



## Notice of a public meeting of

### Customer and Corporate Services Scrutiny Management Committee

- To:** Councillors Williams (Chair), Galvin (Vice-Chair), Ayre, S Barnes, D'Agorne, Fenton, Flinders, Gates and K Myers
- Date:** Monday, 22 January 2018
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

### 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 1 - 4)

To approve and sign the minutes of the meeting held on 13 December 2017.

#### 3. **Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 19 January 2018**. Members of the public can

Speak on agenda items or matters within the remit of the Committee. To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

### **Filming, Recording or Webcasting Meetings**

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at [http://www.york.gov.uk/download/downloads/id/11406/protocol\\_for\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_20160809.pdf](http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809.pdf)

#### **4. Schedule of Petitions (Pages 5 - 12)**

This report provides information on new petitions received and details of those considered by the Executive or relevant Executive Member/Officer since the Committee's last meeting. Members are asked to consider the petitions received and agree an appropriate course of action in each case.

#### **5. Update Report on Attendance and Wellbeing Project (Sickness absence) (Pages 13 - 18)**

This report provides an update on work being undertaken to address staff sickness absence with a focus on attendance management and employee wellbeing. Members are asked to note and comment on the contents of the report and consider receiving future updates and a specific report in six months.

**6. Annual Review of Complaints (Pages 19 - 58)**

This report provides Members with the annual reports covering April 2016 to March 2017 in respect of adults social care, children's social care, and the corporate complaints policy. Members are asked to note the information within the reports and the ongoing work required to ensure the Council meets its responsibilities.

**7. Update on Implementation of Recommendations from One Planet York Scrutiny Review (Pages 59 - 72)**

This report provides the first update of the recommendations arising from the One Planet York Scrutiny Review. Members are asked to sign off any recommendations that have been fully implemented.

**8. Update Report on Consultation on Draft ICT Policy (Pages 73 - 86)**

This report provides an update on progress against the ICT Strategy including the detailed delivery of digital projects and outcomes. The Committee is asked to consider and note the information included and to consider receiving further updates as part of their future work plans.

**9. Scrutiny Review Support Budget (Pages 87 - 94)**

This report sets out the current position in relation to available Council funding for research in support of scrutiny review work. Members are asked to consider what recommendations they may wish to make to the Executive prior to the Council's budget setting process for 2018/19.

**10. Work Plan 2017/18 and discussion on further potential scrutiny topics (Pages 95 - 96)**

Members are asked to consider the Committee's draft work plan for the remainder of the municipal year and discuss any further potential scrutiny topics.

**11. Any Other Business**

Any other business that the Chair decides is urgent.

Democracy Officer:

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

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی مہیا کی جاسکتی ہیں۔ (Urdu)

 **(01904) 551550**