



## Overview and Scrutiny Committee (Internal)

**Venue:** Swale Room, Mercury House, Station Road, Richmond

**Date/Time:** Thursday, 24 November 2022 at 6.30 pm

### Agenda

**1. Chairman's Announcement**

**2. Apologies for Absence**

**3. Minutes - 16 June 2022**

To confirm as an accurate record the Minutes of the meeting held on 16 June 2022. 5 - 6

**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. Tenants' Panel Update**

The Tenants' Panel to provide a verbal update on their recent work.

**7. Performance Monitoring Briefings - Quarter 2 2022/23**

The Chairman to present a summary from attendance at the Quarter 2 Performance Monitoring Briefings. 7 - 10

**8. Task Group Update and Work Programme**

The Democratic Services Manager to provide an update on Task Groups held since the committee's last meeting and to present the up to date work programme for 2022-2023. 11 - 18

## Membership

### Councillors:

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

### Nominated by:

- Richmondshire Together  
Richmondshire Together  
Conservative  
Richmondshire Together  
Richmondshire Together  
Conservative  
Conservative  
Richmondshire Together

### Total Membership: 8

(5 Richmondshire Together, 3 Conservative)

Quorum: 3

## Notes

- (a) For further information concerning this meeting or should you require a large print agenda, please contact Democratic Services Tel (01748) 901016, or email [democracy@richmondshire.gov.uk](mailto:democracy@richmondshire.gov.uk)
- (b) Written notice of any public statements/questions must be received at Mercury House by 9.30 am on the day of this meeting. Details of the public speaking and question time procedure are available at <https://www.richmondshire.gov.uk/council-and-democracy/have-your-say/attend-council-meetings/>.
- (c) The venue for this meeting is wheelchair accessible and has an induction loop available for anyone who is hearing impaired.
- (d) 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.
- (e) Items marked with a ♦ require ratification by Full Council.
- (f) 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.

### **Notice - Health and Safety Requirements**

The Swale Meeting Room has two fire exits. One is the Civic Entrance, to the front of the building, the other is through the double doors at the end of the Civic Corridor, to the rear of the building. These exits are clearly signed and access must remain clear at all times.

The meeting point in the event of an evacuation is the cobbled area outside of the staff entrance.

Please note Richmondshire District Council's No Smoking Policy prohibits smoking in Council buildings and the surrounding grounds. Anyone wishing to smoke should please do so up on Station Road clear of the Council grounds.

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## Agenda Item 3

At a Meeting of the Overview and Scrutiny Committee (Internal) of the Richmondshire District Council held at Mercury House, Station Road, Richmond on Thursday, 16 June 2022 at 6.30 pm.

**Present:** Councillor Paul Cullen (Chairman).  
Councillors John Amsden, Karin Sedgwick, Paul Spencer (as substitute for Councillor Lorraine Hodgson) and Clive World.

**Officers:** Brian Bottle (Revenue, Benefits and Customer Services Manager) and Sarah Holbird (Democratic Services Officer).

**In Attendance:** Jeffrey Fullerton, Keith Hall and Eunice Robinson (Tenants' Panel).

**Apologies:** Councillors Lorraine Hodgson, Patricia Middlemiss and Angus Thompson.

### **OSI-3/22a Minutes - 17 March 2022**

**Resolved:** That the Minutes of the meeting held on 17 March 2022 be signed and approved as an accurate record.

### **OSI-3/22b Minutes - 17 May 2022 (Special)**

**Resolved:** That the Minutes of the special meeting held on 17 May 2022 be signed and approved as an accurate record.

### **OSI-4/22 Public Speaking and Question Time**

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

### **OSI-5/22 Declarations of Interest**

There were no declarations of interest reported at the meeting.

### **OSI-6/22 Tenants' Panel Update**

The Tenants' Panel provided an update on their recent work. Meetings are once again taking place with Keir, who are continuing to progress well with their scheduled work and in bringing voids back up to standard. Inspections of the void works by the Tenants' Panel have restarted. A meeting has also taken place with the heating contractor and members of the Panel will be taking part in estate walkabouts where possible.

**Resolved:** That the update be noted and the Tenants' Panel be thanked for their work.

**Overview and Scrutiny Committee (Internal) – Thursday, 16 June 2022**

**OSI-7/22 Council Tax Collection**

The Revenue, Benefits and Customer Services Manager gave a presentation on the level of council tax arrears, how the Council compares with other authorities and the process followed when residents fall into arrears.

The Council Tax process is governed by the Council Tax (Administration & Enforcement Regulations) 1992 which gives statutory requirements for the recovery of unpaid council tax. Following the issue of an annual bill a maximum of 2 reminder notices can be issued in any financial year. If the account still remains in arrears, then a final notice is issued which requires the balance of the full years charge to be paid immediately. If either the reminder or the final remains unpaid then a Magistrates Court summons is issued.

Officers proactively assist residents when they fall into arrears, taking a number of things into consideration and ensuring that the taxpayer is in receipt of any discount/reductions they are entitled to.

**Resolved:** That information be noted and the Revenue, Benefits and Customer Services Manager be thanked.

**OSI-8/22 Task Group Update and Work Programme**

Further to Minute OSI-30/21 (17 March 2022), 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 2022-2023.

**Resolved:** That the Task Group update and 2022-2023 work programme be noted.

The meeting concluded at approximately 7.45 pm.

## Overview & Scrutiny Committee (Internal)

24 October 2022

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### PERFORMANCE MONITORING BRIEFINGS – QUARTER 2 2022/23

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 2

2.1 In late October, early November 2022 the Quarter 2 Performance Monitoring Briefings were held. Along with the Vice-Chairman, I attended the Resources and Strategy & Regulatory briefings. The key performance issues reported at Quarter 2 are detailed below.

#### Resources

- Housing Benefit claims' processing is showing 17.05 days for Q2. The average processing time for new claims is 18.17 days for the whole of 2021/22. This increased time taken is due to the increasing complexity of assessments on new claims. For changes in circumstances, performance is similar at 2.81 days compared to the 2.30 days for 2021/22. The national average for processing of claims is 23 days for new claims and 10 days for change of circumstances for 2021/22.
- Council tax collection rates at 59.96% are lower than for Q2 of 2021/22 (60.46%). Business rates collection is slightly under target at 64.23% (58.63% in Q2 2021/22).
- The level of Discretionary Housing Payments for Q2 of 2022/23 was £95,943, compared to a reduced cap of £113,863. This performance is slightly under target for 2022/23.
- Positive transition from 'face to face' contact to electronic continues with over 1.3m electronic accesses compared to 1.2m in 2021/22. There has been a slight increase in the number of face-to-face visits, but a similar number of phone calls.
- Corporate sickness levels for the second quarter of 2022/23 year are above target (4.59 per FTE compared to a target of 2.75 per FTE for the year to date). This is slightly worse performance than in 2021/22 (3.30 days per FTE).
- There was one Local Government Ombudsman (LGO) complaints during Q2 of 2022/23, and one was partially upheld. There were two for the second quarter of 2021/22 (none upheld).

The key points raised at the Resources briefings were:

1. The overall financial position was noted, and the impact of the net outflow of staff that is required to be covered by agency staff.
2. The latest position on the discretionary energy scheme was noted and this was now available to apply for.
3. It was noted that the Discretionary Housing Payment funds were almost spent and concern was raised about those suffering hardship over the forthcoming months.
4. Queries were raised in relation to budget setting and council tax equalisation for the new council and also the inflationary increases need to keep up with pay and inflation increases.

### Strategy & Regulatory

- The annual canvass is now at the reminder stage and of the 8,332 responses received by 31 August, 7,674 used one of the automated services to return their form with only 332 postal returns. 316 responses were recorded by other means including telephone, e-mail and data matching.
- Environmental Health response to routine requests for service (within 5 days) was at 92% against a target of 90%. There were 368 requests received in Q2.
- Homelessness Preventions. There have been 112 approaches to the Housing Options Team during Q2. This compares to 94 in Q1 of 2022/23.
- Development Management – less than 33% of planning appeals allowed – This quarter there was one appeal decision. A further appeal was lost.
- Development Management – Between 40% - 50% of searches completed within 7 working days – This quarter there were 158 standard searches with an average return time of 9 and 10 days and 87% of all searches were completed within 7 days.

The key points raised at the Strategy & Regulatory briefing were:

1. Members noted that the Court had granted leave to consider the Statutory Review of the Inspectors Appeal decision in respect of the proposed development at Ashes Farm. A consent order is being negotiated with the Secretary of State and the second defendants and we will update Members with further information once we have an agreed position.
2. Members noted the Homelessness data relating to the reasons for approach and asked to be kept informed as to whether other authorities were experiencing a similar increase in presentations due to family breakdown and domestic violence.
3. Members noted the ongoing discussions that were taking place with Rolls Royce regarding their shortlisting of Scotch Corner as a potential site for their Heave Vessel manufacturing plant and that we would await further information regarding the process once they had spoken to all of the shortlisted areas.
4. Members discussed the decision to hold progress on the Local Plan Review following legal advice connected with LGR but that work would continue in respect of key development areas such as Catterick Garrison. Members asked for reassurance that housing applications could continue to be managed through the maintenance of a five-year land supply and the continued use of the Richmondshire Core Strategy.



2.2 Whilst I was unable to attend the Operations Quarter 2 briefing, the Vice-Chairman attended, and the key performance issues reported are detailed below.

### Operations

- Council rent arrears – a target of £160,000 by 31 March 2023 has been set. Arrears at the end of quarter 2 for 2022/23 totalled £211,622 showing an increase on the end of the previous quarter (£196,714 Q1). Pursuing serious cases through the judicial system continues to hinder performance and the national cost of living increases are clearly beginning to impact locally.
- Car Park income – Income up to the end of Quarter 2 totalled £276,189 (compared with £296,565 during the same period in 2021/22).
- Re-letting empty Council properties – performance for Quarter 2 is summarised below with performance for the previous quarter provided for comparison. Overall targets are still challenging and performance continues to be affected by building material supply chain issues. An increasing number of property refusals are adding to overall relet periods and some asbestos checks/removals have caused delays in some properties.

Category	Target – number of days to relet	Q2 2022/23 Actual	Q1 2022/23 Actual
		General Needs and Sheltered Housing	General Needs and Sheltered Housing
Category 1	15	12	26
Category 2	20	27	25
Category 3	30	41	33
Category 4	40	49	47

- Recycling rates – there is a time lag between quarter ends and when dry recycling rates are known which means best estimates are used at the end of each quarter. The estimated Quarter 2 outturn is 42% compared to an overall target of 40%.
- Green waste subscription service – an income target of £286,000 has been set for the full year with income totalling £280,293 at the end of Quarter 2 (compared to £283,418 for the same period last year).
- Street lighting repairs – During Q2 there were 20 standard faults completed, taking an average of 9 days to complete against a target time of 5 days. There were 3 Non-Standard jobs completed taking an average of 15 day against a target time of 20 days.
- Pest control income at the end of Q2 is £77,587 (compared to £89,130 at the same point last year) with a full year target of £125,000.

The key points raised at the Operations briefing were:

1. Confirmation of the pay settlement was sought (Response: £1,925 per member of staff)
2. Comparable (pre covid) figures were requested for car park income (Response: £281,709 at the end of quarter 2 during (2018/19)
3. Further information was sought on arrears figures for other stock retaining Landlords – to be provided as part of quarter 3 update.

- 2.3 As the September meeting of the Committee was postponed due to the national period of mourning my report on the Quarter 1 Performance Monitoring Briefings can be viewed [here](#) for comparison.
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### **3.0 Further Information**

- 3.1 Background Papers – [Corporate Board report – 15 November 2022 – Performance & Budget Monitoring Report 2022/23 – Quarter 2](#)
- 3.2 File Reference – None.
- 3.3 Appendices – None.

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

## Overview & Scrutiny Committee (Internal)

24 October 2022

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### TASK GROUP UPDATE AND WORK PROGRAMME 2022-2023

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 and present for consideration an up to date Overview & Scrutiny (Internal) Work Programme for the Civic Year 2022-2023.

#### **2.0 Decisions Sought**

- 2.1 To note the up to date Overview & Scrutiny Committee (Internal) Work Programme 2022-2023 and the work undertaken by Task Groups since the last meeting.

#### **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 There have been no task group meetings held since the last meeting.

## 6.0 Recommendations

- 6.1 That Members note the up to date Work Programme 2022-23 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 2022/23

**Contact Officer:** Sarah Holbird  
**Email/Extension:** sarah.holbird@richmondshire.gov.uk  
01748 901016

## OVERVIEW AND SCRUTINY WORK PROGRAMME 2022 - 2023

Scrutiny/Reviews						
	Date of O/S Review	Start Date	End Date	Who	Outcome	Comment
13 Lifeline and Telecare Service	2021-22	Feb 2021		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	2020-22	Dec 2020		Sian Moore	A Task Group Meeting was held on 2 December 2020 with Scrutiny's views sought on the direction of the review.	A Task Group Meeting was held on 2 December 2020 with Scrutiny's views sought on the direction of the review.

						<p>A further meeting was held on 21 April 2021 when the requested information was presented.</p> <p>Members visited the Community Offices in Colburn, Hawes, Leyburn and Reeth over a two-week period in August. A Task Group meeting is to be arranged with Officers to discuss the observations from the visits.</p>
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14

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

<b>Formal Committee Meeting</b>				
<b>Date</b>	<b>Topics</b>	<b>Who</b>	<b>Outcome</b>	<b>Comment</b>
16 Jun 2022	Tenants' Panel Update	Susie Eales	That the update be noted and the Tenants' Panel be thanked for their work.	To provide an update on the work of the Tenants' Panel.
16 Jun 2022	Council Tax Arrears	Brian Bottle	That the information be noted and the Revenue, Benefits and Customer Services Manager be thanked.	To provide an update on the level of council tax arrears, how we compare with other authorities and the process followed when residents fall into arrears.
16 Jun 2022	Performance Monitoring Briefings - Quarter 4 2021/22		The item was not considered as the information was not available for the meeting.	To give an update on attendance at the Quarter 4 2021/22 Performance Briefings.
16 Jun 2022	Task Group Update and Work Programme 2022/23	Katie Cullum	That the Task Group update and 2022-2023 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 2022/23.
15 Sep 2022	Performance Monitoring Briefings - Quarter 1 2022/23		Meeting postponed due to the national period of mourning. The item will be considered as part of the Performance Monitoring Briefings - Quarter 2 2022/23 update on 24 November 2022.	To give an update on attendance at Quarter 1 2022/23 Performance Briefings.
15 Sep 2022	Task Group Update and Work Programme 2022/23	Katie Cullum	Meeting postponed due to the national period of mourning. The item will be considered as part of the Task Group and Work Programme 2022/23 update on 24 November 2022.	To provide an update on Task Groups held since the committee's last meeting and present the up to date work programme for 2022/23.
24 Nov 2022	Tenants' Panel Update			To provide an update on the work of the Tenants' Panel.
24 Nov 2022	Performance			To give an update on attendance at

	Monitoring Briefings - Quarter 2 2022/23			the Quarter 2 2022/23 Performance Briefings.
24 Nov 2022	Task Group Update and Work Programme 2022/23	Katie Cullum		To provide an update on Task Groups held since the committee's last meeting and to present the up to date work programme for 2022/23.
16 Mar 2023	Tenants' Panel Update	Susie Eales		To provide an update on their recent work.
16 Mar 2023	Task Group Update and Work Programme 2022/23	Katie Cullum		To provide an update on Task Groups held since the committee's last meeting and to present the up to date work programme for 2022/23.
16 Mar 2023	Performance Monitoring Briefings - Quarter 3 2022/23			To provide an update on attendance at the Quarter 3 2022/23 Performance Briefings.

19

**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



<b>Performance</b>						
	<b>Date of O/S Review</b>	<b>Start Date</b>	<b>End Date</b>	<b>Who</b>	<b>Outcome</b>	<b>Comment</b>
<b><i>Briefings 2022/23</i></b>						
Quarter 1		August 2022		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 2022				
Quarter 3		January 2023				

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