

Notice of a public meeting of

Corporate and Scrutiny Management Committee

To: Councillors Wiseman (Chair), Barnes, Horton, King, McIlveen, Potter, Runciman (Vice-Chair), Steward and Warters

Date: Monday, 12 November 2012

Time: 5.00 pm

Venue: The Guildhall

AGENDA

1. **Declarations of Interest**

At this point, Members are asked to declare:

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

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

2. **Minutes** (Pages 3 - 10)

To approve and sign the Minutes of the last meeting of the Committee held on 10 September 2012.

3. **Public Participation**

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Committee's remit can do so. The deadline for registering is **5:00 pm on Friday 9 November 2012.**

To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

4. Presentation on Welfare Reforms Update

To receive an officer presentation and update on Welfare Reforms.

5. Update Report - City Centre Access Ad Hoc Scrutiny Review
(Pages 11 - 22)

This report is an update to Corporate and Scrutiny Management Committee on the City Centre Access Ad Hoc Scrutiny Review. Councillor Gillies, the Chair of the Committee will be in attendance at today's meeting to answer any questions that may arise.

6. Improving Engagement Scrutiny Review

To receive a verbal update from Members of the Task Group on the scoping of this review.

7. Work Plan 2012-13 (Pages 23 - 24)

Members are asked to consider the Committee's work plan for the remainder of the 2012-13 municipal year.

8. Any other business which the Chair decides is urgent under the Local Government Act 1972

Democracy Officer:

Name: Jill Pickering

Contact details:

- Telephone – (01904) 552061
- E-mail – jill.pickering@york.gov.uk

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

- Registering to speak
- Business of the meeting
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Scrutiny Committees

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

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

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City of York Council

Committee Minutes

MEETING	CORPORATE AND SCRUTINY MANAGEMENT COMMITTEE
DATE	10 SEPTEMBER 2012
PRESENT	COUNCILLORS RUNCIMAN (VICE-CHAIR, IN THE CHAIR), BARNES, HORTON, MCILVEEN, POTTER, STEWARD, WARTERS, SEMLYEN (SUB FOR CLLR KING) AND BARTON (SUB FOR CLLR WISEMAN)
IN ATTENDANCE	COUNCILLOR GUNNELL
APOLOGIES	COUNCILLORS WISEMAN AND KING

16. **DECLARATIONS OF INTEREST**

At this point in the meeting, Members were asked to declare any personal, prejudicial or disclosable pecuniary interests they might have in the business on the agenda. No declarations were made.

17. **MINUTES**

RESOLVED: That the minutes of the last meeting of the Corporate and Scrutiny Management Committee held on 16 July 2012 be approved and signed by the Chair as a correct record.

18. **PUBLIC PARTICIPATION**

It was reported that there had been one registration to speak at the meeting under the Council's Public Participation Scheme however this had since been withdrawn owing to illness.

19. **BRIEFING ON THE FINANCIAL INCLUSION BOARD**

The Head of Strategy, Partnerships and Communication gave a presentation on the work of the Financial Inclusion Board and the forthcoming Inclusion Strategy, due to be presented to Cabinet for approval in November 2012, a copy of which has been attached to the online agenda for this meeting.

The key issues raised related to:

- Information on the wider context of economic and financial inclusion in respect of individuals
- The meaning of financial inclusion
- The extent of disadvantage in the city
- Knock on effects of financial exclusion
- The impact on York
- Information on work being undertaken in this area
- Future plans to assist all residents
- Problems in early identification of traditionally hard to reach customers
- New ideas being examined and the long term vision

Members went on to discuss and question a number of points including:

- That the introduction of universal benefits would have a detrimental effect on financial inclusion
- Methods of tackling high interest rates and 'loan sharks'
- Need for the city to be more welcoming to social enterprises e.g. Co-op directory, better advertising for credit unions etc
- How to address the stigma of benefit claimants, as they soon became hard to reach
- The Youth Council had requested provision of improved financial advice to young people of secondary school age
- Barriers to youth employment also included travel costs, purchase of interview attire and out of school childcare
- Number of people without bank accounts and how to reduce this figure
- Concerns that too many different access points may be created/offered which may deter further contact
- Need for whole joined up approach
- Parish Council's would be excellent bodies for promoting this work

Councillor Gunnell, Cabinet Member for Corporate Services and Officers updated and replied to members questions.

Members were asked to take all of the information provided into consideration when deciding whether to progress the 'Engaging the Disaffected' topic suggested for scrutiny review.

RESOLVED: That the presentation be received and noted.

REASON: To inform Members in their consideration of the scrutiny topics later in the meeting.

20. **COMMUNITY ENGAGEMENT STRATEGY**

The Head of Neighbourhood Management gave Members a progress update on the Council's new Community Engagement Strategy, a copy of which has now been attached to the online agenda for this meeting.

The main points arising from the presentation were:

- The strategy had been refreshed to meet the needs of the new public health agenda and white papers, the Localism Act, changing demographics and lower resources
- Information on current engagement through the Health and Wellbeing Board, Neighbourhood Planning, Council Budgets and community conversations
- The 5 Strategy principles
- Details of the Engagement Toolkit
- Timetable
 - October 2012 – draft strategy, consultation and toolkit development
 - November – secure funding for web portal
 - December – draft strategy to Cabinet
 - March 2013 – final strategy, toolkit training package
 - April 2013 – web portal goes live

Member's comments and questions were requested the main points raised being:

- Need to ensure that people were clear of the type of engagement they could make at each level on the ladder of community engagement
- Pressure groups were not currently consulted on literature that was produced
- Concern that contact would not be made with those hard to reach residents in the city
- Need to consult all relevant groups to prevent any future misunderstanding
- Whether the toolkit would be commercially suitable to sell to other authorities
- The method of communicating/promotion once finalised, needed to be proactive and draw out as many responses as possible

- Take up of Neighbourhood Plans and their value
- Following receipt of consultation responses, and subject to resources, suggest addition of every response with comparison of documents ?

The Chair thanked officers for their informative briefing, and Members were asked to take all the information provided into consideration when deciding whether to progress the 'Engaging the Disaffected' topic suggested for scrutiny review.

RESOLVED: That the presentation be received and noted.

REASON: To provide an overview for the Committee on the new Community Engagement Strategy.

21. CUSTOMER STRATEGY 2012-2015

Consideration was given to a report which set out details of the Council's new Customer Strategy which would sit alongside the Workforce and Procurement and Commissioning Strategies to support delivery of the Council Plan.

Following completion of work under the 2009-12 Strategy, the authority had found it necessary to re-evaluate its basis for interacting with customers in view of recent financial settlements, a changing and increasingly diverse population together with demands for increasingly technological and web based solutions for accessing services. This Strategy now provided a single vision for interaction with customers in the future and was closely tied in with the imminent move to West Offices.

Officers reported on a number of ongoing key projects including:

- Standards accreditation hopefully being received shortly
- Management of customer flow
- Auto attendant telephone system

Members questioned whether the automatic transfer of customers via the phone system would now allow staff time to focus on more vulnerable resident groups. Officers confirmed that there would be telephone system improvements as part of a developing strategy for access to information at the new Customer Centre opening at West Offices in 2013.

Members were asked to consider the information provided on this agenda item together with information provided on the previous two agenda items when deciding whether to progress the 'engaging the disaffected' scrutiny topic previously suggested by Cllr Barnes.

Whilst it was recognised that the issues affecting levels of engagement were present across all wards, Members agreed it would be useful to carry out a comparison between two wards e.g. Heworth & Rural West to compare and contrast, two areas with differing levels of deprivation and reasons for lack of engagement.

Following further discussion Members confirmed their wish to proceed with a scrutiny review on Improving Customer Engagement.

The Chair thanked all the officers for their interesting and informative presentations and briefings.

- RESOLVED:
- i) That the report and briefing be received and noted.
 - ii) That a Task Group comprising of Councillors Barnes, Steward, Potter, Runciman and Wiseman be formed to scope the agreed review detailed above, and report back to the next meeting of the Committee.

REASON: To inform the Committee's future work plan.

22. PROCUREMENT STRATEGY

Members considered information provided in the CYC Procurement and Commissioning Strategy 2012-14, together with recommendations arising from the Resources Scrutiny Board procurement review undertaken in June 2005.

Officers provided a further general update in respect of progress with the implementation of the recommendations arising from the earlier review, raising the following points:

- A revised procurement blueprint had been prepared in 2010 to comply with EU legislation

- Work was being undertaken with the voluntary and community sector organisations together with interaction with smaller providers
- 'Meet the Buyer' days were held regionally
- Collaborative buyer days were in the process of being arranged with Higher York
- If at all possible Fair Trade products were sourced however these were often at a premium cost
- It was being made easier for local suppliers to access contracts and framework agreements were used, where appropriate
- Launch of an e-interface with suppliers through the introduction of a new Supplier Contact Management System and a procurement toolkit

Members commented and questioned a number of the points raised including:

- The need for a full contract review system – it was confirmed that this would shortly be in operation and provide automated reviews of contracts
- The tender award criteria – it was confirmed that this was organised on a case by case basis but normally a 60% quality and 40% price split would be used
- The need to be inclusive and assist people in supported employment e.g. Yorkcraft

- RESOLVED:
- i) That the reports and briefing be received and noted.
 - ii) That an update on the Procurement Strategy be added to the Committee's work plan for April/May 2013.

REASON: To ensure that Corporate and Scrutiny Management Committee members are kept updated on procurement issues.

23. WORK PLAN 2012-2013

Consideration was given to the Committee's work plan for the remainder of the 2012-13 municipal year. Having identified issues for inclusion in the plan earlier in the meeting Members agreed to:

Add

- 12 November 2012 –Improving Customer Engagement Scrutiny Review– scoping report

RESOLVED: That the work plan and briefing notes be received and noted subject to the addition of the above item to the plan.

REASON: To assist in the formulation of the Committee's work plan for the remainder of this municipal year.

Councillor C Runciman, Vice Chair
[The meeting started at 5.00 pm and finished at 7.00 pm].

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Corporate and Scrutiny Management Committee 12th November 2012

Report of the Assistant Director Governance & ICT

Report – City Centre Ad Hoc Scrutiny Committee**Summary**

1. This report is an update to Corporate and Scrutiny Management Committee on the City Centre Access Ad Hoc Scrutiny Review. Councillor Gillies, the Chair of the Committee will be in attendance at today's meeting to answer any questions that may arise.

Background

2. In June 2011 Councillor Gillies submitted a scrutiny topic in relation to access and foot street enforcement in the city centre. This proposed topic was subsequently considered at a scrutiny work planning event held in July 2011 where it was decided that the topic should be progressed to review.
3. At the first meeting of the City Centre Ad Hoc Scrutiny Committee the following remit was set for the review:

Aim

How do we minimise vehicular movement in the city centre footstreets and immediate area to ensure the safety of pedestrians?

Key Objectives

- i. Do changes need to be made to the City Centre Area Action Plan/City Centre Access Study/Footstreets Policy to ensure:
 - Appropriate disabled access and parking provision
 - The safety of pedestrians during footstreet hours
 - City centre cycling storage facilities

ii. How could City of York Council and the Police improve partnership working in order to fully enforce the footstreets policy, including understanding:

- Who is responsible for what currently and should there be any changes
- The current barriers to enforcing the policy

Progress on the Review to date

4. Since beginning this review the Committee have met as follows:

14th November 2011

5. This was a formal meeting of the Ad Hoc Scrutiny Committee. Members considered a draft remit for the review, eventually agreeing on that set out at paragraph 3 of this report.
6. At this meeting Members were made aware that there was already ongoing work in respect of the Footstreets Review and the City Centre Movement and Accessibility Study. It was agreed that it was important not to duplicate work that was already ongoing.
7. Members also agreed that it would be useful to visit some of the key areas within the city centre to look at access points, disabled parking provision and accessibility/safety hazards for pedestrians.

22nd November 2011

8. This was an informal meeting of the Ad Hoc Scrutiny Committee, who in the first instance, walked around the city centre to look at issues in respect of access and enforcement. The visit was timed to allow Members to look at the situation both before and during footstreet hours.
9. The situation was assessed at a number of points across the city centre and a number of initial and immediate observations were made, namely;

i. Davygate

- The large traffic sign that is in place is ugly in design and lacks clarity (e.g. it is unclear whether cyclists are permitted)
- The installation of a rising bollard may curtail traffic movement but would be expensive to install and maintain and may not be an appropriate option
- Consideration could be given to focussing on street design rather than relying on signage, for example the entry to Blake

Street could be altered to better deter unauthorised motorists from entering the street

ii. St Sampson's Square

- Once the disabled parking spaces are filled, this area becomes a through route for motorists looking for a place to park
- Members commented on the apparent inconsistencies in the issuing of blue and green badge permits, including misuse of the scheme by some people
- When events were taking place in St Sampson's Square the number of parking spaces was reduced but this appeared to be generally accepted by traders and the public
- The use of the area as a drop off point for people using the St Sampson's Centre was noted.

iii. King's Square

- The traffic congestion in this area was noted as vehicles sought to leave the footstreets area by 11am. This was exacerbated by utility work that was taking place
- Concerns were expressed regarding the signage at the entry to Low Petergate
- The narrow pavements make it difficult for pedestrians, particularly those with pushchairs or using wheelchairs
- The evening parking that is available in Goodramgate raises awareness of this route into the city centre

iv. St Saviourgate/Colliergate junction

- A very busy junction with a high number of vehicles turning left
- Taxis were seen driving down Fossgate, although only loading was permitted

v. Parliament Square/Piccadilly/Coppergate junction

- Looking towards Merchant Gate, the pinch point was noted.
- The taxi rank was not used; consideration could be given to alternative uses
- A bullion van was parked in the footstreets but delivering to premises outside of the footstreets area.
- Consideration could be given to relocating the cycle racks currently in Parliament Street
- The plans to demolish the building housing the toilets in order to open up the vista of Parliament Square were noted (this has now been demolished)

- vi. Low Ousegate/Spurriergate junction and Coney Street
 - The use of bollards was noted – these were installed and removed manually at the start and finish times of the footstreet hours
 - A cyclist was seen riding down Coney Street

10. At the informal meeting of the Committee after the above visit, Members were made aware, by the Chair, that the York Civic Trust had produced a survey of traffic around Coppergate in April 2011. It was agreed that a representative of the Trust be invited to a future meeting to discuss the survey's findings with the Committee. The Ad Hoc Scrutiny Committee was due to do this as part of a consultation process referred to later in this report.

11. Discussions also took place around the theme of the second key objective of the remit set for this review. It was acknowledged that there were various difficulties in enforcing the footstreet arrangements that were currently in place. The following were also mentioned:
 - It was unlikely that the Government would enact Part 6 of the Traffic Management Act (relating to the civil enforcement of moving traffic offences)
 - Details of a scheme in operation in Oxford whereby CCTV was used to assist in enforcement, including arrangements that had been put in place in respect of bus lanes. In relation to the above a motorist who had been issued with a penalty notice, had challenged the decision and had taken the case to the High Court but the judge had ruled in favour of the local authority. Although officers were asked to give clarity as to whether this type of arrangement was something that York could consider, this was deferred in light of the consultation referred to at a later part in this report.
 - It was suggested, in Oxford, that the local authority had provided CCTV evidence to Police/Crown Prosecution Service who had then taken action.
 - It was noted that exemptions to enforcement measures were in place, including bullion vans and vehicles from the various utility companies.

12. Members referred to the congestion in the Coppergate area of the City and felt that this could make some members of the public reluctant to travel by bus; the congestion making it less likely that buses would keep

to their timetable. Members initial thoughts were that action would need to take place to alleviate this; they therefore requested that a representative from the Quality Bus Partnership and a representative from a taxi company be invited to a future meeting to discuss this matter further. Again, these parties were to be consulted by the Ad Hoc Scrutiny Committee as part of the consultation process on the Footstreets Review referred to in a later part of this report.

13. At this stage of the review the Ad Hoc Scrutiny Committee agreed that the arrangements that were currently in place within the city centre were not working effectively in the areas identified in the above paragraphs.

19th December 2011

14. At this, the second informal meeting of the Committee, Members considered the following:
- A briefing note on City of York Council's Traffic Regulations (which was discussed with CYC officers and a representative from North Yorkshire Police) – this detailed the City of York Council's Traffic Regulations which are contained in four traffic orders namely:
 - Parking, Stopping and Waiting Order
 - Traffic Management Order
 - Speed Limit Order
 - Off-Street Parking Places Orders
 - A report which had been presented to the Cabinet Member for City Strategy on 1st December 2011 entitled 'City Centre Footstreets Review' and the decisions he made at that meeting
 - An e-mail from a Member of the Ad Hoc Scrutiny Committee containing options for raising pedestrian safety in the city centre
 - Potential consultation questions to put to key groups in the city who may be affected by any recommendations made by the Committee
15. The Committee sought the views of both CYC officers and a North Yorkshire Police Officer regarding partnership working to enforce the footstreets policy.
16. The City of York Council's City Centre Enforcement Officer highlighted the following issues:
- The Council has limited powers in terms of enforcement and does not have the power to stop moving traffic
 - There are particular problems with vehicles using Goodramgate and Davygate

- Signage is too high and not always clear to understand
- It is difficult to identify vehicles with disabled drivers or passengers as often permits are not displayed until the vehicles are parked
- There is abuse of the permit scheme
- Because taxis are permitted to drop off and collect permit holders, it is difficult to ascertain if taxis are in the area legitimately
- Deliveries to shops needed to be taken into consideration and there needed to be enough loading/unloading bays available

17. The North Yorkshire Police Officer detailed the following concerns:

- Signage is poor and is too high to be easily visible. A case is currently going through the Courts in relation to signage in Coppergate
- The city has good Park and Ride facilities and the buses drop people off close to the city centre. Could more be done to encourage more use of this provision to discourage vehicles from entering the city centre?
- Many of the problems originate at Goodramgate
- Consideration should be given to a bollard type arrangement at Church Street/Colliergate and at St Helen's Square
- There should be greater consistency in footstreets times
- A very high number of tickets are being issued. More could be issued if officers were available but the Police have to prioritise.
- Some drivers find it difficult to understand the differences between the blue badge and the green badge schemes, particularly when signage refers to 'permit holders'
- Not all cyclists abide by one way systems. Because of the lack of repeater signs it is sometimes difficult to issue tickets to offenders. The footstreet signage does not explicitly show no cycling and some cyclists do not class themselves as vehicular traffic
- Most of the complaints that the Police received related to motor vehicles in the city centre rather than cyclists
- PCSOs (Police Community Support Officers) do not have the power to stop moving traffic

18. In addition to the above discussions Members commented on:

- The need to ensure sufficient, secure and covered parking for cyclists. However, they did query whether this should be situated within pedestrian areas. It was noted that at the moment it was permissible to use the cycle parking facilities in the footstreet areas

without actually being able to cycle there. An added complexity was the fact that the cycle parking facilities could be used after footstreet hours, when it was also acceptable to cycle in these streets.

- The footstreet hours – some thought these should be from 10am to 4pm whilst others felt that they should be extended to 5pm.
- It was noted that whilst it was a highways offence to cycle on pavements, this legislation did not extend to footstreet arrangements.

19. Further discussions ensued on some of the points raised above; in particular in relation to the following;

- It is apparent from evidence received to date that there is an issue about the clarity of current signage. The 'Reinvigorate York' initiative includes proposals to de-clutter where possible. There needs to be less signage but it has to provide greater clarity.
- One way in which it could be made clearer that an area is pedestrianised is by changing its physical appearance so that people are aware that they are moving from one type of environment to another – however, this may be cost prohibitive
- Consideration is being given to addressing issues in respect of moving and non-moving traffic offences, including the legalities of enforcement in respect of bus lanes
- The background of the introduction of the green permit scheme
- Issues in respect of enforcement, including the difficulties that would be faced in reducing traffic in the city centre unless bollards were used
- There was some confusion in relation to who was empowered to stop traffic and who was not; this led to a general feeling amongst the Ad Hoc Scrutiny Committee that road traffic offences and contravention of local by-laws went largely unenforced within the city centre
- The indiscriminate way that some lorries/vehicles parked when delivering goods outside of the footstreet hours

20. In relation to the report that had been considered at the Cabinet Member for City Strategy's Decision Session Members had questioned how the work of the Ad Hoc Scrutiny Committee fitted with that already taking place on the Footstreets Review and Reinvigorate York. It was explained that the Decision Session had enabled the Cabinet Member to provide direction in respect of the work but further consultation still needed to take place. It was suggested at this point that the Ad Hoc Scrutiny

Committee had input into putting together the consultation that would form part of the Footstreets Review. They would then hold some focus groups with specific organisations to further gauge their views. The Ad Hoc Scrutiny Committee suggested that the following would be a good cross section of organisations to meet with:

- Representative of Reinvigorate York
- Representative from York Civic Trust
- Representative from the retail sector
- Representative from a cycle organisation
- Representative from the Independent Living Network
- Representative(s) from disability groups
- Representative from the Quality Bus Partnership
- Representative from a taxi association
- Representative from Shopmobility

21. The results of this exercise could then have been taken into account by the Cabinet Member as part of the Footstreets Review and would also have helped towards the Ad Hoc Scrutiny Committee formulating some recommendations arising from this review.

Consultation

22. The Ad Hoc Scrutiny Committee consulted with various officers and North Yorkshire Police during the course of this review.

Options

23. Members have the following options:

Option 1 Agree that there is no further role for this Ad Hoc Scrutiny Committee in relation to this review

Option 2 Continue the work of this Ad Hoc Scrutiny Committee giving clear objectives in order that it can be completed

Analysis

24. The Cabinet Member for City Strategy attended the meeting of the Ad Hoc Scrutiny Committee on 14th November 2011 and was supportive of this review. He felt that the work being undertaken by the Scrutiny Committee could complement the work already being undertaken on the Footstreets Review (detailed in a report received by him on 1st December 2011). This led to, both the Cabinet Member and the Chair of the Ad Hoc Scrutiny Committee being involved in formulating some consultation

questions which were used as part of this Scrutiny Review and as part of the Footstreets Review.

25. However, there were significant delays in putting together the consultation questions which meant that this review was left uncompleted by the end of the last municipal year. The then Scrutiny Management Committee agreed that due to these delays the review could continue into the 2012/13 municipal year.
26. It was originally envisaged that the Ad Hoc Scrutiny Committee would further consult various organisations as set out in **paragraph 20** to this report as to their thoughts on some of the proposed changes that were highlighted in the consultation document. The purpose of which would have been to gain more in depth information from them. However when the Committee met again on 13th July 2012 it was agreed that due to the time already spent on this review and the delays with the consultation document being produced by City and Environmental Services (this was eventually released towards the end of June 2012 with a deadline for responses of 27th July 2012) this part of the review be abandoned.
27. Whilst the Chair of the Ad Hoc Scrutiny Committee had seen the consultation document and had had some input into the questions contained within it, the actual Ad Hoc Scrutiny Committee did not have sight of the document until their 13th July meeting. With the deadline for the responses to the consultation being 27th July, they felt that they only realistically had 14 days within which to arrange a focus group for several external parties and did not believe this was sufficient time to allow for a good turn out; they therefore abandoned this planned stage of the review.
28. They also acknowledged that the focus groups would really only be duplicating what had already been done via the Footstreet Review consultation and all parties they had planned inviting to a focus group had actually already been consulted via this document. The Committee therefore looked at possible next steps based on the information they had received to date, including the consultation document. On consideration of this they felt trialling a temporary (but manually removal) bollard at the place where St Helen's Square and Davygate met would be the best option. They asked that this be installed for between 6 and 18 months and the results of whether this was working be surveyed and reported back to the Cabinet Member for Transport, Planning and Sustainability.

29. In addition to this they themselves agreed that they would set up a stall in St Helen's Square and write a brief questionnaire asking those in the area what they thought the pros and cons of the temporary bollard were. This was scheduled to take place on 11th September 2012 and a short questionnaire was produced by the Ad Hoc Scrutiny Committee to use on this occasion. However, it was later understood that the bollard could not be installed this quickly as it was subject to the analysis of the results arising from the Footstreets Review Consultation document and the ongoing Access and Mobility Audit. This led to a further meeting of the Ad Hoc Scrutiny Committee taking place on 11th September 2012 in lieu of the above.
30. At this meeting the Committee again considered their next steps and were informed that the Footstreets Review had now finished and the results were being analysed and there had been 180 responses. Secondly they were informed that Cabinet had recently agreed the Reinvigorate York programme and this included new permanent access controls for the Footstreet areas.
31. In light of this officers advised the Committee that they had several ways forward to progress this review namely;
 - Review the responses from the consultation document, specifically those around access controls/disabled parking and analyse them – maybe talking further to some of the respondents to gather more information
 - Receive a presentation from the consultants who have undertaken the city centre Access and Mobility Audit (which would cover the consultants' recommendations and their findings/insights from speaking to interested parties)
32. The Ad Hoc Scrutiny Committee would then be in a position to make recommendations on measures and make the case for any trials/experiments that they thought were necessary.
33. On consideration of the options put to them (**paragraph 23** refers) the Committee decided to recommend to Corporate and Scrutiny Management Committee that there was no further role for the Ad Hoc Scrutiny Committee in relation to this issue. They felt that the options put to them were duplications of what officers and consultants were already undertaking and there was no further value they could add by continuing with this review. However, the Ad Hoc Scrutiny Committee did express their disappointment with the length of time it had taken to reach this

point without actually feeling able to add any value. They also expressed concerns that not enough weight and explanation had been given to the Scrutiny Committee's work in the introductory paragraphs of the Footstreets Review Consultation document. Finally, and in addition to the above the Ad Hoc Scrutiny Committee expressed their dissatisfaction that they had received, what they believed to be contradictory information from different officers about the possibility of and timeframes for installing a trial bollard at the junction of Davygate and St Helen's Square. Overall they felt that an opportunity had been missed to improve the environment of the City of York Council Centre Core and review the enforcement of traffic regulations.

Council Plan 2011-2015

34. This review directly relates to the 'Get York Moving' theme set out within the Council Plan 2011-2015. As part of the 'Get York Moving' theme there is a commitment to look at 'improving movement in the city centre'. Many of the areas being explored as part of this review complement this.

Implications

35. **Financial** – There are no known financial implications associated with the recommendations in this report.
36. **Human Resources** – There are no Human Resources implications associated with the recommendations within this report. However already tight resources have been committed to support this review both in officer and Member time.
37. **Legal** – There are no known legal implications associated with the recommendations within this report.
38. There are no other known implications associated with the recommendations within this report.

Risk Management

39. There are no known risks associated with the recommendations within this report. However there is a lesson to learn in ensuring robust and feasible scrutiny topics are selected and dedicated officer support time identified to support any review undertaken.

Recommendations

40. Members are asked which of the two options set out in **paragraph 23** of this report they wish to support.

Reason: To keep Corporate and Scrutiny Management Committee aware of the progress made on this Ad Hoc Scrutiny Review.

Contact Details

Author:

Tracy Wallis
Scrutiny Officer
Scrutiny Services
TEL: 01904 551714

Chief Officer Responsible for the report:

Andrew Docherty
Assistant Director Governance & ICT
TEL: 01904 551004

**Report
Approved**



Date 24.09.2012

Specialist Implications Officer(s) None

Wards Affected: Guildhall Ward

All

For further information please contact the author of the report

Background Papers:

(Available on request from the Scrutiny Officer)

- City Centre Footstreets Review Report to the Cabinet Member for City of York Council Strategy (and associated annexes and decision) – 01.12.2011
- Briefing Note – City of York Council of York Council's Traffic Regulations (*considered by the Ad Hoc Scrutiny Committee on 19.12.2011*)
- City Centre Footstreets Traffic Management Review – Consultation Document

Annexes

None

Corporate & Scrutiny Management Committee Work Plan 2012-13

Meeting Date	Work Programme
25 June 2012 @ 5:30pm	<ol style="list-style-type: none"> 1. Presentation on Welfare Reforms & Likely Impacts on Vulnerable Residents (David Walker) 2. Staff Sickness Review – Interim Report 3. Annual Overview & Scrutiny Report for 2011/12 4. Draft Workplan for 2012/13 (see list of scrutiny topics & suggested briefings below)
16 July 2012 @ 5:30pm	<ol style="list-style-type: none"> 1. Briefing on Workforce Strategy 2012-15 & Update on iTrent. (PS) 2. Briefing on Procurement Strategy & Suggested Topic on Procurement & Commissioning (TC) 3. Report on Annual Scrutiny Budget for 2012-13 4. Implementation Update on Outstanding Recommendations Arising from Previously Completed Scrutiny Reviews (PS)
10 September 2012 @ 5pm	<ol style="list-style-type: none"> 1. Briefing on the work of the Financial Inclusion Board & forthcoming Inclusion Strategy 2. Briefing on Community Engagement Strategy (Kate Bowers) 3. Briefing on Customer Strategy (Pauline Stuchfield) 4. Further Briefing on Procurement Strategy inc. information on previous Procurement Review 5. Workplan & Consideration of suggested scrutiny topics
12 November 2012 @ 5pm	<ol style="list-style-type: none"> 1. Presentation on Welfare Reforms Update 2. Update Report - City Centre Access Ad Hoc Scrutiny Review 3. Improving Engagement Scrutiny Review Verbal Update on Scoping 4. Workplan
14 January 2013 @ 5pm	<ol style="list-style-type: none"> 1. Workforce Strategy 2012-15 Monitoring Report (PS) 2. Improving Engagement Scrutiny Review Interim Report 3. Staff Sickness Absence Final Report (MC) 4. Scrutiny Support Budget Monitoring Report 5. Workplan
11 March 2013 @ 5pm	<ol style="list-style-type: none"> 1. CYC Customer Engagement Scrutiny Review – Draft Final Report 2. Briefing on Innovation Strategy (IG) 3. 2012/13 Workplan 4. Draft Workplan for 2013/14 - Discussion re Possible Topics for Scrutiny Review in Coming Municipal Year
8 April 2013 @ 5pm	<ol style="list-style-type: none"> 1. Attendance of Deputy Leader & Cabinet Mbr for Corporate Services – End of Year Update 2. Workplan 2012/13

13 May 2013
@ 5pm

1. Procurement Strategy Update (Zara Carter)
2. Workplan

Welfare Reform –

John Madden/Di Bull
CYC Strategic Welfare Benefits & Partnership
Manager



Welfare Reform - overview

- The most fundamental reforms to the social security system for 60 years.
- Aims for a simpler, fairer benefits system & to ensure work pays
- Will present significant challenges to many

Timeline - 2013

- **April**
 - Housing Benefit/LHA linked to CPI not rents
 - 'Bedroom Tax'
 - Social Fund / Local Welfare Assistance reform
 - Universal Credit pathfinder
 - PIPs (Personal Independence Payments) pathfinder
 - Increased benefit fraud sanctions
 - Benefit cap
 - CTS (Local Council Tax Support)
- **June**
 - PIPs (new claims)
- **October**
 - Reassessment of Disability Living Allowance (DLA) claims starts
 - Universal Credit (new claims – out of work)



Timeline – 2014+

- **April**
 - Universal Credit (new in-work claims, plus start transfer of existing out of work benefit claims)
 - Incapacity Benefit reassessment complete
 - Civil penalty for negligence re change of circs
- **2014 – 2017**
 - Migration of existing claims to UC

Social Fund reform / Benefit cap April 2013

- Community Care Grants and Crisis Loans for general living expenses will be abolished. Funding transferred to LAs to establish alternative Local Welfare Assistance.
- Cap limits benefit to no more than average household earnings £500 per family, £350 single person.
- Some exemptions – include DLA, War Widows, Working Tax Credit, some ESA
- DWP already contacting individual claimants likely to be affected offering support to find work.
- The cap will be applied by reducing HB. CYC (Sept '12) 38 potential cases = £179k p.a.

ESA changes / Work Capability

Assessment (WCA) -improvements

- 1 year limit for contribution-based ESA from May '12.
- ESA claimants in the work related activity group will be subject to a new sanctions regime from Dec. '12
- WCA currently under a 5-year review
- First recommendations have been delivered & monitored
- Second review reported November 2011 all recommendations accepted either fully or in principle.
- Third annual review of the WCA underway

DLA reform – Personal Independence Payment (PIP) overview

- Replaces DLA with a new benefit to be introduced for eligible working age people (16-64): Personal Independence Payment
- Retains main features of DLA - non-means-tested/non-taxable
- More objective assessment process, including a F2F consultation with a health professional for most claimants

DLA reform – Personal Independence

Payment timetable

- **April 2013:** Initially a few thousand new claims in parts of NW & NE England, Cumbria, Cheshire
- **June 2013:** Plan to take new claims from all claimants in all parts of the country
- **Oct 2013:** Begin to reassess about 30,000 per month 'randomly' selected existing DLA cases
- **Jan 2014:** Full national reassessment likely to begin
- **March 2016:** All current DLA claimants of working age will have been contacted about claiming PIP.

Universal Credit - overview

- Replace a range of income-related working age benefits with a single payment that provides both in-work and out-of-work support
- Designed to ensure that 'work will always pay'
- Begins in 2013, with existing claims migrated to UC by the end of 2017
- Tougher sanctions regime will be introduced ahead of UC
- Aspects of the SF will be incorporated within UC while others will be delivered by LAs
- LAs will retain HB for 'supported housing'



Universal Credit - timetable

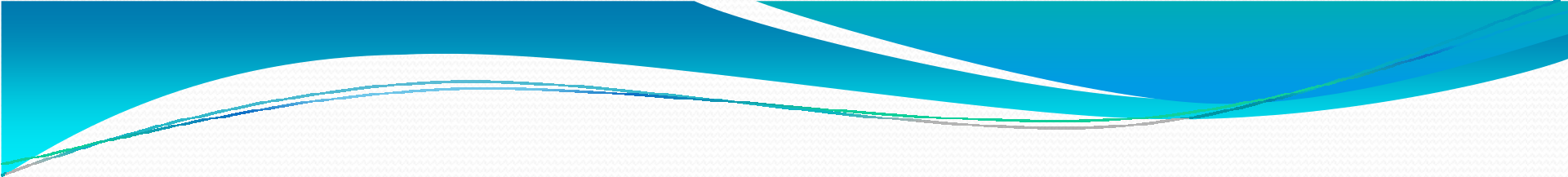
- Preparatory tests 2012.
- Pilots from April 2013.
- 2014-15 – begin moving those existing claimants with most to gain from being on UC.
- 2016 & 2017 – transfer other existing claims to UC. Migration based on local authority boundary.

Universal Credit - challenges

- Customer access – digital by default? A supporting role for LAs?
- Everyone required to make a new claim UC
- Housing element to be paid to claimants, by exception direct to LLs ('safeguarding'?)
- Monthly in arrears, but fortnightly promised
- Pressure on rent collection
- There will be losers helped by 'transitional protection' but eroded by inflation and ends when circumstances change (e.g. disabled and families with child care costs).

Specific HB/LHA related changes

April 2011	<p>LHA rates reduced so that only 3 in 10 instead of 5 in 10 properties within reach of tenants on HB (although less in CYC).</p> <p>Impact: reduce HB spend by about £1.28m for almost 2,000 tenants.</p>
April 2011	<p>HB reduced by higher values where other adults live in the home.</p> <p>Impact: 400 tenants rec'd £128k less in 11/12.</p>
Jan 2012	<p>LHA rate for private tenants under 35 restricted to lowest rate (£65).</p> <p>Impact: 186 losing £240k p.a.</p>



Jan 2012	LHA rate for private tenants under 35 restricted to lowest rate (£65). Impact: 186 losing £240k p.a.
April 2013	Further severing of link between LHA rates and real rents as increases set by CPI rather than 'rent inflation' or the higher RPI measure. Impact: not possible to assess but over time expected that properties will be out of reach to those on HB/UC
April 2013	Extending LHA size criteria rules to social lettings. Impact: CYC tenants alone c. 730 tenants set to lose £471k.



Local Council Tax Support (LCTS)

- From April 2013 LCTS replaces Council Tax Benefit.
- Pensioners protected. In practice a 10% cut in funding in reality nearer 14%
- Equates to a c.£1.3m reduction for 6,500 working age customers in 2013/14
- LAs have to consult on and design own scheme.
- Likely to be a 'discretionary hardship' fund to assist on 'case by case' hardship basis



What steps have we taken?

- **LHA changes** - all affected customers written to included Housing Options advice with benefit information. Cross training of staff.
- Agreement for an additional **2 Community Debt Worker posts**, to support those with housing/financial difficulties.
- **Housing Options and the Salvation Army** are contacting families/those under 35 affected by the LHA changes to offer advice and assistance in preventing homelessness



What steps have we taken?

- New links and **working practices** between Housing & HB, to provide customers with a combined response.
- York **Welfare Reform Task Group**, a multi-agency body aimed at mitigating the impacts of HB/WR changes in CYC. Meets regularly with growing membership as agencies begin to understand the implications of WR.
- **Housing financial inclusion work:** speaking to local banks about those excluded from banking services and some contact with schools



What other steps have we taken?

- **Tang Hall ‘Advice Hub’** pilot set up as part of the community engagement for that area. Offers multi agency drop-in advice sessions in partnership with CAB, YHA and others.
- Developing a **downsizing** incentive scheme for CYC tenants, to encourage a move to smaller accommodation, freeing up larger homes.

Service Impacts

- There will be increasing pressure on Housing – rent arrears, Housing Options customer contact
- Will be 3,500+ customer contact/claims for devolved Local Welfare Assistance
- LCTS will bring with it a surge of customer enquiries from people who previously got full/more CTB
- Increased council tax arrears and associated recovery action / collection of more ‘small’ debt / bad debt provision
- Increased demand for DHP



Service Impacts

- Introduction of LCTS 'hardship' fund – more staff intensive
- Risks of significant change programme at a time of reducing resources
- Year on year reduction in various admin grants to deliver these services
- Increasing enquiries for Benefits/LCTS/Council Tax staff
- Migration of HB claims to UC and Pension Credit reducing HB case load

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