

Notice of a public meeting of

E-Democracy Task Group

To: Councillors Fenton, Flinders, Gates, Kramm and Lisle

Date: Monday, 28 September 2015

Time: 4.00 pm

Venue: The King John Room (GO59) - West Offices

AGENDA

1. Election of Chair

To formally elect a Chair of the Task Group.

2. 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.

3. Public Participation

At this point in the meeting members of the public who have registered their wish to under the Council's Public Participation Scheme may do so. The deadline for registering is **5.00pm on Friday 25 September 2015**.

Members of the public may register to speak on:

- An item on the agenda
- An issue within the remit of the task group

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 https://www.york.gov.uk/downloads/file/6453/protocol_for_webcasting_filming_and_recording_council_meetingspdf

4. eDemocracy Scrutiny Review - Interim (Pages 1 - 34) Report

This report presents Members with further information on the eDemocracy Scrutiny Review.

5. Urgent Business

Any other business which the Chair considers to be urgent.

Democracy Officer:

Name: Jill Pickering

Contact Details:

- Telephone – (01904) 552061
- Email – jill.pickering@york.gov.uk

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

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eDemocracy Scrutiny Review Task Group

28 September 2015

eDemocracy Scrutiny Review – Interim Report

Background

1. At a meeting in July 2015 the Corporate & Scrutiny Management Policy & Scrutiny Committee (CSMC) considered a scrutiny topic proposed by James Alexander on the expansion of local democracy using digital means, and received detailed information on e-government transformation – see Annex A.
2. Furthermore the Committee were informed of work being undertaken by the Local Government Association (LGA) and the Department for Communities and Local Government (DCLG) to respond to Budget 2015's request for joint proposals from the sector for extending 'Government's digital ambitions to local public services'. The intention being for HM Treasury, DCLG, LGA and the Government Digital Service to collaborate with partners in local government, as the sector develops a set of proposals that will enable more customer-focused, digitally-enabled and efficient local services in time to inform future budget allocations.
3. Feedback from the Head of Democratic Services confirmed there was room for improvement here in York. She suggested there were technological improvements that could be made e.g. the introduction of on-line registration to speak at meetings and other improvements that would not require technological solutions e.g. the recent introduction of new rules to enable the free flow of questions to Executive Members from the floor during Council meetings, without the prescription of advance notification.
4. With this in mind, and in view of the authority having to find budget reductions, CSMC confirmed their support for the proposed review, suggesting it should include gaining feedback from residents on their experiences. They set up this Task Group to carry out the review on their behalf and agreed the following review remit:

Review Aim:

'To identify the potential for improving public engagement and take up of services through digital means and the Councils ability to respond.'

Objectives:

- i. To understand City of York Council's (CYC) current position in regard to online services, its current digital infrastructure and the resources required to enable it to function
- ii. To examine best practice by other Local Authorities and at parliamentary level
- iii. To establish CYC's potential for development and the additional resources it would require
- iv. Identify the priorities for action in the short and longer term

Information Gathered to Date

5. Objective (i) - CYC's current position in regard to online services, its current digital infrastructure and the resources required to enable it to function

At its first meeting in August 2015, the Task Group received a presentation in support of Objective (i) which included information on CYC's current infrastructure and available resources – see copy of presentation at Annex B.

6. The presentation detailed the progress to date with replacing the Children and Adults systems in order to provide better integration between Children, Adults and Health.
7. Information was also provided on the formation of an interim Digital Customer Board, made up of officers from the office of the Chief Executive, ICT and Customer Services, set up to agree a wider programme brief for digitalisation of services within which the CRM implementation would sit. It was confirmed that the interim Board had been tasked with ensuring that all associated work was properly scoped with initial plans and timescales, ready for when a formal Programme Board is established to deliver the digital agenda. The first meeting of the interim Board was scheduled for early September 2015.
8. In considering the work of the customer centre, the Task Group requested some up to date performance information, in particular:

- Average wait time in the customer centre
- Performance of call handling Benefits
- Performance of call handling Customer Services

9. Data and graphs detailing these figures are shown at Annex C.
10. The Asst Director for Customers & Employees confirmed that the authority is in the process of initiating a project to implement a new Customer Management system (CRM), and that a suitable system had been identified. As Edinburgh Council uses the same system it was suggested that the Task Group members may like to take a look at Edinburgh's website, in particular at what their customers can do electronically e.g. set up a Direct Debit (something as yet not possible in York) and set up a 'my account' function which allows its customers to:
- Access and manage their account wherever they are, whenever they need to
 - Use their online services to contact the authority quickly and simply - no need to visit or call
 - Report a problem and receive notification as soon as it's fixed
11. Objective (ii) – Best Practice by other Local Authorities
As part of the presentation, the Asst Director for Transformation & Change talked through a number of example Local Authorities exhibiting best practice. These included:
- Brighton & Hove City Council
 - Bristol City Council
 - Manchester City Council
 - Edinburgh City Council
 - London Borough of Camden Council
 - Oldham Metropolitan Borough Council
12. It was suggested that members of the Task group may like to look at those council websites to get a feel for the level of customer interaction they provide.
13. Additional information was provided on the security measures required to ensure personal data remained secure i.e. the different levels of verification required for different packages of services.

Initial Analysis

14. In regard to the new CRM system, the Task group agreed it would be useful to see what the new system looked like. And officers have therefore arranged for the supplier to provide a web demonstration/ presentation at this meeting.
15. The Task Group queried the timeline and funding for the replacement of the CRM and Children and Adults systems. In regard to the new CRM, they requested feedback on the first interim Board meeting (see paragraph 6 above), in particular governance arrangements, initial plans (service rollouts) and timelines, together with an update on the implementation of the new CRM.
16. The Task Group were surprised that contact services handled only 33% of the calls in to CYC, and were pleased to note that the introduction of more flexible technology would encourage a move towards a more flexible workforce and improved access for residents.
17. In noting that best practice generated 50% of requests for street based services via self service, provided improved signposting to partner organisations, and optimised the engagement of minority client groups, the Task group were keen to explore the opportunities for improved customer interaction. They queried how best to promote the forthcoming improvements across the city, and how best to encourage Councillors to use it.
18. Overall, the Task Group noted that whilst the implementation of the new CRM system and further/wider digitalisation would provide a means of easier, efficient and effective interaction with the council in an open way, it would not guarantee improved customer/democratic engagement.
19. In considering how best to make the city's democratic processes more open and transparent, the Task Group discussed the suggestions made in the presentation e.g. the introduction of webinars, interactive Q & A sessions, public participation via Skype etc.

Options

20. Members may choose to:
 - Arrange further task group meetings
 - Request additional information

- Spend time with Customer Services Officers
- Gather feedback for residents / interested parties / other Cllrs etc on their aspirations for accessing the council
- Analyse previous relevant complaints received to assess whether:
 - the new system will address the issues raised
 - the lines of communication are suitable for the number of demands arising

Recommendation

21. Members are recommended to:

- i. Identify any additional required in support of objectives (i) – (iii)
- ii. Agree an additional meeting date

Reason: To enable the Task Group to identify the priorities for action in the short and longer term in line with review objective (iv), and conclude their work on this review.

Contact Details

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Chief Officer Responsible for the report:

Andrew Docherty
AD ITT & Governance

Report Approved



Date

18.09.2015

Wards Affected:

All



For further information please contact the author of the report

Background Papers: N/A

Annexes:

Annex A – Initial Information on eGovernment Transformation

Annex B – Copy of Presentation on CYC’s current position in regard to online services, its current digital infrastructure and the resources required to enable it to function

Annex C – Customer Centre Performance Information from April 2015 to date

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Background to E-Government Transformation

1. Since the mid-1990s the explosion of the Internet has prompted intense speculation about its ultimate impact upon the economy, society and politics. Many hoped that the Internet would be a powerful new force capable of transforming existing patterns of social inequality, strengthening linkages between citizens and representatives, facilitating new forms of public engagement and communication, and widening opportunities for the development of a global civic society.
2. If politicians were willing to respond to the challenges of digital disruption, the internet could revolutionise the whole political process, massively boosting voter engagement for all ages and move the UK to a system of genuine direct democracy.
3. A recent national [YouGov poll](#) confirmed the majority of people would welcome this change. It found 57% of all UK adults want the opportunity to regularly vote via digital and social media channels on key issues and legislation debated in parliament and this increased to 72% of 18- to 24-year-olds. A significant majority (60%) of this younger age group also said they wanted to be able to vote online in the general election.
4. The delivery of government information and services online through the Internet or other digital means is referred to as 'E-Government'. Unlike traditional structures, which are hierarchical, linear, and one-way, internet delivery systems are non-hierarchical, nonlinear, two-way, and available 24 hours a day, seven days a week. The non-hierarchical character of internet delivery frees citizens to seek information at their own convenience, not just when a government office is open. The interactive aspects of e-government allow both citizens and bureaucrats to send and receive information. By facilitating two-way interaction, electronic governance has been hailed as a way to improve service delivery and responsiveness to citizens, in the long run generating greater public confidence in government.
5. There are four general stages of e-government development that distinguish where different government agencies are on the road to transformation:
 - Stage 1 - The billboard stage:
In the first stage, officials treat government Web sites much the same as highway billboards, that is, static mechanisms to display information. They post reports and publications and offer data bases for viewing by visitors. There is little opportunity for citizen interaction

or two-way communication between citizens and officials. Citizens can read government reports, see the text of proposed legislation, and find out who works in specific offices but they cannot manipulate information or interact with it in any way other than viewing. The public generally is limited to seeing information in the form put together by officials.

- Stage 2 - The partial-service-delivery stage;

In this stage citizens can order and execute a handful of services online and start to manipulate informational databases. They can search Web sites for material they want to see, as opposed to the information officials want to present to them. This helps them access materials in the form they prefer. However, online service possibilities are sporadic and limited to a very few areas. Posting of privacy and security statements are not very abundant, and there isn't much accessibility for non-English speakers and the disabled.

- Stage 3 - The portal stage, with fully executable & integrated service delivery;

This stage is a one-stop government portal with fully executable and integrated online services. This phase offers considerable convenience to visitors. The entire city or county has one place where all other agencies can be accessed, which improves citizen ability to find information. Agency sites are integrated with one another, and a range of fully executable services are available to citizens and businesses. Officials show they pay attention to the public's privacy and security concerns by posting policies online. Translation options are available for those who do not speak English or those who are visually or hearing impaired.

- Stage 4 - Interactive democracy with public outreach and accountability enhancing features;

Here, government Web sites move beyond a service-delivery model to system wide political transformation. In addition to having integrated and fully executable online services, government sites offer options for Web site personalisation (such as customising for someone's own particular interests) and push technology (such as providing e-mails or electronic subscriptions that provide automatic updates on issues or areas people care about). Through these and other kinds of advanced features, visitors can personalise Web sites, provide feedback, make comments, and avail themselves of a host of sophisticated features designed to boost democratic responsiveness and leadership accountability.

6. The categorisation above does not mean that all government websites go through these steps or that they undertake them in this particular order. Research clearly shows there is a wide variety of ways that e-government has evolved in different cities, counties and countries. However, based on that research, this sequence appears to be a prevalent course of development in many agencies. The commonality of this model therefore, allows researchers to determine an agency's progress based on how far along they are at incorporating various website features.
7. New technologies enhance communication by overcoming geographical distance, promoting ideological variety, opening citizens to more diverse viewpoints, and encouraging deliberation.
8. Furthermore, information technology (IT) alters the capacity and control features of traditional bureaucracies, and has the potential to substantially redistribute power, functional responsibilities, and control within and across government agencies and between the public and private sectors. However, it cannot be ignored that at a time of shrinking budgets, financial considerations restrict the ability of government offices to place services online and to use technology for democratic outreach.
9. Here in York, the aid and use of technology to improve and broaden access to local decision making and scrutiny has been welcomed and the Council has already demonstrated a commitment to making better use of available technology.
10. For example, some years ago the Council implemented its online Committee Management System, which enables the electronic publication of reports, agenda and minutes for meetings. It provides electronic access to officer decisions. It enables the submission of ePetitions and online access to sign those ePetitions. Members of the public can also subscribe to their own specific areas of interest and it provides access to a wealth of information, about elected Members and the democratically accountable bodies to which the Council appoints them.
11. In 2012, the Council introduced an electronic voting system within its Council Chamber to make it easier for the public to see how their elected Councillors voted in major decisions in Council meetings.
12. More recently, the Council introduced web casting of its public meetings so that residents could watch their Councillors scrutinising or making decisions in their own time or without having to come to the meetings themselves.

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CSMC Scrutiny Review

The expansion of local democracy using digital means

25 August 2015

Scrutiny Review Remit

Review Aim:

‘To identify the potential for improving public engagement and take up of services through digital means and the Councils ability to respond.’

Objectives:

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Objective (i) – Best Practice



MANCHESTER
CITY COUNCIL



Best Practice cont'd

Info Provision

- ▶ Demand management
- ▶ Partner sites (all info)
- ▶ Client group specific
- ▶ Signposting
- ▶ Feedback

Best Practice cont'd

Service Requests

- ▶ Service Area
- ▶ My account
- ▶ Progress
- ▶ Feedback

Best Practice cont'd

Added Value

- “Next time”
- Commercial opportunities
- MI/data sharing

Best Practice cont'd

- ▶ Flexible access (apps)
- ▶ Resident designed “look & feel”
- ▶ Designed locally
- ▶ Data warehouses/publication
- ▶ Where’s my nearest/How do I ?

Best Practice cont'd

Engagement

- ▶ Webinars (social care)
- ▶ Live streaming with interactive Q & A
- ▶ Increased discussion sessions ahead of meetings
- ▶ Public participation via Skype

Objective (ii) CYC's Current Position ^{Annex B}

Public Engagement:

The Council's Committee Management System (Modgov) enables members of the public to:

- ▶ Access Agendas & Minutes of Council Meetings
- ▶ Submit & Sign ePetitions
- ▶ Subscribe to Electronic Updates on Issues of Interest
- ▶ Access Information on:
 - ◆ Forthcoming Decisions
 - ◆ Public Participation
 - ◆ Local Councillors, MPs & MEPs
 - ▶ Council meetings are also webcast so that the public can view the decisions that affect them

Current Position Cont/d

Access to Services:

Currently offered via the existing Do It Online service (with a variety of levels of functionality) are the following services:

1. On line Payment of:

- ▶ Business rates
- ▶ shop rental
- ▶ Trade refuse invoice
- ▶ Licence invoice
- ▶ Small lottery fees
- ▶ Council tax
- ▶ Allotments
- ▶ Childcare invoices
- ▶ Leisure booking invoice
- ▶ Housing benefit overpayments
- ▶ Home care invoices
- ▶ Warden call invoices
- ▶ Residential care invoices
- ▶ Housing repair invoices
- ▶ Housing rents
- ▶ Housing service charge
- ▶ Penalty charge notice
- ▶ Traffic enforcement
- ▶ Waste containers can be ordered

Current Position Cont/d

2. On Line Reporting/Checks:

- ▶ Check your waste collection calendar/collection dates.
- ▶ Advise of a move in or out of the city
- ▶ Raise a petition via a local democracy portal
- ▶ Apply for a job with the council.
- ▶ Planning applications can be viewed via the planning portal

3. A map based function to report street based items such as potholes, streetlights, cleansing etc.

4. Access to a wide range of PDF type forms for downloading, completing with pen and posting in!

Current Position Cont/d

Digital Infrastructure:

- ▶ The Council runs a number of systems which are a blend of in house physical and virtual server technologies ,and hosted/cloud based services.
- ▶ Much of our infrastructure was bought at the same time (10 years ago) and now needs updating or renewing.
- ▶ A list of what we currently have in place or are working on, is shown on the handout.

Objective (ii) – CYC’s Current Resources Annex B

IT:

- No permanent increase in staff levels required to manage and develop the current products although it is likely that the skills requirements will change over time
- Additional temporary development resources may be needed to respond to any future demand for the business/wider organisation’s digital readiness

Democratic Services:

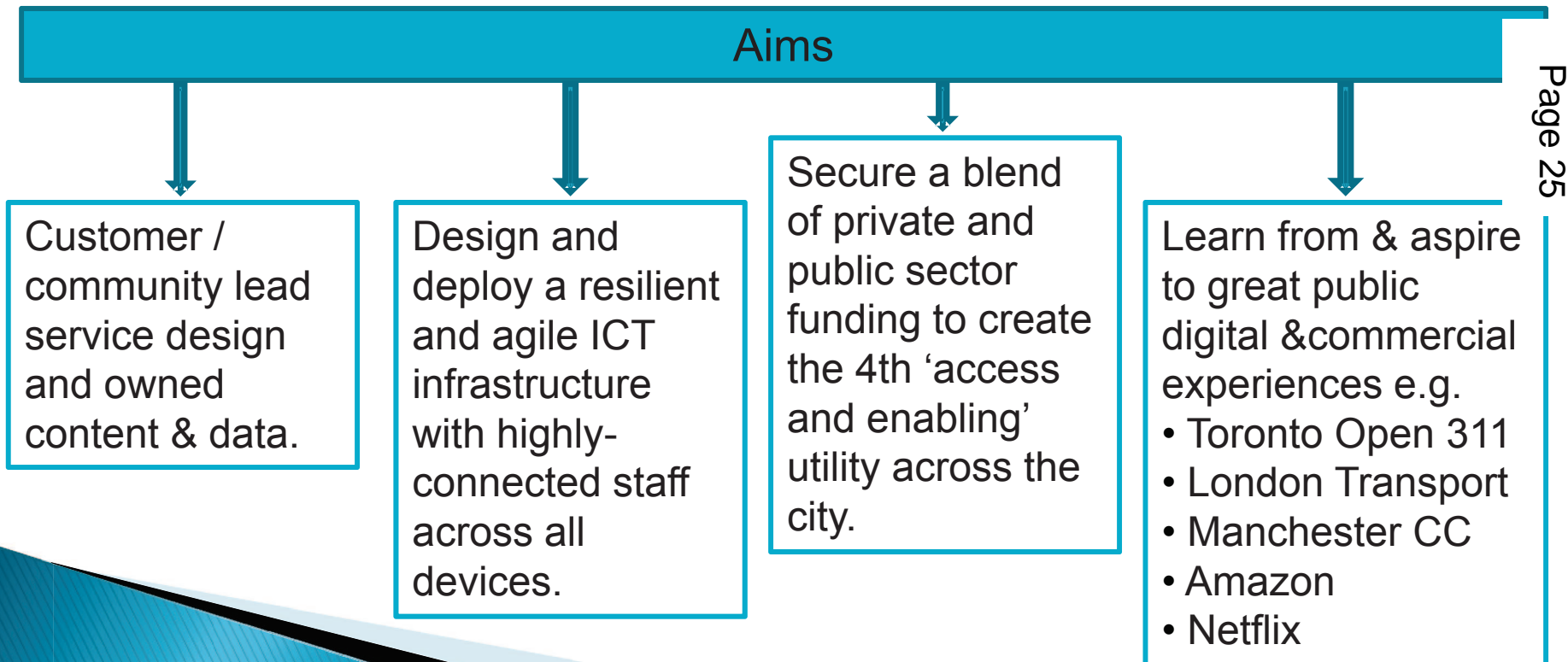
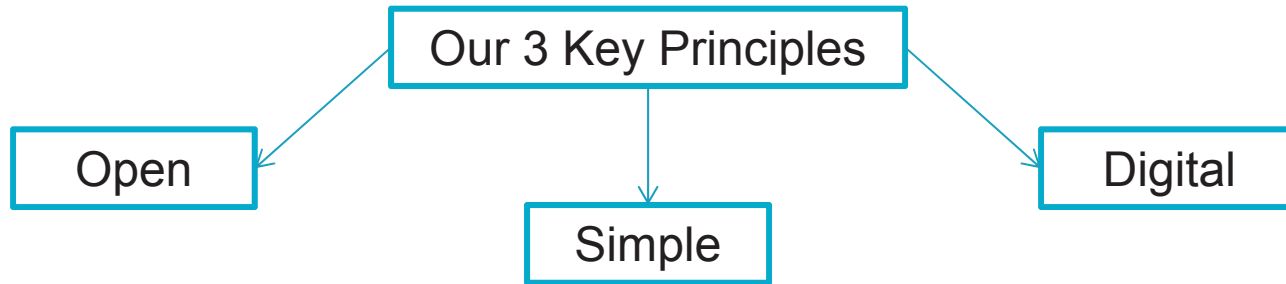
- There is sufficient staff resource in place to manage the introduction of online registering to speak at council meetings.
- Future developments designed to increase public engagement would need to be assessed to understand their resource implications

Current Resources Cont/d

Customer Services:

- Would need to be reviewed in line with future developments

Objective (iii) Our Current Approach to Development Annex B



Progress to Date

- Major undertaking to replace the Children and adults systems in order to provide better integration between Children, Adults and Health
- More flexible technology to allow flexible working and a variety of different access points for residents
- New website platform launched in late May 2015.
- Initiated a project to implement a new Customer Management system (CRM).
- Introduced a new telephony platform - work is in train to manage phone based transactions aligned to the CRM
- Short term and agile developments have been established e.g. online Parking Services.

Scrutiny Review – Way Forward

- ▶ Identify a suitable date for next formal public meeting of Scrutiny Task Group.

- ▶ At next Task Group meeting, Members to:
 - i. Identify and agree Task Group Chair
 - ii. Receive detailed information on new CRM System
 - iii. Further examine ongoing developments to understand the improvements they will bring
 - iv. Explore further options for improving resident's access to services using best practice information

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Weekly Phone Monitor 15/16

Customer Centre (Phones)												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Service Level (Calls answered within 20 Seconds)	13.2%	42.1%	42.0%	42.6%	21.5%	54.4%	71.3%	43.4%	48.1%	53.0%	62.9%	67.5%
% of total calls Answered	53.0%	81.5%	78.0%	85.3%	73.7%	89.2%	94.8%	79.8%	83.7%	89.4%	92.1%	94.2%

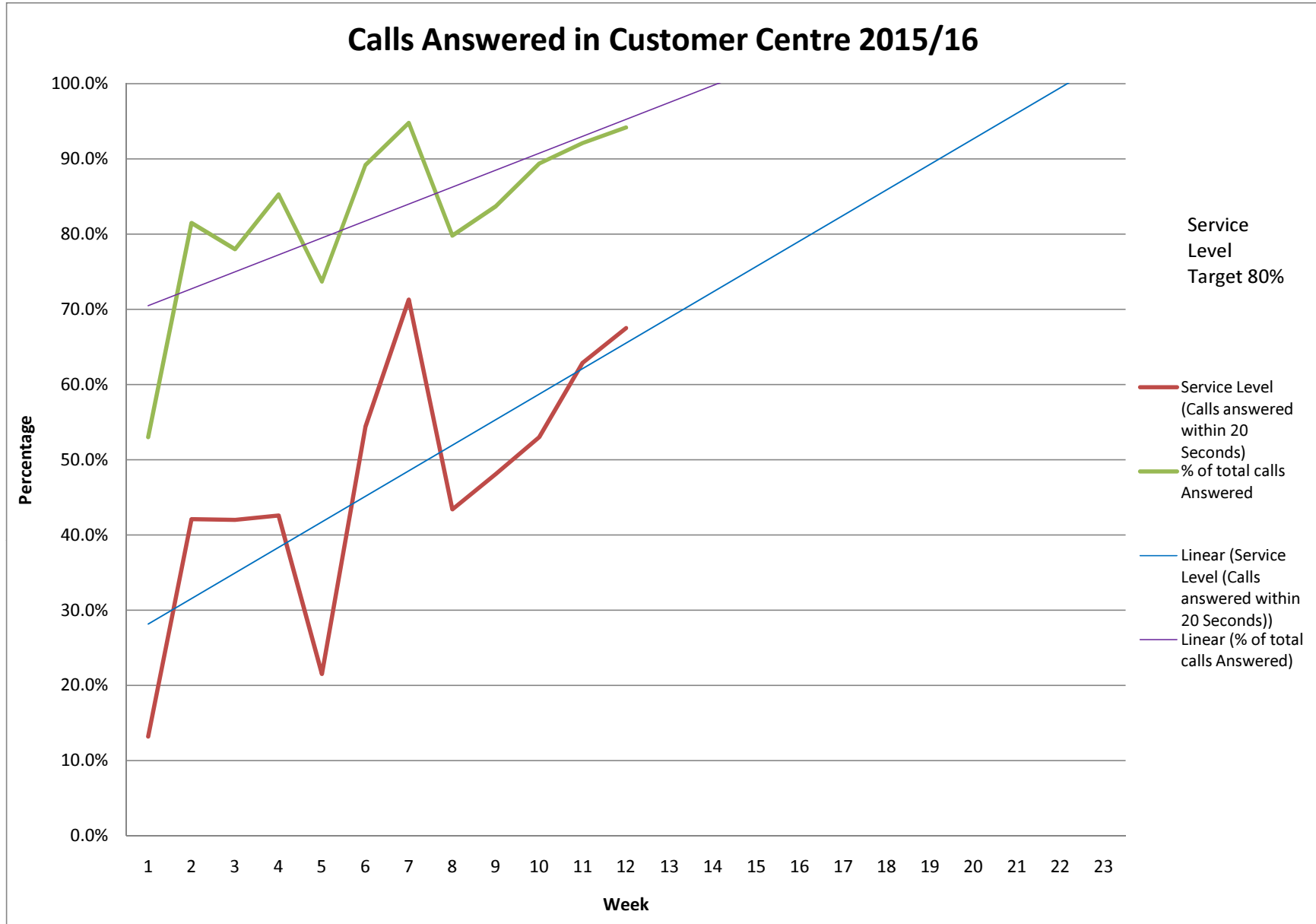
Benefits												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Service Level (Calls answered within 20 Seconds)	40.0%	29.7%	54.9%	48.7%	74.1%	68.1%	81.2%	72.4%	73.9%	49.9%	71.8%	81.2%
% of total calls Answered	72.9%	65.9%	80.8%	74.5%	90.3%	90.3%	93.3%	89.3%	91.2%	76.4%	88.7%	94.2%

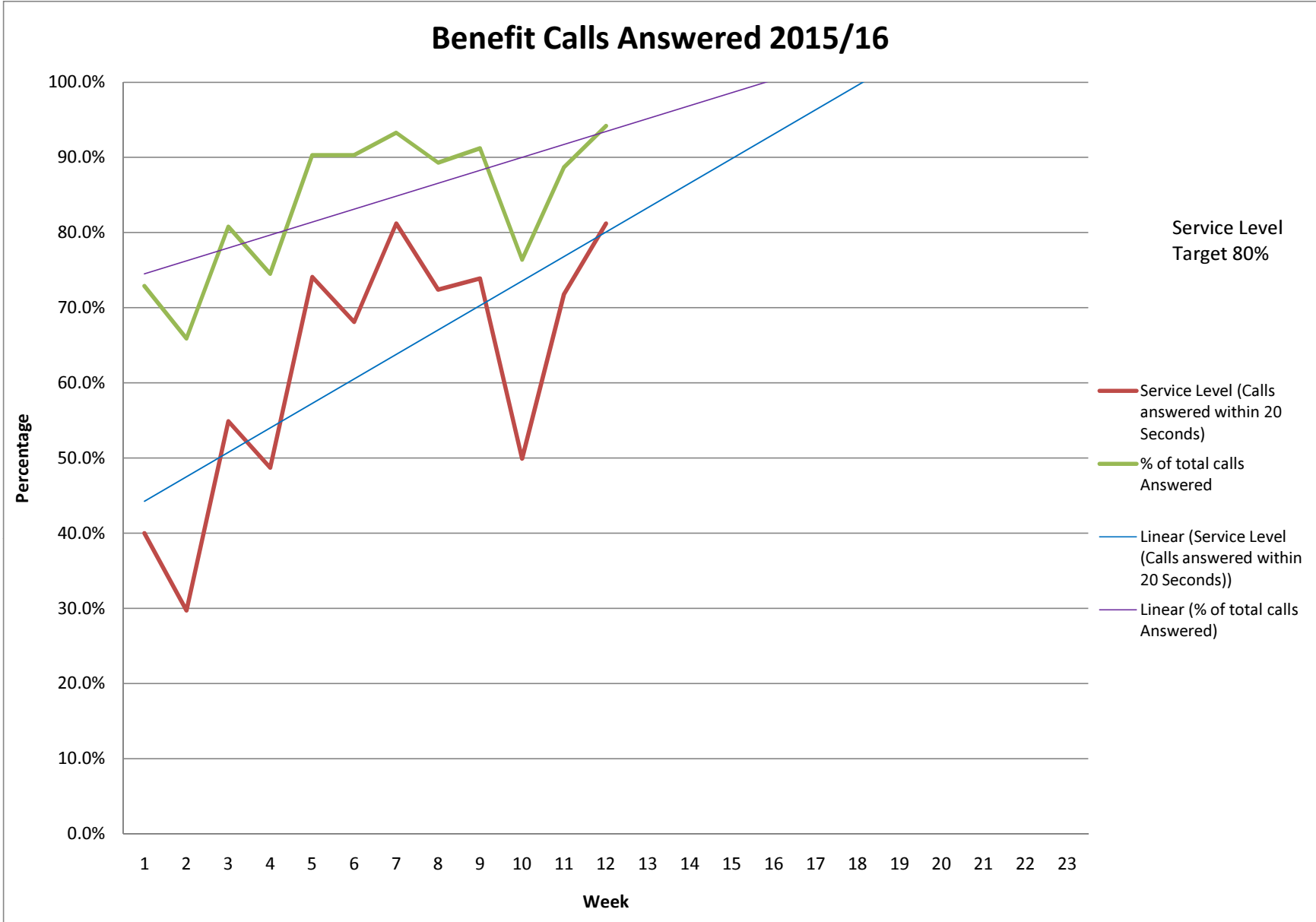
Customer Centre (Footfall)												
Week	1	2	3	4	5	6	7	8	9	10	11	12
Average Wait Time (Mins)	8.22	11.75	9.71	10.23	9.81	12.88	11.08	10.52	9.46	9.56	8.66	9.02

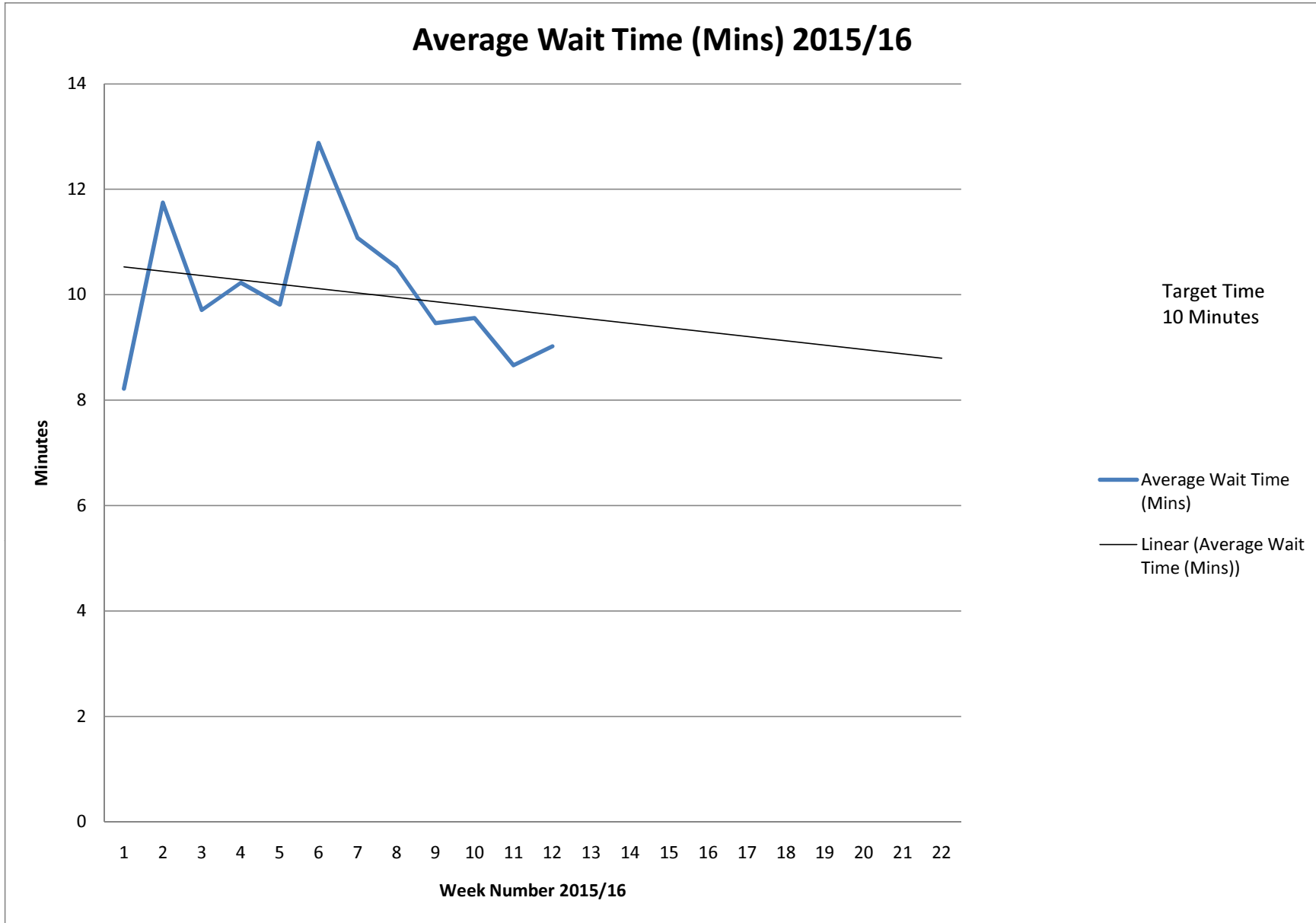
<u>Customer Centre (Phones)</u>											
Week	13	14	15	16	17	18	19	20	21	22	23
Service Level (Calls answered within 20 Seconds)	68.2%	43.3%	66.0%	45.8%	46.0%	67.6%	82.1%	76.3%	75.1%	73.9%	84.4%
% of total calls Answered	92.9%	83.2%	92.3%	87.0%	88.5%	91.2%	95.6%	95.5%	94.5%	94.4%	97.3%

<u>Benefits</u>											
Week	13	14	15	16	17	18	19	20	21	22	23
Service Level (Calls answered within 20 Seconds)	70.3%	63.2%	72.5%	84.1%	83.1%	80.9%	81.3%	77.5%	87.4%	79.3%	78.7%
% of total calls Answered	87.6%	84.5%	93.4%	97.3%	97.6%	96.9%	95.8%	93.8%	97.2%	96.4%	94.8%

<u>Customer Centre (Footfall)</u>											
Week	13	14	15	16	17	18	19	20	21	22	23
Average Wait Time (Mins)	9.44	10.92	11.36	9.64	6.74	7.81	7.84	6.89	7.18	10.11	







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CYC Website Tour

Paula Wilkinson, Web Content Manager

Tour contents

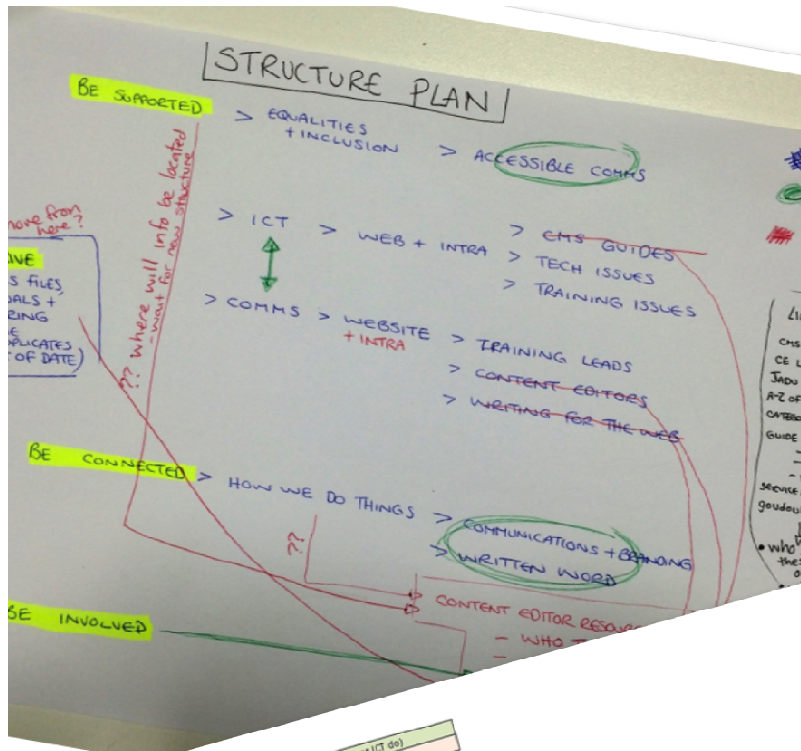
Lets talk about:

1. What we had
2. What customers wanted
3. How we achieved a new website
4. What we have now
5. What's coming next...
6. Re-skinning democracy.york.gov.uk

1. What we had

The old CYC website had seen better days, it had:

- lots of information, some needed to be updated
- long pages with jargon and waffle
- messy search results, cluttered with old downloads
- navigation based on our internal structure
- an old fashioned look and feel
- minimal compatibility with different devices



Home Living in York Visiting York Business in York Contact Us search

Home > Schools > Governor support and development service > Clerking service

- Government support and development service
- Becoming a school governor
- Clerking service
- Governor training
- Guidance for governors
- Policy bank
- Termly updates for governors

Schools

Salli Radford
 Department: Governor Support and Development Service
 Job Title: Team Leader, Governance and Clerking
 Email: salli.radford@york.gov.uk
 Telephone: 01904 554210
 The Eccles Building, c/o West Offices, York, YO1 6GA

Clerking Service

City of York Clerking Service

This service supports the processes of effective school governance in City of York schools, by offering a range of services. This is as part of the City of York training and are procedures as governing body recording of...

CITY OF YORK COUNCIL

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City of York Council is a co-operative council. To find out more visit our co-operative council pages.

Top 20 Services: All you need to know about City of York Council and our services.

- Local Plan Consultation
- Libraries & archives
- Benefit
- Park and ride
- Parking
- Systeming
- Jobs & Training
- Customer services
- Children & Youth
- Waste and recycle
- Council tax
- Visit York
- Buses
- Housing
- Markets
- York Register Office
- Highways
- Street cleaning
- Schools
- Adult social care

Latest News: Lord Mayor welcomes visitors from Ministry

Events Calendar

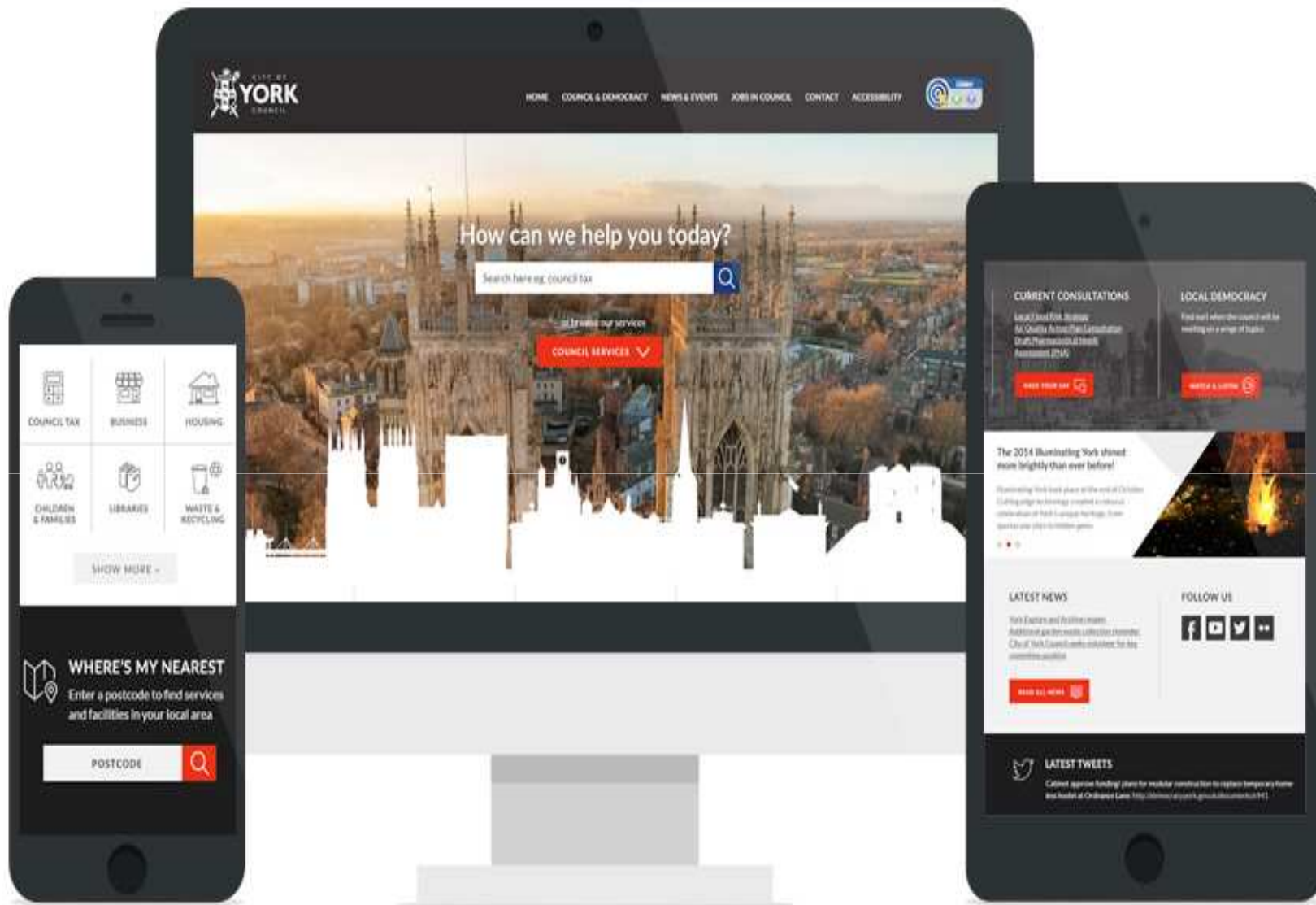


Date	27 Oct	03 Nov	10 Nov	17 Nov	24 Nov	1 Dec	8 Dec	15 Dec	22 Dec	29 Dec	5 Jan	12 Jan	19 Jan	26 Jan	2 Feb	9 Feb	16 Feb	23 Feb	2 Mar	9 Mar	16 Mar	23 Mar	01
Week	21	20	19	18	17	16	15	14	13	12	11	10	9	8	6	7	6	5	4	3	2	1	
Content Support Audit																				Testing preparation	Stability	LIVE	
Content Editors and champions review															Migration and assisted editing only					Critical edits only			Continued tra
1 to 1 sessions														Structure and Top Tasks						Editor preview			New editing re commence
Initial Meetings											Initial Design	Other visuals	HTML	Servers	Build	Custom Devs	Proto	Templates	Initial Training	Priority Training			Governance begins
Progress Meeting														Progress Meeting					Progress Meeting				Editor Meeting

2. What customers wanted

Research demonstrates customers want online services that are:

- quick to find, easy to understand and simple to use
- relevant and current (info and search results)
- based on tasks they want to do
- available on a range of devices
- modern, trustworthy and reliable
- able to be completed online (self service... 24/7 too?)



3. How we achieved a new website

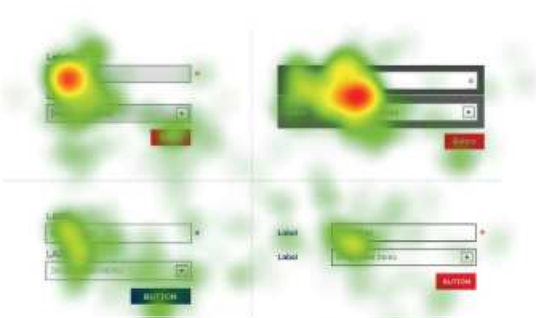
- **consultation** with residents, community groups, businesses and focus groups
- **analytics** on the most popular tasks
- **feedback** on existing services sourced from YCC and website)
- **recognised processes**, inc. CYC project team, card sort, user stories, personas, eye-tracking, testing plan
- **stakeholder buy-in**, inc. content editors, service managers, directors, councillors
- **professional input and experience** from Jadu's project team

Eye Tracking

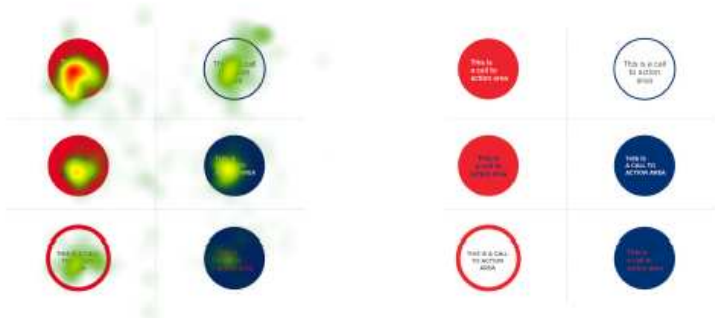
TYPOGRAPHY RESULTS



INPUT FIELD RESULTS



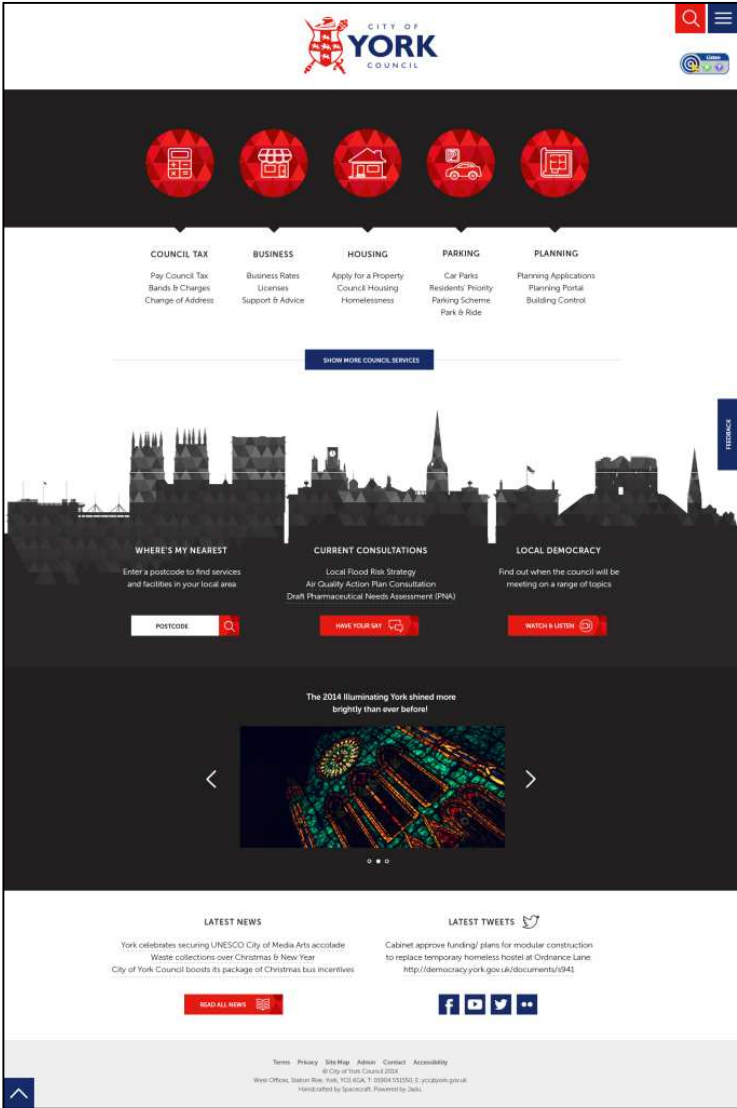
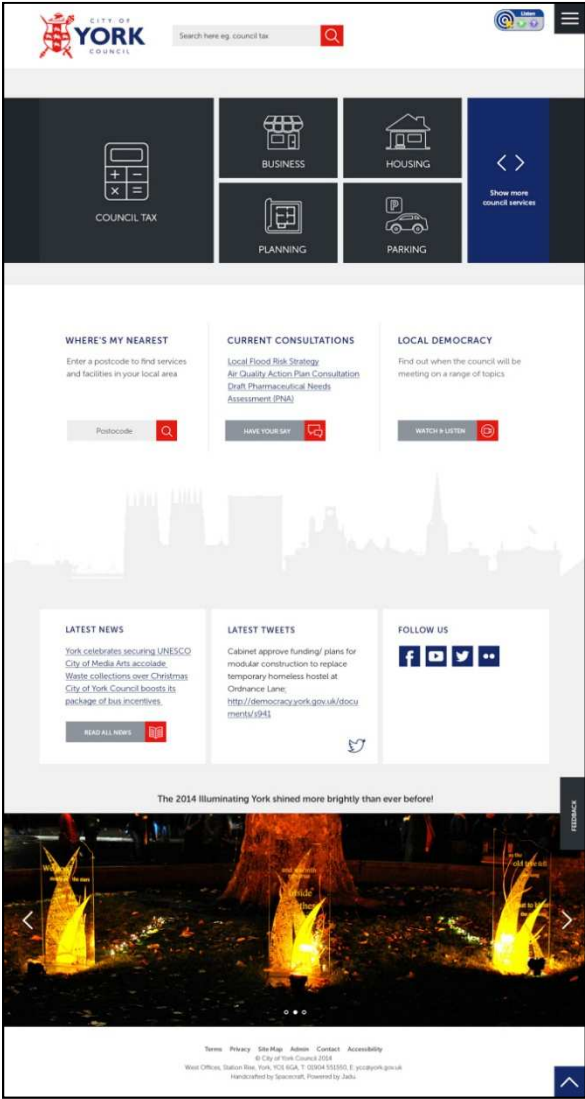
CALL TO ACTION RESULTS

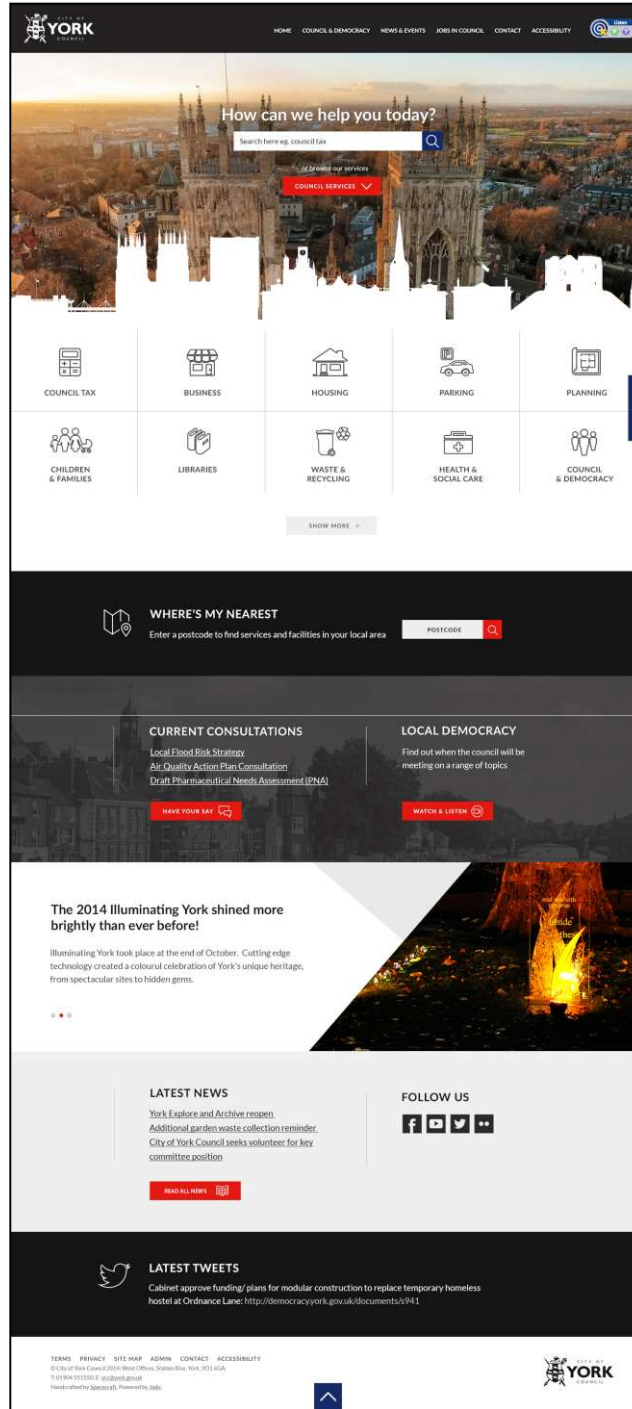
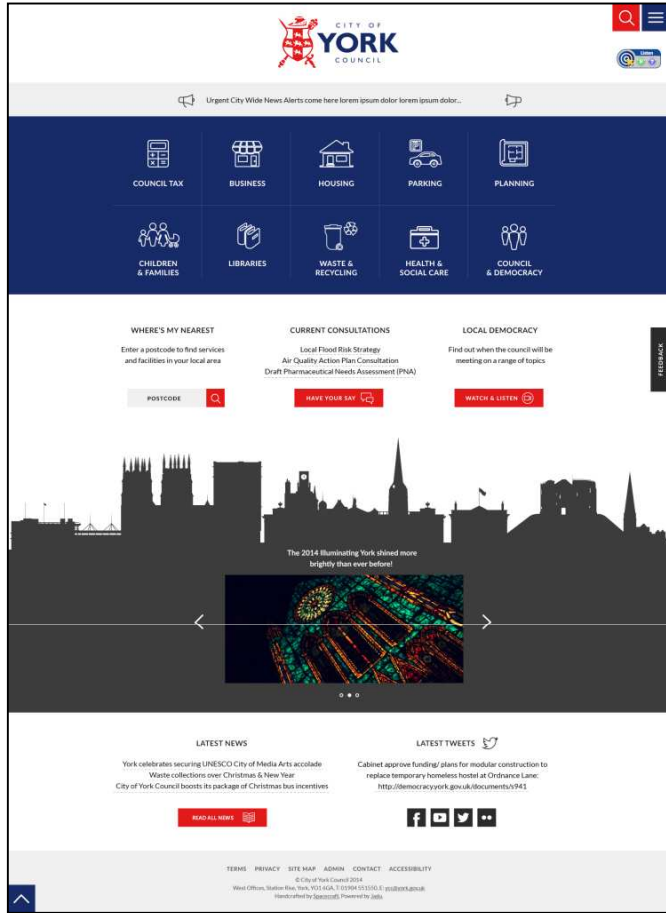


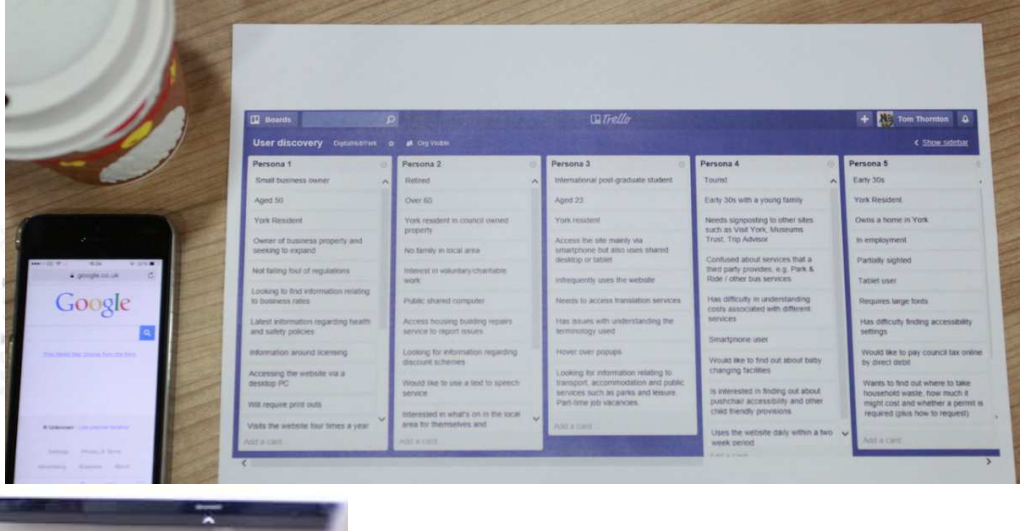
COLOUR SCHEME RESULTS



Initial design concepts







3a. The process...

Over a period of 7 (very busy!) months we undertook:

- page-by-page content review
- data migration and restructure
- redesign consultation and mock-ups
- platform and template build
- usability, load and penetration testing
- launch preparations, link management, redirects

CITY OF YORK COUNCIL

Services A-Z > A B C D E F G H I J K L M N O P Q R S T U V

ing in York Visiting York Business In York Contact Us

is > Governor support and development service > Clerking service

Schools

Department: Governor Support and Development service

Job Title: Team Leader, Governance and Clerking

Email: salli.radford@york.gov.uk

Telephone: 01904 554210

The Eccles Building, c/o Wetherby, York, YO1 6GA

Rate this page

City of York Clerking Service

This service supports the processes of effective school governance in City of York schools, by offering governing bodies the option of buying in professional clerking services. This support is delivered by Governor Support Officers (GSOs), working as part of the Clerking Service team. All GSOs participate in regular, focussed training and are able to offer up-to-date advice on governance legislation, policy and procedures as well as the preparation for, and recording of, all meetings of the governing body. The GSOs are also able to offer advice and support around the recording of formal complaints and disciplinary/capability hearings.

Governing bodies are free to arrange their clerking in any way they feel appropriate whilst meeting the legal requirements laid down in the relevant guidance. There is an expectation that the clerk to the governing body offers professional, independent support and has a good working knowledge of governance regulation and statutory responsibilities and is familiar with all aspects of the role.

The Clerking Service provides advice, support and training for clerks employed directly by schools, please get in touch for further information.

To learn more about our work and how we can support your governing body please contact Salli Radford, Team Leader (Governance & Clerking), on 01904 554210, or by email, salli.radford@york.gov.uk

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CITY OF YORK COUNCIL

Services A-Z > A B C D E F G H I J K L M N O P Q R S T U V

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ols > Governor support and development service > Clerking service > Clerking service for school governors

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The Eccles Building, c/o Wetherby, York, YO1 6GA

Rate this page

Clerking service for school governors

School governing bodies can buy professional clerking services from us, to assist the processes of effective school governance in City of York schools.

Our Governor Support Officers:

- participate in regular, focussed training
- offer advice on current governance legislation, policy and procedures
- can prepare for, and record, all meetings of the governing body
- offer advice and support in recording formal complaints and disciplinary/capability hearings

Support for clerks employed directly by a school

Alternatively, where governing bodies have arranged their own clerking services (within legal requirements detailed in the relevant guidance), we can provide advice, support and training for those clerks employed directly by a school.

We can help to ensure those clerks are familiar with all aspects of the role and meet the governing body's expectation for professional, independent support and a good working knowledge of governance regulation and statutory responsibilities. Please get contact us for further information.

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before & after review

YORK COUNCIL Services A-Z > A B C D E F G H I J K L M N O P Q R S T

Living In York Visiting York Business In York Contact Us

Parks and open spaces > Use of Metal Detectors

Parks and open spaces

Use of Metal Detectors

Can I use my Metal Detector in the parks and open spaces of York?

Metal Detecting is not permitted on any Council owned or managed site without the prior written permission of the Head of Parks and Open Spaces. Due to the archaeological status of many of York's open spaces, combined with public safety issues, approval is unlikely to be given.

Although you don't need a licence to use a metal detector in the UK, there are stringent laws about their use. It's illegal to use one on private land without prior permission from the owner and it is also illegal to use one on a **scheduled archaeological site**.

What happens if I find something?

Certain types of find must be reported to your local coroner within 14 days. If this find is declared 'treasure' by the **coroner**, then it becomes the property of the British Museum with a percentage of its value being paid back to you. To find out more about the Treasure Act, visit the **Government website**.

Further information about metal detecting can be found on the **national council for metal detecting website**.

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YORK COUNCIL Services A-Z > A B C D E F G H I J K L M N O P Q R S T

Living In York Visiting York Business In York Contact Us

Parks and open spaces > Use of Metal Detectors

Parks and open spaces

Use of Metal Detectors

You need written permission from the Head of Parks and Open Space to use metal detectors in any open spaces owned or managed by us. The archaeological status of our city and concerns for public safety, mean approval for metal detector use is unlikely. **scheduled archaeological site**

The law

You don't need a licence to use a metal detector in the UK, but there are laws about their use. Using a metal detector is:

- illegal on private land without permission from the owner
- illegal on **protected archaeological sites**

Finds and treasure

Certain types of find must be reported to our **coroner's office** within 14 days. Finds declared 'treasure' by the coroner become the property of the British Museum and you will be paid a percentage of the value.

More details

Further information about metal detecting is available on the **national council for metal detecting website**.

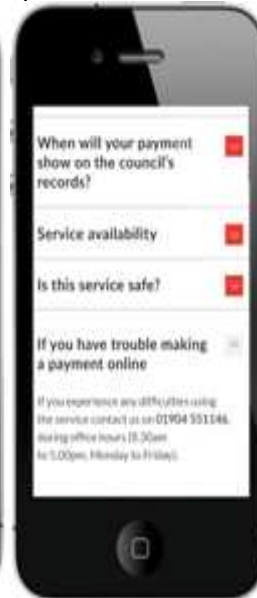
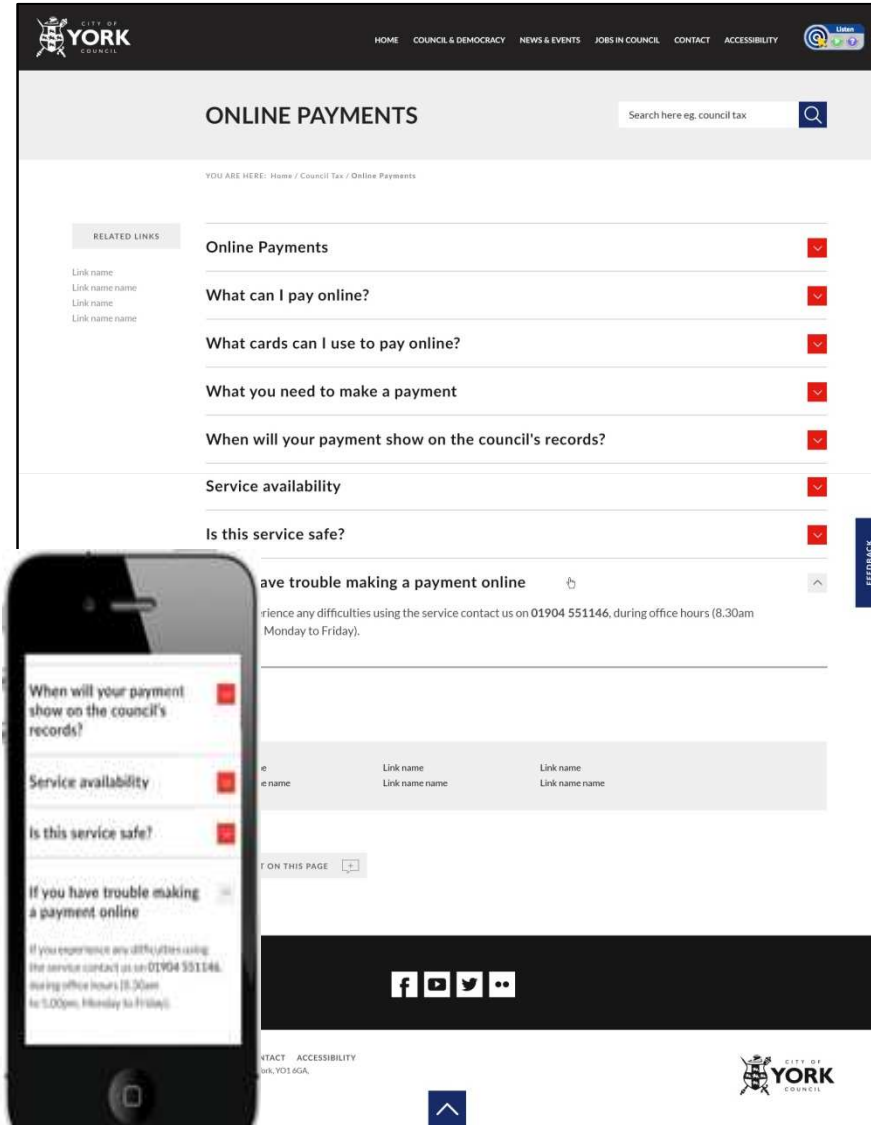
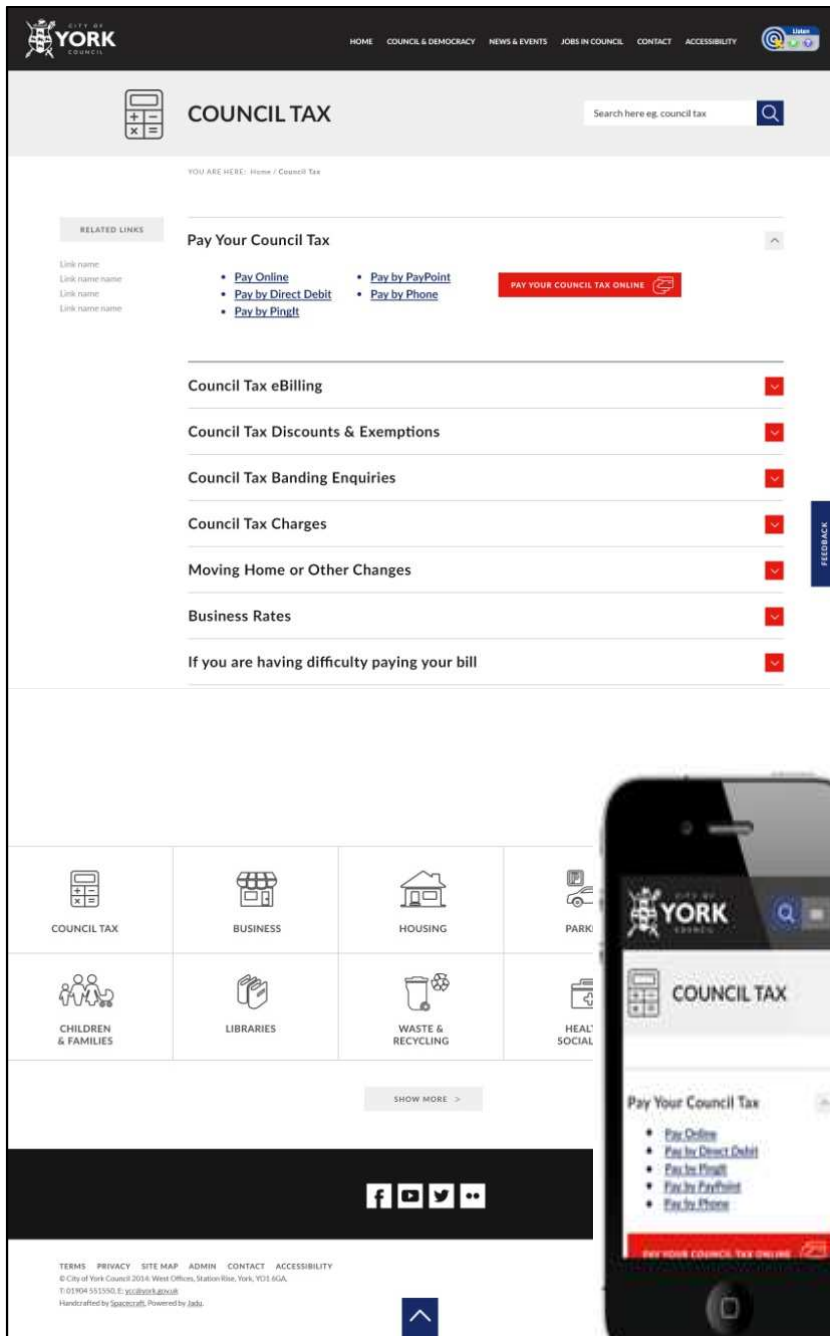
Print this page Comment on this page

before & after review

4. What we have now

The new CYC website has:

- Fewer, shorter pages, with focused content
- Improved search results and 'keyMatches' in place
- navigation based on top tasks and common-case user journeys, centred around completing tasks (channel shift)
- a new contemporary design (and modern homepage)
- tech-compatibility that is 'responsive' to many different devices and is also more accessible



AN INTRODUCTION TO HEALTH & WELLBEING IN YORK

Search here eg. council tax



YOU ARE HERE: Home / Health & Social Health / Health & Wellbeing Partnerships / An introduction to health and wellbeing in York

RELATED LINKS

- Link name
- Link name name
- Link name
- Link name name

What we think health and wellbeing means

Health and wellbeing is about more than illness and treatment. It is about being well physically, mentally and socially. This includes being able to do the things you need to do and being able to cope with change and what's going on around you.

Health and wellbeing means different things to different people – there is no right or wrong answer. For some it is about having friends and support from others. For others it is about feeling happy and content or keeping fit and active.



The health and wellbeing of people who live in York

Each year we review the health and wellbeing needs of all the people who live in York. This is called the [Joint Strategic Needs Assessment](#). This assessment will inform the development of future strategies, help us to decide our local priorities, and influence how we spend the money allocated to us.

The assessment confirms that overall York is a great place to live. Most people who live here have good health and wellbeing. However, this does not apply to everyone: some people in our city experience poorer health and wellbeing outcomes. This may be down to their needs, their circumstances, or simply where they live. Tackling health inequalities is likely to be a top priority for our future work.

FEEDBACK



4a. What the review included

Editors across the authority have been re-trained to use the CMS and guided by Content Support to produce 'better' content, this means:

- optimising the information for the common-case
(ask: who is my customer, why are they here, does my content help them?)
- writing in plain English, avoiding jargon, cutting out waffle
(what customers want to know, not what we want to tell them)
- getting transactional information/links early in the text
- short, easy-to-digest paragraphs formatted with meaningful headings and with important points highlighted in bullet lists

4b. What the review achieved

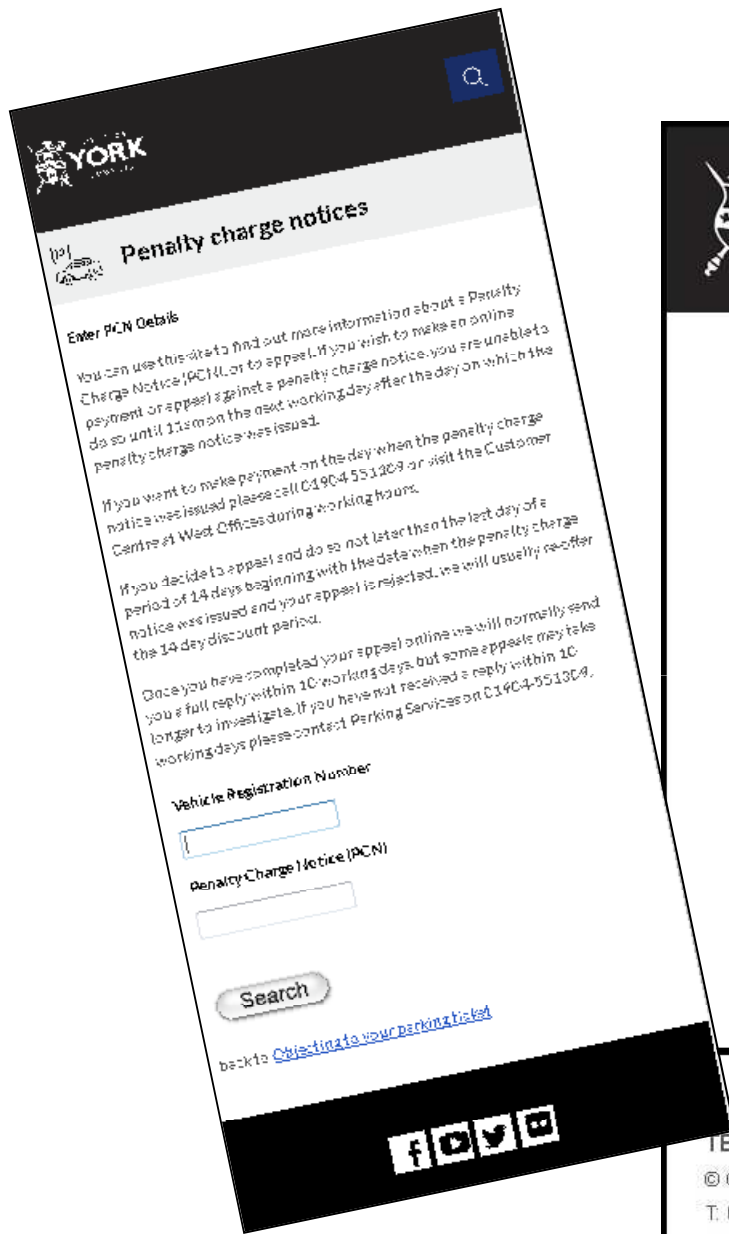
As well as being more up-to-date 'better content' means:

- improved page titles/headings, well formatted and concise content ensures the **search works properly** (based on popular Google Search technology and has KeyMatches in place)
- plain English and less jargon is **easier to understand and translate** (BrowseAloud speaks pages in English and other languages)
- early, meaningful links make **completing tasks more efficient** especially when they are more visible (without scrolling) on smaller screens/mobiles/tablets
- properly formatted pages are easier to read on a variety of devices, (CEs trained to check/preview/simulate mobile experience)

5. What's coming next...

Re-skinning of some 'plug-in' areas of the site to offer more continuity for customers:

- planningaccess.york.gov.uk (view planning applications)
- www.civicaepay.co.uk/York (pay invoices)
- parking.york.gov.uk (pay PCNs)
- www.york.entitledto.co.uk (benefits calculator)
- democracy.york.gov.uk (council minutes and papers)



CITY OF YORK COUNCIL

[YOUR COUNCIL](#) | [NEWS CENTRE](#) | [WORK WITH US](#) | [CONTACT US](#)

🔍 Search
👤 My Profile
🔒 Login
📄 Register

Planning » Simple Search

Search for Planning Applications and Appeals by keyword, application reference, postcode or by a single line of an address.

Simple
Advanced
Weekly / Monthly Lists
Property
Map

Search for:

Applications Appeals

Status: All

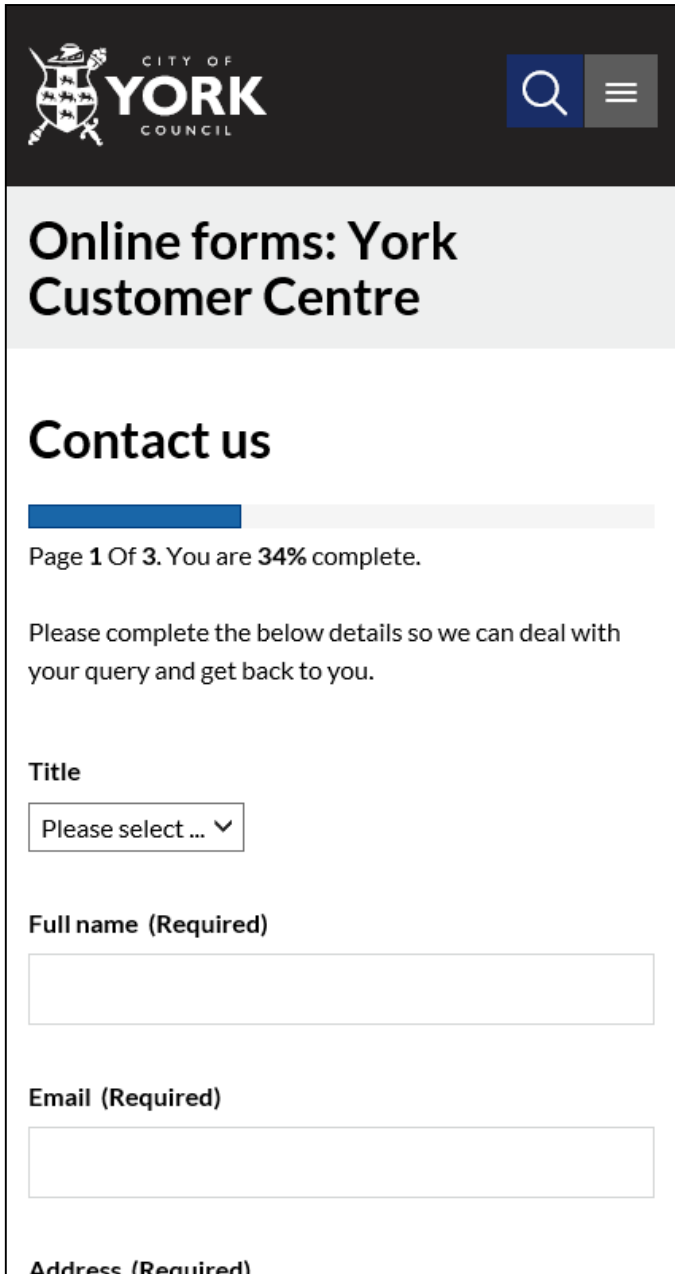
Enter a **keyword**, **reference number**, **postcode** or **single line of an address**.

Search

an idox solution

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 T: 01904 551550, E: ycc@york.gov.uk



CITY OF YORK COUNCIL

Online forms: York Customer Centre

Contact us

Page 1 Of 3. You are 34% complete.

Please complete the below details so we can deal with your query and get back to you.

Title

Please select ...

Full name (Required)

Email (Required)

Address (Required)

- Creation of Jadu **online forms** to gather basic data, send it on to group inboxes by email...
- Next step is to link into the CRM so customers can trace their transactions with us via 'My Account' after reporting...
- Interim 'reporting tool' for neighbourhood problems like graffiti, potholes, dog fouling, street lighting faults.

Information Centre

Map Satellite

Location Information: 26, Davygate, York, York, YO1 8RJ

Select this location?
Click to make this the report location

Please describe the problem

Enter a description

Photo of the issue

Browse...

Did anybody else witness this event?

If you'd like to receive a response to your request please enter your email address and/or a mobile phone number

Email address

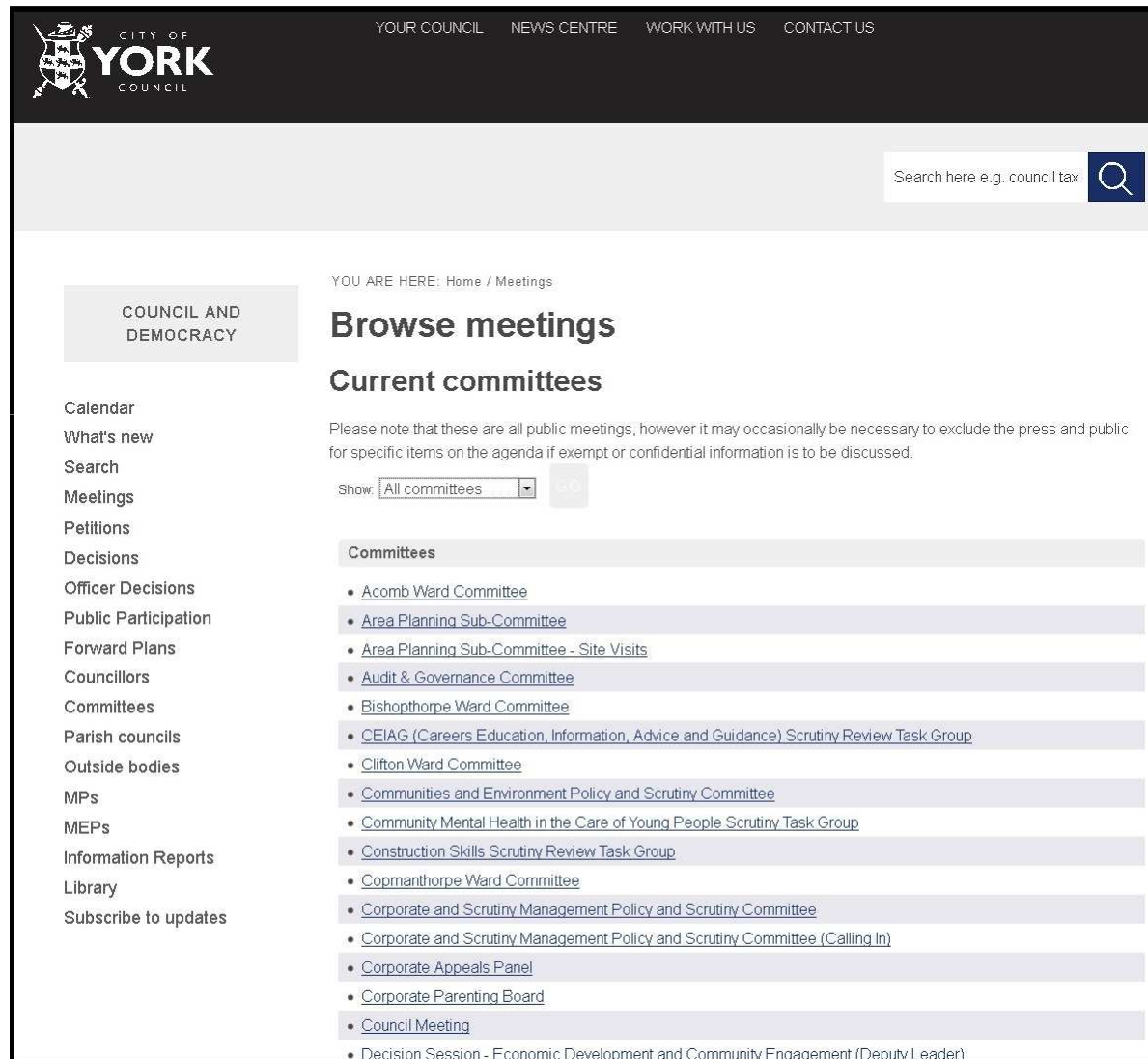
Mobile number (We'll update you via text messages)

SUBMIT REPORT

Reporting tool

- Identify location on a map
- Select the issue from a list of typical faults
- Add a describe and photograph
- Ask for a confirmation of the report by text

6. Re-skinning democracy.york.gov.uk



• Consistent look and feel, matching main site

• Works better on various devices (responsive)

• Familiar content still exists

Better results leading to democracy.york.gov.uk

- ‘KeyMatches’ produce **promoted results** for common terms like:
 - Calendar
 - Meetings and papers
 - Councillors
 - Committee
 - Decisions

You searched for decisions

Results 1 - 10 of about 1110. Search took 0.056682 seconds.

[Delegated decisions](https://www.york.gov.uk/decisions)
<https://www.york.gov.uk/decisions>

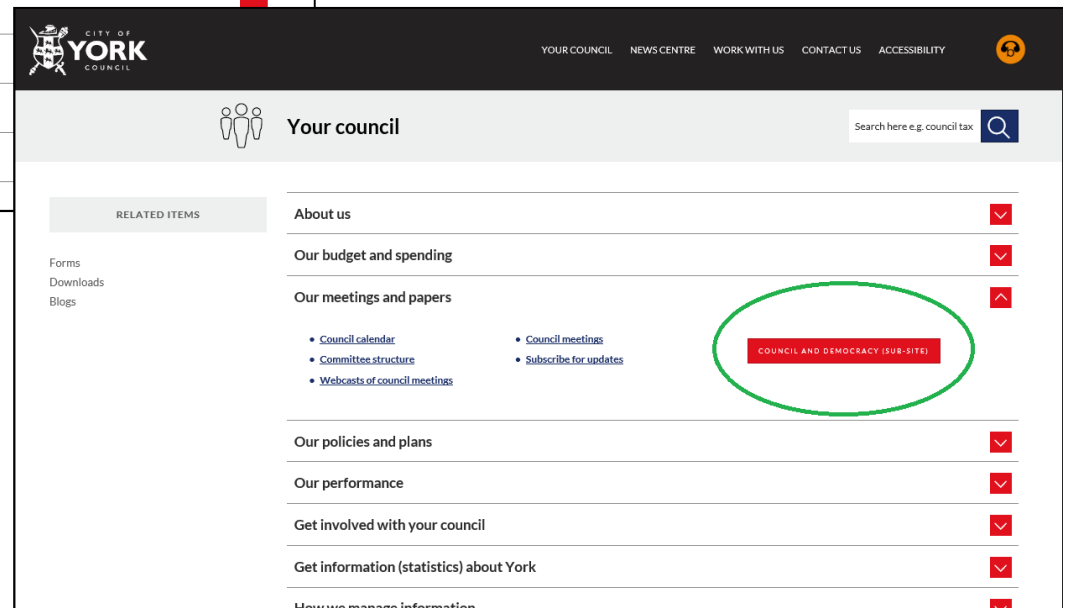
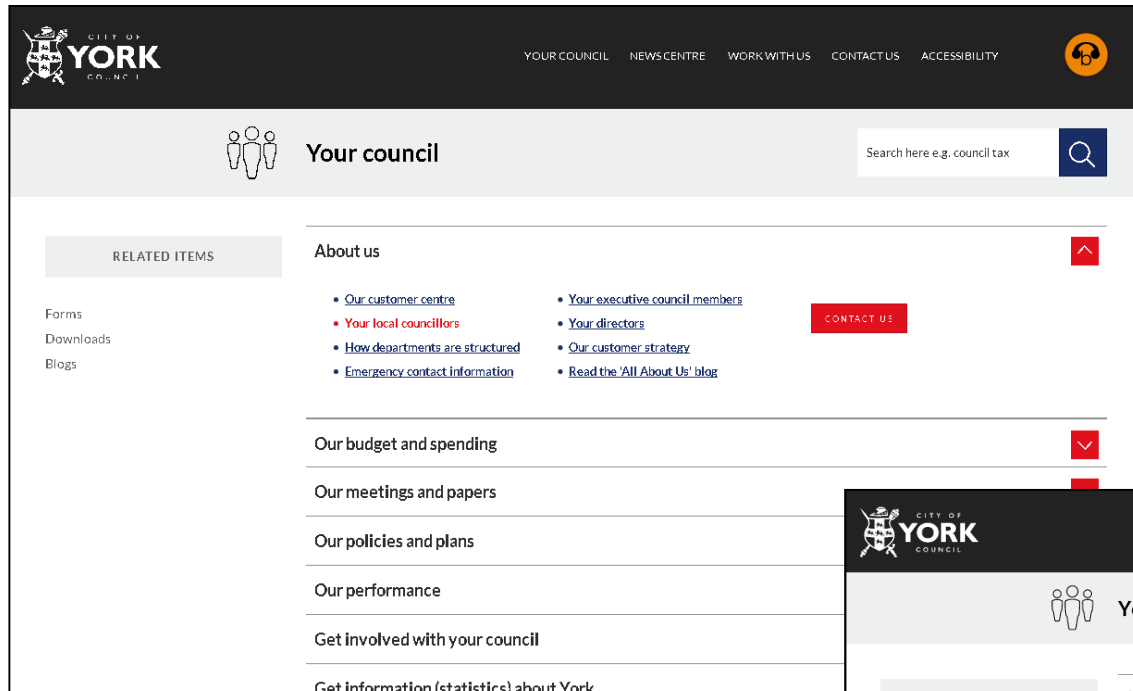
[Officer decisions](https://www.york.gov.uk/OfficerDecisions)
<https://www.york.gov.uk/OfficerDecisions>

Sort by [date](#) or relevance

[Have your say: attend meetings | Have your say: attend ...](#)
... However, they are not voting members and cannot make **decisions**. ... the councillors will usually discuss it and announce their **decision** immediately. ...
https://www.york.gov.uk/info/20034/local_democracy/20/have_your_say_attend_meetings - 9k

[How planning decisions are made | How planning](#)

Better links into democracy.york.gov.uk



- Your Council (first link in header)
- More menu links
- Big red 'call to action' button

...thanks for listening

Any questions?

If you want to get in touch outside of this meeting please email:

webadmin@york.gov.uk

Or use the 'feedback' from any CYC web page...

FEEDBACK



Strengthening the customer experience

- Need tools to enable a more transactional website
- Same view as in the contact centre
- Engaged with the market last year

Context of 24/7 digital ambition

What technology is available?

Supported self service (web chat), Social media tools, My account, Cloud based systems, flexible and configurable systems

- Oracle products selected
- Connection point are our implementation partners

Introducing Connection point and Oracle...

The Customer Digital project

- Project to enable services to become digital
- Continuing principles of the website around the Customer focus/involvement
- Implementation of the Oracle products
- Current stage planning implementation, building the platform and prioritisation
- Business analysts working with service areas
- First phase planned for deployment in Spring 2016
- Quick wins will come earlier where identified

The Customer Digital project

- Implementation of other tools to enhance data quality (clear core)
- Like the website, flexible systems mean constant improvements
- Savings requirements to be delivered for 15/16
- Further opportunities to save will be identified as the work moves forward

The Customer Digital project

Thank you and happy to take any questions



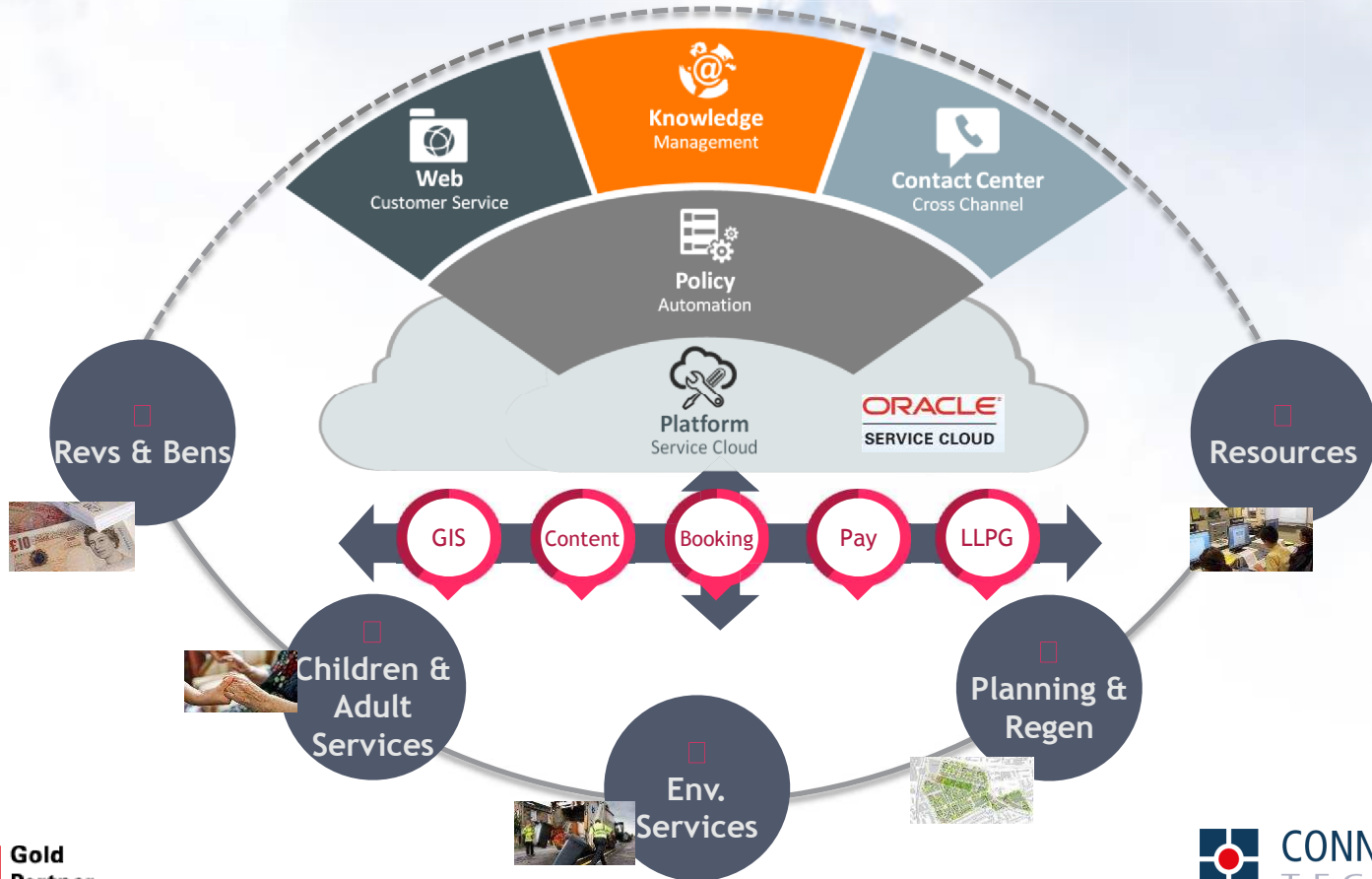
Oracle Service Cloud for



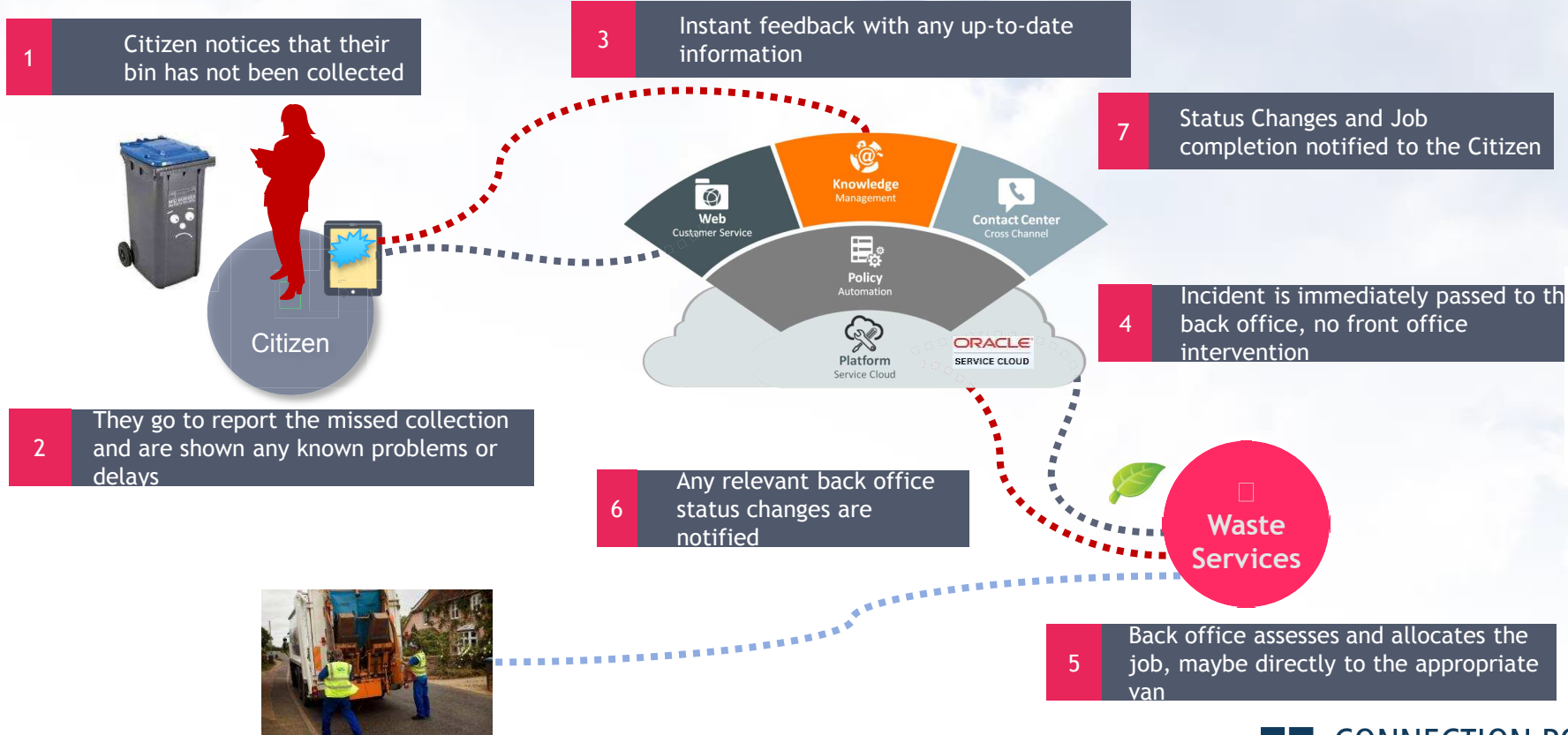
#Change the **Economics** of **Service Delivery**



Connected Customer Processes

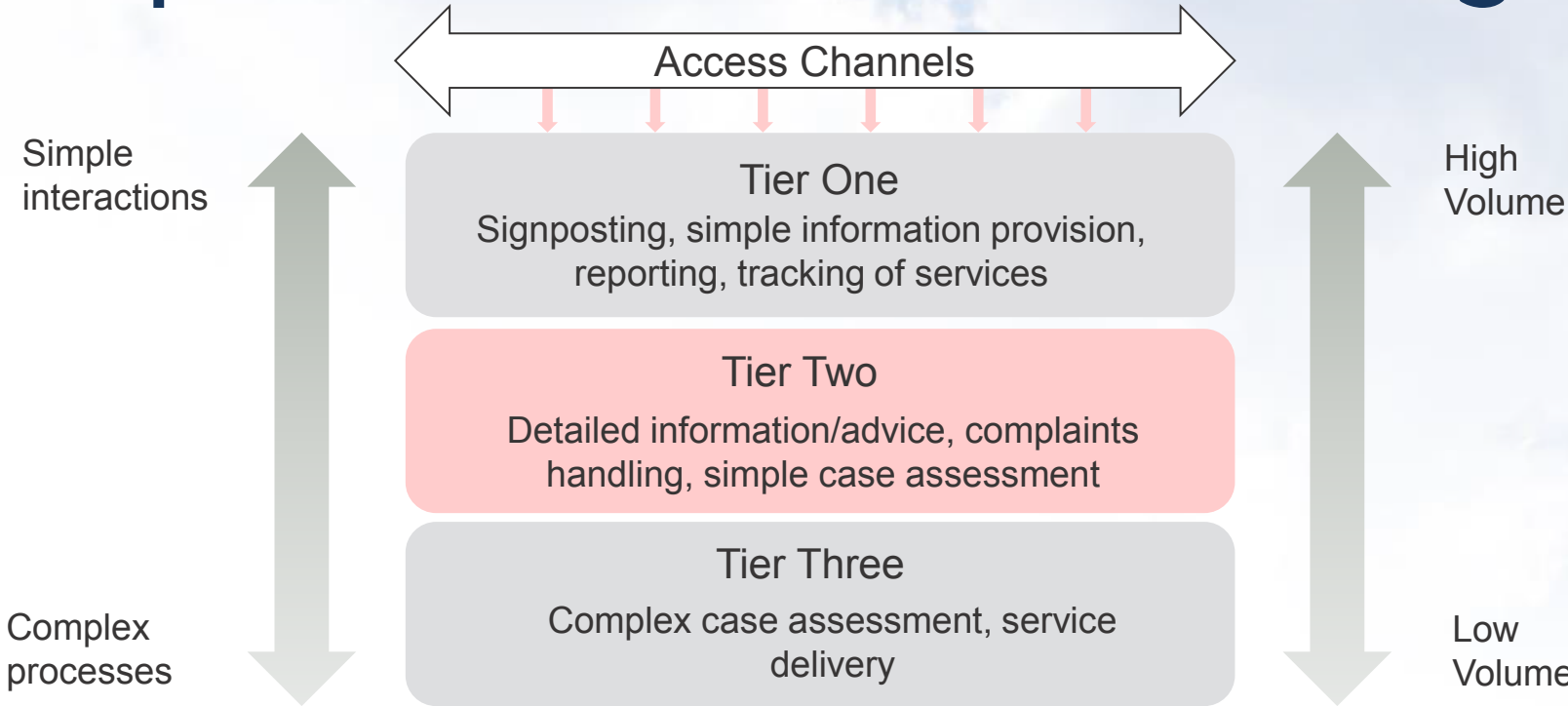


Results: Joined Up Citizen Experience!





Optimized Contact Handling



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