



## Overview and Scrutiny Committee (Internal)

PLEASE NOTE: This will be a 'virtual meeting', held remotely in accordance with section 78 of the Coronavirus Act 2020.

For press and public access to proceedings please follow the link below.

[https://richmondshiredc.zoom.us/webinar/register/WN\\_Z01z9dngSMOiNLmp6WyzBA](https://richmondshiredc.zoom.us/webinar/register/WN_Z01z9dngSMOiNLmp6WyzBA)

**Date/Time:** Thursday, 18 March 2021 at 6.30 pm

### Agenda

1. **Chairman's Announcement**
2. **Apologies for Absence**
3. **Minutes - 26 November 2020**

To confirm as an accurate record the Minutes of the meeting held on 26 November 2020. 3 - 4
4. **Public Speaking and Question Time**

To receive any requests to address the Committee or respond to any questions from members of the public. (Please see the notes for further information).
5. **Declarations of Interest**
6. **Performance Monitoring Briefings - Quarter 3 2020/21**

The Chairman to present a summary from attendance at the Quarter 3 2020/21 Performance Monitoring Briefings. 5 - 6
7. **Task Group Update and Work Programme**

The Democratic Services Manager to provide an update on Task Groups held since the committee's last meeting, present the up to date work programme for 2020-2021 and seek approval of the draft work programme for 2021-22. 7 - 24

Published on Wednesday, 10 March 2021

## Membership

### Councillors:

1. Councillor Paul Cullen (Chairman)
2. Councillor John Amsden (Vice-Chairman)
3. Councillor Lawrence Grose
4. Councillor Lorraine Hodgson
5. Councillor Leslie Rowe
  
6. Councillor Karin Sedgwick
7. Councillor Angus Thompson
8. Councillor Clive World

### Nominated by:

Richmondshire Together  
Richmondshire Together  
Conservative  
Richmondshire Together  
The Green Party and  
Independent  
Conservative  
Conservative  
Richmondshire Together

### Total Membership: 8

(4 Richmondshire Together, 3 Conservative, 1 The Green Party and Independent)

**Quorum:** 3

## Notes

- (a) If you wish to submit a public statement to the Committee it **must** be received by 9.30am on the day of this meeting via e-mail to [democracy@richmondshire.gov.uk](mailto:democracy@richmondshire.gov.uk).
- (b) Please contact Democratic Services on Tel (01748) 901016, or email [democracy@richmondshire.gov.uk](mailto:democracy@richmondshire.gov.uk) for any further information regarding this meeting.
- (c) If any Member requires advice in relation to a potential disclosable interest they may have on any matters listed above, he/she should contact the Monitoring Officer before the meeting.
- (d) Items marked with a ♦ require ratification by Full Council.
- (e) This meeting may be recorded or broadcast online by members of the press or public. If you do not wish to be recorded please inform the Democratic Services Officer prior to the start of the meeting.

# Agenda Item 3

At a Meeting of the Overview and Scrutiny Committee (Internal) of the Richmondshire District Council held virtually on Thursday, 26 November 2020 at 6.30 pm.

**Present:** Councillor Paul Cullen (Chairman).  
Councillors John Amsden, Lorraine Hodgson, Leslie Rowe and Clive World.

**Officers:** Colin Dales (Corporate Director - Operations), Amanda Dyson (Waste and Street Scene Manager) and Sarah Holbird (Democratic Services Officer).

**Apologies:** Councillors Lawrence Grose and Karin Sedgwick

**OSI-11/20 Minutes - 17 September 2020**

That the Minutes of the meeting held on 17 September 2020 be signed and approved as an accurate record.

**OSI-12/20 Public Speaking and Question Time**

There were no public questions or statements submitted for consideration at the meeting.

**OSI-13/20 Declarations of Interest**

There were no declarations of interest reported at the meeting.

**OSI-14/20 Order of Business**

The Chairman advised that due to the Corporate Director – Operations experiencing connectivity issues Items 7 and 8 would be considered first.

**OSI-15/20 Performance Monitoring Briefings - Quarter 2 2020-21**

Further to Minute OSI-9/20 (17 September 2020), the Chairman provided an update on attendance at the Quarter 2 2020/21 Performance Briefings.

**Resolved:** That the report be noted.

**OSI-16/20 Task Group Updates and Work Programme 2020-2021**

Further to Minute OSI-10/20 (17 September 2020), the Democratic Services Manager submitted a written report which provided an update on the Task Groups Held since the committee's last meeting and presented the up to date work programme for 2020-2021.

**Overview and Scrutiny Committee (Internal) – Thursday, 26 November 2020**

**Resolved:** That the updated work programme be noted.

**(NOTE: Councillor Leslie Rowe left the meeting at approximately 7.00 pm prior to consideration of the following item).**

**OSI-17/20 Update on Dog Warden/Enforcement Service**

Further to Minute OS1/27 (17 March 2016), the Corporate Director – Operations provided an update on the work of the dog warden/enforcement service and advised that there had been a shift in the focus of the service due to changes in demand.

The prevalence of social media now means that many lost dogs are found and reunited with their owners without input from the Dog Warden Service, which has in turn affected the level of income received for this element of the service.

The role of the Dog Warden has been redefined as a more generic Enforcement & Monitoring Officer role and a greater focus put on littering, fly tipping, dog fouling, abandoned vehicles and enforcement at Recycling sites which has resulted in an increase in the number of fixed penalty notices issued.

The service also deals with a number of key community messages – Tikspac initiative, re-homing service, ID Microchipping and tagging campaigns, 'Eyes Watching' on dog fouling hotspots, Keep Britain Tidy Campaign – Great British Clean Up and Dog Trust Campaign – Walk this Way.

Members stated that the issue of dog fouling continues to be the biggest complaint received.

**Resolved:** That the update be noted.

The meeting concluded at approximately 7.25 pm.

## Overview & Scrutiny Committee (Internal)

18 March 2021

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### PERFORMANCE MONITORING BRIEFINGS – QUARTER 3 2020/21

Report of the Chairman of Overview & Scrutiny Committee (Internal)

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#### 1.0 Purpose of Report

1.1 To present a summary from attendance at the Performance Monitoring Briefings.

#### 2.0 Performance Briefings – Quarter 3

2.1 In January 2021 I attended the Operations and Strategy & Regulatory Quarter 2 Performance Monitoring Briefings. The key points raised at these briefings were:

##### Operations

- General discussion around home working and the potential costs.
- Lifeline update and associated on-going review – discussion around improving promotion of service and marketing strategy. The need to celebrate our key services more widely.
- Query around Pest Control Service and if we have seen an increase in domestic demand during the pandemic.
- Query around the street lighting improvement programme and policy around additions to the street lighting stock.
- Acknowledgement around reducing rent arrears and associated performance.

##### Strategy & Regulatory

- Members expressed concern at the travel difficulties some of our elderly residents were facing in getting to Leyburn for Covid vaccinations. Public transport options were not always available and the cost of taxis is prohibitive so Members and Officers resolved to raise the issue at the various Covid partnership meetings that were being attended. An alternative more central location such as the Garrison was suggested.
- Members noted the fact that the Community Pub Group in Skeeby had applied for re-listing the Travellers Rest as an Asset of Community Value and the fact that further work was required before there could be any discussion about the request for the Council to use its CPO powers.
- Members noted progress on the Local Plan Review and the fact the Preferred Options consultation period may need to be extended to allow for virtual consultation.

2.2 Whilst I was unable to attend the Resources Quarter 3 Performance Monitoring Briefings, the Vice-Chairman attended and the key points raised were:

## Resources

- Members were very complimentary about the ongoing work being undertaken on Covid19 related activities, in particular the administration of all the different business grants schemes.
- Concern was expressed about the reduced collection rates for Council tax and Business rates and the impact that would have on future years budgets.
- It was noted that the transition to electronic access to services has continued with the annual total for 2019/20 being surpassed by the end of Quarter 3.
- The underspend on IT capital was noted and that it was not to be carried forward but was just not required due to less expensive solutions being found.

**Contact:** Councillor Paul Cullen  
**Email:** [cllr.p.cullen@richmondshire.gov.uk](mailto:cllr.p.cullen@richmondshire.gov.uk)

## **Overview & Scrutiny Committee (Internal)**

18 March 2021

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### **TASK GROUP UPDATE AND WORK PROGRAMME 2020-2021**

Report of Democratic Services Manager

**All Wards**  
**Key Decision = N**

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#### **1.0 Purpose of Report**

- 1.1 To update on Task Groups held since the committee's last meeting, present for consideration an up to date Overview & Scrutiny (Internal) Work Programme for the Civic Year 2020-2021 and seek approval of the draft Overview & Scrutiny Committee (Internal) Work Programme for 2021-2022.

#### **2.0 Decisions Sought**

- 2.1 To note the up to date Overview & Scrutiny Committee (Internal) Work Programme 2020-2021 and the work undertaken by Task Groups since the last meeting.
- 2.2 To approve the draft Overview & Scrutiny Committee (Internal) Work Programme 2021-2022.

#### **3.0 Link to Corporate Priorities**

- 3.1 The scrutiny work programme helps to contribute towards the corporate priorities of the Council.

#### **4.0 Introduction & Background**

- 4.1 The Scrutiny Work Programme helps the scrutiny committees plan and balance their work programme for the year. The work programme is a fluid document which evolves throughout the year to take account of requests from Corporate Board or Council, Members, the public, partners, local groups etc. and unforeseen issues.
- 4.2 The work programme needs to be flexible to allow for an Overview and Scrutiny Committee to be proactive as well as reactive to issues that may occur at some point throughout the year.
- 4.3 Overview and Scrutiny Committee (Internal) is the internally focussed committee which reviews and contributes to developing Council Policies, Council delivered services and monitoring performance indicators for those targets which are either set nationally or locally for council services.

## 5.0 Task Group Updates

- 5.1 Community Office Review – On 12 December 2020 a Task Group meeting was held to begin a review of the Council's Community Officers. The review is being undertaken as the Council Plan 2019-23 priority Providing a Fit for Purpose Council states 'that to ensure the delivery of effective business processes a review of the operation of the Council's network of community offices will be undertaken'.

The last review of Community Offices was undertaken in 2016, which resulted in a reduction in the opening hours of some of the community offices.

We discussed how the Community Offices serve a valuable purpose in each of the locations, with a number of other services also provided at the same place. When they first opened, they were very innovative and very well used, but things have moved on considerably.

We requested information in relation to footfall figures, the cost of offices, what the offices are used for and what other services are also incorporated within each. It was also agreed that when possible a visit to see how the community offices operate should take place. Another meeting to consider further information will take place shortly.

- 5.2 Lifeline and Telecare Service – A Task Group meeting was held on 10 February 2021 to consider a report on an internal review of the Lifeline Service undertaken by the Supported Housing and Improvements Team. The last review was undertaken in 2015 with this review prompted by a reduction in customer levels.

We were given an overview of the Lifeline Service including staffing levels and the role of the Mobile Wardens and how they linked into the wider Supported Housing service.

The Supported Housing and Improvements Manager outlined the findings of the review together with details of the proposed action plan which aimed to make efficiencies across the service while maintaining the excellent levels of service provided to existing customers and generate new customers to mitigate the current operational deficit. Currently a very limited telecare service is provided and there is scope to expand this offering to provide additional services to make it suitable for more customers.

Scrutiny agreed that a robust marketing strategy was an essential part of the way forward to showcase what the service has to offer, emphasising its value for money and the peace of mind the service offers to customers and their relatives.

A number of suggestions were made including the feasibility of reducing monthly house visits and whether different packages could be made available. Information was also requested on the costs associated with the vehicles used by the wardens and whether Officers had ever investigated if there is any grant funding available to support the service.

Officers will report back to Scrutiny following implementation of the Action Plan to assess its progress.



## 6.0 Recommendations

- 6.1 That Members note the Task Group updates and the 2020-2021 Work Programme.
- 6.2 That the draft 2021-2022 Work Programme, be approved, subject to the inclusion of any further Member suggestions.
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## 7.0 Corporate Implications

Scrutiny Consultation	N/A.
Community Engagement	Scrutiny welcomes suggestions from the community for inclusion in the workplan and a form is available on the website.
Environment & Sustainability	None.
Financial Implications	None.
Legal Implications	None.
Risk Implications	None.
Human Resource Implications	None.
Equalities Implications	Scrutiny aims to consider equality and diversity issues within all work that it carries out.
Health & Safety Implications	None.

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## 8.0 Further Information

- 8.1 Background Papers – None.
- 8.2 File Reference – None.
- 8.3 Appendices – **Appendix 1** – Overview & Scrutiny Committee (Internal)  
Workplan 2020/21  
**Appendix 2** – Draft Overview & Scrutiny Committee (Internal)  
Workplan 2021/22

**Contact Officer:**  
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OVERVIEW AND SCRUTINY WORK PROGRAMME 2020-2021

Scrutiny/Reviews						
	Date of O/S Review	Start Date	End Date	Who	Outcome	Comment
Waste & Recycling Review				Colin Dales, Amanda Dyson		Incorporates Recycling Bin Pilot.
Homelessness				Sonia Bagshaw, Callum McKeon		<ul style="list-style-type: none"> <li>To consider/evaluate the approach of the draft Homelessness Strategy</li> <li>To undertake comparison work with other exemplar strategies used by comparable councils with the LGA</li> <li>To consider RDC's levels of homelessness and how effective the strategy is in reducing the levels</li> </ul>
Rent Arrears				Colin Dales, Sara Smith		What are RDC's targets, how does RDC compare with other authorities; what are the reasons for the arrears,

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						what could be done to improve?
Lifeline and Telecare Service				John Turnbull	<p>A Task Group meeting was held on 10 February 2021 at which the Corporate Director (Operations) presented a report detailing a recent review of the Lifeline and Telecare Service.</p> <p>Members supported the need to implement a robust marketing strategy and raised a number of options for further efficiencies.</p> <p>The Supported Housing and Improvement Manager will report back to Overview &amp; Scrutiny Committee (Internal) in around 12 months, following implementation of the Action Plan.</p>	To review the sustainability of the Lifeline Service.
Review of Community Offices				Sian Moore	A Task Group Meeting was held on 2 December 2020 with Scrutiny's views sought on the direction of the review.	

<b>Task Group/Review Group Meetings</b>		
<b>Subject</b>	<b>Date</b>	<b>Officer/Service Area</b>
Colburn Lorry Park - Request to purchase from Colburn Town Council	18 Nov 2020	Colin Dales
Sky Lanterns	25 Nov 2020	
Community Office Review	2 Dec 2020	Sian Moore
Lifeline and Telecare Service	10 Feb 2021	Colin Dales, John Turnbull
Economic Recovery Plan - Joint Task Group	24 Mar 2021	Sue White
Fees and Charges 2021/22	Nov 2020	Sian Moore, Katy Riley
Budget Setting	Sep 2020	Sian Moore, Katy Riley
Visit to Allerton Waste Recovery Park		
Immediate Disaster Relief Fund		Callum McKeon
Sheltered Housing Charges		Colin Dales, John Turnbull
Office Buildings - Depot		Colin Dales

Formal Committee Meeting				
Date	Topics	Who	Outcome	Comment
18 Jun 2020	Equalities & Diversity Objectives & Performance	Sian Moore	Meeting cancelled due to Covid-19.	To seek comments on the draft objectives for Equalities and Diversity for 2020/21 and provide an update on activities on equalities and diversity including performance for 2019/20.
18 Jun 2020	Performance Monitoring Briefings - Quarter 4 2019/20		Item not considered as the meeting was cancelled due to Covid-19.	To give an update on their attendance at the Quarter 4 2019/20 Performance Briefings.
17 Sep 2020	Tenants' Panel Annual Report 2019/20	Susie Eales	Decision due date for Overview and Scrutiny Committee (Internal) changed from 18/06/2020 to 17/09/2020. Reason: Meeting cancelled due to Covid-19.  That the report be noted and the Tenants' Panel thanked for the work they have undertaken.	The Tenants' Panel to present an update on the work of the panel during 2019/20.
17 Sep 2020	Waste & Recycling Review	Amanda Dyson	Decision due date for Overview and Scrutiny Committee (Internal) changed from 18/06/2020 to 17/09/2020. Reason: Meeting cancelled due to Covid-19.  - That it be reported to Corporate Board, that this Committee support the review continuing based on the initial proposed timescales. - That, until the outcomes of the National Waste Strategy are known the preferred method of	To receive an update on the review of waste & recycling.

			collection for recyclates would be co-mingling.	
17 Sep 2020	Electric Vehicle Charging Points		That in principle the installation of electric vehicle charging points be supported and that the concerns of the Committee on the lack of proven need, how the project will be funded and the impact on the funding set aside for 'green measures' be taken into consideration.	To consider the draft Corporate Board report in relation to Electric Vehicle Charging Points.
17 Sep 2020	Performance Monitoring Briefings - Quarter 1 2020/21		That the report be noted.	To give an update on their attendance at the Quarter 1 2020/21 Performance Briefings.
17 Sep 2020	Task Group Update and Work Programme 2020/21	Sarah Holbird	- That the Task Group updates and 2019-2020 work programme be noted. - That the draft 2020-2021 work programme be approved.  Decision due date for Overview and Scrutiny Committee (Internal) changed from 18/06/2020 to 17/09/2020. Reason: Meeting cancelled due to Covid-19.	To provide an update on Task Groups held since the committee's last meeting, to present the up to date work programme for 2019/20 and seek approval of the 2020/21 work programme.
26 Nov 2020	Update on Dog Warden/ Enforcement Service	Colin Dales, Amanda Dyson		To provide an update on the work of the dog warden/enforcement service.
26 Nov 2020	Performance Monitoring Briefings - Quarter 2 2020/21		That the report be noted.	To give an update on their attendance at the Quarter 2 2020/21 Performance Briefings.
26 Nov 2020	Task Group Update and Work Programme 2020/21	Sarah Holbird	That the updated work programme be noted.	To provide an update on Task Groups held since the committee's last meeting and to present the up to date work programme for

				2020/21.
18 Mar 2021	Lifeline Service Update	Colin Dales, John Turnbull	Decision due date for Overview and Scrutiny Committee (Internal) changed from 26/11/2020 to 18/03/2021. Reason: Officer request due to a review of the service that is taking place.  The report was considered at a Task Group meeting on 10 February 2021.	To include: <ul style="list-style-type: none"> <li>• Subscription levels &amp; charges</li> <li>• How the service is performing</li> <li>• How the service is advertised</li> </ul>
18 Mar 2021	Performance Monitoring Briefings - Quarter 3 2020/21			To give an update on their attendance at the Quarter 3 2020/21 Performance Briefings.
18 Mar 2021	Task Group Update and Work Programme 2020/21 and 2021/22	Sarah Holbird		To provide an update on Task Groups held since the committee's last meeting, to present the up to date work programme for 2020/21 and seek approval of the 2021/22 work programme.
	Economic Action Plan/LEP Projects	Callum McKeon, Sue White		



**In addition to the above, the following standing items are considered at each meeting if required:**

Topic	Who	Outcome	Comments
Questions raised between Committee Meetings	Chairman/Democratic Services Officer	The Chairman/Democratic Services Officer to provide an update on questions raised by Councillors & members of the public between Committee Meetings	If an issue is raised that is not sufficient enough to require a review, then questions can be raised through Democratic Services and answers will be reported back to the next available meeting

**Performance**

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	Date of O/S Review	Start Date	End Date	Who	Outcome	Comment
<b>Briefings 2020/21</b>						
Quarter 1		August 2020		Scrutiny Members/ Corporate Directors/ Performance Office	The Chairman/Vice-Chairman are to consider quarterly reports detailing performance against indicators within the Council Plan and Service Plan targets.	The meetings are also an opportunity to identify issues/topics to be included in this workplan.
Quarter 2		October 2020				
Quarter 3		January 2021				
Quarter 4		April 2021				

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OVERVIEW AND SCRUTINY WORK PROGRAMME 2021 - 2022

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Rent Arrears				Colin Dales, Sara Smith		What are RDC's targets, how does RDC compare with other authorities; what are the reasons for the arrears,

						what could be done to improve?
Lifeline and Telecare Service				John Turnbull	<p>A Task Group meeting was held on 10 February 2021 at which the Corporate Director (Operations) presented a report detailing a recent review of the Lifeline and Telecare Service.</p> <p>Members supported the need to implement a robust marketing strategy and raised a number of options for further efficiencies.</p> <p>The Supported Housing and Improvement Manager will report back to Overview &amp; Scrutiny Committee (Internal) in around 12 months, following implementation of the Action Plan.</p>	To review the sustainability of the Lifeline Service.
Review of Community Offices				Sian Moore	A Task Group Meeting was held on 2 December 2020 with Scrutiny's views sought on the direction of the review.	

<b>Task Group/Review Group Meetings</b>		
<b>Subject</b>	<b>Date</b>	<b>Officer/Service Area</b>
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Visit to Allterton Waste Recovery Park		
Immediate Disaster Relief Fund		Callum McKeon
Sheltered Housing Charges		Colin Dales, John Turnbull
Office Buildings - Depot		Colin Dales

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<b>Formal Committee Meeting</b>				
<b>Date</b>	<b>Topics</b>	<b>Who</b>	<b>Outcome</b>	<b>Comment</b>
17 Jun 2021	Tenants' Panel Annual Report 2020/21	Susie Eales		
17 Jun 2021	Equalities and Diversity Objectives and Performance	Sian Moore		
17 Jun 2021	Performance Monitoring Briefings - Quarter 4 2020/21			
17 Jun 2021	Task Group Update and Work Programme 2021/22	Katie Cullum		

16 Sep 2021	Performance Monitoring Briefings - Quarter 1 2021/22			
16 Sep 2021	Task Group Update and Work Programme 2021/22			
25 Nov 2021	Performance Monitoring Briefings - Quarter 2 2021/22			
25 Nov 2021	Task Group Update and Work Programme 2021/22			
17 Mar 2022	Performance Monitoring Briefings - Quarter 3 2021/22			
17 Mar 2022	Task Group Update and Work Programme 2021/22 and 2022/23			

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**In addition to the above, the following standing items are considered at each meeting if required:**

<b>Topic</b>	<b>Who</b>	<b>Outcome</b>	<b>Comments</b>
Questions raised between Committee Meetings	Chairman/Democratic Services Officer	The Chairman/Democratic Services Officer to provide an update on questions raised by Councillors & members of the public between Committee Meetings	If an issue is raised that is not sufficient enough to require a review, then questions can be raised through Democratic Services and answers will be reported back to the next available meeting

Performance						
	Date of O/S Review	Start Date	End Date	Who	Outcome	Comment
<b>Briefings 2021/22</b>						
Quarter 1		August 2021		Scrutiny Members/ Corporate Directors/ Performance Office	The Chairman/Vice-Chairman are to consider quarterly reports detailing performance against indicators within the Council Plan and Service Plan targets.	The meetings are also an opportunity to identify issues/topics to be included in this workplan.
Quarter 2		October 2021				
Quarter 3		January 2022				
Quarter 4		April 2022				

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