



**Notice of a public meeting of
Customer and Corporate Services Scrutiny Management
Committee**

- To:** Councillors Williams (Chair), Galvin (Vice-Chair),
N Barnes, Brooks, D'Agorne, Fenton, Gates, Looker and
Reid
- Date:** Monday, 10 September 2018
- Time:** 5.30 pm
- Venue:** The Thornton Room - Ground Floor, West Offices (G039)

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 - 8)

To approve and sign the minutes of the meeting held on 9 July 2018.

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 7 September 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

Please note that, subject to available resources, this meeting will be filmed and webcast, or recorded, including any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (whose contact details are at the foot of this agenda) in advance of the meeting.

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

4. Schedule of Petitions (Pages 9 - 18)

This report provides Members with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

5. 2018/19 Finance and Performance Monitor 1 (Pages 19 - 36)

This report presents details of the overall finance and performance position for the period covering 1 April 2018 to 30 June 2018, together with an overview of any emerging issues.

6. Annual Complaints Report 2017 - 2018 (Pages 37 - 80)

This report provides the committee with annual complaints reports covering the period April 2017 to March 2018 from Adult's Social Care, Children's Social Care and Corporate Complaints

7. Social Value Policy (Pages 81 - 94)

This report presents the committee with the corporate Social Value Policy for the Council.

8. Scoping Report on Financial Inclusion (Pages 95 - 102)

This report provides the Committee with information on the progress made in delivering Financial Inclusion activity across the city to help Members decide whether this is a topic worthy of a scrutiny review

9. Scrutiny Operations and Functions Review Update Report
(Pages 103 - 104)

This report presents the Committee with the remit for the CSMC Task Group appointed to review the Council's Scrutiny operations and functions.

10. Work Plan 2018-19 (Pages 105 - 106)

11. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Chris Elliott

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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
- 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 (Polish)
własnym języku.**

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 (01904) 551550