



**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, 9 July 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 11 June 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 6 July**. 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 sound 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. Update Report on Attendance and Wellbeing Project (Sickness Absence) (Pages 9 - 18)

This report provides an update on the sickness absence figures in City of York Council (CYC) and the work being undertaken to decrease them, with a focus on attendance management and employee wellbeing.

5. Implementation Update from Electoral Arrangements Scrutiny Review (Pages 19 - 30)

This report provides Members with their first update on the implementation of the approved recommendations arising from the previously completed Electoral Arrangements Scrutiny Review.

6. Update Report on Delivery of ICT Strategy (Pages 31 - 64)

This report further updates the Committee on the progress of the Council's ICT Strategy in terms of its Digital Services Programme,

enhanced digital experience for customers and delivery of the Customer Relations Management System (CRM).

7. Year End Finance and Performance Monitoring Report
(Pages 65 - 84)

This report provides a year end analysis of the overall finance and performance position. This is the final report of the financial year and assesses performance against budgets, including progress in delivering the Council's savings programme.

8. Work Plan 2018-19 (Pages 85 - 86)

9. Urgent Business

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

Democracy Officer:

Laura Clark

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Email: Laura.Clark@york.gov.uk

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
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