



SELECT COMMITTEE

Wednesday, 8th June 2022 at 6.30pm

Meeting to be held at Belle Vue Square Offices, Belle Vue Suite, Skipton

Committee Members: The Chairman (Councillor Staveley) and Councillors Brown, Harbron, Hull, Ireton, Jaquin, Lis, Mercer, Pighills, Shuttleworth, Solloway and Whitaker.

Please note the following advice in advance of the meeting:

Whilst there is no longer a legal requirement to wear a face covering or continue to social distance, please be considerate towards the wellbeing of others.

Anyone showing Covid symptoms or feeling unwell, are asked not to attend and in-person meeting, this is in the interest of general infection control. Further guidance can be found at <https://www.gov.uk/coronavirus>

AGENDA

- 1. Apologies for Absence** – To receive any apologies for absence.
- 2. Minutes** – To confirm the minutes of the meeting held on 16 February 2022.
- 3. Public Participation** – In the event that questions are received, the Chairman will conduct the public participation session for a period of up to fifteen minutes. Where questions are asked, one related supplementary question may be permitted at the Chairman's discretion.
- 4. Declarations of Interest** – All Members are invited to declare at this point any interests they have on items appearing on this agenda, including the nature of those interests and whether they wish to apply the exception below.

Note: Declarations should be in the form of either:

- a “**disclosable pecuniary interest**” under Appendix A to the Code of Conduct, in which case the Member must leave the meeting room; or
- an “**other interest**” under Appendix B of the Code. For these interests, the Member may stay in the meeting room, although they must leave if membership of the organisation results in a conflict of interest.

Exception: Where a member of the public has a right to speak at a meeting, a Member who has a disclosable pecuniary interest or an other interest and must leave the room, has the same rights and may make representations, answer questions or give evidence, but at the conclusion of that, must then leave the room and not take part in the discussion or vote.

5. **Presentation of the Impact of Tourism on the Craven District Report** – The Democratic Services and Scrutiny Manager to present the final draft report.
6. **Recommendation Tracking Update** – The Democratic Services and Scrutiny Officer to present the annual update of the recommendation tracking.
7. **Work Programme 2022-23** – Members to discuss the Select Committee work-plan for the 2022-23 municipal year.
8. **Any other items** which the Chairman decides are urgent in accordance with Section 100B(4) of the Local Government Act, 1972.
9. **Date and Time of Next Meeting** – Wednesday, 13 July 2022, Belle Vue Suite at 6.30pm.

Agenda Contact Officer:

David Smith,
Democratic Services and Scrutiny Officer
E-mail: dsmith@cravenc.gov.uk

SELECT COMMITTEE

16 February 2022

Present – The Chair (Councillor Staveley) and Councillors Hull, Jaquin, Mercer, Moorby, Pighills, Shuttleworth, Solloway, and Whitaker.

Officers – The Chief Executive, Solicitor to the Council and Monitoring Officer, Communications, Customer Services and Partnerships Manager, Human Resources Manager and Democratic Services and Scrutiny Manager.

Start: 7.30pm

Finish: 8.30pm

Apologies for Absence –

Apologies for absence were received from Councillors Brown and Brockbank.

Confirmation of Minutes –

Resolved – That the minutes of the meeting held 23 June 2021 are approved as a correct record.

Public Participation –

There was no public participation.

Declarations of Interest –

There were no declarations of interest.

Minutes for Report

OS.474

Absence Management April - September 2021

The Human Resources Manager submitted a report which presented an update on sickness absence statistics for April – September 2021.

The number of full time equivalent (FTE) absence is below target and long-term absence is at its lowest point. Total absence numbers increased in early 2021 and Covid was a factor in this. Back to work interviews are carried out by Line Managers and staff are encouraged to use Oasis counselling service. During April-September, there have been 4 referrals,

Members received a breakdown by service area. In Waste Management, short-term absence has increased whilst long term absence has decreased. In general, short-term absence has increased from last year with the main causes being linked to anxiety/stress and musculoskeletal issues. Long term absences have not been work-related. Back to work interviews are carried out by Line Managers and staff are encouraged to use Oasis counselling service. During April-September, there have been 4 referrals. One Member pointed out that all 4 referrals are women and asked if this was because men choose not to take up the offer. The HR Manager explained that men have been referred to Oasis, and it is just coincidence that they are all women on this occasion.

The average days lost per employee due to Covid was 4.57 days. Up to 26 January 2022, there has been 66 positive Covid cases recorded. Most employees have been able to work from home whilst isolating, with the exception of staff in Waste Management where this is not possible. The Chief Executive pointed out that staff in Waste Management were testing more often and this can account for the high number of positive cases (47% of all cases).

The HR Manager was asked if the reduction in FTE absences is due to many staff being able to work from home. CDC continues to adopt a flexible working policy and managers have regular 121's with staff. The Chief Executive said that as a result of not being in the office as much, less staff caught other illnesses such as flu. Moving forward, service managers can decide if they want to continue a flexible working model.

Members were informed that a lot of HR policies are on hold until the new LGR is in place and the HR Manager is part of a working group for LGR policies.

All of the Members felt that CDC staff have worked hard during Covid, especially the way they were extremely quick in administering the business grants.

Resolved – That, the sickness absence statistics for the year up to 30 September 2021 are noted.

OS.475

Customer Services Call Handling Performance

The Communications, Customer Services and Partnerships Manager submitted a report on Customer Service performance during 2021-22.

Fortunately, the contact centre has been unaffected by Covid as all staff are set up to work from home, although some do choose to come into the office. The Reception at Belle View Mill has fully re-opened again, but there has been a huge drop in visits over the last year as customers are getting used to accessing services digitally and sending enquiries by email. It is important to still provide face to face customer service to assist the communities who prefer this method (and given the demographics of the area).

For the 2020/21 financial year, the customer service team successfully answered 95% of calls against a target of 90%. For 2021/22 Quarter 1, they were below target (87.6%) but are on target for the rest of the year. The call performance monitoring that was introduced in November 2017 continues to operate and monthly statistics for each officer are produced. They are set a target for the number of calls they should be answering per day to reach the 90% call handling target. If they fail to reach this for a consecutive 3 month period, their team leader will have a one to one meeting with them. Call recording that was introduced in 2019 continues to monitor the quality of calls taken. Monthly statistics are shared with each advisor and presented to CLT.

Facebook continues to be a good platform to get messages out, the post of Communications Officer has been vacant for the last 3 months, but a new officer is starting next week.

A new Customer Services charter has been launched which recognises that some services have service specific standards that will be communicated to customers at first point of contact. The Customer Services Team is also addressing how calls are logged and passed onto the planning team so that there is a clear audit trail. The planning team now respond directly to callers. Members were disappointed with the response figures from planning and agreed to raise this with the Planning Improvement Board. The Chief Executive pointed out that there is a national shortage of planning officers and CDC, like every other authority, is struggling to recruit.

It was agreed that there is some benefit in providing customer services training and CDC staff can access NYCC's training programme which includes basic customer service training.

Resolved – That, the Customer Services Performance report 2021-22 is noted. That, the Planning Improvement Board is made aware of customer contact performance figures.

OS.476

Date and Time of Next Meeting

Wednesday, 20 April 2022 at 6.30pm

Chairman.



Review of the Impact of Tourism on the Craven District

Report of the Select Committee Working Group

Report to Policy Committee on 21 June 2022

1.0 Introduction and Background

- 1.1 Following Select Committee's meeting on 23 June 2021 where they reviewed their work schedule for the 2021/22 municipal year, the Chair suggested that the Committee could look at the impact of tourism on rural communities, specifically in relation to high levels of visitor traffic. It was felt that this would help to understand how stakeholders such as Parish Councils, The Yorkshire Dales National Park Association (YDNPA), Welcome to Yorkshire (WtY) and the emergency services are dealing with the issue. The Covid pandemic has seen a significant increase in visitor numbers in some parts of the Craven district and Members were keen to find out how this was being managed and the impact it has on local communities.
- 1.2 It was agreed to establish a working group to undertake an in-depth review. The aim of the review was to make an assessment of impact and where appropriate, make recommendations on a number of key areas.
- 1.3 The review was conducted over 5 working group sessions, which took place between October 2021 and January 2022 where we received a range of evidence both written and verbal. Evidence was provided by Parish Councils and Parish Meetings, Town Councils, WtY, YDNPA, emergency services and local businesses. The information provided was interesting and valuable and we would like to thank everyone who contributed their time and expertise to support this review.
- 1.4 This report includes a number of recommendations, which outline our expectations regarding a number of improvement measures. We hope that our findings provide a clear summary of areas that require focus and action. Ongoing monitoring of the progress of the recommendations will be undertaken by the Select Committee during the course of the municipal year.
- 1.5 Select Committee would like to thank everyone who participated in this review.

Councillor David Staveley,
Chair of Select Committee

2.0 The Review

- 2.1 The working group agreed which stakeholders to invite and asked them to provide first-hand experiences of how tourism affects local communities and how these impacts can be managed. Members wanted to hear about both the positive and negative aspects. This would make the review fair, open and transparent, ensuring that fully informed recommendations were being made.
- 2.2 To encourage participation from parishes, who ultimately are affected mostly by tourists, an "Impact of Tourism on the Craven District" questionnaire was circulated to each Parish Council and Parish Meeting (Appendix 2). In total, 73 questionnaires were emailed and posted, and a total of 22 responses were received. A summary report was circulated to the Working Group (Appendix 3).

Key positive impacts identified were:

- Visitors contribute to the local economy
- Financial benefits for local farmers and food producers
- Jobs created
- Local communities are proud to show off the area to the rest of the country/world
- Craven is promoted as a desirable area to visit

Key negative impacts identified focussed on:

- Traffic (parking, congestion, speeding)
- Litter
- Anti-social behaviour (noise)
- Wear and tear on facilities and stakeholders not contributing to their upkeep
- Housing shortage for local people
- Perceived pressure on emergency services

- 2.3 A series of working group meetings were held over Zoom. Speakers provided a range of data, shared information and provided first-hand experiences. Members asked a variety of questions to fully understand the negative and positive impacts. The final working group meeting with Council Services reflected the key issues that had already been raised.

2.3.1 Working Group Session 1 and 5– Parish Councils, Parish Meetings and Town Council

- Visitor numbers have risen significantly during the pandemic and whilst many businesses have benefitted financially, this is not the case for everyone.
- Whilst it is seen as positive that the Craven District is promoted to tourists, not all villages have the infrastructure to manage high numbers (parking, litter bins).
- Some campsites have grown significantly to what they have been? given permission for, yet their financial contribution to the community doesn't appear to reflect this.
- Some villages are left with the responsibility of the upkeep of equipment (playground equipment, playing fields).

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- The ratio between holiday lets and residents in some villages is as high as a 50/50 split, so local people are being pushed out of the property market. There is a risk of village community life breaking up – unaffordable housing could lead to schools and shops closing and older people being “left behind”.
- Staffing vacancies in the local hospitality sector can partly be due to the lack of affordable accommodation so local residents are being forced to move out of the area.
- Better public transport infrastructures could help alleviate parking and traffic issues.
- The influx of visitors, especially at large events such as the 3 Peaks Challenge creates significant issues around parking, noise, litter etc, and there doesn't appear to be any co-ordination between organisers and the YDNP to mitigate the negative impacts.

2.3.2 Working Group Session two – Welcome to Yorkshire (WtY)

- Whilst WtY has a positive relationship with CDC, the Council has not engaged with them as much as other local authorities have.
- They offer a range of support and small businesses can pay as little as £50 to promote themselves on WtY's website. Take-up amongst Craven businesses is low.
- WtY is moving away from Destination Marketing and focussing on Destination Management and promoting the Countryside Code. There is a 3-point Covid recovery plan: “Growth of overnight stays”, “Industry expertise” and “Leadership and ideas”.
- Members felt that WtY should increase engagement with parishes.

*the meeting took place before WtY went into administration.

2.3.3 Working Group Session three -Yorkshire Dales National Park Association (YDNPA)

- Lockdown saw an influx in visitors, and between June-November 2021 over 25% of visitors were first timers. It is too early to say if this will translate into visitor spend, as businesses were closed.
- There has been a more diverse demographic of visitor which reflects the national population – younger, Black and Minority Ethnic, families.
- YDNPA continued to provide services during lockdown when visitor centres were closed. This included meeting and greeting and promoting the Countryside Code. Local volunteers also assisted.
- Overcrowded YDNPA carparks often means that visitors park in areas that negatively affected local residents' daily life. It was agreed that the YDNPA has a duty of care to residents to preserve their environment and maintain their quality of life.
- YDNPA's no bin policy generates excess litter in some areas and parishes have had to either provide bins at their own expense or rely on volunteers to litterpick.
- Members requested that YDNPA engage with both residents and parishes. It was agreed that the YDNPA has a duty of care to residents to preserve their environment and maintain their quality of life.

2.3.4 Working Group Session four – Emergency Services (Police, Fire Service, Ambulance Service)

- It is the responsibility of event organisers to complete and pay for adequate health and safety risk assessments, which should include provision of onsite private staff.

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However, it was acknowledged that these were not always robust enough, especially for large scale events.

- In Upper Wharfedale, a multi-agency working group has been established to address potential problems, formulate a response, and assess the impact. It's proven to be a successful partnership model of helping to find solutions to ongoing problems.
- Members expressed concern that emergency services were being called out to incidents caused by visitors (moorland fires, drug/alcohol incidents, walkers falling etc), which impacts on the level of service available to residents.
- Although it was acknowledged that in some cases, response rates may be slower due to "tourist callouts", Members were reassured that calls were assessed and prioritised according to those most in need.

2.3.5 Working Group Session five - Council Services

- CDC received Covid funding to recruit additional Cleaner Neighbourhood Officers to engage with residents and visitors throughout the Summer of 2021. This successfully led to a reduction in litter and dog fouling. Funding has now stopped.
- There are approximately 800 properties which are defined as second homes in Craven and applications for business rates have increased by 61% from 2018. Other parts of the country e.g. Cornwall are looking to increase Council Tax charges for second homes. CDC does not have the powers to increase Council Tax, but this is something the new unitary council could explore.
- Parishes can apply to Ward Member Grants for items such as traffic cones and signs to deter visitors from on street parking. Organisations such as Community First Yorkshire can award bigger grants.
- CDC manage pay and display carparks and free carparks. NYCC have responsibility for on street parking and issuing fixed penalties. CDC have looked at introducing pay and displays in smaller villages, but some Members and parishes objected.
- It was acknowledged that improving public transport provision was a key factor. CDC can only play a lobbying role with bus services, and whilst the Council has more influence with rail networks, it is a very lengthy process that involves numerous partners, so progress is slow.
- With Welcome to Yorkshire moving into administration, it is anticipated that a new organisation will be established to promote tourism in the region. CDC wish to work closely with them.
- The multi-agency Safety Advisory Group has no enforcement powers but will advise on risk assessments and license applications for events being held in the area.

3.0 National Parks

3.1 4 National Parks were contacted to ask how they have managed the impact of tourists, specifically since the start of the pandemic. We received 2 responses:

- There has been an increase in visitor numbers after lockdown which led to issues around litter, fly-camping, fires, BBQs, wild swimming and an increase in emergency services callouts.
- Visitors' cars sometimes obstructed emergency vehicles, buses, farm vehicles and residents.
- Volunteers act as park rangers.

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- Social media campaigns and onsite signage (e.g. anti-litter campaigns and Countryside Code messages) have little positive impact. Signage is often removed or vandalised.
- Successful partnership with stakeholders was deemed beneficial.
- Circulate parish bulletins/updates.
- Produce multi-lingual signage had limited impact.
- Often receive donations from events to maintain the upkeep of the parks.

4.0 Conclusion and Recommendations

- 4.1 After listening to how communities, stakeholders and support services manage tourism in the Craven District, the Select Committee recognise that tourism impacts some parishes both positively and negatively. The recommendations below identify a way forward to address the issues that have been highlighted.
- 4.2 **Recommendation 1:** To encourage Local Planning Authorities to consider in their future planning the impact of tourism on local infrastructures. For example, parishes have highlighted the negative impact of self-contained large scale holiday developments as these tend to not contribute to local businesses, and 2nd homes/holiday lets pay domestic tax rates, rather than business tax rates.
- 4.3 **Recommendation 2:** To request that the Yorkshire Dales National Park Authority review their no litter bins policy. This has a negative impact across the Dales and an adverse effect on parishes who have to provide extra litter bin capacity and recruit volunteers to mitigate the impact the policy has on their community.
- 4.4 **Recommendation 3:** To recommend a joint approach by all local authorities to address the impact of parking in honeypot destinations by looking at the provision of additional parking. To include Highways, Yorkshire Dales National Park, Planning, Policy, Parish Councils and Economic Development in these discussions.
- 4.5 **Recommendation 4:** For the Safety Advisory Group to explore the licensing process to determine whether control or mitigation of large scale events in the district is possible, so that their advice becomes directives, rather than suggestions.
- 4.6 **Recommendation 5:** For Democratic Services to circulate information on how a multi-agency partnership approach can be used to look at community issues, and as a model to address the negative impact that tourism has on residents.
- 4.7 **Recommendation 6:** For CDC to call upon the Yorkshire Dales National Park Authority to improve their engagement, communication, liaison and support with Parish Councils and communities who are negatively affected by their promotion activities. For example, intense visitor numbers at honeypot and other popular destinations, and large scale outdoor events.
- 4.8 **Recommendation 7:** For CDC to request greater on-site management by Yorkshire Dales National Park officers e.g. park rangers, to manage the large numbers of visitors at outdoor events and during key times when numbers are particularly high.

- 4.9 **Recommendation 8:** To request that Business Support promote where possible, the recommendations of this report to stakeholders (e.g. business sector, charity sector, event organisers).
- 4.10 **Recommendation 9:** All Ward Members to promote this report and remind their parishes about the Ward Member Grants scheme.
- 4.11 **Recommendation 10:** For CDC to hand over to the new unitary authority the work that is already being done to promote greener travel plans and sustainable travel in the district. To continue to lobby for better public transport networks within the district.

5.0 Monitoring arrangements

- 5.1 Standard arrangements for monitoring the outcome of the Select Committee's recommendations will apply.
- 5.2 The decision-makers to whom the recommendations are addressed will be asked to submit a response to the recommendations.
- 5.3 Following this the Select Committee will determine any further monitoring that is required. This will be in addition to the standard bi-annual monitoring of all Select Committee recommendations.

6.0 Reports and Publications Submitted / Considered

- 6.1 The following information was submitted / considered by the Select Committee Working Group:
- Written submissions from 8 Parishes and 1 Town Council
 - 22 Parish responses to Impact of Tourism Survey
 - Written evidence from Peak District National Park and Dartmoor National Park
 - Written evidence from 1 long established local business

7.0 Dates of Meetings

- 7.1 The following meetings of the Select Committee Working Group took place:
- 13 October 2021 and 12 January 2022 – Parishes and Skipton Town Council
 - 20 October 2021 - Welcome to Yorkshire
 - 17 November 2021 – Yorkshire Dales National Park
 - 22 December 2021 -Emergency Services
 - 16 February 2022 – Council Services

- 7.2 The following Officers attended meetings of the Select Committee Working Group:

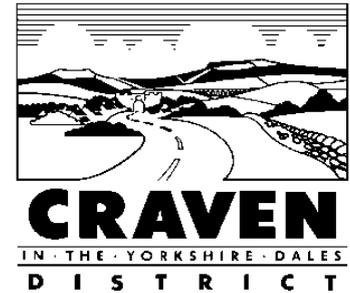
- Alice Fox, Democratic Services and Scrutiny Manager
- David Smith, Democratic Services and Scrutiny Officer

Select Committee – 8 June 2022

Recommendation Tracking

Report of the Democratic Services Manager

Ward(s) affected: All



1. Purpose of Report

The Select Committee to consider the status of its recommendations in terms of their ongoing relevance and the progress made in implementing the recommendations.

2. Recommendations

- 2.1 The Select Committee to agree the status of its recommendations.
- 2.2 The Select Committee to agree whether any further action is required in relation to each of the recommendations that have been submitted.

3. Background

- 3.1 A key role for the Select Committee is to review policies and performance in delivering services. The Committee may consider reviewing particular areas and invite representatives who are responsible for delivering those services to attend its meetings. Recommendations are made at Committee meetings, often following in-depth reviews. These recommendations are considered at the Council's Policy Committee.
- 3.2 The recommendations may be accepted by Policy Committee or refused with reasons.
- 3.3 It is important for recommendations that have been approved by Policy Committee to be tracked so that the outcomes can be monitored. This ensures good governance and enables Select Committee to establish whether effective recommendations are being made.
- 3.4 It may be that the Select Committee considers that implementation of the recommendations has been unsatisfactory or there have been unintended consequences. In these cases, further action may need to be proposed and/or relevant representatives may be required to attend Select Committee to provide a response.
- 3.5 For this report, those recommendations that were deemed 'achieved' at the Select Committee meeting of 14th April 2021 have been removed to make those that are unachieved clearer.

4. Legal Implications

There are no legal implications arising from this report.

5. Contribution to Council Priorities

The work of Select Committee contributes to Council priorities by aiming to improve services and add value.

6. Risk Management

There are no risk management issues associated with this report.

7. Equality Analysis

There are no direct implications arising from this report.

8. Consultations with Others

Solicitor to the Council and Monitoring Officer.

9. Access to Information: Background Documents

There are no background documents.

10. Appendices

Appendix A: Select Committee – Recommendation Tracking.

11. Author of the Report

David Smith, Democratic Services and Scrutiny Officer

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Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

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SELECT COMMITTEE – RECOMMENDATION TRACKING

Recommendations that were marked as achieved in the last recommendation tracking report have been removed. If you'd like to see the full record, please contact dsmith@cravendc.gov.uk.

Suggested status of recommendations:

- 1 – Achieved (Green)
- 2 – Progress acceptable, continue monitoring (Amber)
- 3 – Progress not acceptable, request update (Red)

RECOMMENDATIONS	DATE APPROVED BY POLICY COMMITTEE	LEAD OFFICER	STATUS OF RECOMMENDATION
<p style="text-align: center;">Bereavement Services</p> <p>a. Particular emphasis should be placed on the need for a clear business strategy with a costed and funded improvement and investment plan for the service; consideration should be given as to whether a reserve should be established and whether investment in the facility should</p>	<p>23 October 2018</p>	<p>Development Manager, Bereavement Services</p>	<p style="text-align: center;">(Update: May 2022)</p> <p>a) Due to Covid, this recommendation didn't progress in 2021. There is work being done with other Bereavement Services on a strategy for LGR.</p>

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<p>receive priority before surpluses are drawn off in support of other services, it is acknowledged that this approach could present challenges for other service areas.</p> <p>b. Memorial trees and woodland burial is seen as a key development area for the Service, if no suitable land is available within its portfolio the Council should endeavour to acquire land in a suitable location to enable diversification into woodland burial and memorial trees. Care will be needed in the choice of location which in this Group’s opinion should be within a rural, as opposed to urban, environment.</p> <p>c. A significant longer term issue to be</p>			<p style="text-align: center;">(Update: March 2021)</p> <p>a. The business strategy has been put on hold due to Covid-19. This will be revisited during 2021.</p> <p style="text-align: center;">(Update: November 2019)</p> <p>a. Business strategy currently being created. In respect of reserves, consideration would be led by Finance.</p> <p style="text-align: center;">(Update: May 2022)</p> <p>b) Ongoing, and put somewhat on hold as LGR approaches.</p> <p style="text-align: center;">(Update: March 2021)</p> <p>b. Ongoing</p> <p style="text-align: center;">(Update: November 2019)</p> <p>b. Endeavours have been made to branch out into natural burial grounds without success. However further opportunities are being sought.</p>
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<p>addressed by the Service is future burial space. A long term strategic plan is therefore needed as indicated in the business development plan; in preparing that strategic plan the Service will need to engage with the Planning Department / Planning Policy Team to enable it to understand what, if anything, would be required to facilitate support for that provision through the planning / planning policy process.</p>			<p style="text-align: right;">(Update: May 2022)</p> <p>c) This is still on hold and will remain so as LGR approaches.</p> <p style="text-align: right;">(Update: March 2021)</p> <p>c. This has been put on hold due to Covid-19. This will be revisited during 2021.</p> <p style="text-align: right;">(Update: November 2019)</p> <p>c. Due to a new housing development Waltonwrays is now landlocked. A strategy will be prepared for 2020 to ascertain accurate life span of the cemetery and to create additional burial space where possible within the current confines of the cemetery.</p> <p>At this stage, its predicted that this will need revisiting as critical in 10/15 years' time.</p>
RECOMMENDATIONS	DATE APPROVED BY POLICY COMMITTEE	LEAD OFFICER	STATUS OF RECOMMENDATION
<p>Disabled Facilities Grants</p>	<p>4 December 2018</p>	<p>Housing Adaptations Manager</p>	<p style="text-align: right;">(Update: May 2022)</p> <p style="text-align: center;">From 2021, tracking has been replaced by quarterly reports via the capital budget monitoring. This</p>

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<p>a. Some form of appropriate customer satisfaction survey or feedback arrangement should be implemented, and may help to inform service and performance improvements.</p>			<p>applies to all the recommendations originally made (a-g).</p> <p style="text-align: center;">(Update: May 2022)</p> <p>a) This recommendation remains unimplemented, and with LGR approaching, will likely stay this way. After work is complete, customers sign to say they are happy, this is not the same as the recommendation.</p> <p style="text-align: center;">(Update: March 2021)</p> <p>a) A customer satisfaction survey has not been implemented yet. NYCC have a voluntary "Comments" feedback leaflet and we are looking to build upon this.</p> <p>However, we have had to concentrate on operational delivery for 2019/20. Bowman Riley Architects Ltd have offered to assist and already collate comments from customers for their internal monitoring purposes.</p> <p>The partner feedback process has not been implemented.</p> <p>However, in the meantime, we continue</p>
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			<p style="color: red;">to be a responsive service and if any of our customers are dissatisfied, we can capture this on our Final Inspection Forms or during the process. We address any issues the customer may have as quickly as possible in order not to delay works.</p> <p style="color: red;">We have not been notified of any formal complaint during 2019/20.</p>
RECOMMENDATIONS	DATE APPROVED BY POLICY COMMITTEE	LEAD OFFICER	STATUS OF RECOMMENDATION
<p style="text-align: center;">Review of Development Control Performance</p> <p>a. That the Planning Committee reintroduces six monthly performance monitoring reports. The performance monitoring reports should include information and data about decisions taken against the officer’s recommendation and the outcome of planning appeals.</p>	<p>17 September 2019</p>	<p>Planning Manager (Development Control)</p>	<p style="text-align: center;">(Update: May 2022)</p> <p style="color: green;">a) Performance monitoring reports will be submitted to the Planning Committee on a quarterly basis. The next one is likely to be in June 2022.</p> <p style="text-align: center;">(Update: September 2020)</p> <p style="color: orange;">a) Performance monitoring reports to be submitted to future Planning Committee meetings. The next one is likely to be in November or December 2020.</p>

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<p>b. That Planning Services reviews the fees and charges set by other local authorities in North Yorkshire (and the Yorkshire Dales National Park Authority (YDNPA)) with a view to delivering a model approach to its fees and charges structure.</p>			<p style="text-align: center;">(Update: May 2022)</p> <p>b) It is not proposed to introduced any new revised fees as this will be reviewed following Local Government Reorganisation.</p> <p style="text-align: center;">(Update: September 2020)</p> <p>b) Information submitted to members of Select Committee showing the level of fees and charges set by other North Yorkshire local authorities. It is acknowledged that further work was needed to review the level of fees and charges currently set by Craven District Council.</p>
RECOMMENDATIONS	DATE APPROVED BY POLICY COMMITTEE	LEAD OFFICER	STATUS OF RECOMMENDATION
<p>Review of Planning Enforcement</p>	<p>4 February 2020</p>	<p>David Smurthwaite, Strategic Manager for Planning and Regeneration</p>	<p>(Last update: May 2022)</p>
<p>a. To develop training provision in the planning enforcement team which enables officers to combine aspects of planning and</p>			

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<p>enforcement roles</p> <p>b. An increase in staff resources equivalent to recruiting two full-time planning enforcement officers (scale 5) to support development from a re-active to pro-active service.</p> <p style="text-align: center;">(Update: May 2022)</p> <p>According to the minutes, recommendation (b) required further discussion between Officers, and it was deemed one full-time planning enforcement officer was sufficient and would remain within the budget.</p> <p>c. To develop a communications strategy to publicise enforcement work that the service was involved with.</p>			<p style="text-align: center;">(Update: April 2022)</p> <p>b) One full-time planning enforcement officer has been recruited.</p>
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