadline for registering at this meeting is **5:00pm on Thursday, 6 November 2025.**

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://www.york.gov.uk/AttendCouncilMeetings) to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

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#### **5. Annual Complaints Performance and Service (Pages 21 - 90) Improvements Report April 2024 - March 2025**

Members will consider the Annual Complaints Report.

#### **6. Climate Change Audit Report 2025 (Pages 91 - 106)**

Members will consider and provide feedback on the proposed response to the Climate Change Programme internal audit.

#### **7. Monitoring and Tracking of Approved Council (Pages 107 - 134) Motions**

Members will consider the current Council Motions tracker.

#### **8. Process to respond to Council Motions (Pages 135 - 140)**

Members are invited to consider a revised process to support Full Council Motions.

#### **9. Petitions Schedule (Pages 141 - 168)**

Members will consider the updated schedule of petitions.

## **10. Work Plan**

(Pages 169 - 176)

To consider the Committee's work plan and the Scrutiny Overview work plan.

## **11. Urgent Business**

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

Democracy Officer:

Jane Meller

Contact details:

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

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- Business of the meeting
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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 (Polish)  
własnym języku.

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یہ معلومات آپ کی اپنی زبان (ہولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

### Declarations of Interest – guidance for Members

- (1) Members must consider their interests, and act according to the following:

Type of Interest	You must
Disclosable Pecuniary Interests	Disclose the interest, not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Directly Related) <b>OR</b> Non-Registrable Interests (Directly Related)	Disclose the interest; speak on the item <u>only if</u> the public are also allowed to speak, but otherwise not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.
Other Registrable Interests (Affects) <b>OR</b> Non-Registrable Interests (Affects)	Disclose the interest; remain in the meeting, participate and vote <u>unless</u> the matter affects the financial interest or well-being: (a) to a greater extent than it affects the financial interest or well-being of a majority of inhabitants of the affected ward; and (b) a reasonable member of the public knowing all the facts would believe that it would affect your view of the wider public interest. In which case, speak on the item <u>only if</u> the public are also allowed to speak, but otherwise do not participate in the discussion or vote, and leave the meeting <u>unless</u> you have a dispensation.

- (2) Disclosable pecuniary interests relate to the Member concerned or their spouse/partner.
- (3) Members in arrears of Council Tax by more than two months must not vote in decisions on, or which might affect, budget calculations,

and must disclose at the meeting that this restriction applies to them. A failure to comply with these requirements is a criminal offence under section 106 of the Local Government Finance Act 1992.

## City of York Council

## Committee Minutes

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Meeting	Corporate Scrutiny Committee
Date	8 September 2025
Present	Councillors Fenton (Chair), Merrett (Vice-Chair), Ayre, Baxter, K Taylor, Watson, Wells, Widdowson and Moroney (Substitute for Cllr Coles)
Apologies	Councillor Coles
In Attendance	Councillor Douglas, Leader of the Council Councillor Lomas, Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion
Officers Present	Sam Blyth, Head of City Strategy and Corporate Programmes Pauline Stuchfield, Director of Housing and Communities Claire Foale, Chief Strategy Officer Patrick Looker, Assistant Director of Finance Guy Close, Democratic Services Manager James Parker, Scrutiny Officer

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**15. Apologies for Absence (5.31 pm)**

Apologies were received and noted from Cllr Coles, Cllr Moroney substituted for her.

**16. Declarations of Interest (5.31 pm)**

Members were asked to declare at this point in the meeting any disclosable pecuniary interests or other registrable interests that they might have in the business on the agenda, if they had not already done so in advance on the Register of Interests.

None were declared.

**17. Minutes (5.32 pm)**

The Executive Member, Finance, Performance, Major Projects, Human Rights, Equality and Inclusion confirmed that the response to Ms Williams,

referred to at minute 10, Public Participation, had been sent. The Chair agreed to share the response with the committee.

Resolved: That the minutes be approved as a correct record for the meeting held on 7 July 2025.

### **18. Public Participation (5.34 pm)**

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme.

Flick Williams, a resident, spoke with reference to Item 5, the 10 year anti-poverty strategy. She drew members attention to the research by Scope, that found the additional cost of being disabled to be around £1000 per month. She stated that Government legislation was eroding protection for disabled people, making them significantly poorer. She raised a number of concerns around a lack of replacement for the Dial a Ride service, the ending of the provision of gluten free foods for coeliacs by the integrated care board and table 21 of the report which she stated was inconsistent with the social model of disability approach.

### **19. 10-year anti-poverty strategy (5.49 pm)**

The Director of Customer and Communities introduced the report on the draft 10 year anti-poverty strategy, requesting feedback from Members as part of the consultation process. She suggested reading the report alongside the report for Item 6, Next steps for securing investment in York, which outlined projects that could provide solutions to some of the issues raised in the anti-poverty strategy. She summarised some of the responses already received from the consultation and noted, in response to points made by the public speaker, that respondents asked for practical, non-judgemental support.

Members asked a range of questions which covered the contribution of the York Access Forum (YAF), the membership of the interest group, the opportunity cost of the strategy, meeting the needs of older and disabled residents, examples of real action, council actions as a housing provider, inclusion of healthy communities. They suggested consideration of the two-child benefit cap, councils' ability to lobby, KPIs, low pay and best practice from other local authorities in their suggestions for improvement to the strategy.

Officers reported that they had requested feedback from YAF and were looking to engage with all interest groups. Following the consultation, a detailed action plan would be developed. Officers acknowledged the



difficulties in visually presenting a strategy for groups that changed over time and assured members that static, ever-present needs could be met over the lifetime of the ten-year strategy.

Resolved: That the report be noted and member feedback be included in the final strategy.

Reason: To ensure that the views of members are taken into account in the development of the strategy.

## **20. Next steps for securing investment in York (6.25 pm)**

Members considered the portfolio of investible propositions, known as the York Prospectus. The Chief Strategy Officer introduced the report and asked members to suggest their preferred priorities, noting that the list of projects did not pre-empt the planning process. The Head of Strategy noted that the prospectus was a list of projects that York wanted to deliver to achieve its vision. The prospectus would be used as a tool to demonstrate to the York and North Yorkshire Combined Authority (YNYCA) and Government ministers the plans for the city.

Members commented on a range of topics, including funding, costs, risk and reward, the station frontage, decarbonisation, the resilience of highways, last mile delivery, the delivery date of Haxby rail station, methods of prioritising projects, and the comparative value of officers working on project outlines that may not come to fruition.

Officers stated that a clear set of priorities would enable the decision makers to make an informed decision and that officers would focus on projects that provided strategic oversight. The YNYCA was the established strategic authority, and the long list came from the previously established pipeline of projects. Transport items were driven by the transport team.

The Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion explained that a short list could result in a missed opportunity, and it was important to identify items that, on balance, should not be included so that there was a clear list of priorities.

Resolved: That the report be noted and member views on priorities be taken forward in the development of the prospectus.

Reason: To provide scrutiny oversight and ensure member feedback is considered as part of the development of the prospectus.

## **21. 2024/25 Finance and Performance Outturn (5.38 pm)**

The Assistant Director of Finance presented the Finance and Performance Outturn report, highlighting the small underspend achieved by Corporate Services. The Head of Business Intelligence confirmed that there had been no change to the performance indicators used.

Members asked a number of questions covering the costs relating to the Property portfolio, sickness absence, spending on Adult Social Care, and the average speed of answering calls.

Officers reported that a report on the property portfolio was planned for scrutiny, although they were unsure for which committee. They agreed to check and confirm to members outside of the meeting. Members were advised that People scrutiny committee was best situated to examine adult social care spending. The Head of Business Intelligence agreed to work with colleagues in customer services to put together some information on the detail of the wait times in the customer call journey.

Resolved:

- i. That the report be noted.
- ii. The committee be provided with more detailed information relating to the customer call journey.

Reason: To ensure expenditure is kept within the approved budget.

## **22. A Shared Vision for Scrutiny in York (7.10 pm)**

The Chair outlined the process that had been undertaken to produce the shared vision for scrutiny document. The Leader joined the meeting and thanked the Chair and the scrutiny review working group for the collaborative approach taken in contributing to the shared vision. The Chair welcomed James Parker to his new role as Scrutiny Officer.

Resolved: That the Shared Vision 'live' document be noted.

Reason: To strengthen the scrutiny function and fulfil the recommendation endorsed by Council in March 2025 in relation to a Shared Vision for scrutiny in York.

**23. Work Plan (7.15 pm)**

Members considered the work plan for the committee and the overview work plan for the scrutiny committees.

Resolved: That the work plan be noted.

Reason: To ensure oversight of the scrutiny work plan.

Cllr S Fenton, Chair

[The meeting started at 5.31 pm and finished at 7.20 pm].

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## City of York Council

## Committee Minutes

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Meeting	Corporate Scrutiny Committee
Date	1 October 2025
Present	Councillors Fenton (Chair), Merrett (Vice-Chair), Baxter, Coles, K Taylor, Watson, Wells, Fisher (Substitute for Cllr Ayre) and Hollyer (Substitute for Cllr Widdowson)
Apologies	Councillors Ayre and Widdowson
In Attendance	Councillor Claire Douglas – Leader of the Council
Officers Present	Garry Taylor – Director of City Development Patrick Looker – Assistant Director of Finance Michael James – Head of Communications and Engagement Julie Gallagher – Head of Democratic Services Bryn Roberts - Director of Governance and Monitoring Officer

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**24. Apologies for Absence (5:33pm)**

Apologies were received and noted from Cllr Ayre, who was substituted by Cllr Fisher and from Cllr Widdowson, who was substituted by Cllr Hollyer.

**25. Declarations of Interest (5:34pm)**

Members were asked to declare at this point in the meeting any disclosable pecuniary interests or other registrable interests that they might have in the business on the agenda, if they had not already done so in advance on the Register of Interests.

None were declared

**26. Public Participation (5:34pm)**

It was reported that there had been two registrations to speak at the meeting under the Council's Public Participation Scheme.

Ben Ffrench spoke on item 5 on behalf of York Green Party, discussing what good communication and engagement from the council should look

like. He stated that the communications and engagement strategy was a really important document and it was important to get it right, otherwise the Council would be failing York residents.

Andy D'Agorne spoke on item 4 on behalf of York Green Party, welcoming progress but raising concerns about elements of the plan and impact on completion of transport objectives.

## **27. Major Projects - Castle and Eye Project (5:41pm)**

The report was presented by the Director of City Development, Head of City Development and Assistant Director of Finance.

The Director of City Development addressed member queries about the scheme, explaining that the present car park was of poor quality in a unique location, and there was also a fundamental need to take traffic out of the core of the city.

Members asked about the revenue implications to the loss of income from parking. The Assistant Director of Finance responded that there were no plans for further borrowing from the council, as funds were already secured, the intention was to seek additional grant funding from West Yorkshire travel.

He advised that two million pounds in revenue was expected from the Castle Car Park this year. There was typically capacity to accommodate this parking in other city car parks, but not all of these car parks were run by the council, consequently the redistributed parking revenue would not necessarily all come back to the authority.

Members asked for assurance that money for the development would be obtainable from West Yorkshire Travel and would not come out of the budget for the York Outer ring road. The Director of City Development confirmed this, stating that there would be no impact on this budget, and the West Yorkshire Transport Fund were positive about the plans.

Members wanted to ensure the earmarked £200,000 was enough to ensure all planned improvements could be completed around the Piccadilly multi-storey car park with regard to personal safety/CCTV. The Director of City Development assured that fully monitored CCTV was included in plans under this budget. Panic buttons would also be considered though were not part of current plans.

Members also raised the issue of Blue Badge spaces in this Car Park, given reports of problems with reliability of the passenger lift with the

current carp park design. Members asked whether officers had considered maintenance of blue badge spaces at the Castle Car Park throughout the alterations. The Director of City Development advised there were no current plans to improve the lift but officers could consider this issue from a maintenance perspective. He said that currently continuity of Blue Badge spaces at the Castle Car Park was not being factored in, as there were a number of practical considerations that needed to be accounted for here, but he would look to maintain spaces if possible.

Members expressed concern regarding the potential revenue loss to remove the car park and the Director of City Development responded that while non-council car parks could be used in lieu of the Castle Car Park, the local NCP car parks operated with a substantial amount of contract parking. The Assistant Director of Finance added that historically when the Castle Car Park was full, other council car parks had benefitted from displaced traffic, and when the Rose Theatre occupied the space of the Castle Car Park there had not been a significant revenue loss.

Members asked whether officers had received any soft intelligence about car park choice among city centre businesses. The Director of City Development stated that some consultation with businesses had been conducted.

Members asked about the move away from using the planned park as an event space. The Director of City Development said this had been an Executive decision based on representations from heritage organisations. He explained that the site was not well served for a substantial power supply, but recent amendments based on consultation had been made to put in water and base-level electric so that small-scale events could be undertaken in the space.

Members asked about the bridge over the river Foss being removed from plans and asked whether anything in the scheme precluded reintroducing this concept at a later date. The Director of City Planning noted that the area of planned development for this bridge was located in an area of extremely special biodiversity which would need to be mitigated, and the bridge had been removed from the scheme for ecological, rather than financial, reasons. Were this to be revisited in the future, it would need to be brought back to council as a separate scheme.

Members raised concern over using the area for markets and events when the building adjacent to the site served as York's Crown Court. The Director of City Development said that officers had not previously engaged with the court, but the proposed area for events was on the other side of the site. Planting as part of the scheme discouraged lingering on court side of Eye

of York. Events would not be on this side, rather on the grassed area by the Tower, pulling people away from the court area.

The chair summed up the points raised, and the committee thanked officers and

Resolved: To note the report and support the resolutions of executive as set out in the report.

Reason: To support the progression of the Castle and Eye scheme to delivery phases.

## **28. Corporate Communications and Engagement Strategy (6:42pm)**

The report was presented by Head of Communications and Engagement and the Council Leader.

The Head of Communications and Engagement acknowledged the public speaker and explained that the strategy intended to developing a proper map of “seldom heard voices”.

He also discussed using partner advocates or “trusted voices” to help convey messaging and expressed the need to update the social media protocol to reflect that the executive was no longer a coalition.

Members asked about:

- The social media protocol – specifically the council taking a more proactive approach to setting the record straight and correcting erroneous statements.

The Head of Communications and Engagement explained that dealing with misinformation and disinformation was a complex issue and creating advocates in online spaces could assist in correcting this messaging.

- Whether the work of neighbourhood caretakers, health trainers and work undertaken by the Social Care teams, had been considered as part of the strategy.

The Head of Communications and Engagement responded that the work of neighbourhood caretakers could set a precedent for other frontline services and while the communications team had told their story, they had also asked the team to tell their own story. If this method proved to be a success, then that could be rolled out to other services.



The Council Leader added that communications team had really changed how the council communicates with residents, and as a result engagement levels had significantly increased. The new strategy, particularly the employment of personal stories, had really been successful.

- How “trusted voices” are chosen to communicate on the council’s behalf.

The Head of Communications and Engagement clarified that the “trusted voices” were people and groups linked to an objective the team wished to communicate; for example, when reaching out to a community to discuss an issue, the council might look for a key business such as a local hairdresser’s to interact on its behalf.

As to who decided these voices, he said the communications team would make a judgement on how best to reach residents, whether through direct communication from the council or “trusted voices”.

- Digital exclusion and whether the council could better acknowledge people who are not online.

The Head of Communications and Engagement acknowledged this issue and conceded it was something that could be looked into.

Members suggested that the Joseph Rowntree Foundation had undertaken work in this area and it was suggested the Council could potentially work with them.

The Council Leader also acknowledged this challenge, though she noted citywide magazines like Local Link were open to printing direct council communications, and this magazine had a circulation of 85,000 households.

- The difference between communicating things people need to know and communicating things the council would like them to know.

The Head of Communications and Engagement assured that “bad” news was not being buried and giving residents information on local services was at the core of their work. He explained that there were limits to the extent the council could put certain information through official digital channels without impacting the algorithm, therefore care was taken to balance the information put out via official channels and use of partners was beneficial here.

The Council Leader added that partner organisations could be doing more to facilitate smoother communications and public engagement, but the renewed strategy allowed for these conversations to happen.

- How it was decided whether a public response was provided by an Executive Member or an officer.

The Head of Communications and Engagement said the strategy outlined it should be an Executive Member speaking on policy and an officer speaking on process. A liaison via the political assistant was also outlined in the media protocol.

- Whether the council could post in community groups or use social media and paid promotion to get more engagement.

The Head of Communications and Engagement suggested working with ward councillors and the Communities team on this.

He advised that “the council” (formally) often cannot join community groups due to entrance criteria, but it was certainly possible for ward councillors to join community groups and advocate.

He confirmed that paid posts were used by CYC to promote projects such as Station Gateway and acknowledged that Emojis/TikTok could be a potential strategy, but that more work would need to be done regarding how to best use these with the team’s current limited resources.

- How the stated delivery priorities had been chosen.

The Council Leader confirmed that the delivery priorities were outlined by the administration, having been laid out in the Council Plan, which spoke to the city’s priorities.

Members suggested that within the strategy it should be explicitly stated “why we are doing this” and providing information of use to residents getting to where they need to get to.

The Chair summarised suggestions, and the committee

Resolved: To note the draft strategy, with particular regard to the following considerations:

- a. The approach and actions within the strategy to enable the Council to achieve the following aims:
  - i. To directly support the council’s core commitments and priorities

- ii. To communicate effectively with all the groups listed, in order to deliver the roles of the function.
  - iii. To be inclusive and accessible in how this is done.
- b. The need to structure the work in the most effective way to ensure delivery against the Council Plan priorities and organisation's objectives.
- c. To ensure the proposed approach to branding and tone of voice supports the objectives of the strategy.

Reason: To support effective delivery of the communications function.

## **29. City of York Council's Size Submission - report to the Boundary Commission, Phase One, October 2025 (7:36pm)**

The report was presented by the Head of Democratic Services and the Chair of the Task and Finish Group for the Boundary Commission Review on Council Size (Cllr Merrett).

The Task and Finish Group Chair explained that the Group met on four occasions and alongside its members, in attendance at all meetings, was a representative of the Boundary Commission. The Task and Finish Group was also supported in its work by Officers within the Council, including the Council's Monitoring Officer, the Head of Democratic Services, the Electoral Services Manager and the Head of Business Intelligence. Through these discussions the Council's submission to the Boundary Commission was produced.

The Task and Finish Group Chair thanked officers for their work and asked that formal thanks be passed on to Tom Rutherford of the Boundary Commission, who had assisted the group.

He advised that the group had agreed to recommend that the council should retain an odd number of members, to avoid politicisation of the Lord Mayor's role in the event of a tied vote. This followed the convention observed in prior submissions to the Boundary Commission.

He noted that consensus had not been reached between political groups regarding council numbers, and that therefore ultimately each group had put forward their own suggestion.

The Head of Democratic Services added that the Boundary Commission were very clear on what they expected from the report, and that their guidance had been followed in writing the report.

She explained that in addition to building a factual profile of York, the report also discussed governance arrangements and scrutiny functions in the city.

She reiterated that the task and finish group had hoped to work towards a consensual position, which had ultimately not been achieved and the second part of the report was therefore composed of four separate submissions from the three different political groups and one independent councillor.

The committee noted several minor points of amendment concerning terminology, clarification and accuracy. The Head of Democratic Services acknowledged these.

The Head of Democratic Services explained that, if approved by the committee, this submission would be presented to Full Council at an extraordinary meeting on Thursday, 16 October, before being submitted to the Boundary Commission on Friday, 17 October. The Boundary Commission would then look to begin public consultation on Tuesday, 25 November. She clarified that this did not need to go to the Executive for approval.

Subject to the minor corrections identified during the meeting, after a show of hands it was

Resolved: That the Committee note and endorse the Report, with unanimous approval.

Reason: In order that the Report may be presented to Full Council and then submitted to the Boundary Commission.

Cllr S Fenton, Chair

[The meeting started at 5.33 pm and finished at 7.48 pm].



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**Corporate Scrutiny Committee****10 November 2025**

Report of Director of Governance and Monitoring Officer

**Annual Complaints Performance and Service Improvements Report  
April 2024 – March 2025****Summary**

1. This covering report provides Committee with a snapshot of the full Annual Complaints Report April 2024 to March 2025 which is provided in full at Annex 1.

**Background**

2. Having appropriate processes and procedures in place to ensure the council
  - investigates and responds to complaints (corporate, adults social care and children social care), comments, compliments and concerns, and Ombudsmen cases

**Consultation**

3. No consultation was undertaken for the report at Annex 1. However, feedback from regular performance reports to Audit and Governance Committee, Corporate Management Team (CMT) and meetings and discussions with managers, informs the annual report.

**Options**

4. Members are asked to note the performance details and outcomes contained in this report and Annex 1.

**Analysis**

5. The council produces and publishes an annual report which covers:

- Complaints relating to adult social care services (including Public Health) and children's social care services, managed under two distinct legislative frameworks.
  - Complaints regarding other council services, handled through the council's corporate complaints and feedback procedures.
  - Cases referred to Ombudsman services, including the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS).
  - Other types of feedback, such as compliments received.
6. The annual report is also presented to the council's Governance Risk and Assurance Group (GRAG), the Corporate Management Team (CMT), and subsequently to the Audit and Governance Committee.
7. This report has been compiled by the Corporate Governance Team (CGT), now known as the Information Governance Team (IGT). It covers the period prior to the transfer of the complaints, compliments, concerns, and comments functions to the Complaints, Feedback and Compliance Team (CFCT) within Customer Services, which took place in September 2025.

### **Children's social care complaints overview**

8. Whilst the team reports on compliments received about these services in the annual report, we know that many more are received that are either not recorded or passed on to be recorded. However, some examples from section 7 in the annual report are shown below:
- Thank you so much. It's a relief talking with you today. You actually listened and that meant a lot to me. Thank you for going above and beyond. We're grateful.
  - A big thank you to your beautiful team for all your efforts, hard work, overtime into every child and young person you look after! You guys are such a solid and supportive team.
  - Thank you for how professional and easy you was to liaise. I wish all authority's had people like you in them then things would be straight forward and amicable thank you once again.
  - thank-you for fighting my corner. I was so scared when social services got involved as I love my children so much and I thought I was going to lose them when actually you've made me a stronger person and helped me more than you will ever know.
  - professional and easy to liaise with. I wish all authority's had people like this.

- grateful for the help and support that we received. The dedication and willingness to listen and assist have made such a positive impact.
  - I really appreciate all the help and visits you have done for me and my family and also being there at our difficult days which will not be forgotten!
9. For children's social care complaints, the team conducts an initial assessment of the issues raised. This includes evaluating the severity and complexity of the complaint, potential risks to the individual and others, implications for the council, any history of similar complaints, and the likelihood of recurrence. Based on this assessment, complaints are graded into Stage 1, 2, or 3. Additional factors considered include the desired outcomes, who is best placed to investigate and respond effectively, and the complainant's preferences regarding how the complaint should be handled.
  10. During 2024/2025, there was a reduction in the total number of complaints received under the children's social care procedure, falling from 40 in the previous year to 35.
  11. It is important to note that the volume of complaints received can vary year to year. This fluctuation is typical of social care complaints across the Yorkshire and Humberside region.
  12. Analysis of this decrease suggests several contributing factors. These include proactive measures taken by the council and the service area, such as ongoing staff training and awareness sessions. These initiatives aim to improve understanding of the complaints procedure and ensure that children and young people are aware of their rights and are supported in raising concerns.
  13. Feedback from complaints—particularly where recurring themes are identified—provides valuable insight for service improvement. As in previous years, the most common themes relate to lack of action, inappropriate action, and the quality of advice or communication. Work continues with the service area to address and improve these persistent issues. Further details on lessons learned and service improvements are provided in Section 23 of the report at Annex 1.

### **Adult social care complaints overview**

14. Whilst the team reports on compliments received about these services in the annual report, we know that many more are received that are either not recorded or passed on to be recorded. However, some examples from section 24 in the annual report are shown below

- Staff member has been very kind and helpful, and has gone over and above to help.
  - Helped me get my parent moved to a safe, lovely, and caring place in York.
  - Grateful for support of parent, they were happier than they had been in years.
  - Social worker was really calm and great worked so well with family member, making a stressful situation easier to navigate.
  - Kind considerate social worker, who has shown has a high standard of training and knowledge of dementia suffers.
  - Worker is the most personable and helpful social worker we have worked with to date and in our opinion an excellent ambassador for your department.
  - The care provided has been really good and has eliminate all risks to wellbeing.
15. For adult social care complaints, the council is required to use the Department of Health's grading tool to assess the seriousness of each complaint and determine the appropriate response. This tool is outlined in Section 26 of the report at Annex 1.
16. In 2024/2025, the number of complaints handled under the statutory adult social care complaints procedure decreased from 44 in the previous year to 35.
17. It is important to note that a reduction in complaint numbers is consistent with the expected year-on-year variation. This does not indicate any barriers to accessing the complaints process, nor does it suggest that customers are unsupported in raising concerns that provide valuable feedback.
18. Complaint feedback—particularly where recurring themes are identified—offers essential insight for service improvement. This year's report highlights that previously implemented service improvements have contributed to a reduction in complaints not being responded to, which was a concern in the previous year. Further details on lessons learned and service improvements are provided in Section 39 of the report at Annex 1.
19. Complaints relating to services delivered under Public Health functions also fall within the scope of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 and are therefore managed in the same way as adult social care complaints.



No complaints were reported to the team for Public Health services during 2024/2025.

### **Corporate complaints, comments, compliments and concerns overview**

20. The corporate 4Cs procedures are used for all complaints about council services where there is no statutory procedure or other legal or appeal process.
21. Whilst the team reports on compliments received about council services in the annual report, we know that many more are received that are either not recorded or passed onto the team to record. However, some examples from Section 41 in the annual report are shown below
  - Thank you for the hard work of the council for getting rewire and damp work done quickly.
  - Thanks to everyone involved in putting my house in order went above and beyond making our temporary move as easy as possible for which I am extremely grateful.
  - Thank you for helping while I was at James House.
  - Help and support from the Refugee Resettlement Team was so appreciated and really helped.
  - Thank you for replacing the street sign.
  - Very pleased with new LED downlighting street lights on our street. A big improvement.
  - Well done on the complete resurfacing of the road outside Morrisons, James street. Good job.
  - The traffic warden at Monk Bar is always so helpful and friendly.
  - The chaps that cut the grass did a great job.
  - Thanks for quick action from the crew to remove fallen tree branch.
  - Just a note to say what a great job your men have done on the alley.
  - Street/gully cleaning just been completed. Really good job from the team concerned.
  - Thanks for the support, empathy and professionalism given to me by the Blue Badge Dept while I was recently completing my renewal application.
  - The Falls Prevention team was “absolutely fantastic,” and very, very happy with the service provided.
  - Thank you to NEO for getting the noise reduced.
  - The update restored our faith in the planning process and in local government.
  - Thanks to the waste crew for helping clear rubbish strewn everywhere.
  - Thanks to crews for stacking boxes after collection.
  - Thank you for making the medical collection so easy.

- Thank you to the team who emptied our recycling boxes this morning. They worked hard, were very energetic about their tasks, left no spillage around, and we were impressed.
  - Hazel Court staff were brilliant, really helpful and helped sort out which waste needed to go in which skip. They even helped taking items to the correct areas, making sure anything that could be recycled was.
  - Parking team unbelievably helpful explaining the appeals process and making sure I had everything I needed to sort this issue out efficiently. I was never kept waiting on the phone more than a few minutes.
22. The timescales for investigating and responding to corporate complaints during the time period for this annual report were
- Grade One - 20 working days (10 for Housing Complaints in line with the Housing Ombudsman guidance)
  - Grade Two - 30 working days (20 for Housing Complaints in line with the Housing Ombudsman guidance)
23. In 2024/2025, a total of 1,132 complaints were received, compared with 1,391 in the previous year. This reflects a typical year-on-year fluctuation but is also from service improvements made in waste services where they go back out to collect missed green waste bins and replace lost or damaged during collection bins free of charge without a resident having to make a complaint.
24. It is noted that 11 complaints did not receive a response during this reporting period. While this represents a significant improvement compared to previous years, it is a slight increase on last year's performance. Work continues to ensure every complaint is responded to even though it be out of time.
25. A total of 332 comments were logged during 2024/2025, compared with 642 in the preceding year.
26. It is important to note that higher volumes of complaints received by a particular service area is mostly likely due to their weekly services to every household in York. These services are among the most visible and frequently accessed, which naturally results in a greater number of complaints.
27. Complaints provide senior managers with valuable insight into how services are delivered, enabling targeted improvements. Collaborative work continues across council teams to ensure that learning from complaints leads to meaningful service enhancements, with evidence of

completed actions being captured. Further details on lessons learned and service improvements are provided in Section 47 of the report at Annex 1.

### **Local Government and Social Care Ombudsman (LGSCO) overview**

28. The annual review of Local Government Complaints in England for 2024-2025 has been published by the Local Government and Social Care Ombudsman (LGSCO). It pulls together the national picture of trends and common issues that have arisen from their cases over the last year. You can find a copy on their website
29. The LGSCO's annual review is a key part of their work to share learning from their casework. The LGSCO received a record number of complaints in the last year, over 20,000 for the first time, marking a 16% increase in each of the last two years.
30. The LGSCO casework continues to be dominated by complaints about children and education, housing, and adult social care. With extremely high uphold rates in some areas (for example the LGSCO upheld 94% of complaints they investigated about special educational needs) in their view and set out in their annual review "*...points strongly to a local government system in crisis*".
31. Alongside their annual review, the LGSCO publishes complaints data at local authority level, which can be found on their website at [your council's performance](#). The data and reports for the council can be found at <https://www.lgo.org.uk/your-councils-performance/city-of-york-council/statistics> and in section 2 of the report at Annex 1

### **Housing Ombudsman Service (HOS) decided cases overview**

32. The HOS publishes performance information about landlords on their website annually.
33. Whilst there was the same number of cases (determinations) in 2024/2025 as the previous year, there was a decrease in the number of findings (points of fault), maladministration findings and orders made for the council to put right compared with the previous year 2023/2024.
34. Further details about the HOS annual performance information and cases are set out in section 2 of the report at Annex 1.

## **HOS and LGSCO complaint handling codes Ombudsmen complaint handling codes overview**

35. The council completed the HOS annual assessment and details can be found in section 2 of the report at Annex 1 and also on the website at [Housing Ombudsman Self Assessment – City of York Council](#)
36. Following the previous year's submission, the HOS made several recommendations to improve the council's corporate complaints procedure. All recommendations have been fully implemented within the timescales set by the Ombudsman.
37. Although not applicable to the timeperiod for this annual report, it is timely to advise Committee that as the Housing Ombudsman Service's (HOS) complaint handling code became statutory on 1 April 2024 and as the Local Government and Social Care Ombudsman's (LGSCO) intends to consider their complaint handling code as part of their processes from April 2026, it was necessary to update the corporate 4Cs procedures to ensure full alignment with both complaint handling codes. The updates reflect best practice in complaint management and supports transparency, accountability, and continuous improvement.
38. It was also necessary to update parts of the procedures to meet all the recommendations the HOS made.
39. The updated procedures can be found at [Complaints, Concerns, Comments and Compliments policy and procedure – City of York Council](#)
40. Full details about the complaint handling codes can be found at [The Complaint Handling Code | Housing Ombudsman Service](#)  
[Complaint Handling Code - Local Government and Social Care Ombudsman](#)
41. The key changes and additions to the procedures included the following key enhancements:
  - Alignment with HOS and LGSCO Complaint Handling Codes.
  - Clear definition and scope of complaints.
  - Two-stage complaints process with defined response times.  
These are:
    - Stage One – response in 10 working days
    - Stage Two – response in 20 working days
  - Escalation procedures to external Ombudsman services.

- Comprehensive staff training framework on complaint handling.
  - Commitment to learning from complaints and publishing performance data.
42. The rationale for the updates is to ensure compliance with statutory requirements and regulatory codes. It will enhance service quality, improve customer satisfaction, and reduce the risk of maladministration. The policy also supports a culture of openness and continuous learning across the organisation.
43. There is ongoing work being taken forward by CFCT from these updates including
- Ongoing communication of the 4Cs procedures to all staff and stakeholders.
  - Ongoing delivery of staff awareness and training sessions
  - Monitor compliance and report annually on complaints performance.

## Council Plan

44. Compliance is aligned to the current and draft Council Plan which is part of the council's corporate code of governance. This also then aligns with the 10-year Plan (York 2032) such as performance management and service planning.

## Implications

45. As the Annual Complaints Performance and Service Improvements Report April 2024 – March 2025 is for Corporate Scrutiny Committee's information and awareness and to provide their comments and feedback, please see below comments regarding implications. However, work will be undertaken on any implications, including those areas where no comments are provided below, following this Committee's comments and feedback.
- **Financial** - there are no financial implications to this report
  - **Human Resources (HR)** - there are not specific HR implications associated with the content of the report. However, the key officers will require training / awareness of changes as appropriate
  - **Legal** - The Council must continue to comply with statutory complaints handling procedures where applicable and is working towards implementation of the LGSCO complaint handling code

for all other types of complaint. Effective learning from complaints helps the Council to fulfil its duty to continuously improve.

- **Procurement**
- **Health and Wellbeing** – No implications
- **Environment and Climate action**
- **Affordability,**
- **Equalities and Human Rights**
- **Data Protection and Privacy** - The completion of data protection impact assessment (DPIA) screening questions evidenced there would be no processing of personal data, special categories of personal data or criminal offence data processed for the purposes of this report and annex, so there is no requirement to complete a DPIA.
- **Communications** - Communications around this issue are likely to be primarily reactive and will be covered by media relations arrangements
- **Economy** – No implications

## **Risk Management**

46. The council has a duty to comply with the various aspects of complaints related legislation and Ombudsmen guidance and complaint handling codes. Failing to comply with these can result in Ombudsmen taking actions against the council such as, financial remedies for individuals. Often these decisions and actions are published on the Ombudsmen websites, as well as doing press releases and statements. This can lead to reputational damage, reduce the council's overall effectiveness as well as a loss of trust in the council.

## **Recommendations**

47.

- (i) To note the performance details contained in this covering report and at Annex 1 and provide any comments or feedback.

Reason: So that Members are provided with details and current performance to enable them to scrutinise complaints, comments, compliments and concerns to improve service delivery and ensure transparent, robust decision-making processes.

- (ii) To note the outcomes of the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS)

cases and published performance data and provide any comments or feedback.

Reason: So that Members are provided with the LGSCO and HOS reports and findings to enable them to scrutinise complaints, comments, compliments and concerns to improve service delivery and ensure transparent, robust decision-making processes.

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**Report  
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**Date** 28 October  
2025

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Head of Communications and Engagement

### **Economy**

Ben Murphy  
Head of City Development

### **Wards Affected:**

**All** ☒

For further information please contact the author of the report

## **Annexes**

Annex 1 - City of York Council Annual Complaints Performance and Service Improvements Report April 2024 – March 2025

## **Abbreviations**

CMT – Corporate Management Team  
CGT – Corporate Governance Team  
IGT – Information Governance Team  
CFCT – Complaints, Feedback and Compliance Team  
HOS - Housing Ombudsman Service  
LGSCO – Local Government and Social Care Ombudsman





# **City of York Council Annual Complaints Performance and Service Improvements Report April 2024 – March 2025**

**Bryn Roberts**

**Director of Governance and Monitoring Officer**

Cath Murray

Information Governance Operational Manager (Previously Designated Complaints Officer for children's social care complaints and Complaints Manager for adult social care and corporate complaints).

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## 1 Introduction

In this period complaints and feedback were managed for all council areas through the Corporate Governance Team (CGT) to ensure that comments, complaints, concerns, and compliments are dealt with in an independent and consistent way across the council.

The team's name and management has changed to the Complaint, Feedback and Compliance Team (CFCT) which will be reflected in the next report. However ongoing or new work identified for completion in 2025 – 2026 is noted in this report as being completed by the CFCT.

Complaints about adult and children's social care services are dealt with under two separate pieces of legislation:

- The Children Act 1989 Representations Procedure (England) Regulations 2006
- The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

Complaints about other council services are dealt with under the council's 4cs procedure for Complaints, Concerns, Comments and Compliments which can be found at [Raise a comment, compliment, complaint or concern – City of York Council](#). This procedure was designed using the guidance and good practice specified in the statutory procedures and by the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS).

It is essential that all teams delivering services (including contractors or providers of services on our behalf) formally capture and record complaints. It is only by doing so that complaints can be tracked and where things have gone wrong, managers can ensure that matters are put right. Officers across the council are therefore encouraged and reminded how to recognise complaints and report them through the complaints and feedback process.

Members of the CGT worked as hybrid workers during this period attending appropriate venues as needed to deliver training sessions, conduct investigations, meet with customers etc. The hybrid working arrangements have a positive impact on the service provision, allowing the flexibility to speak to customers, key staff, and managers, at a time and in a manner convenient to all, and appropriate for the circumstances of the contact. This flexibility supported the provision of timely and thorough responses to complainants regardless of whether the complaint is upheld or not.

## 2 Ombudsmen investigations and annual performance

The Local Government and Social Care Ombudsman (LGSCO) can investigate complaints about council services following the conclusion of the relevant council complaints procedure. The exceptions to this are:

- the Housing Ombudsman Service (HOS) is the regulator for most housing related services.
- the Information Commissioner's Office (ICO) is the regulator for all information governance complaints, including complaints about data breaches, and responses to requests under the Data Protection Act 2018, UK General Data Protection Regulation, Freedom of Information Act and Environmental Information Regulations.

### The Local Government and Social Care Ombudsman

The LGSCO provides and publishes annual performance data and their annual letter to the council covering April to March, on their website at [Annual reviews of complaints - Local Government and Social Care Ombudsman](#)

For the second year, the LGSCO did not comment on or identify issues or areas of concern for the council in their annual letter, as they had done in previous years.

The LGSCO received 53 cases about the council in April 2024 to March 2025 with 50 cases being concluded within this period. This includes cases which may have been received but not concluded in the previous reporting period. Of the 50 cases, 10 were considered as a detailed investigation and of these 7 were upheld. Details for the 7 upheld cases are shown at Annex 1.

LGSCO decided cases	2022 - 2023		2023 - 2024		2024 - 2025	
	How many	% Rounded down to whole number	How many	% Rounded down to whole number	How many	% Rounded down to whole number
Closed after initial enquiries	38	51%	17	41%	24	48%
Referred for local resolution	6	8%	11	26%	12	24%
Advice given	7	9%	3	7%	0	--
Incomplete/invalid	1	1%	1	2%	4	8%
Not upheld – detailed investigations	3	4%	2	4%	3	6%
Upheld – detailed investigations	19	25%	7	17%	7	14%
<b>Total</b>	<b>74</b>	<b>--</b>	<b>41</b>	<b>--</b>	<b>50</b>	<b>--</b>

<b>Remedies from the LGSCO's 7 upheld decisions</b>	<b>How many</b>
Apology, Provide training and/or guidance	1
Financial redress: Avoidable distress/time and trouble	1
Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance, Procedure or policy change/review	1
Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss, Provide services to person affected	1
Apology, Financial redress: Avoidable distress/time and trouble, Provide services/information to others affected	1
Provide services to person affected	1
Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision	1
<b>Total</b>	<b>7</b>

Further details from the LGSCO's annual performance data report are provided at Annex 1 and additional highlights are shown below, as the data calculations the LGSCO chooses to publish, do not tell the full performance narrative.

- 70% of all detailed investigation were upheld. This compares to an average of 80% in similar authorities. However, as the LGSCO calculates this using only the total number of cases where their decision was to either upheld or not upheld, if calculated using the total number of cases where they have decided, that figure falls to 14% upheld.
- In 100% of cases the LGSCO was satisfied that the council had successfully implemented their recommendations. This compares to an average of 100% in similar authorities.

Alongside their annual review, the LGSCO publishes complaints data at local authority level, which can be found on their website at:

[your council's performance](#)

The data and reports for the council can be found at:

<https://www.lgo.org.uk/your-councils-performance/city-of-york-council/statistics>

Between 1 April 2024 to 31 March 2025, the LGSCO dealt with 50 complaints. Of these:

- 16 were not for the LGSCO or not ready for them to investigate.
- 24 complaints were assessed and closed.
- 10 complaints were investigated.

7 of the 10 complaints investigated by the LGSCO were upheld and are reported on the LGSCO's website as '70% of cases upheld'. This compares to an average of 80% in similar authorities in this reporting period.

This is an improvement compared to the previous year (2023/2024) where there were 78% of cases upheld.

However, if the upheld cases were calculated using the number of cases they dealt with – which is 50 in 2024/2025, the upheld cases would be 14%.

Of the 7 upheld complaints, there were no cases where the council had provided a satisfactory remedy before the complaint reached the LGSCO. This compares to an average of 10% in similar authorities. For the previous year, the council had no cases compared to an average of 13% in similar authorities.

The LGSCO recorded compliance outcomes in 6 of the 7 upheld cases and for all 6, they were satisfied with the actions taken. This means the council has a 100% compliance rate with recommendations made by the LGSCO and compares to an average of 100% in similar authorities. Also, this is the same % performance for the council as the previous year. For the one upheld case there were no outcomes for the council to take, as they had already been taken during the LGSCO's investigation.

In a change to the LGSCO's approach, they were only writing again to organisations before 16 July 2025, where there is exceptional practice or where they have concerns about an organisation's complaint handling; this means not all organisations will get an 'additional' letter. I can confirm the council did not receive such an additional letter.

### **Housing Ombudsman Service Decided Cases**

There were 3 cases determined by the HOS with 5 different subject areas of complaint (A case can have more than one category).

	<b>2022 - 2023</b>	<b>2023 – 2024</b>	<b>2024 - 2025</b>
Determinations (cases)	4	3	3
Findings	6	10	5
Maladministration Findings	2	7	3
Orders made	2	12	9
Recommendations	5	3	2
CHFOs (Complaint handling failure orders)	0	0	0
Compensation	£200.00	£5800.00	£1,150
Maladministration rate	33%	88%	60%

This shows that whilst there were the same number of cases the HOS made a “determination” on compared to 2023- 2024, there were 50% less “findings” which are points of fault and fewer orders made for the council to put right in 2024-2025.

<b>Findings by category</b>	<b>2022 - 2023</b>	<b>2023 – 2024</b>	<b>2024 - 2025</b>
Severe maladministration	0	2	0
Maladministration	0	5	2
Service failure	2	0	1
Mediation	0	0	0
Redress	0	0	0
No maladministration	4	1	2
Outside jurisdiction	0	2	0
Withdrawn	0	0	0
<b>TOTAL</b>	<b>6</b>	<b>10</b>	<b>5</b>

The subcategory figures for 2024 -2025 are:

<b>Subcategories</b>	<b>2022 – 2023</b>	<b>2023 - 2024</b>	<b>2024 - 2025</b>
Delay in escalating or responding to a complaint	0	2	0
Noise	2	0	0
Responsive repairs – general	1	0	
Responsive repairs – leaks/damp/mould	0	2	1
Decants (temp or permanent)	0	1	0
Transfer application	1	0	
Information held on file	0	1	0
Other poor handling of complaint	1	1	1
Engagement on the complaint	1	0	1
Reimbursement of costs incurred by resident	0	1	0
Gas inspections and safety	0	0	1
Personal (e.g. harassment /discrimination)	0	0	1

The maladministration rate is calculated by the number of findings of severe maladministration, maladministration and service failure expressed as a



percentage of the total number of findings and they do not count the outside of jurisdiction or withdrawn figures.

The total compensation paid in 2024 - 2025 of £1,150 related to the below categories:

- Property condition - £850.00
- Complaints handling - £300.00

The total compensation paid in 2023 – 2024 was £200.00 related to the below categories:

- Property condition - £3400.00
- Moving to a property - £1500.00
- Complaints handling - £900.00

The council completed its annual online self-assessment for Year 2 (2025/2026) of the HOS complaint handling code, covering part of the period addressed in this annual report. The submission was made via the HOS online portal and was completed ahead of the 30 September 2025 deadline. It is publicly available on the Council's website at:

[Housing Ombudsman Self Assessment – City of York Council](#)

Following the previous year's submission, the HOS made several recommendations to improve the council's corporate complaints procedure. All recommendations have been fully implemented within the timescales set by the Ombudsman.

The HOS typically publishes its annual landlord performance report in late September or October. The report covering the period for this annual report is now available on their website at:

[Landlord-Report-City-of-York-Council \(2\).pdf](#)

### **3 What is a Complaint?**

A complaint is an expression of dissatisfaction however made, about the actions, decisions, or apparent failings of a local authority's social services provision, and/or the level or nature of a council service or policy, which requires a response. If it is possible to resolve the complaint immediately this does not need to be logged through the complaint procedure.

A complaint is not a request for a service that is made for the first time. For example, if a customer complains that a streetlight is not working, we will treat it as a service request that we aim to fulfil by repairing it within the service level

agreement. If we then fail to repair it within that timescale, and the customer is still unhappy, it should then be defined and treated as a complaint.

#### **4 Effectiveness of the Procedures**

All staff and managers are proactively encouraged to participate in regular training and awareness raising, about the complaints and feedback procedures and learning lessons from complaint themes. There were 20 separate training and awareness sessions for staff covering the adult, children, and corporate procedures during the period for this report.

This refresher training is important to ensure that key messages are understood by staff including:

- When and how to make people aware of the complaints and feedback procedure.
- The importance of positive messages being recorded to provide a balanced picture of services.
- Learning from complaints. Some of the key learning points include the need to:
  - Ensure people are asked if there are any support needs, they want us to be aware of and that this is clearly recorded.
  - That procedures include a process for senior managers to be able to consider any exception circumstances, so that decisions are not made in a blanket way.
  - That records are accurate and up to date, including what was considered in the decision-making process, rather than just the outcome of decisions.
  - That people are kept up to date, particularly when there may be unexpected and unavoidable delays.
  - That people are clearly told what can and cannot be achieved, with clear explanations and where relevant sign posting to other sources of support or information.
  - The importance of being able to respond in a timely way to complaints and provide proportionate remedies to resolve complaints, without the need for people to escalate this to an Ombudsman.

These sessions could be attended in person or virtually and were provided at times and venues to suit the different working patterns of staff.

In addition to this, guidance is provided to assist managers in adult and children's services with completing thorough investigations and comprehensive responses including on a case-by-case basis. The CGT have continued to collaborate with the providers of independent investigators, who have knowledge and experience of complaints across several authorities to ensure our practice and guidance is

effective and appropriate to fulfil our obligations and ensure best practice in complaints handling.

We continued a process of responding to complaints without the need for an investigation in this reporting period. This is for cases where it is considered an investigation is not necessary to identify the reasonable and proportionate outcome required to resolve the complaint in an effective and proportionate way.

Managers are given a timescale and asked to complete the action required, where this is not achieved, a more detailed investigation will take place. Customers were also invited to contact the CGT, if they did not get a response within the agreed timescale, or if anything remained outstanding.

When managers in adult and children's services provide a response to a complaint, they are asked to record what will be done to resolve it, what lessons have been learnt and what action will be taken to improve services and avoid problems being repeated, which is also in place for corporate complaints. The CGT proactively monitored the completion of both action plans and lessons learned.

A summary of the information received regarding the lessons learnt and action taken is included in this report at sections 23, 39 and 48.

## 5 Themes

The main themes this year continued to include the quality and timeliness of communication. Several complaints are logged as “lack of action,” which is where information had not been provided, or calls and requests for contact were not returned.

## 6 Cost of delivering the complaints procedure including the corporate procedure and total payments:

There are ongoing costs to deliver an efficient and effective complaints service. These costs should be seen against the inherent costs of not providing this service such as

- customer dissatisfaction escalating
- an increase in the number of and amounts awarded as financial remedies being recommended by the Ombudsmen.
- increased risk of judicial reviews
- non-compliance with legislation
- increased risk of reputational damage

The total actual spends for the full service including the Information Governance provision, salary and on-costs was £410,086.51 compared to £421,717.00 in the previous year.

The financial remedies payments made as part of the three complaints procedures are provided at sections 2, 36 and 49 in this report.

The council must provide investigating officers and independent people for social care complaints where required and the costs including the providers core costs, in this reporting period was £33,329. This is a small decrease from last year's cost of £34,783.59 which was an increase from the costs the year before of £28,872.96.

Whilst there has been a small decrease in this reporting period from last year, it is within an expected range and does fluctuate from year to year.

The total costs of payments made to individuals to remedy complaints are below and the individual case costs are shown in the later sections of this report. The total is significantly lower than last year which was £9763.00.

Children's social care complaints	£600.00
Adult social care complaints	£1,250.00
Corporate complaints	<b>£1,725.00</b>
<b>TOTAL</b>	<b>£3575.00</b>



## Children Social Care Annual Complaints Performance and Service Improvements Report April 2024 – March 2025

### 7 Context

The following information relates to complaints made during the twelve months between 1st April 2024 and 31st March 2025 for children under the Children Act 1989 Representations Procedure (England) Regulations 2006.

Ongoing work with managers is conducted to ensure the below messages continue to be understood:

- the importance of responding appropriately to concerns.
- improving customer experience
- reducing the need for avoidable complaints
- ensuring complaints are dealt with fully, without the need for them to be escalated to a higher stage unnecessarily.

We are pleased to report that in this reporting period, there were no cases of complaints where a response was not provided.

A number of complaints were responded to outside timescales however this can be due to the complexity of the case and the need to ensure a comprehensive investigation and response, and work is ongoing to understand and reduce delays where possible.

All timescales contained within this report are for working days.

In addition, the numbers of compliments are also recorded, and these are:

#### Compliments received

17/18	18/19	19/20	20/21	21/22	22/23	23/24	24/25
17	22	22	59	21	35	36	72

We are pleased the emphasis about the importance of recording compliments in the awareness training, has resulted in a significant increase in the numbers being reported in this period. We remain aware there will be more compliments received than are shown in the table above.

Examples of some of the compliments received:

- Listened and really supported me while trying to keep me happy and excited for my future while offering also support to my parent, really appreciate you and the team.

- Really appreciate all your help and thank you for being so patient with us and really listening to us.
- Really creative and she just talks to me like she's a real person.
- Lovely manner on the phone, reassuring worker would find someone to speak to customer urgently.
- Thank you so much. It's a relief talking with you today. You actually listened and that meant a lot to me. Thank you for going above and beyond. We're grateful.
- We really do appreciate your efforts, and they do have a real impact. We're hoping that slowly getting to grips with AAC can make a real difference to the way we're able to communicate as a family.
- massive thank you for your help and support with putting a new plan in place.
- The differences and support has really made the difference to where family are today.
- Really listened & showed us real empathy and you got things sorted in the couple of days you covered.
- A big thank you to your beautiful team for all your efforts, hard work, overtime into every child and young person you look after! You guys are such a solid and supportive team.
- Thank you for how professional and easy you was to liaise. I wish all authority's had people like you in them then things would be straight forward and amicable thank you once again.
- Thank-you for fighting my corner. I was so scared when social services got involved as I love my children so much and I thought I was going to lose them when actually you've made me a stronger person and helped me more than you will ever know.
- Professional and easy to liaise with. I wish all authority's had people like this.
- Truly appreciate all the effort you have put into ensuring continued access to Short Breaks support.
- Incredibly approachable, allowing for a naturally open and trusting relationship to form.
- Supports our family and goes above and beyond to ensure we as foster carers can deliver support.
- Social worker has been fantastic throughout the whole time she has been assigned to us. She is very approachable and communicates well.
- Have struck a good relationship, and I love how respectfully and professionally work is completed.
- Grateful for the help and support that we received. The dedication and willingness to listen and assist have made such a positive impact.
- I honestly can't thank you enough for all the help and support you've given us, you've helped change our lives for the better. I will be forever grateful. Best social worker ever, don't forget it.

- Social worker was really understanding and very helpful. I felt comfortable talking to her and discussing strategies.
- I really appreciate all the help and visits you have done for me and my family and also being there at our difficult days which will not be forgotten!

The legislation makes it clear that people should be able to provide feedback and have this responded to, without this being seen as a complaint and so we also record and report concerns, suggestions, and requests. The figures for this reporting period alongside previous years are shown in the table below.

### **Numbers of concerns, suggestions, and requests**

<b>17/18</b>	<b>18/19</b>	<b>19/20</b>	<b>20/21</b>	<b>21/22</b>	<b>22/23</b>	<b>23/24</b>	<b>24/25</b>
26	20	33	29	19	7	8	3

## **8 Who can make a complaint**

- Any child or young person (or a parent, or someone who has parental responsibility) who is being looked after by the local authority or is not looked after by them but is in need.
- Any local authority foster carer (including those caring for children placed through independent fostering agencies).
- Children leaving care.
- Special Guardians
- A child or young person (or parent) to whom a Special Guardian order is in place.
- Any person who has applied for an assessment under section 14F (3) or (4).
- Any child or young person who may be adopted, their parents and guardians.
- Persons wishing to adopt a child.
- Any other person whom arrangements for the provision of adoption services extend.
- Adopted persons, their parents, natural parents and former guardians and such other person as the local authority consider has sufficient interest in the child or young person's welfare to warrant their representations being considered by them.

Where a complaint is received from a representative on behalf of a child or young person, we will, where appropriate, confirm the child or young person is happy for this to happen, and that the complaint received reflects their views.

The manager for complaints and feedback (complaints manager) in consultation with relevant operational managers will decide whether the representative is suitable to act in this capacity and has sufficient interest in the child's welfare. If it is decided that a person is not suitable to act as a representative for a child or



young person, they will be informed of the decision in writing by the complaint manager. The complaint will then fall outside the statutory procedure however they will be able to raise the complaint through the 4Cs corporate complaints procedure.

Complaints may also be made by adults relating to a child or young person but are not being made on the child or young person's behalf. The complaints manager in consultation with operational managers will decide whether the person has sufficient interest in the child or young person's welfare for the complaint to be considered. The child or young person may also be consulted as part of this decision.

## 9 Grading of complaints

Complaints are graded following an assessment of issues including severity, complexity, risk to the customer and other customers, risk to the authority, history of similar complaints and likelihood of future similar complaints. Other considerations include, the outcomes wanted to resolve the complaint, who is best placed to consider and effectively respond to the complaint and the complainant's views of how the complaint should be dealt with.

**Stage one** is dealt with by line managers of the service area the complaint is about. This includes where the service is being provided on behalf of the council by an external contractor. The expectation is that the managers will have the knowledge and understanding of the issues and delegated responsibility to be able to resolve complaints at this stage quickly, without the need for an in-depth formal investigation.

The legislation requires stage one complaints to be responded to within 10 working days. This can be extended for a further 10 working days in some circumstances, for example where further time is needed to arrange an advocate, or where staff may be away from work. This can only be extended with the agreement of the complainant.

**Stage two** is implemented where the complainant is dissatisfied with the findings of stage one, or where it is assessed as being appropriate to be considered and responded to at this stage, due to issues including the severity, complexity, or risk.

Stage two requires an investigation is conducted by either an internal manager who has not had any previous involvement in the complaint and has no line management responsibility for the area being complained about, or an external investigating officer. The Director of Children's Safeguarding adjudicates on the findings of the investigation.

The council must offer an advocate to assist children and young people in making a complaint and appoint an Independent Person to oversee the investigation process at this stage. Stage two complaints falling within the social services statutory complaints procedures should be dealt with in 25 days, although in certain cases this can be extended to 65 days.

**Stage Three** of the complaints process is the review panel. Where complainants wish to proceed with complaints about statutory social service functions, the council is required to establish a complaints review panel. The panel makes recommendations to the Corporate Director of Children and Education, who then decides and provides a written response on the complaint and any action to be taken.

Complaints review panels must be made up of three independent panellists. There are various timescales relating to stage three complaints. These are:

- setting up the panel within 30 working days.
- producing the panel's report within 5 working days of the panel; and
- producing the local authority's response within 15 days following receipt of the report.

A further option for complainants is the LGSCO who is empowered to investigate where a council's own investigations have not resolved the complaint. Whilst complainants can refer their complaint to the LGSCO at any time, the LGSCO normally refers the complaint back to the council, unless the council has been given sufficient opportunity to consider and respond to the complaint.

## **10 Activity**

The CGT recorded 35 complaints under the children's social care procedure during this reporting period, compared with a total of 40 in the preceding year.

## **11 Total complaints made:**

Of the 35 complaints dealt with:

- 24 were investigated at stage one of the social care procedures.
- 8 complaints in total heard at stage two with 4 of these being moved straight to stage 2, due to their complexity and or severity.
- 3 complaints were raised at stage 3.

In addition to the 35 complaints made under the statutory procedure, 2 complaints were made under the corporate procedure. These were both dealt with at grade 1 and both were not upheld, with 1 being responded to within 20 working days and the other over this timescale.

## **12 Comparison with the preceding year**

The numbers of complaints being received are small and typically fluctuate each year and this is typical of social care complaints received across Yorkshire and Humberside. The figures show a decrease of 12.5% for this reporting period. The reasons for this are highlighted in the following tables.

It should be noted that high numbers of complaints should not be seen as a negative and can be indicative of a well-publicised and accessible complaints process. Low complaint volumes are potentially a sign that residents are unable to complain. The complaint procedure should however seek to learn lessons and

improve processes and practice to avoid complaints about the same issues being repeated.

### 13 Outcomes of complaints – total

	2021-2022	2022-2023	2023-2024	2024-2025
Upheld	3	7	8	6
Partly upheld	11	15	16	13
Not upheld	12	17	7	6
Not proved	0	0	1	0
Not pursued	5	4	5	4
No response	9	0	0	0
Resolved without investigation	0	0	1	5
Ongoing	2	3	2	1
<b>Total</b>	<b>42</b>	<b>46</b>	<b>40</b>	<b>35</b>

### 14 Response times

A key requirement of complaints procedures is to ensure that individuals are informed of the outcome of their complaints, in an appropriate time.

The timescales in working days for children's social care complaints as set out in the regulation are:

- 10 days at Stage 1 (with a further 10 days for more complex complaints or additional time if an advocate is required).
- 25 days at Stage 2 (with maximum extension to 65 days).
- 20 days for the complainant to request a Review Panel.
- 30 days to convene and hold the Review Panel at Stage 3.
- 5 days for the Panel to issue its findings: and
- 15 days for the local authority to respond to the findings.

### Details of complaints by stage

### 15 Stage one complaints

There were 24 stage one complaints compared to 30 last year.

We are pleased to note that as expected, the numbers during this reporting period are slightly less than those in the preceding year.

Whilst it is not always a negative to receive larger numbers of complaints, as this can show the procedure is accessible, customers are supported to make complaints and provides invaluable feedback, this does indicate that service areas are able to resolve concerns effectively without the need for them to progress to complaints.

**Stage one - theme of complaint**

	<b>2021 - 2022</b>	<b>2022 - 2023</b>	<b>2023 - 2024</b>	<b>2024 - 2025</b>
<b>Attitude of staff</b>	1	-	0	1
<b>Disagree with Policy</b>	1	1	0	1
<b>Disagree with Assessment</b>	5	3	4	1
<b>Discrimination</b>	-		0	0
<b>Inappropriate Action</b>	5	8	8	6
<b>Lack of Action</b>	11	19	7	9
<b>Quality of Advice/ Communication</b>	8	5	11	6
<b>TOTAL</b>	<b>31</b>	<b>36</b>	<b>30</b>	<b>24</b>

You will note the highest theme this year is about Lack of Action the quality of communication, although in some cases, the lack of action included lack of communication about action that was being taken.

**Stage one - responding in time performance**

	<b>2021 - 2022</b>	<b>%*</b>	<b>2022 - 2023</b>	<b>%*</b>	<b>2023 - 2024</b>	<b>%*</b>	<b>2024 - 2025</b>	<b>%*</b>
<b>Within 10 days</b>	11	35%	22	61%	13	43%	6	25%
<b>Within 20 days</b>	1	3%	8	22%	11	37%	7	29%
<b>Over 20 days</b>	16	52%	2	6%	2	7%	7	29%
<b>Not Pursued</b>	3	10%	4	11%	4	13%%	4	17%
<b>TOTAL</b>	<b>31</b>		<b>36</b>		<b>30</b>		<b>24</b>	

\*% figures are rounded to the nearest whole number

Although there is an increase in the number of complaints responded to over 20 working days, we are pleased that the implied 83% satisfaction from only 17% escalating to stage 2 means that these delays were often relating to ensuring the complaint could be understood and responded to fully.

## Stage one – outcomes

	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*	2024 – 2025	%*
<b>Upheld</b>	3	10%	7	19%	8	27%	3	13%
<b>Partially Upheld</b>	7	22%	10	28%	11	37%	7	29%
<b>Not Upheld</b>	9	29%	14	39%	5	17%	5	20%
<b>Not Proven</b>	0	--	0	0	1	3%	0	
<b>Not Pursued</b>	3	10%	4	11%	4	13%	4	17%
<b>Resolved without investigation</b>	--	--	--	--	1	3%	5	20%
<b>No response</b>	9	29%	0	-	0	--	0	0
<b>Ongoing</b>	--	--	1	3%	0	--	0	0
<b>TOTAL</b>	<b>31</b>	<b>--</b>	<b>36</b>	<b>--</b>	<b>30</b>	<b>--</b>	<b>24</b>	<b>--</b>

\*% figures are rounded to the nearest whole number

## 16 Stage two complaints

There were 8 stage two complaints received and concluded in this reporting period the same number as last year.

It is important to remember, complaints at stage two are often complex, with several elements and there may also be the need to arrange advocates and appointments with both staff and complainants, particularly at adjudication.

### Stage two - theme of Complaint

	2021 - 2022	2022 - 2023	2023 - 2024	2024 - 2025
<b>Attitude of staff</b>	-	-	-	
<b>Disagree with Policy</b>	-	-	-	1
<b>Disagree with Assessment</b>	-	1	1	3
<b>Discrimination</b>	-	-	-	
<b>Inappropriate Action</b>	4	2	3	1
<b>Lack of Action</b>	3	3	2	2
<b>Quality of Advice/ Communication</b>	3	1	2	1
<b>TOTAL</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>8</b>

**Stage two - responding in time performance**

	<b>2021 - 2022</b>	<b>%*</b>	<b>2022 – 2023</b>	<b>%*</b>	<b>2023 - 2024</b>	<b>%*</b>	<b>2024 – 2025</b>	<b>%*</b>
<b>Within 25days</b>	0	-	0	-	0	-	0	-
<b>Within 65 days</b>	0	-	0	-	0	-	1	13%
<b>Over timescale</b>	7	70%	7	100%	5	62%	6	75%
<b>Not Pursued</b>	1	10%		-	1	13%	0	-
<b>Ongoing</b>	2	20%	2	Over time-scale	2	25%	1	13%
<b>TOTAL</b>	<b>10</b>	<b>--</b>	<b>9</b>	<b>--</b>	<b>8</b>	<b>--</b>	<b>8</b>	<b>--</b>

**Stage Two Outcomes**

	<b>2021 - 2022</b>	<b>%*</b>	<b>2022 – 2023</b>	<b>%*</b>	<b>2023 - 2024</b>	<b>%*</b>	<b>2024 – 2025</b>	<b>%*</b>
<b>Upheld</b>	-	-	0	-	-	-	3	38%
<b>Partially Upheld</b>	4	40%	3	43%	3	37%	4	50%
<b>Not Upheld</b>	3	30%	2	29%	2	25%	0	-
<b>Not Pursued</b>	1	10%	0	-	1	13%	0	-
<b>No response sent</b>	-	-	0	-	-	-	0	-
<b>Ongoing</b>	2	20%	2	29%	2	25%	1	13
<b>TOTAL</b>	<b>10</b>		<b>7</b>		<b>8</b>		<b>8</b>	

Where there are complaints showing as ongoing work will continue to be undertaken by the CGT to ensure they are responded to as soon as practicable.

**17 Stage three complaints**

There were 3 children's stage three complaint, compared with 2 in the previous reporting period.

The process at stage three of the Children's Social Care Complaints Procedure is an independent review panel that will consider whether the investigation, findings, and recommendations at stage two, were thorough, logical, and fair. The Panel then provides a report to the Corporate Director of Children and Education with their conclusions and any recommendations considered appropriate. The Corporate Director would then respond confirming whether they agree with the conclusions and any recommendations made.



### Stage three - theme of complaint

	2021 -2022	2022 - 2023	2023 - 2024	2024 - 2025
Attitude of staff	-	-	-	
Disagree with Policy	-	-	-	1
Disagree with Assessment	-	-	-	1
Discrimination		-	-	-
Inappropriate Action	1	1	1	1
Lack of Action		2		-
Quality of Advice/ Communication	-	-	1	-
<b>TOTAL</b>	<b>1</b>	<b>3</b>	<b>2</b>	<b>3</b>

### Stage three - responding in time performance

	2021 - 2022	%*	2022 - 2023	%*	2023 - 2024	%*	2024 - 2025	%*
Within 15 days	-	-	0	-	1	50%	1	33%
Over 15 days	-	-	3	100%	1	50%	2	66%
Not Pursued	1	100%	0	-	-	-	0	-
<b>TOTAL</b>	<b>1</b>	<b>--</b>	<b>3</b>	<b>--</b>	<b>2</b>	<b>--</b>	<b>3</b>	<b>--</b>

### Stage Three Outcomes

	2021 - 2022		2022 - 2023	%*	2023 - 2024	%*	2024 - 2025	%*
Upheld	-	-	0	-	-	-	0	-
Partially Upheld	-	-	2	66%	2	100%	2	66%
Not Upheld	-	-	1	33%	-	-	1	33%
Not Pursued	1	100%	0	-	-	-	0	-
No response sent	-	-	0	-	-	-	0	-
<b>TOTAL</b>	<b>1</b>	<b>--</b>	<b>3</b>	<b>--</b>	<b>2</b>	<b>--</b>	<b>3</b>	<b>--</b>

## 18 Percentage escalation

The following table indicates how many complaints in children's services were escalated through the stages. By measuring these figures as a percentage, we can gauge the implied customer satisfaction levels.

## Percentage escalation

	Number	% Escalated to next stage	% Implied customer satisfaction
Stage 1 to Stage 2	4 of 24	17%	83%
Stage 2 to Stage 3	3 of 8	38%	62%

It is important to note that whilst only a small number of complaints have escalated in this reporting period, the implied customer satisfaction needs to be considered alongside the next reporting period, particularly as 1 complaint remains ongoing.

## 19 Equalities monitoring information

Following the guidance produced by the Department of Health and the Department for Education and Skills, we must seek to identify who is making complaints to get a greater understanding of them. The following information was provided:

### Gender

	2021 - 2022	2022 -2023	2023 - 2024	2024 - 2025
Male	14	16	13	11
Female	27	28	26	24
Male & Female	1	2	1	0
Total	<b>42</b>	<b>46</b>	<b>40</b>	<b>35</b>

## 20 Who made the complaints

Most complaints continue to be made by parents of children about the service they received from children's services. However, 8 complaints were raised on behalf of a child, by an advocate.

To ensure that children are aware of and are supported to use the complaints and feedback procedure, the CGT worked closely with the Children's Rights team and where appropriate, other support and advocacy services and others making a complaint on behalf of a child or young person.

The council has a statutory obligation to offer advocacy support to any child or young person making a complaint and the Children's Rights team make people aware of the options available for raising comments, concerns, complaints, and compliments and provide advocacy support to assist with this where requested.

The CGT were also available were required to attend meetings with staff members, children, and young people, advocates, and foster carers to raise awareness of and understanding about how people can use the procedure.

An important aspect of ensuring that children are aware of the complaints and feedback procedure and how to access it, is ensuring that all staff receive

refresher training. This is so staff have a clear understanding of when and how children and young people should be made aware of the procedure and their role in continuing to try to resolve concerns throughout the complaints process.

Five complaints refresher training sessions were provided to staff and managers in children's services over the last year. However, it is important that the complaint team continue to deliver training direct to all members of staff in these areas, to ensure messages are delivered clearly and independently. Reminders continue to be sent to managers to ensure this can happen as a priority over the next reporting period.

It is however noted that normal practice would be for the complaints manager to attend regular managers meetings. This is to ensure there is a clear understanding of themes and lessons and that any issues relating to complaint handling can be quickly resolved. This has not happened in this reporting period and the CFC manager is collaborating with managers to resume these meetings for the coming reporting period.

## 21 Costs and payments

The council has an obligation to ensure independence in the children's social care complaints procedure. This includes a requirement for:

- A person independent of the council to oversee all complaints at stage two made by children and young people.
- To ensure the investigator at stage two has not had any involvement in the complaint or line management responsibility for the services being complained about.
- To have a panel of three independent people at stage three.

The costs for these services are shown in section 6 of this report.

In addition to this the council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that:

- the LGSCO would find that there has been maladministration by the council causing injustice to the complainant; and
- the LGSCO would recommend that financial recompense should therefore be paid to the complainant.

For injustice caused by the failure to ensure appropriate attendance at school, to send copies of minutes promptly, follow the council's own Practice Standards and had weak management oversight.	£600.00
<b>Total</b>	<b>£600.00</b>

## **22 Alternative dispute resolution**

The Department for Education and Skills Guidance makes it clear that nothing in the procedure should preclude Alternative Dispute Resolution and if agreed by both the complainant and the CGOM, the council should explore this option.

Alternatives which may be considered by the CGOM include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

## **23 Learning lessons/practice improvements**

The council is always happy to consider appropriate ways of resolving a customer's complaint. Some of the types of action the council has undertaken to resolve complaints have been issuing apologies, meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place. This has been particularly relevant in the case of communicating effectively with customers and putting strategies into place to ensure that people are kept up to date. The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered. The consideration of complaints has included the agreement to undertake the following actions, in addition to apologies and financial recompense:

- Reminders and updated guidance to staff.
- Improved communication, including creation of templates, to be prepared and ready for enquires.
- Development and provision of training and awareness sessions.
- Update records and ensure they contain appropriate detail and accuracy.
- Ensure reports include detail of all appropriate parties' views and reasons for outcome of assessment of them.
- Have clear written agreements about people's needs and how they will be supported, including any adjustments for contact and communication.

## Adult Social Care Annual Complaints Performance and Service Improvements Report April 2024 – March 2025

### 24 Context

This report provides information about complaints made during the twelve months between 1st April 2024 and 31st March 2025 for adults under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

In addition, the numbers of compliments are also recorded were:

	2021 - 2022	2022 - 2023	2023- 2024	2024 - 2025
<b>Be Independent</b>	1	0	0	
<b>Commissioning &amp; Contract Management</b>	-	3	0	3
<b>Community Provision</b>	6	10	15	11
<b>Assessment</b>	-	0	0	0
<b>Care Homes</b>	-	0	0	0
<b>Mental health Safeguarding &amp; DOLS</b>	18	12	5	10
<b>Learning Disability</b>	1	6	1	1
<b>Older People</b>	11	21	13	7

It is recognised there will be more compliments received than are shown in the table above. The importance of recognising, recording, and reporting compliments is being emphasised in the awareness training provided so that there is a completer and more balanced picture of customers' experiences of the services they receive.

It is therefore disappointing that despite several requests for invites to provide training and attend managers meetings, we were only able to provide 3 awareness refresher sessions in adult services in this reporting period and did not receive invites to regular managers meetings.

In addition to this normal practice would be for the complaints manager to attend regular managers meetings. This is to ensure there is a clear understanding of themes and lessons and that any issues relating to complaint handling can be quickly resolved. This has not happened in this reporting period and the CFC manager is collaborating with managers to resume these meetings for the coming reporting period.

The compliments received included:

- Staff member was a breath of fresh air and communication was great!
- Thank you for exceptional professional, supportive and sensitive service we have received.
- Staff member has been very kind and helpful and has gone over and above to help.
- Helped me get my parent moved to a safe, lovely, and caring place in York.
- Thank you for all your kindness the conversations were honest and you genuinely care.
- Grateful for support of parent, they were happier than they had been in years.
- Social worker was really calm and great worked so well with family member, making a stressful situation easier to navigate.
- Very polite, down to earth and a lovely person. We all felt very much at ease during a difficult time for us as a family.
- Kind considerate social worker, who has shown has a high standard of training and knowledge of dementia suffers.
- Worker is the most personable and helpful social worker we have worked with to date and in our opinion an excellent ambassador for your department.
- I was tremendously impressed with your attention to detail and your empathy. You are a credit to York Council.
- Impressed with worker professionalism, they are diamonds.
- The care provided has been really good and has eliminate all risks to wellbeing.

The legislation makes it clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also logged.

### Number of Concerns, Comments and Requests received

	2021 - 2022	2022 - 2023	2023 - 2024	2024 - 2025
<b>Be Independent</b>	-	-	-	-
<b>Commissioning &amp; Contract Management</b>	-	-	-	1
<b>Commissioning Provision</b>	-	-	2	-
<b>Joint Commissioning</b>		-	-	-
<b>Assessment</b>	-		-	-
<b>Care Homes</b>	-	-	-	-
<b>Community Provision</b>	7	2	1	4
<b>Mental health</b>	9	4	3	4
<b>Safeguarding &amp; DOLS</b>				
<b>Learning Disability</b>	1	6	1	-
<b>Older People</b>	5	3	6	4

## 25 Who can make a complaint

Someone who:

- The local authority has a power or duty to provide or secure the provision of a social service for him/her and
- His/her need for such a service has (by whatever means) come to the attention of the Authority.

This definition also applies to a person acting on behalf of someone who meets the above requirements.

A complaint can be made by a representative where the appropriate permission is received. A representative will also be able to make a complaint where the eligible person is not capable of making the complaint themselves, this includes when the eligible person is deceased.

The complaints manager will decide if a person is suitable to act as a representative. If it is decided they are not acting in the eligible person's best interests, they will be informed in writing of the reasons for this.

If a customer is not eligible under the terms of the Act, they are able to raise it through the council's 4Cs corporate complaints procedure.

## 26 Grading of complaints

The Department of Health designed the following tool to assess the seriousness of complaints and decide the relevant action:

### Step 1: Decide how serious the issue is

Seriousness	Description
Low	Unsatisfactory service or experience not directly related to care. No impact or risk to provision of care. <b>OR</b> Unsatisfactory service or experience related to care, usually a single resolvable issue. Minimal impact and relative minimal risk to the provision of care or the service. No real risk of litigation.
Medium	Service or experience below reasonable expectations in several ways but not causing lasting problems. Has potential to impact on service provision. Some potential for litigation.
High	Significant issues regarding standards, quality of care and safeguarding of or denial of rights. Complaints with clear quality assurance or risk management issues that may cause lasting problems for the organisation and so require investigation. Possibility of litigation and adverse local publicity. <b>OR</b>

	Serious issues that may cause long-term damage, such as grossly substandard care, professional misconduct, or death. Will require immediate and in-depth investigation. May involve serious safety issues. A high probability of litigation and strong possibility of adverse national publicity.
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## Step 2: Decide how likely the issue is to recur

Likelihood	Description
Rare	Isolated or 'one off' – slight or vague connection to service provision.
Unlikely	Rare – unusual but may have happened before.
Possible	Happens from time to time – not frequently or regularly.
Likely	Will probably occur several times a year.
Almost certain	Recurring and frequent, predictable.

## Step 3: How to categorise the risk

Seriousness	Likelihood of recurrence				
	Rare	Unlikely	Possible	Likely	Almost Certain
Low	Low				
		Moderate			
Medium					
			High		
High				Extreme	

The CGT grades the complaints as:

- Low = Green - Can be resolved locally
- Medium = Amber - Response from a director or assistant director.
- High = Red - Response from a director or assistant director.

The C&F team contacts complainants to design a complaint plan and agree an appropriate response timescale. This is often done through an acknowledgment letter requesting the complainant to confirm the council's understanding of the complaint and the timescale for response.

Following the response, a complainant can ask the LGSCO to investigate if they remain dissatisfied.

## 27 Activity

The CGT recorded 35 complaints under the adult social care procedure during this reporting period compared with a total of 44 the preceding year.

In addition to this there were 3 complaints made under the corporate procedure. 1 at grade 1 which was resolved without the need for an investigation.



The other 2 were consider at grade 2 with one upheld and one not upheld. One was dealt within 20 working days and the other over 20 working days.

## 28 Comparison with the preceding year

The figures show a small decrease in the number of complaints received in this reporting period compared with the preceding year through the adult social care procedures. However, this is consistent with an expected small fluctuation each year.

## 29 Outcomes of complaints:

	2021 - 2022	2022 - 2023	2023 - 2024	2024 - 2025
Upheld	7	12	11	10
Partly upheld	13	13	7	4
Not upheld	17	11	11	8
Not proved	0	0	0	0
Not pursued	1	2	3	3
No response	4	1	7	1
Resolved without Investigation	0	0	5	4
Ongoing	0	1	0	0
<b>Total</b>	<b>42</b>	<b>40</b>	<b>44</b>	<b>30</b>

## 30 Response times

A key requirement of complaints procedures is the importance of informing service users of the outcome of their complaints, in an appropriate time.

The Department of Health guidance on deciding how long it should take to respond to a complaint states:

*“If someone makes a complaint, your organisation has to acknowledge it within three working days. The person making the complaint will want to know what is being done – and when. However, accurately gauging how long an issue may take to resolve can be difficult, especially if it is a complex matter involving more than one person or organisation. To help judge how long a complaint might take to resolve, it is important to:*

- *address the concerns raised as quickly as possible*

- *stay in regular contact with whoever has complained to update them on progress*
- *stick to any agreements you make – and, if for any reason you can't, explain why.*

*It is good practice to review any case lasting more than six months, to ensure everything is being done to resolve it.”*

We are pleased the number of complaints which did not receive a response has reduced significantly. However, the complaints and feedback team will continue collaborate with managers to ensure all complaints receive a response.

## Details of complaints

### 31 Green complaints

There were 25 complaints graded as Green compared to 33 in the preceding year and were categorised as follows:

Com Provision = Community Provision  
 Commiss = Commissioning  
 MH/S/DOLS = Mental health Safeguarding & DOLS  
 LD = Learning Disability  
 OP = Older People

#### Green - theme of complaint

	Com Provision	MH/S/DOLS	LD	Commiss	OP	Total
Attitude of staff						
Disagree with Policy	-	-	-	-	2	2
Disagree with Assessment	2	1	1	-	1	5
Discrimination						
Inappropriate Action	1	-	-	1	1	3
Lack of Action	5	4	-	2	-	11
Quality of Advice/Communication	-	-	-	2	2	4
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>25</b>

#### Green - response times

	Com Provision	MH/S/DOLS	LD	Commiss	OP	Total
Within 10 days	4	1	-	2	1	8
Within 25 days	2	3	1	1	2	9
Over 25 days	2	1	-	1	1	5
Not Pursued	-	-	-	1	2	3
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>25</b>

It is important to remember that the legislation and guidance for adults does not prescribe actual timescales for responses. However, we do manage and monitor performance in this area using best practice across the different complaints' legislation and guidance. The above table highlights that we are responding to 80% of complaints within 25 working days at this grade.

It is noted that 1 complaint did not receive a response. This is something which will continue to be brought to the attention of senior managers to assist with improving this for future complaints.

### **Green = outcomes**

	Com Provision	MH/S/ DOLS	LD	Commiss	OP	Total
Upheld	3	1	1	2	2	9
Partially Upheld	1	-	-	-	-	1
Not Upheld	2	1	-	2	2	7
No Response	1	-	-	-	-	1
Resolved Without Investigation	1	3	-	-	-	4
Not Pursued	-	-	-	1	2	3
<b>TOTAL</b>	<b>8</b>	<b>5</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>25</b>

## **32 Amber complaints**

There were 5 complaints graded as Amber in adult services compared to 6 in the previous year.

### **Amber - theme of complaint**

	Com Provision	MH/S/ DOLS	LD	Commiss	OP	Total
Attitude of staff	-	-	-	-	-	-
Disagree with Policy	-	-	-	-	-	-
Disagree with Assessment	-	-	-	1	-	1
Discrimination	-	-	-	-	-	-
Inappropriate Action	-	-	-	-	-	-
Lack of Action	1	-	-	-	-	1
Quality of Advice/ Communication	-	1	-	2	-	3
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>5</b>

## Amber - response times

	Com Provision	MH/S/ DOLS	LD	Commiss	OP	Total
Within 25days	-	-	-	1	-	1
Within 65 days	1	1	-	2	-	4
TOTAL	1	1	-	3	-	5

## Amber Outcomes

	Com Provision	MH/S/ DOLS	LD	Commiss	OP	Total
Upheld	1	-	-	-	-	1
Partially Upheld	-	1	-	2	-	3
Not Upheld	-	-	-	1	-	1
TOTAL	1	1	-	3	-	5

## 33 Red Complaints

There were 0 complaints graded Red compared to 5 in the preceding year.

## 34 Equalities monitoring information

Following the guidance and best practice, it is important to understand who is making complaints and so we seek to identify who is making complaints. Only the following information was provided:

### Gender

Male: 11  
Female: 19

## 35 Who made the complaints

Customers themselves made most complaints directly, however there were some made by family members supporting people using adult social care services and a small number via an advocate.

Following receipt of a complaint, acknowledgements are sent to ensure a clear understanding of the complaint points and outcomes wanted, before beginning an investigation. This acknowledgement also invites people to let us know if they would like any support, including things like advocacy, provision of information in their preferred accessible format.

### 36 Payments

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's investigation, it is concluded that the LGSCO would find that there has been maladministration by the council causing injustice to the complainant with a recommendation that financial recompense should therefore be paid to the complainant.

#### Detail of payments made

LGSCO recommendation - For additional stress, anxiety and workload the council's inactions and failure to review and manage the care package properly caused over a number of years. With a significant delay in resolving the Direct Payments budget.	£1,000.00
LGSCO recommendation - To recognise his distress caused by the Council's failure to communicate effectively about the Direct payment.	£50.00
To recognise his time and trouble spent on complaining.	£50.00
LGSCO recommendation - For the frustration and distress caused by the delay in setting up a direct payment and poor communication.	£150
<b>Total</b>	<b>£1,250.00</b>

It is noted this is an increase from last year of £350.00 and all payments relate to issues around Direct Payments. Further action was also taken from an Ombudsman recommendation to:

Review the Direct Payment process and ensure the council provides a clear overview of the process, to include details on what information the council expects and approximate times for each part of the process.

### 37 Alternative dispute resolution

It is important to note that the complaints regulations and guidance for adult social care complaints are that a plan needs to be agreed between the complainant and the council about how the complaint will be dealt with and responded to, what outcomes are wanted and what can be realistically achieved.

Alternatives which may be considered include mediation, the opportunity to meet with senior managers, or the possibility of contributing to the review of policies and procedures.

### **38 Complaints dealt with by the local authority and NHS Bodies**

The CFT works with contracted agencies and statutory agencies to identify the main themes concerned in a complaint. Informal agreements are in place to provide the customer with a co-ordinated response with the agency responsible for the provision of the main areas of complaint taking the lead with co-operation from the other agencies as required.

### 39 Learning lessons/practice improvements

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

The council also offers a re-assessment of needs where possible, to ensure that nothing has been missed or that circumstances have not changed.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CFT collaborated with teams across the council to ensure learning from complaints continued to lead to improvements in services and that evidence of completed actions was provided. Some of the actions which have been recorded include the following, in addition to apologies, review of support and financial recompense:

- Review information provided about direct payments to give a clear overview and approximate times for each part of the process.
- Reminder to staff to discuss financial circumstances as part of any formal reviews of individual support plans and to report any change to Income Services.
- Developed and co-produced clear communication plans.
- Review the Direct Payment process and ensure the council provides a clear overview of the process, to include details on what information the council expects and approximate times for each part of the process.

### 40 Public Health

Complaints about services related to the functions of Public Health also fall under the legislation "Local Authority Social Services and National Health Service Complaints (England) Regulations 2009" and are therefore dealt with in the same way as those for adult social care services.

<b>Compliments</b>	<b>1</b>
<b>Complaints</b>	<b>0</b>
<b>Comments &amp; Concerns</b>	<b>0</b>

It is possible all expressions of dissatisfaction about Public Health Services were able to be resolved before they became a complaint for the second year in a row. However, this is something which has been noted, and the CFC manager (CFCM) is meeting with managers in Public Health to provide awareness refresher training for staff, to ensure complaints and feedback is appropriately identified, recorded, and dealt with.



**Corporate Services, Including Housing Services**  
**Annual Complaints Performance and Service Improvements Report**  
**April 2024 – March 2025**

## **41 Context**

Where there is not a statutory complaints procedures, complaints about corporate services including housing services are dealt with through the council's corporate complaints policy and procedure which can be found at [Raise a comment, compliment, complaint or concern – City of York Council](#)

There were 1132 complaints in this reporting period compared with 1391 in the preceding year. This is a decrease of 265 or 19. This is consistent with an expected small fluctuation each year. However, it is considered a significant factor in this decrease is the change in the policy for green waste collections. This means crews will return for missed collections and bins lost or damaged during collection will be replaced free of charge, without a resident needing to make a complaint.

The number of comments logged were 332 compared to 642 in the preceding year.

It is noted there have been 11 complaints which did not receive a response in this reporting period, which although is a significant improvement from previous years, it is an increase on last year's performance.

We are continuing to work to ensure every complaint is responded to. Those that did not receive a response in this reporting period remain ongoing and work will continue to provide a response, even though this will now be out of time.

All timescales contained within this report are for working days. It is also noted that in this reporting period there has been a significant increase in responses being provided out of the agreed timescale.

The CGT worked to keep people up to date when responses were delayed, although it is recognised this was not always possible.

It should however also be noted alongside the teams work in this period to move towards implementing the LGSCO complaint handling code, which will need to be implemented in full by 1 April 2026. This meant that more corporate complaints were being considered at stage 1 and then 2, rather than a previous grading process for all corporate complaints, except those under the jurisdiction of the HOS.

Although the timescales for the handling of corporate complaints will be reduced from April 2026 to 10 working days and 20 working days, it is expected the additional resource available through the moving of the complaints service to the

Customer and Communities Directorate, will over time provide the ability to improve the complaints service further. Any improvement in timescales are however unlikely to be evident until the 2026 – 2027 reporting period.

In addition, to complaints, the numbers of compliments are also recorded, and these are shown below for the directorates as they were known during the reporting period.

### Number of compliments received

Directorate	2021 – 2022	2022 - 2023	2023 - 2024		2024 - 2025
<b>Corporate Services</b>	9	12	5	<b>Governance</b>	4
<b>Customer &amp; Communities</b>	25	43	24	<b>Housing and Communities</b>	50
<b>People</b>	6	0	8	<b>Education</b>	9
<b>Place</b>	137	144	149	<b>Environment, Transport &amp; Planning</b>	206
<b>TOTAL</b>	<b>177</b>	<b>199</b>	<b>186</b>		<b>269</b>

The compliments received included:

- Gorgeous New kitchen fitted by great team of workers who were all marvellous hard working, clean and so professional.
- Thank you for the hard work of the council for getting rewire and damp work done quickly.
- Thanks to everyone involved in putting my house in order went above and beyond making our temporary move as easy as possible for which I am extremely grateful.
- Staff member fair and consistent in her approach when managing some very challenging situations, she has gone above and beyond through the entire process when supporting my patient into a decant house while the work and repairs are carried out.
- Housing repairs kept me updated with timescales and what was going on. I received texts and phone calls explaining what was been done on certain days so that I knew what stage the work was at.
- A big thank you for the service they have received for an emergency leak.
- Safety rails on staircase did a fantastic job deserves credit for the work.
- Housing Management Officer (HMO) was great, showed lots of care an empathy.
- Thank you to the housing management officer who is lovely, helpful and approachable.
- Thank you for helping while I was at James House.

- Thanks for all the help given during my time being homeless, at the time I didn't know what to do but you helped me greatly.
- Thank you for the help in finding accommodation when a family member was homeless.
- Just to see how if the rails and things have been put in was brilliant. The staff member was absolutely lovely.
- Help and support from the Refugee Resettlement Team was so appreciated and really helped.
- Thank you for replacing the street sign.
- Very pleased with new LED downlighting street lights on our street. A big improvement.
- Appreciate the street light has been done and resolved.
- Well done on the complete resurfacing of the road outside Morrisons, James Street. Good job.
- Thanks for arranging the patch on blossom street.
- The traffic warden at Monk Bar is always so helpful and friendly.
- The chaps that cut the grass did a great job.
- Thanks to staff for quick action to address overgrown tree.
- Thanks for quick action from the crew to remove fallen tree branch.
- Thank you to grass mowing team.
- Just a note to say what a great job your men have done on the alley.
- Really good job the street cleaners are doing.
- I'd like to compliment the high standard of the work done to clean the alleyway. A very thorough job!
- Well done with Hull Road park beck its much better rewilded. Today I saw a kingfisher fly along the line of the beck, then it perched for a while. Beautiful.
- Staff from graffiti called this morning to have a look at the situation. Despite the issue being outside their normal remit they very kindly and professionally resolved the problem. We are extremely pleased with the service.
- Street/gully cleaning just been completed. Really good job from the team concerned.
- Thanks for the support, empathy and professionalism given to me by the Blue Badge Dept while I was recently completing my renewal application.
- The Falls Prevention team was "absolutely fantastic," and very, very happy with the service provided.
- Thank you to NEO for getting the noise reduced.
- The update restored our faith in the planning process and in local government.
- Huge thankyou for communicating with the non council bin service to get the bin collected at a more sensible time.
- The bin men who come to the village of wheldrake every other Monday do an absolutely outstanding job. I have experienced so much kindness and helpfulness from them.
- Thanks to the waste crew for helping clear rubbish strewn everywhere.

- Thanks to waste crew I was having a nightmare of a morning and ended up pulling my rear windscreen wiper off. Crew member came over and reattached it for me, saving me a job as I wouldn't have known how to do it. Such lovely guys he was working with too.
- Thanks to crews for stacking boxes after collection.
- Thank you for making the medical collection so easy.
- Thank you to the team who emptied our recycling boxes this morning. They worked hard, were very energetic about their tasks, left no spillage around, and we were impressed.
- Chaps at Towthorpe HWRC were really helpful.
- Thanks to the two guys working at Towthorpe Tip who helped me find my wedding ring.
- Lady at the tip was extremely helpful.
- Hazel Court staff were brilliant, really helpful and helped sort out which waste needed to go in which skip. They even helped taking items to the correct areas, making sure anything that could be recycled was.
- Hazel Court the staff were great and helped unload items.
- Parking team unbelievably helpful explaining the appeals process and making sure I had everything I needed to sort this issue out efficiently. I was never kept waiting on the phone more than a few minutes.

The good practice from the statutory processes is clear that people should be able to provide feedback and have this responded to without this being seen as a complaint. Therefore concerns, comments and requests are also recorded through the 4Cs corporate complaint policy and procedures, and these are shown below:

### Number of Concerns, Comments and Requests

Directorate	2021 - 2022	2022 - 2023	2023 - 2024	Directorate	2024 - 2025
Corporate Services	58	28	24	Chief Operating Officer	1
Customer & Communities	203	104	60	Education	3
People	3	8	10	Environment, Transport & Planning	275
Place	1062	584	548	Finance	5
				Governance	12
				Housing and Communities	36
<b>TOTAL</b>	<b>1326</b>	<b>724</b>	<b>642</b>		<b>332</b>

## **42 Who can make a complaint**

The council's 4Cs corporate complaint policy and procedures states we will accept complaints from

- a member of public or anyone acting on behalf of a customer with the proper authority and consent,

And using any of the following contact methods:

- in person
- by phone
- by letter
- by email
- through our website. [www.york.gov.uk](http://www.york.gov.uk)

## **43 Grading of complaints**

The CGT assess the appropriate grade to investigate a complaint or to refer to the relevant Ombudsman, taking account of issues such as:

- risk to the customer and the authority
- severity of the risk
- whether the issues in question are a one off, are a reoccurrence and likelihood of reoccurrence.

## **44 Response times**

It is considered good practice that a key requirement of a complaint procedure is the importance of informing service users of the outcome of their complaints in an appropriate time. The timescales set out in the 4Cs corporate complaint policy and procedures are:

- grade one - 20 working days (10 for housing complaints in line with the Housing Ombudsman Service guidance)
- grade two - 30 working days (20 for housing complaints in line with the Housing Ombudsman Service guidance)

In addition to the above all complaints under the 4Cs corporate complaint policy and procedures were investigated and responded to by the CGT which means these were conducted independently and impartially.

## Details of complaints

### 45 Grade one complaints

#### Primary theme by directorate

<b>2023 - 2024</b>	<b>Staff attitude</b>	<b>Disagree with assess - ment</b>	<b>Disagree with policy</b>	<b>Discrimination</b>	<b>Inappropriate action</b>	<b>Lack of action</b>	<b>Quality of advice, communication/work</b>	<b>TOTAL</b>
<b>Corporate Services</b>	-	-	1	-	1	1	-	<b>3</b>
<b>Customer &amp; Communities</b>	-	2	9	-	19	13	6	<b>49</b>
<b>People</b>	-	-	-	-	2	5	-	<b>7</b>
<b>Place</b>	-	14	73	-	43	229	27	<b>386</b>
<b>Total</b>	-	<b>16</b>	<b>83</b>	-	<b>65</b>	<b>248</b>	<b>33</b>	<b>445</b>

<b>2024 - 2025</b>	<b>Staff attitude</b>	<b>Disagree with assess - ment</b>	<b>Disagree with policy</b>	<b>Discrimination</b>	<b>Inappropriate action</b>	<b>Lack of action</b>	<b>Quality of advice, communication/work</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-	-
Education	-	2	-	-	1	9	-	<b>12</b>
Environment, Transport & Planning	1	21	129	-	32	321	20	<b>524</b>
Finance	-	9	7	-	14	27	7	<b>64</b>
Governance	-	-	-	-	-	1	1	<b>2</b>
Housing & Communities	-	6	11	1	20	115	17	<b>170</b>
<b>Total</b>	<b>1</b>	<b>38</b>	<b>147</b>	<b>1</b>	<b>67</b>	<b>473</b>	<b>45</b>	<b>772</b>

#### Outcome by directorate

<b>2023 - 2024</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Partly upheld</b>	<b>Not pursued</b>	<b>No response</b>	<b>%*</b>	<b>Not proven</b>	<b>Resolved Without Investigation</b>	<b>TOTAL</b>
<b>Corporate Services</b>	2	-	-	1	-		-		<b>3</b>
<b>Customer &amp; Communities</b>	10	27	6	3	1		1	1	<b>49</b>
<b>People</b>	-	3	4	-	-	-	-	-	<b>7</b>
<b>Place</b>	187	98	73	18	4		4	2	<b>386</b>
<b>Total</b>	<b>199</b>	<b>128</b>	<b>83</b>	<b>22</b>	<b>5</b>		<b>5</b>	<b>3</b>	<b>445</b>

<b>2024 - 2025</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Partly upheld</b>	<b>Not pursued</b>	<b>No response</b>	<b>%*</b>	<b>Not proven</b>	<b>Resolved Without Investigation</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-	-	-
Education	5	4	-	-			-	3	12
Environment, Transport & Planning	214	163	45	37	5		-	60	524
Finance	12	41	4	1	1	2%	1	4	64
Governance	-	1	-	-	-	-	-	1	2
Housing & Communities	77	38	19	9	-	-	2	25	170
<b>Total</b>	<b>308</b>	<b>247</b>	<b>68</b>	<b>47</b>	<b>6</b>	<b>-</b>	<b>3</b>	<b>93</b>	<b>772</b>

%\* are rounded up or down to the nearest whole number

### Responding in time performance by directorate

<b>2023 - 2024</b>	<b>In time</b>	<b>%*</b>	<b>Out of time</b>	<b>%*</b>	<b>Not pursued</b>	<b>%*</b>	<b>TOTAL</b>
<b>Corporate Service</b>	1	33%	1	33%	1	33%	3
<b>Customers &amp; Communities</b>	34	69%	14	29%	1	2%	49
<b>People</b>	3	43%	4	57%	-	-	7
<b>Place</b>	212	55%	156	40%	18	5%	386
<b>Total</b>	<b>250</b>	<b>56%</b>	<b>175</b>	<b>39%</b>	<b>20</b>	<b>5%</b>	<b>445</b>

<b>2024 - 2025</b>	<b>In time</b>	<b>%*</b>	<b>Out of time</b>	<b>%*</b>	<b>Not pursued</b>	<b>%*</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-
Education	8	67%	4	33%	-	-	12
Environment, Transport & Planning	170	32%	317	60%	37	7%	524
Finance	34	53%	29	45%	1	2%	64
Governance	2	100%	-	-	-	-	2
Housing & Communities	59	35%	102	60%	9	5%	170
<b>Total</b>	<b>273</b>	<b>35%</b>	<b>452</b>	<b>59%</b>	<b>47</b>	<b>6%</b>	<b>772</b>

%\* are rounded up or down to the nearest whole number

24 of the 29 out of time were completed within 30 working days.

## 46 Grade Two Complaints

### Primary theme by directorate

<b>2023 - 2024</b>	<b>Staff attitude</b>	<b>Disagree with assessment</b>	<b>Disagree with policy</b>	<b>Discrimination</b>	<b>Inappropriate action</b>	<b>Lack of action</b>	<b>Quality of advice, communication/work</b>	<b>TOTAL</b>
Corporate Services	-	-	1	-	1	-	-	2
Customer & Communities	-	1	7	-	5	4	-	17
People	-	-	-	-	1	2	-	3
Place	-	26	601	1	141	140	15	924
<b>Total</b>	<b>-</b>	<b>27</b>	<b>609</b>	<b>1</b>	<b>148</b>	<b>146</b>	<b>15</b>	<b>946</b>

<b>2024 - 2025</b>	<b>Staff attitude</b>	<b>Disagree with assessment</b>	<b>Disagree with policy</b>	<b>Discrimination</b>	<b>Inappropriate action</b>	<b>Lack of action</b>	<b>Quality of advice, communication/work</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-	-
Education	-	2	-	-	2	2	-	6
Environment, Transport & Planning	-	13	95	-	10	167	8	293
Finance	-	4	4	-	1	3	2	14
Governance	-	-	-	-	-	-	-	-
Housing & Communities	-	3	5	-	9	23	7	47
<b>Total</b>	<b>-</b>	<b>22</b>	<b>104</b>	<b>-</b>	<b>22</b>	<b>195</b>	<b>17</b>	<b>360</b>

### Outcome by directorate

<b>2023 - 2024</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Partly upheld</b>	<b>Not pursued</b>	<b>No response</b>	<b>%*</b>	<b>Not proven</b>	<b>Resolved Without Investigation</b>	<b>TOTAL</b>
Corporate Services	-	1	-	1	-	-	-	-	2
Customer & Communities	3	11	3	-	-	-	-	-	17
People	1	2	-	-	-	-	-	-	3
Place	757	102	33	24	5		1	2	924
<b>Total</b>	<b>761</b>	<b>116</b>	<b>36</b>	<b>25</b>	<b>5</b>		<b>1</b>	<b>2</b>	<b>946</b>



<b>2024 - 2025</b>	<b>Upheld</b>	<b>Not upheld</b>	<b>Partly upheld</b>	<b>Not pursued</b>	<b>No response</b>	<b>%*</b>	<b>Not proven</b>	<b>Resolved Without Investigation</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-	-	-
Education	1	3	1	1	-	-	-	-	
Environment, Transport & Planning	206	49	16	7	7	2%	-	8	<b>293</b>
Finance	1	12	-	-	-	-	-	1	<b>14</b>
Governance	-	-	-	-	-	-	-	-	-
Housing & Communities	17	20	3	2	-	-	-	5	<b>47</b>
<b>Total</b>	<b>225</b>	<b>84</b>	<b>20</b>	<b>10</b>	<b>7</b>		<b>-</b>	<b>14</b>	<b>360</b>

### Responding in time performance by directorate

<b>2023 – 2024</b>	<b>In time</b>	<b>%*</b>	<b>Out of time</b>	<b>%*</b>	<b>Not pursued</b>	<b>%*</b>	<b>TOTAL</b>
<b>Corporate Service</b>	1	50%	-	-	1	50%%	<b>2</b>
<b>Customers &amp; Communities</b>	10	59%	7	41%	-	-	<b>17</b>
<b>People</b>	-	-	3	100%	-	-	<b>3</b>
<b>Place</b>	816		83		25		<b>924</b>
<b>Total</b>	<b>827</b>		<b>93</b>		<b>26</b>		<b>946</b>

<b>2024 - 2025</b>	<b>In time</b>	<b>%*</b>	<b>Out of time</b>	<b>%*</b>	<b>Not pursued</b>	<b>%*</b>	<b>TOTAL</b>
Chief Operating Officer	-	-	-	-	-	-	-
Education	-	0%	5	83%	1	17%	<b>6</b>
Environment, Transport & Planning	165	56%	121	41%	7	2%	<b>293</b>
Finance	1	7%	13	93%	-	-	<b>14</b>
Governance	-	-	-	-	-	-	-
Housing & Communities	6	13%	39	83%	2	4%	<b>47</b>
<b>Total</b>	<b>172</b>	<b>48%</b>	<b>178</b>	<b>49%</b>	<b>10</b>	<b>3%</b>	<b>360</b>

**%\* are rounded up or down to the nearest whole number**

## **47 Learning lessons/practice Improvements**

The council is always happy to consider appropriate ways of resolving a customer's complaint including meeting with customers to hear their concerns and suggestions for improvements and putting these improvements into place.

Most complaints logged at grade 2 as a disagreement with policy, are again about the current policy of advising residents that the council will not pay for a replacement bin, when they report their bin has been damaged or gone missing after being collected.

It is however noted there is a significant reduction in the complaints being recorded at grade 2 disagreeing with policy. It is considered this is in part due to the change in policy for replacement and missed collections relating to green waste, part way through this reporting period.

However, the ongoing waste services policy means that when grey, household bins are reported damaged or lost, residents will continue to be told they must pay for a replacement. This means residents either must pay for a replacement or make a complaint to reach an appropriate resolution.

This creates additional time and trouble for members of the public, or costs for those who feel unable or unwilling to make a complaint. This is in addition to the additional work needed by council officers to respond to and resolve the complaints.

Complaints provide senior managers with useful information in respect of the way that services are delivered, so that improvements can be made. The CGT is collaborating with teams across the council to ensure learning from complaints is leading to improvements in services and that evidence of actions being completed are provided.

Some of the actions taken by services in addition to apologies and financial recompense are:

- Replacement waste containers, free of charge.
- Crew reminders and monitoring.
- Review of procedures.
- Repairs completed.
- Review of staff training and guidance.
- Agreements about frequency of updates.
- Refund of charges.
- Updated public information to ensure it is clear, accurate and up to date.
- Updated recording systems.

- Review of processes to ensure that complaints and repair issues are properly logged and responded to.
- Provide written information to residents.

As the council is committed to transparency and where there is no conflict or risk to the complainant's interest or could compromise their anonymity, we have included the summary details of the LGSCO findings at Annex 1.

## **48 Payments**

The council provides financial recompense if, after a complaint has been investigated or as part of an LGSCO's or HOS investigation, it is concluded that the LGSCO or HOS would find that there has been maladministration by the council causing injustice to the complainant; and would recommend that financial recompense should therefore be paid to the complainant. The following table sets out the payments made during this reporting period which is reduction from the amount of £8638.00 last year.

**Details of payments made**

HSO Order – For delayed complaint stage 2 response	£50.00
HSO Order - in recognition of its handling of the resident's reports of water ingress, damp, and mould.	£850.00
In recognition of its poor complaint handling	£250.00
LGSCO action - in recognition of failure to investigate a building control issue and delay in responding to the complaint and failure to keep in contact.	£150.00
Complaint action – standard of modernisation work.	£100.00
Complaint action – to recompense for damage to clothing because of delays in completing repairs.	£75.00
Complaint action – in recognition of the inconvenience, time trouble and upset from delays in responding to the complaint.	£200.00
Complaint action – in recognition of the inconvenience from delays completing repairs.	£50.00
<b>Total</b>	<b>£1,725.00</b>

**49 Alternative dispute resolution**

Based on the good practice guidance in the statutory complaints' procedures, the council also considers whether there would be an appropriate alternative way of resolving complaints rather than completing an investigation.

Alternatives which may be considered include mediation, the opportunity to meet with senior managers, requests for service areas to action the outcomes being requested, where this is proportionate, or the possibility of contributing to the review of policies and procedures.

**Cases received by the LGSCO**

<b>Category</b>	<b>Received</b>
Benefits & Tax	17/06/2024
Education & Children's Services	05/04/2024
Housing	12/04/2024
Planning & Development	04/04/2024
Environmental Services & Public Protection & Regulation	16/04/2024
Planning & Development	18/04/2024
Adult Care Services	12/04/2024
Adult Care Services	23/04/2024
Adult Care Services	18/06/2024
Environmental Services & Public Protection & Regulation	20/06/2024
Environmental Services & Public Protection & Regulation	26/06/2024
Highways & Transport	26/06/2024
Environmental Services & Public Protection & Regulation	18/06/2024
Adult Care Services	15/07/2024
Adult Care Services	12/07/2024
Planning & Development	07/08/2024
Highways & Transport	30/07/2024
Adult Care Services	12/08/2024
Environmental Services & Public Protection & Regulation	21/08/2024
Adult Care Services	27/08/2024
Highways & Transport	31/08/2024
Planning & Development	04/09/2024
Planning & Development	01/09/2024
Benefits & Tax	24/09/2024
Environmental Services & Public Protection & Regulation	23/09/2024
Environmental Services & Public Protection & Regulation	25/09/2024
Environmental Services & Public Protection & Regulation	30/09/2024
Adult Care Services	01/10/2024
Housing	09/10/2024
Education & Childrens Services	03/10/2024
Planning & Development	22/10/2024
Environmental Services & Public Protection & Regulation	24/10/2024
Housing	24/10/2024
Environmental Services & Public Protection & Regulation	31/10/2024
Other	04/11/2024
Planning & Development	11/11/2024
Benefits & Tax	14/11/2024
Highways & Transport	07/01/2025
Highways & Transport	02/12/2024
Environmental Services & Public Protection & Regulation	13/01/2025
Housing	17/01/2025
Adult Care Services	21/01/2025
Environmental Services & Public Protection & Regulation	23/01/2025
Corporate & Other Services	10/02/2025
Housing	03/03/2025

Adult Care Services	05/03/2025
Adult Care Services	17/03/2025
Benefits & Tax	25/03/2025
Corporate & Other Services	20/03/2025
Corporate & Other Services	21/03/2025
Benefits & Tax	26/03/2025
Environmental Services & Public Protection & Regulation	27/03/2025
Benefits & Tax	27/03/2025

## Cases decided by the LGSCO

### Abbreviations

Mal – maladministration

Inj – injustice

PA – person affected (customer/complainant)

Rep – representative for the PA

Category	Decided	Decision	Decision Reason	Remedy
Housing	29/04/2024	Not Upheld	no fault	
Adult Care Services	18/06/2024	Upheld	fault & inj	Apology, Provide training and/or guidance
Education & Childrens Services	15/10/2024	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble
Adult Care Services	27/06/2024	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Provide training and/or guidance, Procedure or policy change/review
Corporate & Other Services	11/04/2024	Closed after initial enquiries	Not warranted by alleged injustice	
Housing	05/06/2024	Closed after initial enquiries	Not warranted by alleged fault	
Benefits & Tax	18/06/2024	Closed after initial enquiries	26(6)(a) tribunal Other	
Education & Childrens Services	16/05/2024	Referred back for local resolution	Premature Decision - referred to Organisation	
Education & Childrens Services	09/09/2024	Not Upheld	no fault	
Benefits & Tax	11/04/2024	Closed after initial enquiries	Not warranted by alleged fault	
Adult Care Services	18/04/2024	Closed after initial enquiries	Other reason not to investigate	
Adult Care Services	12/02/2025	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss,

				Provide services to person affected
Planning & Development	12/04/2024	Closed after initial enquiries	Not warranted by alleged fault	
Housing	17/06/2024	Closed after initial enquiries	At request of complainant	
Environmental Services & Public Protection & Regulation	09/05/2024	Closed after initial enquiries	Sch 5.5A/5.5B Social housing landlord	
Planning & Development	09/05/2024	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
Environmental Services & Public Protection & Regulation	16/04/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	
Planning & Development	05/06/2024	Closed after initial enquiries	S26(1) Not an admin function of authority	
Adult Care Services	22/05/2024	Closed after initial enquiries	Not warranted by alleged fault	
Adult Care Services	26/03/2025	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, provide services/information to others affected
Environmental Services & Public Protection & Regulation	20/06/2024	Referred back for local resolution	Premature Decision - advice given	
Environmental Services & Public Protection & Regulation	26/06/2024	Referred back for local resolution	Premature Decision - advice given	
Highways & Transport	21/08/2024	Upheld	Injustice remedied during LGO consideration	Provide services to person affected
Environmental Services & Public Protection & Regulation	04/07/2024	Closed after initial enquiries	26(6)(c) Court remedy	
Adult Care Services	08/11/2024	Not Upheld	At request of complainant	
Adult Care Services	12/07/2024	Referred back for local resolution	Premature Decision - advice given	
Planning & Development	07/08/2024	Referred back for local resolution	Premature Decision - advice given	
Highways & Transport	17/09/2024	Closed after initial enquiries	Other Agency better placed	
Adult Care Services	04/02/2025	Closed after initial enquiries	Other reason not to investigate	
Environmental Services & Public Protection & Regulation	21/08/2024	Referred back for local resolution	Premature Decision - advice given	

Adult Care Services	04/11/2024	Closed after initial enquiries	Not warranted by alleged fault	
Highways & Transport	15/10/2024	Closed after initial enquiries	Not warranted by alleged injustice	
Planning & Development	29/10/2024	Closed after initial enquiries	Not warranted by alleged injustice	
Planning & Development	11/03/2025	Upheld	fault & inj	Apology, Financial redress: Avoidable distress/time and trouble, New appeal/review or reconsidered decision
Benefits & Tax	22/10/2024	Closed after initial enquiries	Not warranted by alleged fault	
Environmental Services & Public Protection & Regulation	28/11/2024	Referred back for local resolution	Premature Decision - referred to Organisation	
Environmental Services & Public Protection & Regulation	04/12/2024	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
Environmental Services & Public Protection & Regulation	06/11/2024	Closed after initial enquiries	Not warranted by alleged fault	
Adult Care Services	01/10/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	
Housing	09/10/2024	Referred back for local resolution	Premature Decision - advice given	
Planning & Development	18/12/2024	Closed after initial enquiries	Not warranted by alleged injustice	
Environmental Services & Public Protection & Regulation	24/10/2024	Referred back for local resolution	Premature Decision - advice given	
Housing	24/10/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	
Environmental Services & Public Protection & Regulation	16/12/2024	Closed after initial enquiries	Not warranted by alleged injustice	
Other	04/11/2024	Incomplete/Invalid	Insufficient information to proceed and PA advised	
Benefits & Tax	09/12/2024	Closed after initial enquiries	26(6)(a) tribunal Other	
Highways & Transport	21/02/2025	Closed after initial enquiries	Not warranted by alleged fault	
Housing	17/01/2025	Referred back for local resolution	Premature Decision - advice given	



Environmental Services & Public Protection & Regulation	23/01/2025	Referred back for local resolution	Premature Decision - advice given	
Benefits & Tax	27/03/2025	Referred back for local resolution	Premature Decision - advice given	

## Compliance with Agreed Remedies

Category	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
Education & Childrens Services	27/02/2024	Financial redress: Avoidable distress/time and trouble New appeal/review or reconsidered decision Provide training and/or guidance	23/04/2024	17/04/2024	Remedy complete and satisfied
Adult Care Services	17/06/2024	Apology Provide training and/or guidance	18/07/2024	16/07/2024	Remedy complete and satisfied
Environmental Services & Public Protection & Regulation	05/03/2024	Apology Financial redress: Avoidable distress/time and trouble Provide services to person affected Procedure or policy change/review	05/06/2024	17/06/2024	Remedy complete and satisfied
Education & Childrens Services	14/10/2024	Financial redress: Avoidable distress/time and trouble	12/11/2024	12/11/2024	Remedy complete and satisfied
Adult Care Services	26/06/2024	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance Procedure or policy change/review	27/09/2024	26/09/2024	Remedy complete and satisfied

Highways & Transport	20/08/2024	Provide services to person affected	21/08/2024	20/08/2024	Remedy completed late
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**Corporate Scrutiny Committee****10 November 2025**

Report of the Chief Strategy Officer

**Climate Change Audit Report 2025****Summary**

1. City of York Council's Climate Change Programme was selected for internal audit in October 2024. The audit was undertaken by Veritau.
2. The audit covered the council's Climate Change Action Plan (CCAP) and emissions reporting process (both city-wide and corporate emissions reports).
3. The audit was completed in July 2025, with a conclusion that:

“A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. Our overall opinion of the controls within the system at the time of the audit was that they provided Substantial Assurance.”
4. The audit report included key findings, recommendations and actions relating to the Climate Change Action Plan and Annual Carbon Emissions Reports:
  - i. Wording and categorisation of the actions within the Action Plan
  - ii. Actions are updated based on unverified information
  - iii. Reporting of biomass-related Scope 2 emissions
  - iv. Expanding the range of emissions sources covered in Scope 3 and Outsourced Scope 3
5. This report sets out the proposed response to the key findings, recommendations and actions in the audit report. Feedback from Corporate Scrutiny Committee is requested to ensure the response to the audit report's conclusions are sufficient and appropriate.

## Background

6. City of York Council's Climate Change Programme was selected for internal audit in October 2024 by Veritau. The scope of the audit was agreed as to:

Provide assurance to management that procedures and controls within the system will ensure that:

- A suitable action plan is in place that supports the achievement of the council's Climate Change Strategy and enables monitoring of progress against this strategy.
- There is a robust procedure in place to identify, collect, accurately assess, and report on council and city-wide carbon emissions data.

7. The audit covered the council's Climate Change Action Plan (CCAP) and emissions reporting process (both city-wide and corporate emissions reports), and consisted of the following phases:

- i. Information request
- ii. Field work and analysis
- iii. Midpoint meeting
- iv. Assessment and review of initial findings
- v. Endpoint meeting
- vi. Draft report
- vii. Final report

8. The final report was issued on 21/07/2025. The key findings, recommendations and actions are summarised in the table within the report (Annex 1). Findings are rated using the following scale:

Critical	A fundamental system weakness, which presents unacceptable risk to the system objectives and requires urgent attention by management.
Significant	A significant system weakness, whose impact or frequency presents risks to the system objectives, which needs to be addressed by management.
Moderate	The system objectives are not exposed to significant risk, but the issue merits attention by management.
Opportunity	There is an opportunity for improvement in efficiency or outcomes but the system objectives are not exposed to risk.

9. The proposed actions in response to the audit findings are set out below:

Finding	Action	Timescale	Owner
Wording and categorisation of the actions within the Action Plan	<p>The Carbon Reduction Team will revise existing actions to ensure they meet S.M.A.R.T. goal criteria wherever possible, as part of the biennial review cycle.</p> <p>A key and legend will be added to the next iteration of the Action Plan.</p>	To be incorporated as part of the 2026 review cycle	Shaun Gibbons (Head of Carbon Reduction)
Actions are updated based on unverified information	<p>As part of the Action Plan update process, the Carbon Reduction Team will request evidence of progress against actions from action owners.</p> <p>Evidence could include: Decision papers, funder reports, photographs, dashboards, installation sign-off, project evaluation, public reports and press releases.</p>	To be incorporated as part of the 2026 review cycle and every subsequent update	Shaun Gibbons (Head of Carbon Reduction)
Reporting of biomass-related Scope 2 emissions	<p>The Carbon Reduction Team will include emissions derived from biomass-generated electricity consumption in the next annual emissions report.</p> <p>Where this figure is known, emissions factors will be calculated and report.</p> <p>As part of our REGO arrangement, it may not be possible to calculate the exact percentage of energy derived from biomass. The Carbon Reduction Team will work with our energy provider to calculate this figure.</p>	As part of the reporting period for November 2025	Shaun Gibbons (Head of Carbon Reduction)

Expanding the range of emissions sources covered in Scope 3 and Outsourced Scope 3	<p>Previous emissions reports have included Scope 3 based on availability of data, with some suppliers being more pro-active in providing this data than others.</p> <p>For the reporting period of 2026, the Carbon Reduction Team will work with Procurement to undertake a priority assessment of scope 3 emissions sources and request evidence from suppliers.</p>	As part of the reporting period for November 2026	Shaun Gibbons (Head of Carbon Reduction)
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10. Following a decision at the Executive Member Decision Session on 19 November 2024, updates to the Climate Change Action Plan have reverted to biennial. The next scheduled updated Climate Change Action Plan is therefore due 2026, when the relevant actions will have been implemented.
11. Carbon emissions reporting is undertaken annually. The inclusion of biomass-related scope 2 emissions will be incorporated into the 2025 report. The updates to prioritising and recording Scope 3 emissions require an assessment of existing procurement contracts and input from suppliers. Work will begin in 2025 but will not be incorporated until the 2026 emissions report, at the earliest.
12. Overall, the audit report concluded that:
 

“A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. Our overall opinion of the controls within the system at the time of the audit was that they provided Substantial Assurance.”

## **Consultation**

13. The internal Climate Change and Natural Capital Programme Board have reviewed the audit report and suggested actions in response to the audit findings.

## **Options**

14. Option 1: Do not implement the proposed actions in response to the audit findings

Option 2: Amend the proposed actions in response to the audit findings

Option 3: Implement the proposed actions in response to the audit findings

## **Analysis**

15. Implementing the proposed actions from the audit report will address the identified areas of concern of the Climate Change Action Plan and Carbon Emissions Reporting process. The changes will improve accuracy, confidence and transparency.
16. The proposed actions will be implemented by the Carbon Reduction Team, and the updates can be accommodated within the current update and reporting cycles.
17. Implementing the proposed action to evidence progress against climate actions will require greater input from service areas within the council.

## **Council Plan**

18. The recommendation directly contributes to the Climate and Environment core commitment in the Council Plan 2023-27. Implementing the identified actions improves transparency and improves monitoring of the action plan and progress towards our net zero carbon ambition.

## **Implications**

- **Financial** – implementing the actions can be incorporated into the existing workstream of the Carbon Reduction Team, with no additional budget requirements.
- **Human Resources (HR)** – No HR implications have been identified.

- **Equalities** – No Equalities implications have been identified.
- **Legal** – There are no legal obligations for local authority's reporting carbon emissions or progress against climate change.
- **Crime and Disorder** – No Crime and Disorder implications have been identified.
- **Information Technology (IT)** – No IT implications have been identified.
- **Property** – No property implications have been identified.
- **Other** – None

### **Risk Management**

19. If the findings of the audit report are not actioned, the areas for improvement associated with the Climate Change Action Plan and Carbon Emissions Reports will not be addressed. This may reduce limit the council's ability to monitor progress towards our net zero carbon ambition and erode trust in the approach.

### **Recommendations**

20. Scrutiny Committee is asked to consider the options presented in response to the audit findings of the Climate Change Action Plan and Carbon Emissions Reporting.

Reason: Inform the council's response to the audit findings.



**Contact Details****Author:**

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 Head of Carbon Reduction  
 Carbon Reduction  
[Shaun.gibbons@york.gov.uk](mailto:Shaun.gibbons@york.gov.uk)

**Chief Officer Responsible for the report:**

Claire Foale  
 Chief Strategy Officer

Report  
 Approved



Date 21 October  
 2025

**Specialist Implications Officer(s)** None

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

**All**

☒

**For further information please contact the author of the report**

**Background Papers:**

York Climate Change Strategy (2022-2032)

<https://www.york.gov.uk/downloads/file/8948/york-climate-change-strategy-2022-to-2032>

York Climate Change Action Plan

[https://democracy.york.gov.uk/documents/s179441/Annex%20A\\_York%20Climate%20Change%20Action%20Plan\\_2024.pdf](https://democracy.york.gov.uk/documents/s179441/Annex%20A_York%20Climate%20Change%20Action%20Plan_2024.pdf)

Update of Climate Change Action Plan (2024)

[https://democracy.york.gov.uk/documents/s179440/EMDS\\_Climate%20Action%20Plan\\_2024.pdf](https://democracy.york.gov.uk/documents/s179440/EMDS_Climate%20Action%20Plan_2024.pdf)

Annual Carbon Emissions Report (2023/24)

<https://democracy.york.gov.uk/documents/s179414/Report.pdf>

**Annexes**

Annex 1 – Climate Change Audit Report (2025)

## **Abbreviations**

ACER – Annual Carbon Emissions Report

CCAP – Climate Change Action Plan

REGO – Renewable Energy Guarantee of Origin

SMART – Specific, Measurable, Achievable, Reasonable, Time-bound

## INTERNAL AUDIT REPORT

# CARBON ADAPTATION AND REDUCTION

CITY OF YORK COUNCIL

Page 99

	Critical	Significant	Moderate	Opportunity
Findings	0	0	3	1
Overall audit opinion	Substantial assurance			

Status: Final

Date Issued: 21 July 2025

Responsible Officer: Interim Director  
of City  
Development

## INTRODUCTION

Climate change and its consequences is one of the main challenges faced by all communities, public and private institutions alike. In March 2019, the City of York Council ('the council'), declared a climate emergency to recognise these consequences and the council's role in helping to tackle the causes and impacts of climate change. Subsequently, the council developed a Climate Change Strategy ('the Strategy') and a Climate Change Action Plan ('the Action Plan') to guide the implementation of the Strategy. Both documents were approved by Council in 2022. As part of this Strategy, the council has set an ambition for York to achieve net zero carbon output by 2030 and this Strategy forms part of the wider York 2032 vision for the city. The Action Plan was recently updated and approved by the Executive Member for Environment and Climate Change in November 2024. A biennial review cycle for the Action Plan was also agreed.

A fundamental basis for the council's Strategy and Action Plan is the annual reporting of carbon emissions. This data enables the organisation to track the key sources of carbon emissions and assess the effectiveness of strategies to meet the council's climate emissions targets. The council produces two separate emissions reports each year: a city-wide York Emissions Inventory Report ('YEIR'), and a corporate Annual Carbon Emissions Report ('ACER').

The YEIR provides information on emissions across the York local authority area, with the aim of monitoring the council's progress towards its net zero target of 2030. The data is sourced from the Department for Energy Security and Net Zero ('DESNZ') local and regional greenhouse gas emissions statistics. The ACER focuses on the emissions produced from the council's operations. Data for this report is sourced from various locations and compiled using the Local Government Association's ('LGA') Greenhouse Gas Accounting tool as a reporting framework.

## OBJECTIVES AND SCOPE

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

- ▲ A suitable Action Plan is in place that supports the achievement of the council's Climate Change Strategy and enables monitoring of progress against this Strategy.
- ▲ There is a robust procedure in place to identify, collect, accurately assess and report on council and city-wide carbon emissions data.

## KEY FINDINGS

An Action Plan is in place that is aligned with the council's Climate Change Strategy. Nevertheless, testing found that the actions within the public-facing version of the Action Plan were not always worded in a reader-friendly manner, and performance indicators and timescales for completion were often not specified. In addition, the informative labels that accompanied the actions, indicating their carbon saving impact, cost and timeframe, were not clearly defined. Thus, an external reader would not be readily able to understand the contents of the Action Plan or grasp how progress would be monitored for many of the actions. However, this level of detail was often recorded in the draft versions of the plan used by the Carbon Reduction Team ('CRT').

A review of arrangements to update the Action Plan confirmed there is a clear, biennial process established to ensure it is updated at the intervals agreed by the Executive Member and all relevant parties are consulted as part of this update. Nevertheless, it was noted that updates may be made to the Action Plan without verifying the information provided by action owners, which increases the risk of updates being inaccurate.

Regarding emissions reporting, a sound control environment is in place for the identification, collection and reporting of carbon emissions. This was particularly the case for the YEIR, where a reperformance of the report discovered no errors in its calculation and preparation. In terms of the ACER, fieldwork identified clerical mistakes made in the processing and entry of source data, although these had a negligible impact in the emissions totals. The reperformance of this report also identified minor omissions in Scope 2 emissions, and the potential for expanding the extent of Scope 3 reporting to increase the accuracy of emissions reported.

## OVERALL CONCLUSIONS

A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited. Our overall opinion of the controls within the system at the time of the audit was that they provided Substantial Assurance.

## 1 Wording and categorisation of the actions within the Action Plan

**Moderate**

### Control weakness

The actions in the Action Plan do not have clear completion timescales, or KPIs. The criteria behind the categorisation of actions are not transparent and it is unclear which actions are the responsibility of the council or third parties.

### What is the risk?

The actions in the Action Plan are not achievable, and achieving them may not be enough to meet the objectives stated in the Climate Change Strategy. Progress against the Action Plan cannot be easily identified or monitored.

### Findings

There are no legislative or statutory requirements specifically governing the creation and maintenance of climate change action plans for local authorities. Nevertheless, a well-crafted action plan is essential for enabling the council to achieve the objectives set out in its Climate Change Strategy. A review of the Action Plan found that it covered all key themes established in the council's Climate Change Strategy, but the wording of actions did not consistently meet S.M.A.R.T. goal criteria<sup>1</sup>. Whilst all the actions were found to be relevant for addressing the Strategy's objectives, most of them lacked specific timescales for completion. Similarly, the wording of many actions did not include success metrics, nor allow the reader to infer how progress or completion could be checked, or whether the council or a third party was responsible for the action.

The actions within the Plan are categorised in terms of carbon savings impact, cost, timescale for completion, and co-benefits. The published version of the Action Plan does not include a key with definitions of the category labels used but this is documented in a draft, internal version of the Action Plan. Likewise, the published version of the Action Plan does not explain the methodology underlying the categorisation process, and this was also not documented in the draft version. Including a key explaining the various labels would make the published version more transparent.

### Agreed action

The CRT will revise existing actions to ensure they meet S.M.A.R.T. goal criteria as part of the biennial review cycle. The CRT will also add a key and legend to the next iteration of the Action Plan.

**Responsible officer:** Head of Carbon Reduction

**Timescale:** 31 October 2026

<sup>1</sup> S.M.A.R.T goal criteria, established by George Doran, suggests that all goals should be specific, measurable, achievable, realistic and time-bound.

## 2 Actions are updated based on unverified information

**Moderate****Control weakness**

Updates to actions within the Action Plan are made without supporting evidence from action owners.

**What is the risk?**

The updates do not reflect the actual progress against an action's objective, therefore hindering the council's ability to monitor their progress against the Climate Change Strategy and reducing confidence in the accuracy of the Action Plan.

**Findings**

In order to update the Action Plan with the progress made throughout its lifecycle, the CRT contacts action holders and asks them to report on the status of their projects.

During the audit, we were provided with examples of these communications, including the progress updates the CRT received. However, none of the updates we reviewed included supporting evidence to substantiate the reports.

The CRT confirmed that they do not require action holders to provide evidence of their progress in completing the actions.

**Agreed action**

The CRT will request evidence of progress against actions from action owners in the next update of the action plan.

**Responsible officer:** Head of Carbon Reduction**Timescale:** 31 October 2025

### 3 Reporting of biomass-related Scope 2 emissions

**Moderate**

#### Control weakness

The council is not reporting the emissions derived from their biomass-generated electricity consumption in line with reporting guidance.

#### What is the risk?

By omitting a source of emissions in their reporting, the council may not be able to accurately monitor progress towards achieving their emissions targets and this may impact decision making.

#### Findings

The Greenhouse Gas ('GHG') Protocol Scope 2 Guidance document<sup>2</sup> states that CH<sub>4</sub> and N<sub>2</sub>O emissions derived from electricity consumption generated from biomass should be reported within Scope 2 (p. 61). This is because the generation of energy from biomass still produces GHG emissions, and thus should not be treated as a zero-emission factor (p. 57).

The council has a green energy tariff with electricity generated from a variety of renewable sources including hydro, wind, solar, and what appears to be biomass, according to the provider's fuel mix disclosure<sup>3</sup>. The tariff has an independently assured REGO certification, but it is unclear how much of the energy mix is generated from biomass.

The National Audit Office ('NAO')<sup>4</sup> note that biomass can be regarded as fully sustainable if the fuel sources are sustainably managed, but this should be assured through internationally recognised certification schemes, such as the Sustainable Biomass Program. We were unable to find any mention of these certifications on the Npower website or in the certificates they provide to their green tariff customers.

#### Agreed action

The CRT will include emissions derived from biomass-generated electricity consumption in their next ACER.

**Responsible officer:** Head of Carbon Reduction

**Timescale:** 31 October 2025

<sup>2</sup> [Greenhouse Gas Protocol Scope 2 Guidance \(2023\)](#).

<sup>3</sup> [Npower 2023-24 Fuel Mix Disclosure](#). This tariff does not guarantee that all energy will come exclusively from hydro, wind and solar, as is guaranteed under other tariffs.

<sup>4</sup> [The government's support for biomass, National Audit Office \(2024\)](#).



## 4 Expanding the range of emissions sources covered in Scope 3 and Outsourced Scope 3

### Opportunity

#### Area for potential improvement

The most recent Annual Carbon Emissions Report excluded a range of council services from Scope 3, and only included one contract in their Outsourced Scope 3 Emissions reporting.

#### What is the opportunity?

By gradually expanding the range of carbon emissions sources included in the annual emissions reports, the council's reporting will create a more accurate representation of the emissions generated by the organisation, and thus enable more realistic monitoring of the council's progress against their net zero objectives.

#### Findings

Scope 3 emissions are those that occur in an organisation's value chain, either upstream (e.g., business travel, capital goods, waste generated in operations) or downstream (e.g., leased assets, investments). Due to the wide range of emissions sources that can be included in an organisation's Scope 3 reporting, the GHG Corporate Protocol<sup>5</sup> recommends undertaking a prioritisation exercise to identify the most important emissions sources in an organisation's supply chain. Crucially, organisations can set the criteria for what constitutes "most important" (e.g. magnitude of GHG emissions, financial spend, revenue, risk exposure, stakeholders' opinions, etc.).

Over the course of our fieldwork, it was found that the CRT had not undertaken the type of mapping exercise recommended by the GHG Corporate Protocol. Instead, the CRT had incorporated emissions sources in their Scope 3 and Outsourced Scope 3 on the basis of data availability. In order to increase the completeness and accuracy of the ACER year on year, the CRT should consider establishing their reporting priorities in terms of Scope 3 emissions and aim to gradually include the sources that fulfil their prioritisation criteria, alongside the emissions that they are already reporting on.

#### Agreed action

The CRT will reconsider Scope 3 reporting priorities in future ACERs.

**Responsible officer:** Head of Carbon Reduction

**Timescale:** 31 October 2026

<sup>5</sup> [Corporate Value Chain \(Scope 3\) Accounting and Reporting Standard, Greenhouse Gas Protocol.](#)

## Audit opinions

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

Opinion	Assessment of internal control
Substantial assurance	A sound system of governance, risk management and control exists, with internal controls operating effectively and being consistently applied to support the achievement of objectives in the area audited.
Reasonable assurance	There is a generally sound system of governance, risk management and control in place. Some issues, non-compliance or scope for improvement were identified which may put at risk the achievement of objectives in the area audited.
Limited assurance	Significant gaps, weaknesses or non-compliance were identified. Improvement is required to the system of governance, risk management and control to effectively manage risks to the achievement of objectives in the area audited.
No assurance	Immediate action is required to address fundamental gaps, weaknesses or non-compliance identified. The system of governance, risk management and control is inadequate to effectively manage risks to the achievement of objectives in the area audited.

## Finding ratings

Critical	A fundamental system weakness, which presents unacceptable risk to the system objectives and requires urgent attention by management.
Significant	A significant system weakness, whose impact or frequency presents risks to the system objectives, which needs to be addressed by management.
Moderate	The system objectives are not exposed to significant risk, but the issue merits attention by management.
Opportunity	There is an opportunity for improvement in efficiency or outcomes but the system objectives are not exposed to risk.

Where information resulting from audit work is made public or is provided to a third party by the client or by Veritau then this must be done on the understanding that any third party will rely on the information at its own risk. Veritau will not owe a duty of care or assume any responsibility towards anyone other than the client in relation to the information supplied. Equally, no third party may assert any rights or bring any claims against Veritau in connection with the information. Where information is provided to a named third party, the third party will keep the information confidential.



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**Corporate Scrutiny Committee****10 November 2025**

Report of the Director of Governance

**Monitoring and Tracking of Approved Council Motions****Summary**

1. This report provides information on approved Council motions since May 2025, when the Committee last received an update. Wherever possible, the Committee endeavours to monitor approved Council Motions biannually.

**Background**

2. At its meeting in May 2022, this Committee confirmed its aim to ensure a transparent and regular monitoring process was in place in relation to approved Council motions. It also noted that the Corporate Management Team (CMT) continued to monitor motions agreed at Council meetings to ensure delivery of any agreed actions. The Committee felt that receiving a bi-annual report on progress, following on from consideration by CMT, would provide a robust and transparent platform for ensuring delivery of agreed Council motions and actions.
3. Annex A to this report includes details of motions approved by Full Council since May 2025, showing progress against implementation of any agreed actions, as well as progress on all ongoing live motions.

**Analysis**

4. The approved resolutions relating to motions have, where possible, been split down in Annex A into easier to read actions. Each action has been assigned a relevant directorate 'owner', and each responsible Officer has agreed to keep relevant Members informed of progress. In addition, CMT are able to review the schedule attached after every Council meeting, setting appropriate actions.

## **Consultation**

5. CMT has been consulted on the process of monitoring approved Council motions and have acknowledged collective responsibility for ensuring appropriate implementation of agreed motions. CMT will continue to monitor the attached schedule and progress and set appropriate action owners after every Council meeting.

## **Options**

6. This report is provided for transparency purposes and is therefore for information only.

## **Council Plan 2023-27**

7. Whilst this report does not in itself materially affect how the work of scrutiny can support and develop the Council's overall priorities set out in the new Council Plan 2023-27, the proper and effective implementation of approved Council motions can contribute to those priorities, dependent upon the area of concern being addressed in those motions.

## **Implications**

8. There are no financial, equalities, legal, information technology, crime & disorder, sustainability or other implications associated with the recommendations in this report. However, there may, of course, be implications associated with the implementation of any of the motions listed in Annex A, which will be addressed by responsible officers.

## **Risk Management**

9. Clearly, if the implementation of approved Council motions is not satisfactorily monitored, there is a risk to the organisation around the delivery of democratically taken resolutions.

## **Recommendations**

10. Members are asked to note the contents of Annex A to this report.

**Reason:** To ensure that processes for monitoring and implementing approved Council motion resolutions remain sufficiently robust.

**Contact Details**

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**Chief Officer Responsible for the report:**

Bryn Roberts

Director of Governance

**Report Approved**



**Date**

31/10/2025

**Specialist Implications Officer(s)**

None

**Wards Affected:**

For further information please contact the author of the report

**All**



**Background Papers:** None

**Annexes:**

**Annex A** – ‘Live’ Council Motions

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## Council Motions

**Council Meeting- 20/10/2022**

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Equality for Disabled People</b>	<p>This Council resolves:</p> <ul style="list-style-type: none"> <li>to adopt the Social Model of Disability and embed it into every area of its working, operation, policy and practice, including in how it communicates;</li> </ul>	Pauline Stuchfield / Laura Williams	<p>Work to commence on actions when Access Officer is in post working on an integrated action plan. Integrated Action Plan is in development. Work has started with comms on updating accessible information guidelines in line with commitments in response to Health Watch Report. Social Model of Disability Adopted. A report titled 'Implementing the Social Model of Disability' was approved at a Decision Session of the Executive Member for Finance, Performance, Major Projects, Human Rights and Equalities on 24 January 2024. The recommendations were:</p> <ol style="list-style-type: none"> <li>approve the policy statement on implementing the Social Model of Disability at City of York Council,</li> <li>commit to the council providing elected Members and officers with appropriate Disability Equality Training; and</li> <li>note the York Access Forum update, Terms of Reference, and the next steps in appointing a new forum Chair</li> </ol>	Completed
	<ul style="list-style-type: none"> <li>to review the extent to which disability awareness training, inclusive and universal design training and disability equality is embedded across the organisation in how the council delivers services, making recommendations as appropriate;</li> </ul>	Pauline Stuchfield / Laura Williams	<p>As above, the paper approved on 24 January included a recommendation to provide training. It stated that 'To further embed the Social Model of Disability it is essential that Disability Equality Training is made a mandatory part of the council's training and induction package, for both officers and elected Members.' It also stated 'There are already resources within the</p>	Completed

			<p>Customer and Communities Directorate working on Access. However, work is ongoing to address meeting the council's statutory equalities and human rights responsibilities, and it is recognised there is the need for additional training resources to support the delivery of these responsibilities, including training on disability.'</p> <p>The lack of funding for this work as a result of the council's ongoing challenges has meant implementation of this training has been delayed. In the proposed Financial Strategy 2025/26 there is £50k budget growth for disability equality training. We also have a new role of Head of Equity, Diversity and Inclusion who will take up post on 5 March 2025.</p>	
	<ul style="list-style-type: none"> <li>to prepare and adopt a Supplementary Planning Document (SPD) on building design, post Local Plan adoption, in order to deliver accessible and inclusive new developments in the future;</li> </ul>	Pauline Stuchfield / Laura Williams	<p>As above. To follow formulation of Independent Advisory Group (IAG below) and local plan adoption.</p> <p>An Executive Report in January 2023 resolved that accessibility should be included as a cross-cutting theme in all SPDs. A further report in September 2024 focussing on Prioritising Supplementary Planning Documents (SPDs) further confirmed that the Social Model of Disability is to be acknowledged in every SPD. Whilst no specific accessibility SPD was agreed to be prioritised, it was confirmed that the provision of and design of accessible housing in the Housing SPD is <i>"particularly important in this context. Embedding these considerations into an SPD that holistically covers housing matters will support the Council's commitment to the Social Model of Disability and the Public Sector Equality Duty"</i>. This paper also</p>	Completed



			confirmed that further guidance regarding 'Accessibility in design', was underway working with the York Access Forum to develop a design checklist for design considerations. This guidance will complement the accessibility content in the Housing SPD, with a greater focus on the design of public realm and non-residential developments.	
	<ul style="list-style-type: none"> <li>to commit to genuine co-production on all council developments, where disabled people's views are incorporated alongside those of appropriate professionals when considering inclusion and accessibility;</li> </ul>	Pauline Stuchfield / Laura Williams	City of York Council committed to employ an Access Officer as part of the motion and they have been in post since November 2022. One of the Access Officer's first acts was to convene a disability advisory group in March 2023. This became known as 'York Access Forum'. As above the Terms of Reference for this group were approved in January 2024 (Annex A York Access Forum Terms of Reference Final Draft.pdf) and it was also agreed CYC would appoint an Independent Chair, who is now in place. The group are working with council officers on various consultations and council developments, however both the forum and CMT recognise that there is still significant work to be done to ensure there is genuine co-production on appropriate projects, and the roll out of Disability Equalities Training will help with both this, and a wider understanding of the barriers facing disabled people in the city.	Completed
	<ul style="list-style-type: none"> <li>upon the appointment of an Access Officer, to convene a quarterly Access Forum, resourced so that it will work in an entirely inclusive and accessible way, supporting a genuine commitment to co-production.</li> </ul>	Pauline Stuchfield / Laura Williams	As above.	Complete

Council Meeting- 20/07/23				
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>A city response to Food Insecurity</b>	This council resolves to ask the Executive to: <ul style="list-style-type: none"> <li>write a letter to the Prime Minister and relevant ministers about the importance of introducing auto-enrolment for those entitled to free school meals;</li> </ul>	Executive Members / Martin Kelly / Maxine Squire / Pauline Stuchfield	See below – auto-enrolment introduced.	Completed
	<ul style="list-style-type: none"> <li>promote enrolment for free school meals to support children, young people and their families to help combat food insecurity and shortage in York;</li> </ul>	Martin Kelly / Maxine Squire / Pauline Stuchfield	The CYC admissions team promote FSM support for children as do schools. The scale up of auto enrolment is designed to ensure all those eligible receive the entitlement.	Completed
	<ul style="list-style-type: none"> <li>encourage larger food providers in and around York to sign up to York's Good Business Charter, including paying the Real Living Wage;</li> </ul>	Ben Murphy / Garry Taylor	Working with the Mayoral Combined Authority and Good Business Charter, a workstream is underway to explore and facilitate uptake of the charter across key sector including food providers.	Ongoing
	<ul style="list-style-type: none"> <li>work more closely with Parish Councils and groups like Edible York and YACIO (York Allotments Charitable Incorporated Organisation) to develop ideas for increasing the number of public green spaces available for food production by communities across York;</li> </ul>	Pauline Stuchfield / James Gilchrist	See below but can also tie into the York Neighbourhood model	Ongoing
	<ul style="list-style-type: none"> <li>request that the council's scrutiny function undertakes a review of community food growing opportunities and makes recommendations to Executive to expand these</li> </ul>		Food Scrutiny review in progress, task and finish group set up in CCC. now reporting to People Scrutiny Committee – draft report for December 2025 (TBC).	Ongoing

	opportunities, including considering the prospects for expanding an Edible York project in Tang Hall to other parts of the city to bring more underused gardens into use for food growing.			
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Council Meeting- 21/09/23				
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
Supporting people living with epilepsy	<ul style="list-style-type: none"> <li>Request that the Executive Members in whose portfolios Economy and Inclusion sit to use all available opportunities to engage with groups such as the Federation of Small Businesses, Chambers of Commerce, York BID, Hospitality Association York and the York High Street Forum to raise awareness with employers about what more they can do to support people living with epilepsy in work</li> </ul>	Nick Wharton Cllr Kilbane		Ongoing
	<ul style="list-style-type: none"> <li>Request that the Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion ensures that City of York Council is doing all that it can to be an employer that supports current and potential future staff who live with epilepsy.</li> </ul>	Helen Whiting Cllr Lomas	<p>HR Support any employee as part of reasonable adjustments to work, this is identified both at the start of employment and during, which will include epilepsy.</p> <p>The nature and impact of epilepsy on every individual is very different therefore, support is unique, and so is awareness. Officers with epilepsy would be strongly encouraged to discuss type of epilepsy and how this impacts them with manager and colleagues to ensure that support can be provided as needed as part of their work activities. This may include a Personal Evaluation Plan in a building should there be an emergency situation and the individual is triggered by stress, uncertainty or changing physical environments.</p>	Completed

# Council Meeting – 21/03/24

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Making York a Trauma Informed City</b>	Council resolves: <ul style="list-style-type: none"> <li>To take steps to become a Trauma-Informed City and commits to working in partnership to embed Trauma-Informed frameworks across services and partner agencies, working in co-production with trauma survivors;</li> </ul>	Martin Kelly  Cllr Steels-Walshaw	Trauma informed training has been provided through the Integrated Care Board (ICB) to a range of practitioners in the council. We are completing a skills audit to understand the extent of this. Further training has been arranged to upskill Executive and CMT in February 2025. Following this training we will discuss the opportunities to upskill different aspects of the workforce and develop a wider city strategy. Such an ambitious strategy is likely to take several years and funding would need to be considered. Furthermore, a trauma informed subgroup has been developed to help inform a future strategy.	Completed
	<ul style="list-style-type: none"> <li>To ask the Executive Member for Health, Wellbeing and Adult Social Care and Executive colleagues to explore the introduction of a Trauma-Informed framework across Council services;</li> </ul>		In progress as per above.	Completed
	<ul style="list-style-type: none"> <li>To request the Executive Member for Health, Wellbeing and Adult Social Care explore the introduction of training for staff and councillors, including e-learning modules, that enables City of York Council to become a Trauma-Informed organisation;</li> </ul>		Pilot of in house training being held in June 2024 with cohort of customer and housing officers and CMT	Completed
	<ul style="list-style-type: none"> <li>To work with partner organisations to implement a city-wide approach to raising awareness of the impact of trauma and how</li> </ul>		The Council is adopting the Poverty Truth Commission's Charter and Organisational	Completed

	becoming Trauma-Informed can help to support trauma survivors;		Standards – see March 2025 Executive – across all council services.	
	<ul style="list-style-type: none"> <li>To consider the implications of making it a requirement in commissioned contracts and services that partner organisations can demonstrate they have, or are implementing, a Trauma-Informed framework;</li> </ul>	Chloe Wilcox / Zoe Metcalfe		Ongoing
	<ul style="list-style-type: none"> <li>To recommend the Health, Housing and Adult Social Care Scrutiny Committee request a report from TEWV NHS Trust on its prior application and progress in moving beyond the use of the BPD+ protocol, an assessment of current staff understanding and the outlining of any trauma-informed approaches it is implementing.</li> </ul>	Peter Roderick	Trauma Informed City Report from TEWV NHS Trust considered by HHASC Scrutiny Committee on 21 May 2025. TEWV to be invited to People Scrutiny Committee for a further update in summer 2026.	Completed
<b>Motion</b>	<b>Resolutions</b>	<b>Lead Officer / Executive Member</b>	<b>Actions taken</b>	<b>Status</b>
<b>Safeguarding future library provision</b>	<p>Council resolves:</p> <ul style="list-style-type: none"> <li>To ask the relevant Executive Member and council officers to continue engaging proactively in the next three months with York Explore, service users and, through Scrutiny, elected members of all parties in order to ensure that future library provision in York continues to meet residents' needs and expectations, including reforming the mobile library service and retaining the number of staffed libraries and library services, including to outlying areas not covered by Gateway or Explore libraries across the city;</li> </ul>	Pauline Stuchfield	<p>Any changes to library services need to emanate from an updated library needs assessment which includes the current early engagement process. This will inform confidential commercial negotiations ahead of proposals for further consultation prior going back to Executive for approval.</p> <p>Scrutiny will be part of the ongoing engagement process including on the assessment of need and any resulting proposals around changes in service delivery.</p> <p>Scrutiny briefing on Assessment of Need scheduled in October 2025</p>	In Progress
	<ul style="list-style-type: none"> <li>To request the Executive Member for Health, Wellbeing and Adult Social Care and</li> </ul>		Letters issued 30 May 2024	Completed

	the Leader of the Council write to the Department for Culture, Media and Sport, and the Arts Council, to clarify the council's financial position and to reassure them of the council's commitment to York's libraries and archives.			
<b>Motion</b>	<b>Resolutions</b>	<b>Lead Officer / Executive Member</b>	<b>Actions taken</b>	<b>Status</b>
<b>Affordable Housing Motion</b>	<p>Council resolves:</p> <ul style="list-style-type: none"> <li>• That following adoption of York's Local Plan, the relevant officers, scrutiny and executive should examine examples elsewhere in the country that seek to make housing more affordable for their residents, including through any powers available at Mayoral Combined Authority level;</li> </ul>	<p>Michael Jones / Garry Taylor</p> <p>Cllr Pavlovic</p>	<p>The Local Plan was adopted by full council 27/02/25.</p> <p>A meeting will be scheduled between the Place Scrutiny Chair, the Executive Member and relevant officers to agree how to deliver this resolution.</p>	Ongoing
	<ul style="list-style-type: none"> <li>• This should include consideration of broadening the affordable housing criteria to include residents paying no more than a set percentage of their incomes in mortgages. It should also compare such an approach with existing council policy of homes for sale valued at a more traditional reduced level of market value, arising from s106 developer contributions;</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>• Further, to request Executive reviews the council's policy on developer social housing contributions, with an assessment of whether adding new council homes through this mechanism would improve the supply and quality of nationally-defined affordable homes to York residents.</li> </ul>			Ongoing

Council Meeting- 19/09/24				
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Reforming Residents' Priority Parking in York</b>	<p>Council resolved to request Executive:</p> <ul style="list-style-type: none"> <li>• Simplifies the process for implementing and modifying ResPark schemes by: <ul style="list-style-type: none"> <li>▫ Developing a set of standardised criteria for ResPark eligibility;</li> <li>▫ Developing a streamlined consultation and implementation process for ResPark schemes, in accordance with current legislation;</li> <li>▫ Conducting a city-wide review of the Respark process;</li> <li>▫ Working to reform the turnout guideline in Residents' Parking consultations to reflect area-specific issues for some streets, including consistently unoccupied properties, short-term and part time occupancy properties, and HMOs;</li> <li>▫ Reviewing the pricing structure for ResPark permits to ensure fair pricing for residents.</li> </ul> </li> </ul>	Garry Taylor/Cllr Ravilious	<p>Discussions are ongoing with the Executive Member of how best to approach this.</p> <p>This was taken to Exec Member and approved on 21 October 2025 - see item 6 here:  <a href="https://democracy.york.gov.uk/ieListDocuments.aspx?CId=1061&amp;MId=14981">https://democracy.york.gov.uk/ieListDocuments.aspx?CId=1061&amp;MId=14981</a>  The pricing wasn't considered as it is a budget item</p>	Ongoing
	<ul style="list-style-type: none"> <li>• Asks the Executive Member for Transport to work with council officers to present a detailed plan and timeline for expanding and reforming ResPark, in accordance with existing legislation, to the Executive, when capacity exists;</li> </ul>	Garry Taylor/Cllr Ravilious	Discussions are ongoing with the Executive Member of how best to approach this.	Ongoing



	<ul style="list-style-type: none"> <li>Commits to implementing a reformed ResPark system, having considered the measures proposed in this motion and in accordance with existing legislation.</li> </ul>	Garry Taylor/Cllr Ravilious	Discussions are ongoing with the Executive Member of how best to approach this.	Ongoing
<b>Motions</b>	<b>Resolutions</b>	<b>Lead Officer / Executive Member</b>	<b>Actions taken</b>	<b>Status</b>
<b>Dignity in retirement</b>	<p>Council resolved</p> <ul style="list-style-type: none"> <li>To ask the Leader of the Council, Leader of the Council's opposition groups and York's two MPs to write to the Chancellor of the Exchequer to ask them to review the Winter Fuel Allowance eligibility threshold.</li> </ul>	<p>Cllrs Douglas/Ayre Steward</p> <p>Nick Wharton</p>	Letters in progress	Ongoing
	<ul style="list-style-type: none"> <li>To request that the Executive Members for Finance, Major Projects and Equalities work with officers to create a plan for consideration by the relevant Scrutiny Committee(s) which sets out a range of measures that could be taken to mitigate the impact of the above decisions on York's pensioners, including maintaining financial support for warm spaces in York through allocation of Household Support Fund grants.</li> </ul>	<p>Debbie Mitchell/David Walker</p> <p>Councillor Katie Lomas</p>	<p>A range of support provided in 2024/25 through Household Support Fund for e.g. warm spaces.</p> <p>Added to draft People Scrutiny Work Plan.</p> <p>Further support is being provided during 2025/26 through HSF7 this includes:</p> <ul style="list-style-type: none"> <li>Food and Fuel Vouchers</li> <li>York Energy Advice Grants</li> <li>Warm Places</li> <li>Talk Money Signposting</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>To request that officers continue writing to all 470 pensioners who are currently entitled to Pension Credit and do not claim it, informing them of the Winter Fuel Payment changes</li> </ul>	<p>Pauline Stuchfield</p> <p>Councillor Katie Lomas</p>	Extensive work completed and ongoing in this field. 168 pensioners have now claimed Pension Credit, putting over £1,338,597.84 into the pockets of residents in first year of	Completed

	and encouraging them to claim for the benefits they are entitled to.		claiming. Work is ongoing to support people in claiming.  Current position is £1,790,736. There is an ongoing campaign in partnership with Citizen's Advice York, Older Citizens Advocacy York (OCAY), Age UK York and the Carers' Centre.	
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Council Meeting – 21/11/24				
Motions	Resolutions	Lead Officer / Executive Member	Actions taken	Status
Protecting more of York's Community Assets	Council resolved: <ul style="list-style-type: none"> <li>To support individuals and community groups interested in protecting or acquiring an asset by sharing information with them on local and national funders. This includes making links with and working with organisations such as Plunkett UK, Music Venue Trust and Power to Change.</li> </ul>	Debbie Mitchell  Cllr Lomas		Ongoing
	<ul style="list-style-type: none"> <li>To commit to supporting further work to ensure processes for protecting and acquiring community assets are as accessible as possible.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>To request its scrutiny function considers how best the council can:               <ol style="list-style-type: none"> <li>Promote adding to the local register of Assets of Community Value;</li> <li>Make it easier for residents and community groups to nominate an ACV;</li> <li>Celebrate the success stories of ACVs in our community to encourage new nominations;</li> <li>Prepare for law changes on the Community Right to Buy in securing a wider range of ACVs."</li> </ol> </li> </ul>		Added to draft Place Scrutiny Work Plan	Ongoing

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Protecting York's Primary and Social Care providers</b>	<p>Council resolved:</p> <ul style="list-style-type: none"> <li>To ask the Group Leaders to write to the Chancellor of the Exchequer to request that charitable social care providers, hospices and primary care providers including GPs, Dental practices and pharmacies are carefully considered for exclusion from her increase to Employers National Insurance contributions.</li> </ul>	<p>Political assistants</p> <p>Cllr Steels-Walshaw</p>		Ongoing
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Renewing York's commitment to Fairtrade</b>	<p>Council resolved:</p> <ul style="list-style-type: none"> <li>To renew its commitment to Fairtrade and to York's status as a Fairtrade City, continuing to raise awareness and supporting actions that make global trade fairer.</li> </ul>	<p>Claire Foale / Debbie Mitchell</p> <p>Cllr Lomas</p>		Ongoing
	<ul style="list-style-type: none"> <li>To continue to appoint a named councillor to York Fair Trade Forum, to provide a strong link with the council and to support its work.</li> </ul>		Cllr Tony Clarke has been appointed	Completed
	<ul style="list-style-type: none"> <li>To work with York Fair Trade Forum to ensure York continues to meet and exceed the requirements necessary to maintain its status as a Fairtrade City.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>To consider offering Fairtrade goods wherever possible and available, for example in any catering and in-house café provision.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>To ensure Fairtrade remains a feature following the current update of the council's Social Value Strategy, so it is considered through its procurement processes, and those of its suppliers, where applicable.</li> </ul>		Fairtrade goods and services is a key aspect of the social value outcome framework	Completed

	<ul style="list-style-type: none"> <li>• To promote Fairtrade issues and practices among local businesses, commercial and other organisations.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>• To share best practice about Fairtrade and sustainable development with other public bodies, stakeholders and partners.</li> </ul>			Ongoing
	<ul style="list-style-type: none"> <li>• To request the Executive Leader writes to the Secretary of State for Business and Trade to request their support for the <a href="#">Fairtrade Foundation's 'three asks'</a> of the new Government:               <ol style="list-style-type: none"> <li>1. Develop trade policy that works for people and planet. Policies that must improve resilience for the smallholder farmers and workers producing food overseas, and support innovative business approaches to enhance environmental and social sustainability;</li> <li>2. Legislate to ensure responsible business. The legislation must ensure that businesses address human rights and environmental violations in supply chains, including deforestation, while taking full account of the needs of farmers and workers;</li> <li>3. Strengthen UK aid by responding to the needs and priorities of farmers and workers who make a crucial contribution to the global food system.</li> </ol> </li> </ul>		Letter sent	Completed

# Council Meeting – 27/03/25

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Introduction of a Visitor Levy</b>	<p>Executive to:</p> <ul style="list-style-type: none"> <li>• explore the feasibility and practical mechanisms for introducing a visitor levy for overnight stays, including for short-term holidays lets, in consultation with local businesses, residents, and hospitality industry stakeholders;</li> <li>• research visitor levy models from other cities to determine the best approach for York, including an Accommodation Business Improvement District (ABID) option;</li> <li>• lobby central government to grant local authorities the necessary legal powers to implement a compulsory visitor levy;</li> </ul>	Claire Foale / Nick Wharton / Cllr Lomas / Cllr Kilbane	<p>Policy development will only begin after discussion with hospitality sector</p> <p>Research of national and international cities collated.</p> <p>MCA working with YSJ's Policy Lab, to conduct independent research with hospitality sector, corporate visitors, and visitors to inform recommendations about a potential model that could be implemented in York.</p> <p>Letter sent (action completed)</p>	Ongoing
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Changes to disability and long-term sickness benefits</b>	<ul style="list-style-type: none"> <li>• To ask the Leader of the Council to write to the Secretary of State for Work and Pensions, Chancellor of the Exchequer and the Prime Minister to express; <ul style="list-style-type: none"> <li>○ this Council's strong belief that welfare reform must not be predicated on financial savings and in particular, cuts to PIP;</li> <li>○ that as a Council we recognise the difficult financial situation the country faces and believe the correct way to address this is by tackling the enormous wealth inequalities that exist in our society, not by removing</li> </ul> </li> </ul>	Nick Wharton / Cllr Douglas	<p>Policies being reviewed and impacts being analysed for York through available data.</p> <p>3 x letters prepared, approved and sent mid April.</p> <p>Task and Finish Group established (to report to People Scrutiny Committee); draft report for early 2026 (TBC)</p>	Completed

	<p>desperately needed support from those least able to bear the cost;</p> <ul style="list-style-type: none"> <li>the severe impact of austerity on support services and the soaring levels of need;</li> <li>that following the social model of disability necessitates that National and Local Government work tirelessly to remove barriers – whether physical or financial – to ensure disabled people are able to live socially, emotionally and financially secure and fulfilling lives which puts them on an equal footing with non-disabled people;</li> </ul> <ul style="list-style-type: none"> <li>To request the relevant Scrutiny Committee to undertake a review via a Task and Finish Group, when detailed Government proposals on disability and long-term sickness benefits are known in order to identify likely impacts on the demand for support from the council and its local partners.</li> </ul>	Sara Storey / Pauline Stuchfield / Scrutiny Officer / Cllr Steels- Walshaw		
<b>Motion</b>	<b>Resolutions</b>	<b>Lead Officer / Executive Member</b>	<b>Actions taken</b>	<b>Status</b>
<b>Working to tackle the growing epidemic of violence against women and girls (VAWG)</b>	<ul style="list-style-type: none"> <li>that City of York Council's (CYC) Domestic Abuse Awareness Day, which took place last December during 16 days of action to tackle VAWG, be repeated each year, with learning shared with CYC Human Resources and partner organisations encouraged to run similar events;</li> <li>to ask the Council Leader to write to other council leaders in our region to encourage them adopt a similar approach around</li> </ul>	Helen Whiting/Peter Roderick/Nick Wharton/Maxine Squire Cllr Steels-Walshaw / Cllr Douglas/Cllr Pavlovic	<p>Public Health to take the lead and will be promoted across CYC workforce accordingly. Implemented as business as usual.</p> <p>Letters to regional leaders drafted, approved and will be issued before committee meets.</p> <p>York is well engaged with both the VAWG Partnership led by OPFCC and</p>	Ongoing

	<p>awareness raising across services and about VAWG being everyone's responsibility;</p> <ul style="list-style-type: none"> <li>• to work closely with survivors and local specialist and 'by and for' services to understand the impact of VAWG in York;</li> <li>• building on existing good work at Vale of York Academy, to work through both the council and local Multi Academy Trust chains to ensure comprehensive education on healthy relationships and respect for women and girls is available in all schools across York;</li> <li>• that the Executive Member for Housing, Planning and Safer Communities uses the new council reporting format to frequently update the public on steps being taken to reduce VAWG, and to hold the council and partners to account on these commitments.</li> </ul>		<p>the Serious Violence Duty Working Group to ensure that cross cutting themes are picked up within the remit of these groups. There are action plans aligned to both groups and reports on progress in delivery are provided to Safer York Partnership.</p> <p>Two domestic abuse awareness days took place within CYC in September focusing on the link between domestic abuse and suicide.</p> <p>A domestic abuse guide for businesses is under development and work is being piloted with Portakabin.</p> <p>The domestic abuse team has been working with partners supporting LGBTQ+ communities to raise awareness of domestic abuse support services.</p> <p>Work is underway within the Public Health Directorate to understand how secondary schools can be better supported around PSHE.</p>	
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Council Meeting – 17/07/25				
Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Improving equality of access to elections</b>	<ul style="list-style-type: none"> <li>to request the Council Leader writes to the Secretary of State for Housing, Communities and Local Government, the Deputy Prime Minister, making the case that local election franchising be applied equally to all residents in England, in line with Scotland and Wales;</li> <li>to request the Council Leader writes to letting agencies and landlords with significant numbers of properties in York, the University of York and York St John University, seeking greater support in registering more residents to vote, including consideration of automatic registration;</li> <li>to request the Council, through the appropriate committee, considers those recommendations of the IPPR in which there is local discretion, and any other viable opportunities to increase voter participation, before making recommendations to the Returning Officer for their consideration, prior to the Local Elections in 2027.</li> </ul>	Bryn Roberts / Nick Wharton Cllr Douglas / Cllr Fenton	<p>Letters are currently in draft.</p> <p>Work on the third bullet point will commence with the involvement of the new Chief Executive/Returning Officer, to ensure their direction on the running the election is followed.</p>	Ongoing
<b>Supporting York's small businesses</b>	<ul style="list-style-type: none"> <li>To request the Executive to instruct officers to estimate the cost of restoring a lower cost 30-minute stay option at on-street parking sites where this had been available prior to April 2025, and to assess whether this supports the objectives of the council's approved Local Transport and Climate Strategies;</li> <li>To request that Executive considers setting out options for the reinstatement of a lower cost 30-minute stay at these locations, following the conclusion and findings from its trader-instigated</li> </ul>	Michael Howard/ Garry Taylor Cllr Ravilious Cllr Kilbane	<p>The council has worked with the three Right to Challenge areas, business representatives and traders to set out a consultation and engagement plan to gather feedback about the cost of car-parking and the impact this is having on small businesses.</p> <p>At their request, the council has commissioned an independent transport consultant to run the consultation, and will invite Scrutiny to review feedback.</p>	Ongoing

	<p>Review of Parking Charges (under Traffic Management Act 2004 powers);</p> <ul style="list-style-type: none"> <li>to ask that the Executive works with local business groups and representative organisations, such as the York Business Improvement District and the Federation of Small Businesses, to understand the impact of recent National Insurance changes in order to be able to lobby Government for mitigation measures.</li> </ul>		<p>The collates and publishes economic and footfall data quarterly, (with unfunded plans to collate transport data) to understand the impact on revenues and footfall and the impact on transport and climate change strategic objectives. This qualitative feedback and quantitative data will be used by the independent transport consultants to develop recommendations for Executive to review the charges, following Scrutiny review.</p> <p>The council is reaching out to partners and collating business intelligence on this matter, including through its monthly meetings with business representatives at the York and North Yorkshire Business Intelligence meeting. It will use this to inform a proposal to lobby government to consider mitigation measures as a result of the NI changes.</p>	
<b>Non-proliferation of Fossil Fuels</b>	<ul style="list-style-type: none"> <li>to request that the Council Leader gives York's written support to the Non-Proliferation Treaty on Fossil Fuels campaign, confirming York's position to the Secretary of State for Energy and Net Zero; and</li> <li>writes to the Mayor of York and North Yorkshire and the city's two MPs confirming the council's position on non-proliferation of fossil fuels, and seeking their support in achieving this goal, through both regional decision-making, national energy policy and support for the MP for York Central's Early Day Motion 111 in support of the above Treaty.</li> </ul>	Shaun Gibbons / Nick Wharton Cllr Douglas	<p>City of York Council are now signatories of the Non-Proliferation Treaty on Fossil Fuels</p> <p>Letters to Secretary of State, Mayor and two York MPs are in draft.</p>	

**Council Meeting – 18/09//25**

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Planning Process Improvements</b>	<p>Council calls for a cross-party group to be set up to look at improvements to the planning and specifically the S106 process including the following:</p> <ul style="list-style-type: none"> <li>▪ Share details and discuss the existing review of outstanding S106 money and the plans to spend it (and absolutely ensure any risk of it needing to return it to developers is minimised)</li> <li>▪ Improving the process of ensuring all consultees respond to S106 enquiries (noting for example a notable number of large applications which have received no NHS response)</li> <li>▪ Creating a system for ward members to identify their ward priorities in the different categories of s106 contributions (in which there is discretion i.e. not education, early years places etc) to inform officers when drafting s106 agreements;</li> <li>▪ Ensuring the monitoring of S106 agreements is rigorous and breaches are swiftly acted upon.</li> <li>▪ Ensuring that the monies received are spent as promptly as possible to deliver the mitigations / benefits they are for, and that there is a clear monitoring system for this.</li> </ul>	<p>Becky Eades / Cllr Pavlovic</p>	<p>To do.</p> <p>All consultees have been contacted to remind them of the timescales for responding to enquiries.</p> <p>Ward members have been asked to identify priorities in their Ward.</p> <p>Monitoring system in place with specific officers tasked with the responsibility.</p>	<p>Open</p>

Motion	Resolutions	Lead Officer / Executive Member	Actions taken	Status
<b>Fair Funding for York</b>	<p>Council resolves to call on the Council Leader to:</p> <ul style="list-style-type: none"> <li>outline any formal representation she or other political leaders have made to the Secretary of State for Housing, Communities and Local Government and the Chancellor of the Exchequer demanding that York is not left with a £15m shortfall under the new model</li> <li>rule out seeking powers to impose a Council Tax rise above the current 4.99% ceiling in any event</li> <li>engage with other local authorities with large student populations to make the case for funding allocations to fully take into account the impact of the Class N exemption</li> <li>re-engage with the F20 group of the least well-funded Councils to lobby the Government to introduce a truly fair funding system.</li> </ul>	Debbie Mitchell / Cllr Lomas	<ol style="list-style-type: none"> <li>The Council responded to the FFR consultation, and the full response is published on the open data platform here <a href="https://data.yorkopendata.org/dataset/fair-funding-review-consultation-2025">https://data.yorkopendata.org/dataset/fair-funding-review-consultation-2025</a></li> <li>There is no intention to propose a council tax rise above the current 4.99% ceiling</li> <li>As part of the Society of Unitary Treasurers and other regional groups, officers have engaged with other councils in a similar position.</li> <li>As above.</li> </ol>	Completed
<b>Tackling Pavement Parking to Promote safe, Accessible Streets for All</b>	<p>Council resolves:</p> <ul style="list-style-type: none"> <li>to request the Executive Member for Transport writes to the Government, seeking publication of the long-overdue response to the 2020 pavement-parking consultation, undertaken by the previous Government, without delay and rapid subsequent action and/or legislation to include: <ul style="list-style-type: none"> <li>o national prohibition on pavement parking with sensible local exemptions only where genuinely necessary; and</li> <li>o streamlining Traffic Regulation Order (TRO) procedures, making it easier, quicker, and less</li> </ul> </li> </ul>	Garry Taylor / Cllr Ravilious	<p>Work is underway in preparing a written submission to government in this respect</p> <p>Work will be undertaken as part of the movement and place strategy to work collaboratively with local organisations such as Living Streets, Walk York, York Civic Trust and other walking and disability advocacy groups to co-produce accessible guidance and communications on pavement parking rights and responsibilities.</p>	

	<p>costly for local authorities to impose pavement parking restrictions where necessary; and</p> <ul style="list-style-type: none"><li>o sufficient funding and resources for local authorities to implement and enforce the changes, given the significant initial resource burden;</li><li>• to empower council officers to explore the use of TROs on key streets suffering from excessive pavement parking, while noting the TRO process is currently lengthy and expensive;</li><li>• to support Living Streets' recommendation to accompany any new pavement parking law with a targeted national awareness campaign explaining the dangers and legal changes to the public;</li><li>• to work collaboratively with local organisations such as Living Streets, Walk York, York Civic Trust and other walking and disability advocacy groups to co-produce accessible guidance and communications on pavement parking rights and responsibilities, to raise greater awareness of the challenges pavement parking can cause;</li></ul>			
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## Corporate Scrutiny Committee

10 November 2025

Report of the Chief Strategy Officer

### Process to respond to Council Motions

#### Summary

1. This report invites the Corporate Scrutiny Committee to consider a revised process to support Full Council Motions.
2. The proposed revisions to the existing process will see responses coordinated by Strategy, working with Democratic Services, Council Management Team (CMT), and relevant service areas to coordinate timely, considered responses to Motions agreed by Full Council.
3. The objective of amending the process is twofold – first, to ensure motion resolutions are actioned in a timely manner and second, to ensure that City of York Council is proactive in articulating a clear position to UK Government on the issues that are most pertinent to York's residents.

#### Background

4. Full Council Motions are formal proposals put forward for discussion by the different Groups, to invite consideration and a vote by Full Council. If approved, the motion proposes actions for officers to deliver.
5. As set out in **Annex A** to the Monitoring and Tracking of Approved Council Motions report (Item 7), there are currently 20 motions, each with several resolutions, that are awaiting completion. These motions range from October 2022 to present.
6. Presently, Full Council Motions are recorded by Democratic Services with relevant chief officer notified.
7. Motions are reviewed by Corporate Scrutiny Committee twice a year with the next review scheduled for its meeting on 10 November 2025.

8. Occasionally, motion actions stall or actions are not recorded as completed or undeliverable leading to an incomplete assurance process that Motions are appropriately dealt with. In addition, correspondence is issued to ministerial teams from multiple council teams with no oversight of the relationship being nurtured with central government.

### **Proposal**

9. Scrutiny is invited to consider revisions to the process, as set out below:
  - i. Groups are encouraged to engage officers when formulating motions to ensure they are within scope.
  - ii. Draft Motions continue to be considered by Director of Governance (with input from Strategy team as required and with enough time for assessment by CMT – see paragraph 10b) to deem whether they are within the Council's scope of influence.
  - iii. Democratic Services continue to maintain the record of Motions passed by Full Council and record the relevant chief officer accountable.
  - iv. Democratic Services issue Motions approved by Full Council (including any amendments to the motion agreed at Full Council) to the Head of City Strategy and Corporate Programmes.
  - v. The Strategy team conducts an analysis of the Motion and resolutions to confirm:
    - i. the role the Council can play
    - ii. the actions that could deliver the resolutions, whether deliverable within resource constraints or whether they can be incorporated into ongoing work
  - vi. The Strategy team works with the lead accountable officer to understand how the motion aligns to the Council Plan 2023-2027 (including in respect of the four core commitments) and develop a plan of activity including timeframes to confirm what will happen by who and when.
  - vii. Strategy team progresses approval of the plan of activities with the relevant Director(s) and then relevant Executive Member and Leader.



- viii. If the activities include correspondence to a relevant Minister or Government official, the Strategy team will draft this in consultation with the lead accountable officer, for issue via the [correspondence@york.gov.uk](mailto:correspondence@york.gov.uk) to ensure any response is also appropriately dealt with. All correspondence will be logged and filed centrally in a Teams folder for CMT to refer to if required.
  - ix. The Strategy team will coordinate delivery of the activities, keeping the log of Motions up to date for Democratic Services to publish at Corporate Scrutiny Committee.
10. Corporate Scrutiny Committee are further invited to consider:
- a) Whether there should be a time limit to Motions (for example, whether they should be retained within administrative term, and then reset at the start of the next administrative term)
  - b) Whether Groups would provide proposed motions to Democratic Services with a longer lead in time for assessment of options and constraints before Full Council are invited to consider the Motion.

### **Consultation**

- 11. Democratic Services have been consulted on the proposed approach and support its implementation.
- 12. An initial scoping conversation was held with the Chair of the Corporate Scrutiny Committee to solicit views on the outlined approach with Corporate Scrutiny Committee now invited to consider.
- 13. Executive will be consulted following Scrutiny consideration.

### **Analysis**

- 14. Maintaining the current process for motions would ensure although a record of motions is maintained it would continue the current system and risk a lack of proactive coordination for responding to them.
- 15. The proposal set out in this report, for the Strategy team to act as a convenor and coordinator of Motion responses aligning with other government relations activity, would support the furthering of the Council's ambitions and create a proactive process for motions.

## **Council Plan**

16. The recommendation directly contributes to How we Operate as a Council, with part of the review of the Motion including its alignment to the council's policy and strategy framework, and Council Plan 2023-2027.

## **Implications**

17. Internal process change using existing resource. No organisational implications.

## **Risk Management**

18. **Reputational** – a risk of not responding to, or providing uncoordinated responses to, motions approved by Full Council, is that the Council's reputation is damaged. The proposed process will support the mitigation of this risk by creating a convening function to progress responses.
19. **Political** – failing to respond to Full Council motions is a political risk as they often relate to national/international issues that Councillors and residents want to respond to. Through identifying these motions and utilising Council processes to reach out to government, the proposed process helps to mitigate this risk.

## **Recommendations**

20. Corporate Scrutiny Committee is asked to consider:
  - The proposed revision to the process
  - Whether a time limit should be applied to the process
  - Whether proposed motions can be provided with greater lead in time for assessment prior to Full Council

Reason: To inform the council's refreshed motion process.

## Contact Details

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### Chief Officer Responsible for the report:

Claire Foale  
Chief Strategy Officer

**Report  
Approved**



**Date** 22 October 2025

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

**All**

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**For further information please contact the author of the report**

### Background Papers:

Previous review of Council Motions by Corporate Services, Climate Change  
and Scrutiny Management Committee – Monday 10 March 2025  
(<https://democracy.york.gov.uk/documents/s181871/Council%20motions%20report%20March%202025.pdf>)

### Abbreviations:

CMT – Corporate Management Team

### Annexes

Annex A – ‘Live’ Council Motions (see Annex A at Item 7)

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**Corporate Scrutiny Committee**

10 November 2025

Report of the Director of Governance

**Schedule of Petitions****Summary**

1. Members of this Committee are aware of their role in the consideration of petitions received by the Council. The previous iteration of this committee, the Corporate Services, Climate Change and Scrutiny Management Committee, last received an updated schedule of petitions in May 2025. In accordance with the Council's Petitions Scheme and Council Standing Orders, the Committee is invited to scrutinise any actions taken in relation to petitions received and to consider any next steps such as may be appropriate.

**Background**

2. The Council formally adopted its Petitions Scheme at its meeting in March 2022, covering both paper and e petitions. For information purposes, that Scheme is attached at Annex A. The Scheme provides that petitions will be referred to this Committee for consideration, and historically the most opportune time for this is when actions by the relevant Directorate are finalised (e.g., to refer to an Executive Member for decision on any actions). In that way, the Committee can reasonably review whether the proposed action represented a satisfactory way in which to deal with each petition received.

**Current Petitions Update**

3. Annex B provides a list of all petitions recorded as received by the Council since the last report to this Committee in May 2025, with details of progress and actions since then. The schedule also lists those petitions that were presented to Council prior to May 2025 and that are still open, along with those that were open at the time of the last update report, but have since been closed.

At the last meeting, members requested more information on petition 232, Installing a Zebra Crossing at the front of the Folk Hall in New

Earswick; Officers advised that the new pedestrian crossing policy report was due to go to committee in June and a paper to outline where the two crossing points are in the process would follow later in the year.

## Process

4. Members are reminded that the role of this Committee is not to determine any specific actions to be taken in relation to petitions but rather to monitor the progress of their consideration and the appropriateness of any actions planned or taken by the decision maker.
5. The Council's Petition Scheme (Annex A attached) is set out at Appendix 2 of the Constitution. Paragraph 5.2 states:  
  
"Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Corporate Scrutiny Committee. Those that come directly into the Council Offices are also referred to the Corporate Scrutiny Committee."
6. Members may wish to note that following Council on 21 November 2024, petitions are not automatically referred to this Committee following receipt, but are referred to the appropriate decision-maker (new rule B6 1).

## Options

7. The Scheme sets out the options available to this Committee in reviewing petitions at paragraph 8.2 as follows:
  - a) Requesting a detailed report on the issues;
  - b) Noting receipt of the petition and proposed action;
  - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
  - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions; or
  - e) Referring the matter to Full Council for debate according to the significance of the issues.
8. Under paragraph 8.3, the Committee may call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

## **Consultation**

9. All Councillors were involved in the decision making around the existing Petitions Scheme, given that it was subject to Full Council approval for inclusion in its Constitution. Relevant Directorates are involved in the preparation of the schedule of petitions and actions compiled at Annex B.

## **Implications**

10. There are no known legal, financial, human resources or other implications directly associated with the recommendations in this report. However, depending upon what, if any, further actions Members agree to in respect of individual petitions there may, of course, be specific implications for resources which would need to be addressed.

## **Risk Management**

11. There are no known risk implications associated with the recommendations in this report. Members should, however, be aware of the reputational risk to the Council if it fails to ensure appropriate consideration is given to petitions from the public.

## **Recommendations**

12. Members are asked to:
  - (i) Note the schedule of petitions;
  - (ii) Review the petitions and actions planned or taken and identify any further actions they consider necessary or appropriate in line with the options available under the Council's Petitions Scheme, as set out at paragraphs 6 and 7 above.

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

**Contact Details:**

**Author:**

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**Chief Officer Responsible for the report:**

Bryn Roberts  
Director of Governance  
[bryn.roberts@york.gov.uk](mailto:bryn.roberts@york.gov.uk)

Report Approved

☒

Date 29/10/25

Wards Affected:

All

☒

**Background Papers:** None

**Annexes:**

Annex A – Appendix 2 of Council Constitution – Petitions Scheme

Annex B – Schedule of Petitions



## Appendix 2 - Petitions Scheme

- 1 City of York Council is committed to involving local people in its decision making. For some years, it has been operating a public participation scheme enabling members of the public to attend meetings and speak on an issue. It has also responded to petitions from the public, received in an number of ways e.g. through a Ward Councillor submitting a petition on behalf of a constituent or by a resident submitting one direct to a council office by post/hand. As part of its approach to petitions, the Council has also introduced an ePetitions facility, providing another way in which a particular issue can be brought to the attention of Councillors.
- 2 Through this Petitions Scheme, the Council is making a commitment to:
  - Enable anyone who lives, work or studies in the local authority area to organise and submit a petition either on paper or electronically
  - Respond to the concerns raised within a petition
  - Review its handling of a petition where a lead petitioner believes it has not been dealt with in accordance with this scheme.
- 3 To support the scheme, the Council has:
  - Set a low threshold of ten signatures on the number of petitioners to enable as many valid local opinions to be heard as possible
  - Provided an ePetitions facility to enable those who want to, to create their petition on line and allow others to sign it electronically

## **4 Petitions Not Covered By This Scheme**

4.1 This scheme does not cover petitions which:

- a) Relate to a planning or licensing application – in this case a petition will be referred to the relevant decision maker
- b) Relate to matters where there is a legal right to seek a review or appeal
- c) Respond to a public consultation organised by the Council – in this case a petition will be referred to the decision maker
- d) Relate to matters which are of a defamatory or discriminatory nature, personal attacks on identifiable individuals or disclosure of confidential or personal information, particularly where appropriate the lead petitioner will be directed to the most appropriate route for raising such concerns with the Council.
- e) The Council's Monitoring Officer, acting in consultation with the Chief Operating Officer, considers to be vexatious i.e. a petition with insufficient substance to merit action and the use effective use of public resource, abusive or otherwise inappropriate

4.2 In addition to these rules where a petition has resulted in a debate at a meeting of Full Council, the Council will not hold a further debate in response to a petition which the Lord Mayor considers to be substantially similar within a period of two years.

4.3 During the period leading up to a local or national election the Council may temporarily suspend the hosting of e-petitions or delay holding debates.

## **5 Submitting a Petition**

### **Paper Petitions**

- 5.1 Paper petitions can be submitted via a number of routes e.g. via a Ward Councillor, by post or hand delivered to the Council Offices.
- 5.2 Paper petitions handed in to a Ward Councillor are normally presented at Full Council and then passed to a senior officer within the relevant Directorate and referred to the Customer and Corporate Services Scrutiny Management Committee. Those that come directly into the Council Offices are also referred to the Customer and Corporate Services Scrutiny Management Committee.
- 5.3 Paper petitions should contain the details of the petition on the front of each sheet so that it is clear that each signatory has responded to identical wording.

## **6 ePetitions**

- 6.1 All ePetitions submitted to the Council must:
  - a) Include a clear and concise statement covering the subject of the Petition.
  - b) State what action the petitioners wish the Council to take.
- 6.2 The ePetition organiser will need to provide us with their name, postal address including postcode, email address and contact telephone number. The name of the petition organiser (but no other contact details) will be published alongside details of the petition.
- 6.3 The ePetition organiser will also need to decide how long their petition will be open for signatures. Most ePetitions run for six months, but it can be a shorter or longer timeframe, up to a

maximum of 12 months.

- 6.4 When an ePetition is created, it may take up to five working days before it is published online. This is because we have to check that the content of the ePetition meets the guidelines before it is made available for signature.
- 6.5 The relevant Executive Member will be advised of the publication of any e-petition relating to their service area.
- 6.6 If a petition does not follow the guidelines set out above, or if we need clarification on any issues raised within an ePetition, we will contact the ePetition organiser within 5 working days of receipt to explain.
- 6.7 We will also contact the ePetition organiser if we feel we cannot publish an ePetition for any reason, and where possible, we will offer assistance to change and resubmit it.
- 6.8 If the required clarification is not provided, or if an ePetition that we cannot publish is not re-submitted within 14 days, a summary of the ePetition and the reason why it has not been accepted will be published under the 'rejected petitions' section of the Council's ePetitions facility.

## **7 How to 'sign' an ePetition**

- 7.1 An individual wanting to sign an ePetition, will be asked to provide their name, address and postcode, plus a valid email address. They will then receive an email containing a link which they must click on in order to confirm their email address is valid. Once this step is completed their 'signature' will be added to the ePetition.

*NB: Anyone viewing an e-petition will only be able to see the names of those who have signed - no contact details will be visible.*

- 7.2 All ePetitions currently available for signature on the Council's website can be viewed at:  
<http://democracy.york.gov.uk/mgePetitionListDisplay.aspx?bcr=1>

## **8 How will the Council respond?**

- 8.1 Within 5 days of a petition being received or of an ePetition being closed to signatories, we will send acknowledgement to the petition organiser, providing information on when they can expect to hear from us again and what process needs to be followed.
- 8.2 Our response will depend on what the petition/ePetition asks for and how many people have signed it but details of the petition will be referred to our Customer and Corporate Services Scrutiny Management Committee (CCSMC) who may decide a range of potential actions, including:
- a) Requesting a detailed report on the issues;
  - b) Noting receipt of the petition and proposed action;
  - c) Requiring the Executive Member or person taking any decisions on the matter to attend a meeting and answer questions;
  - d) Undertaking a detailed scrutiny review, gathering evidence, hearing from witnesses and making recommendations to the appropriate person or Member making the decisions;
  - e) Referring the matter to Full Council for debate according to the significance of the issues
- 8.3 CCSMC will have the right to call for reports and undertake reviews in relation to petitions where it is concerned that they have not been dealt with properly.

- 8.4 The relevant Executive Member may also be required to consider the petition to agree appropriate actions, depending upon the issues raised.
- 8.5 If the petition relates to an operational Highways matter, for example a traffic regulation order or Respark, it will be referred directly to the relevant Executive Member and will not be considered by CCSMC.
- 8.6 If the petition/ePetition is about something over which the council has no direct control e.g. the local railway or hospital, we may refer it to the Council's relevant partner organisation, and where appropriate, may work with them to respond to the petition.

## **9 Getting Involved When Your Petition Is Considered**

- 9.1 A petitioner may choose to attend any meeting where their petition/ePetition is to be considered to listen to the debate, or register to speak at the meeting via the Council's Public Participation Scheme. This scheme enables participants to address Councillors before they debate the issues raised.

## **10 What happens next?**

- 10.1 The petition/ePetition organiser will receive notification of the outcome of their petition. Where a petition/ePetition has been considered at a public meeting, information on the related decisions will be made available electronically via the meeting minutes published online. It will also be possible to track the implementation of any actions arising from them, via the online committee management system.

## Petitions Schedule, May 2023 ongoing

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
198. We, the undersigned, call upon the City of York Council to use the Chapelfields Estate Improvement funds for more dropped kerbs on gritting, and bus routes in the estate, and to develop an estate improvement plan  38 signatures	Presented to Full Council on 23 November 2023 by Cllr Waller.	Michael Jones / Sophie Round	Executive Member for Housing, Planning and Safer Communities	23/11/23	Report to be taken to EMDS Decision Session – date to be advised.	Not enough tenants responded to allow us to undertake a programme of works, as per the HEIP criteria.  HEIP funding scheme has ended	Closed

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
<p>204. We the undersigned petition the council to carry out a review of road safety around Fishergate Primary School. The review should recommend improvements to road design so that children feel safe when they walk or cycle to school. City of York Council will need to identify funding for the improvements identified by the review.</p> <p>184 signatures</p>	E-Petition	Michael Howard and James Gilchrist.	Executive Member for Economy & Transport	18.01.24		<p>Petition Acknowledged</p> <p>Considered at the 19 July Executive Member Decision Session - The Fishergate School area, including Kent Street and Blue Bridge Lane have been added into the Council's Safe Routes to School programme for 2024/25 and a feasibility study to be conducted and officers to report back once the study is completed</p>	Open



Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
<p>212. Tranby Avenue Parking Problems</p> <p>We the undersigned petition the council to deal with the dangerous and inconsiderate University related parking in Tranby Avenue and Cavendish Grove in Osbaldwick and Murton.</p> <p>We the undersigned call upon City of York Council as Highway Authority to stop the University related parking issues compromising highway safety and residential amenity on Tranby Avenue and Cavendish Grove, Osbaldwick and Murton.</p> <p>165 signatures</p>	ePetition and presented by Cllr Warters at Full Council on 21 March 2024	James Gilchrist	Executive Member Economy & Transport	21/03/24		Petition considered as part of the Decision Session on the 19 July and a decision to introduce No Waiting parking restriction statutory consultation on Tranby Avenue between Hull Road and Baysdale was taken. Report due 2025 to be considered at same time as review of University Parking.	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
<p>213. Reduce HMO Thresholds</p> <p>We the undersigned petition the council to reduce the HMO acceptability thresholds permitting the conversion of further HMOs.</p> <p>80 signatures</p>	ePetition and presented by Cllr Warters at Full Council on 21 March 2024	Tracey Carter/Alison Cooke	Executive Member Housing, Planning and Safer Communities	21/03/24	Petition acknowledged 9/4/24. Action will be considered as part of a report to Executive on Supplementary Planning Documents (SPD's) for the Local Plan in June 2024	<p>Considered as part of the report to Executive regarding Prioritising Supplementary Planning Documents in September 2024. The decision did not prioritise a review of the HMO SPD but confirmed the necessary detail would be included in the Housing SPD.</p> <p>Policy for controlling the3 concentration of HMOs, including the thresholds, was examined as part of the Local Plan process. The approach was deemed to be sound in the Examiners report. Policy H8 Houses in Multiple Occupation was consequently adopted as part of the Local Plan in February 2025. Any review of the thresholds would be considered as part of a Local Plan Review.</p>	Open

<b>Petition Details No. of Signatures</b>	<b>Petition type</b>	<b>Officer Responsible</b>	<b>Decision Maker</b>	<b>Date of Receipt</b>	<b>Action Proposed</b>	<b>Action Taken</b>	<b>Status Open/Closed</b>
<p>217. Improving Cycling Facilities on Wentworth Road – We the undersigned, would welcome the opportunity to trial a bicycle storage hanger on Wentworth Road.</p> <p>12 signatures</p>	<p>Petition email to Cllr. Kilbane 11.3.24 from than Lead Petitioner.</p>	<p>Greg Morgan</p>	<p>Executive Member for Economy &amp; Transport</p>	<p>11.03.24</p>	<p>To be considered in a future report to the Executive Member for Economy and Transport</p>	<p>Petition acknowledged, and considered at 19 July Executive Member Decision Session where it was decided a city wide approach needed to be developed. A further report will be considered in 2025. Project is awaiting project management resource.</p>	<p>Open</p>
<p>220. Petition for Residents Parking Zone in Milton Street.</p> <p>We, the undersigned, call upon City of York Council to introduce a Residents Parking Zone in Milton Street and surrounding streets.</p> <p>12 signatures</p>	<p>Petition email from Cllr Tony Clarke to Highway Regulation 10 April 2024.</p>	<p>Darren Hobson</p>	<p>Executive Member for Economy &amp; Transport</p>	<p>10.04.24</p>	<p>Report to be considered at a future session of the Executive Member for Economy and Transport</p>	<p>On waiting list of project for ResPark schemes</p>	<p>Open</p>

<b>Petition Details No. of Signatures</b>	<b>Petition type</b>	<b>Officer Responsible</b>	<b>Decision Maker</b>	<b>Date of Receipt</b>	<b>Action Proposed</b>	<b>Action Taken</b>	<b>Status Open/Closed</b>
<p>222. We request that City of York Council take immediate steps to recruit a permanent Estate Manager for the Chapelfields Estate so that there is a visible presence from the Council's Housing Department which has been absent for too long in our community.</p> <p>Presented by Cllr Waller</p> <p>No. of sigs 26</p>	Council	Pauline Stuchfield	Executive Member for Housing	17/07/24		Recruitment of HMOs for all areas complete	Closed
<p>225. Connexions Bus Number 16.</p> <p>We the undersigned residents of Lincoln Court, Ascot Way and Surrounding streets call on City of York Council and the Management of Connexions Bus Company to sort out the timetable and frequency of the Number 16 Bus</p> <p>47 signatures</p>	Presented at Full Council by Cllr Waller	James Gilchrist	Executive Member for Transport	19.09.24	Further monitoring taking place.	Petition Acknowledged	Open

<b>Petition Details No. of Signatures</b>	<b>Petition type</b>	<b>Officer Responsible</b>	<b>Decision Maker</b>	<b>Date of Receipt</b>	<b>Action Proposed</b>	<b>Action Taken</b>	<b>Status Open/Closed</b>
228. Clifton with Rawcliffe School - Zebra crossing request (Eastholme Drive) (362 signatures)	ePetition and Change.org	Michael Howard/James Gilchrist	Executive Member for Transport	30/09/24		Acknowledged in site meeting with lead petitioner	Open
229. Implement a 20mph Speed Limit on School Lane in Copmanthorpe (321 signatures)	Presented at Full Council on 21 November 2024	James Gilchrist	Executive Member for Transport	25/11/24		Petition acknowledged	Open
232. Installing a Zebra Crossing at the front of the Folk Hall in New Earswick (532 signatures)	Presented at Full Council on 21 November 2024	James Gilchrist	Executive Member for Transport	25/11/24		At the last meeting, members requested more information on petition 232, Installing a Zebra Crossing at the front of the Folk Hall in New Earswick; Officers advised that the new pedestrian crossing policy report was due to go to committee in June and a paper to outline where the two crossing points are in the process would follow later in the year.	Open
233. Including Levisham Street in respark zone R20	Received by email from Cllr. Whitcroft	James Gilchrist	Executive Member for Transport	16/11/24		Petition acknowledged by Darren Hobson. Awaiting hard copy of petition (believed to be over 21 signatures)	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
235. Resident Parking Petition – Greenfields YO31 8LA  12 signatures	Received via post from residents	James Gilchrist	Executive Member for Transport	28/03/25			
236. Keep East Parade Carpark Charges Affordable and Accessible –  409 signatures	Received in person via Cllr Webb	James Gilchrist	Executive Member for Transport	13/05/25	Review by independent transport consultant commissioned	<p>The council has worked with the three Right to Challenge areas, business representatives and traders to set out a consultation and engagement plan to gather feedback about the cost of car-parking and the impact this is having.</p> <p>The council has commissioned an independent transport consultant to run the consultation, and will invite Scrutiny to review feedback.</p> <p>There are quarterly collated and published economic and footfall data, (with unfunded plans to collate transport data) to understand the impact on revenues and footfall and the impact on transport and climate change strategic objectives. This qualitative feedback and quantitative data will be used by the independent transport consultants to develop</p>	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
						<p>recommendations for Executive to review the charges, following Scrutiny review.</p> <p>The council is reaching out to partners and collating business intelligence on this matter, including through its monthly meetings with business representatives at the York and North Yorkshire Business Intelligence meeting. It will use this to inform a proposal to lobby government to consider mitigation measures as a result of the NI changes.</p> <p>ARUP are in the process of setting up an independent consultation exercise which will be carried out online, face to face and drop in. Co-ordinated with data analysis and to report back to Exec' and scrutiny.</p>	

<b>Petition Details No. of Signatures</b>	<b>Petition type</b>	<b>Officer Responsible</b>	<b>Decision Maker</b>	<b>Date of Receipt</b>	<b>Action Proposed</b>	<b>Action Taken</b>	<b>Status Open/Closed</b>
237. Petition from Residents of Belle Vue Street NOT to drop the proposed R66 parking scheme –  28 signatures	Scan Received via email from Mr Nicholas Ellison, who attended EMDS Transport	James Gilchrist	Executive Member for Transport	13/05/25	Decision on ResPark scheme	Report going to Exec Member at 18 November 2025 session	Open
238. Ensure Regular Maintenance of Fulford Cemetery <a href="https://www.change.org/p/ensure-regular-maintenance-of-fulford-cemetery">https://www.change.org/p/ensure-regular-maintenance-of-fulford-cemetery</a>  1107 signatures	Presented at Full Council 17 July 2025	Pauline Stuchfield	Executive Member for Finance, Performance, Major Projects, Human Rights, Equality and Inclusion	17/07/25		The council took over the management of Fulford Cemetery on 1 August 2025 for a pilot 1 year. The maintenance programme has been reinstated and work being done with communities team (ECO officer) and volunteers to support additional activity.	Closed



Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
<p>239. Cap the Number of University Students in the City of York.  <a href="https://www.change.org/p/cap-the-number-of-university-students-in-the-city-of-york">https://www.change.org/p/cap-the-number-of-university-students-in-the-city-of-york</a></p> <p>597 signatures</p>	Presented at Full Council 17 July 2025	Pauline Stuchfield/Garry Taylor	Leader/Executive Member for Housing, Planning and Safer Communities	17/07/25		The council cannot comment on capping the numbers of students as that is not in the council's control. The council is currently working on the evidence base to support a planning policy approach in relation to student housing – we have student accommodation policies in the local plan regarding this and a report will be taken on student accommodation to an Executive Member. Plus, planning (Strategic and Development Management) are looking at the estates brief with the University which includes consideration of accommodation.	Open
<p>240. Stop the Parking Charge Hike</p> <p>2096 signatures</p>	Presented at Full Council 17 July 2025	Garry Taylor	Executive Member for Transport	17/07/25	Independent review	The council has worked with the three Right to Challenge areas, business representatives and traders to set out a consultation and engagement plan to gather feedback about the cost of car-parking and the impact this is having.	Open

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
						<p>The council has commissioned an independent transport consultant to run the consultation, and will invite Scrutiny to review feedback.</p> <p>There are quarterly collated and published economic and footfall data, (with unfunded plans to collate transport data) to understand the impact on revenues and footfall and the impact on transport and climate change strategic objectives. This qualitative feedback and quantitative data will be used by the independent transport consultants to develop recommendations for Executive to review the charges, following Scrutiny review.</p> <p>The council is reaching out to partners and collating business intelligence on this matter, including through its monthly meetings with business representatives at the York and North Yorkshire Business Intelligence meeting.</p>	

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
						<p>It will use this to inform a proposal to lobby government to consider mitigation measures as a result of the NI changes.</p> <p>ARUP are in the process of setting up an independent consultation exercise which will be carried out online, face to face and drop in. Co-ordinated with data analysis and to report back to Exec' and scrutiny.</p>	
<p>241. Poppleton is asking you to approve a 20mph zone in our village to prevent a fatality and create a liveable village</p> <p>643 signatures</p>	Presented at Full Council 17 July 2025	Garry Taylor	Executive Member for Transport	17/07/25		Petition acknowledged and area added to the list of potential 20mph areas to be considered when PM resource is available	Open
<p>242. Beckfield Lane Crossing Petition</p> <p>703 signatures</p>	Presented at Full Council 17 July 2025	Garry Taylor	Executive Member for Transport	17/07/25			
<p>243. Petition from Groves residents and businesses on unfair parking charge increase and unfair TROs</p> <p>745 signatures</p>	Presented at Full Council 17 July 2025	Garry Taylor	Executive Member for Transport	17/07/25		The council has worked with the three Right to Challenge areas, business representatives and traders to set out a consultation and engagement plan to gather feedback about the cost of	

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
						<p>car-parking and the impact this is having.</p> <p>The council has commissioned an independent transport consultant to run the consultation, and will invite Scrutiny to review feedback.</p> <p>There are quarterly collated and published economic and footfall data, (with unfunded plans to collate transport data) to understand the impact on revenues and footfall and the impact on transport and climate change strategic objectives. This qualitative feedback and quantitative data will be used by the independent transport consultants to develop recommendations for Executive to review the charges, following Scrutiny review.</p> <p>The council is reaching out to partners and collating business intelligence on this matter, including through its monthly meetings with business representatives at the York and North Yorkshire Business Intelligence</p>	

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
						<p>meeting. It will use this to inform a proposal to lobby government to consider mitigation measures as a result of the NI changes.</p> <p>ARUP are in the process of setting up an independent consultation exercise which will be carried out online, face to face and drop in. Co-ordinated with data analysis and to report back to Exec' and scrutiny.</p>	
<p>244. Just Dual It! – York's Outer Ring Road  <a href="https://digitallibdems.typerform.com/justdualit">https://digitallibdems.typerform.com/justdualit</a></p> <p>700 signatures</p>	Presented at Full Council 17 July 2025	Garry Taylor	Executive Member for Transport	17/07/25			
<p>245. Policing in York</p> <p>We the undersigned petition the council to use all best endeavours either directly through appropriate departments or via The Safer York Partnership to direct North Yorkshire Police to return to a system</p>	EPetition	Pauline Stuchfield	Executive Member for Housing, Planning and Safer Communities	10/06/25	Letter	<p>Letter sent 5/10/2025:</p> <p>Whilst the Council has no direct influence over the decisions made by North Yorkshire Police in respect of their establishment and structures, a close working relationship with them is crucial to our success in tackling crime and anti-social behaviour in the city.</p>	Closed

Petition Details No. of Signatures	Petition type	Officer Responsible	Decision Maker	Date of Receipt	Action Proposed	Action Taken	Status Open/Closed
<p>of effective Neighbourhood Policing in York with regular, visible beat patrols.</p> <p>13 signatures.</p>						<p>Discussions on police resources are held by Safer York Partnership and Senior Officers within CYC have also had similar discussions directly with the Area Commander and with Chief Officers in North Yorkshire Police.</p> <p>As you will be aware, significant Government Funding has been allocated to all 43 Police Forces to fund the uplift in officer numbers, particularly in Neighbourhood Policing Roles. North Yorkshire Police are in the process of recruitment and vetting for new officers to join the Neighbourhood Policing Teams and it is hoped that these additional officers will be in place in the New Year.</p> <p>If you require further information on this, you can contact North Yorkshire Police directly and they will provide you with further information</p>	

<b>Petition Details No. of Signatures</b>	<b>Petition type</b>	<b>Officer Responsible</b>	<b>Decision Maker</b>	<b>Date of Receipt</b>	<b>Action Proposed</b>	<b>Action Taken</b>	<b>Status Open/Closed</b>
246. Request a parking restriction to be placed on Manor Drive South for access or residents only.  41 Signatures	Presented at full Council by Cllr Taylor 18/09/25	Garry Taylor	Executive Member for Transport	18/09/25		Petition acknowledged and area added to the waiting list/annual review list for access/parking restrictions	Open
247. Request that CYC provide a signal controlled pedestrian and cycle crossing on New Lane, Huntington near Anthea Drive to the path to the Vangarde and the Park and Ride due to the difficulty and danger involved in crossing this busy road.  268 signatures	Presented at full Council by Cllr Orrell 18/09/25	Garry Taylor	Executive Member for Transport	18/09/25			

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**Corporate Scrutiny Committee  
Work Plan 2025/26**

Theme	Item	Lead Officer / Exec Member	Notes
<b>9 June 2025</b>			
	Outer Ring Road and Station Gateway	Garry Taylor Cllr Lomas	Pre-decision Scrutiny
	2026/27 outline budget process	Debbie Mitchell	
<b>7 July 2025</b>			
	Harewood Whin Green Energy Park Business Case	Shaun Gibbons Cllr Kent	Pre-decision scrutiny
	Budget Task and Finish Proposal	Debbie Mitchell Cllr Lomas	
<b>8 September 2025</b>			
	10 year anti-poverty strategy	Pauline Stuchfield, Sam Blyth	Pre-decision scrutiny
	Next steps in securing investment for York	Sam Blyth, Claire Foale, Garry Taylor Cllr Douglas	
	2024/25 F&P Outturn	Debbie Mitchell, Ian Cunningham, Cllr Lomas	Planned to come in July but deferred as the date of Executive was changed
	Scrutiny Shared Vision	James Parker / Guy Close Cllr Douglas	
<b>01 October 2025 (additional meeting)</b>			
	Castle Gateway	Garry Taylor	Pre-decision scrutiny

Theme	Item	Lead Officer / Exec Member	Notes
		Cllr Lomas	
	Report of the Task & Finish Group on the Boundary Commission review	Bryn Roberts Cllr Douglas	To agree a recommendation to go to Executive
	Draft Comms Strategy	Claire Foale / Michael James Cllr Douglas	Pre-decision scrutiny
<b>10 November 2025</b>			
	Complaints/Compliments annual report	Lorraine Lunt / Cllrs Lomas / Douglas	Annual update
	Petitions Schedule	Bryn Roberts	Six-monthly update
	Council Motions	Bryn Roberts	Six-monthly update
	Audit recommendations – Emission reporting process and Climate Action Plan	Shaun Gibbons / Cllr Kent	
<b>19 January 2026</b>			
	Budget and MTFS Scrutiny, final report	Debbie Mitchell Cllr Lomas	
	City LEAP / Local Net Zero Accelerator Programme	Shaun Gibbons / Cllr Kent	Need to identify most appropriate time for this item

<b>2 March 2026</b>			
	Evaluation of the business decarbonisation support programme	Shaun Gibbons / Cllr Kent	
<b>11 May 2026</b>			
	Petitions Schedule	Bryn Roberts	Six-monthly update
	Council Motions	Bryn Roberts	Six-monthly update

### Potential topics for all-member briefing sessions or public meetings

Item	Origin	Lead Officer and Exec Member	Notes
Major projects – York Central update		Garry Taylor / Cllr Lomas	Public meeting
Community Woodland update from Forestry England	Cllr Kent	Shaun Gibbons Cllr Kent	Briefing
Digital Switchover		Roy Grant	Briefing
Customer Services developments		Pauline Stuchfield, Eilidh Carricker	
Project Management	Corporate scrutiny 07/07	Claire Foale	Briefing
F&P Q1	Regular Report	Debbie Mitchell, Ian Cunningham Cllr Lomas	Information to be shared with members via e-mail
F&P Q2	Regular Report	Debbie Mitchell, Ian Cunningham Cllr Lomas	Information to be shared with members via e-mail

Item	Origin	Lead Officer and Exec Member	Notes
F&P Q3	Regular Report	Debbie Mitchell, Ian Cunningham Cllr Lomas	Information to be shared with members via e-mail
Local Nature Recovery Strategy	Moved from November's meeting	Shaun Gibbons / Guy Hanson / Alison Cooke Cllr Kent	Briefing. Consultation over the summer, due for approval 04/11/25

### Briefing session dates

- Tuesday 21 October
- Thursday 4 December
- Thursday 26 February
- Thursday 16 April

### Agreed Task & Finish Groups

Topic and timescale	Aims and objectives	Membership
Preparing for proposed changes to long-term sickness and disability benefits.  No timescale set for final report to People Scrutiny Committee	<ul style="list-style-type: none"> <li>• Acquire a detailed understanding of the scope of the proposed changes and the likely direct and indirect impacts</li> <li>• Establish the number of York residents likely to be affected by the changes if they are implemented as currently proposed</li> </ul>	Cllr Fenton Cllr Runciman Cllr Steward Cllr Coles Cllr J Burton

	<ul style="list-style-type: none"> <li>• Identify what additional financial or other support affected residents may seek to access from the council and partners</li> <li>• Identify how affected residents can best be supported to access help, such as applying for other benefits for which they may be eligible</li> <li>• Establish whether capacity exists to meet a potential increase in demand for services or support</li> <li>• Make recommendations as to how the council and partners can most effectively allocate resources to support affected residents</li> </ul>	
<p>Boundary Commission Electoral Review – Council Size.</p> <p>Final report to be considered at Corporate Scrutiny Committee meeting on 01 October 2025</p>	<ul style="list-style-type: none"> <li>• To gather residents' views and seek cross-party agreement for a proposal on council size.</li> </ul>	<p>Cllr Merrett Cllr Coles Cllr Hollyer Cllr Wann Cllr Steward</p>
<p>Budget and Medium Term Financial Strategy Scrutiny</p>	<ul style="list-style-type: none"> <li>• Review the council's MTFS</li> <li>• Review the process through which the council will engage with residents, businesses and other</li> </ul>	<p>Cllr Ayre Cllr Hook Cllr Baxter Cllr Moroney</p>

Final report to be considered at Corporate Scrutiny Committee meeting on 19 January 2026	<p>stakeholders as it develops and engages on its 2026/27 budget proposals</p> <ul style="list-style-type: none"> <li>• Review the process through which the MTFS informs the approach to budget-setting</li> <li>• Consider whether and how the budget proposals align with the Council Plan and the ten-year strategies</li> <li>• Review responses to the public consultation on budget proposals and consider any recommendations to Executive</li> <li>• Consider any improvements to the budget-setting process which could be adopted for future years</li> </ul>	
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### Possible Task & Finish Groups

Topic	Aims and objectives	Membership
Procurement		
Community Infrastructure Levy	Better understand the approach to implementation of the CIL in parished and unparished areas, and in particular, what advantages parished areas might have. Meet with Becky / Cllr Pav/ Alison Cook	

## Scrutiny Overview Work Plan

Meeting Date	Committee	Agenda Item
10/11/25	Corporate	<ul style="list-style-type: none"> <li>Complaints/Compliments annual report</li> <li>Petitions Schedule</li> <li>Council Motions</li> <li>Sudit recommendations – Emission reporting process and Climate Action Plan</li> </ul>
25/11/25	Place	<ul style="list-style-type: none"> <li>Dial a Ride update (tbc)</li> <li>Task and Finish Group proposals</li> </ul>
03/12/25	People	<ul style="list-style-type: none"> <li>Food Insecurity Task and Finish Group draft report (tbc)</li> <li>Early Years and Childcare Reforms update (tbc)</li> </ul>
19/01/26	Corporate	<ul style="list-style-type: none"> <li>Budget and MTFS Task and Finish, final report</li> <li>City LEAP/Local Net Zero Accelerator programme</li> </ul>

The Forward Plan can be found [here](#).

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