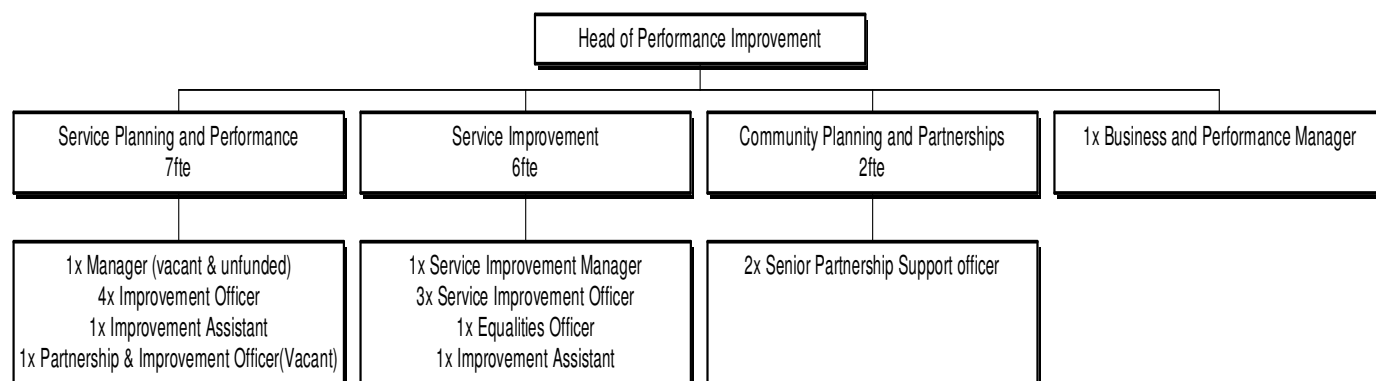


Summary of current team functions & staffing structures within Chief Executive's Department

PERFORMANCE IMPROVEMENT TEAM

Team Structure



Service Description

The Performance Improvement Team is located in the Guildhall as part of the Chief Executive's Directorate. Serving the Council's political and managerial leadership and 6 service directorates, a team of 17 staff carry out five key functions:

- Service Improvement
- Planning & Performance
- Equalities
- LSP & other Partnership Working
- Business Support to the Chief Executive's directorate

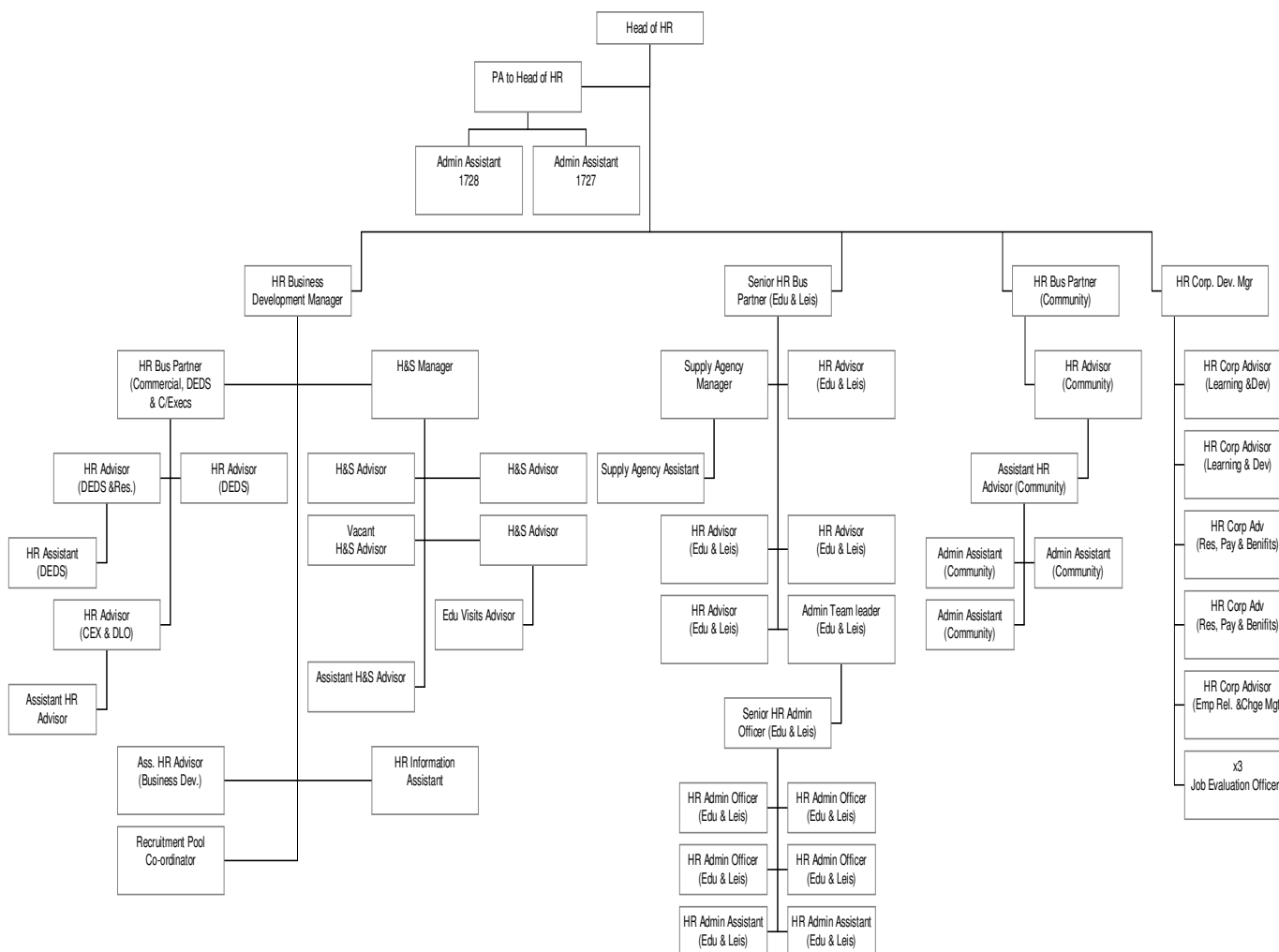
The team's work helps the authority develop and achieve its strategic ambitions. This is carried out by promoting continual improvement and encouraging an overall performance management culture which encompasses strategic and service planning, performance monitoring and reporting. It works with other directorates to support delivery of services and promote organisational improvement. Specifically the Performance Improvement Team delivers services which:

- Promotes the adoption of the Council's approved improvement methodology and management techniques to help services to become self sufficient in continual improvement.
- Leads service improvement in priority areas, e.g. easy@york and working closely with individual services. This in turns helps to significantly improve the quality of services to customers.
- Helps to deliver the Transforming York Programme, providing corporate support and underpinning service delivery. Advice and assistance on areas of service planning, target setting, performance monitoring and development of the QPR performance recording and reporting system.

- Meets the Council's statutory requirement to produce an Annual Council Plan, which informs service planning across the Council, providing past performance but more recently with a greater focus on plans for the future, setting out how the Council aims to achieve the authorities high level deliverables and therefore the four corporate priorities (York Pride, Safer City, Good Customer Access to Services and Transforming York).
- Helps to deliver the City's Vision for the future and Community Strategy up to 2024 which will help to improve the day-to-day life of the people who live and work in York through delivery of the LAA.
- Leads and co-ordinates corporate improvement programmes such as LPSA.
- Manages external inspection processes such as Comprehensive Performance Assessments (CPA), Audit Commission Inspections, to help meet the authority's legislative obligations and attain it's ambitions to retain its 'good' CPA status in 2007.
- Ensures the Council achieves the Equality Standard for Local Government by helping directorates to review their work practices to ensure that they meet and exceed current equality standards and legislation. Championing equality issues both corporately and with voluntary and community organisations.
- Helps mainstream Safe City activities into service planning to reduce crime in line with the objectives set out in the Community Safety Plan.
- Provides business support to the Chief Executive's directorate by managing the cross cutting functions such as Performance Management, Equalities, Health and Safety, Risk Management, etc, across the wide and diverse range of 12 service units.
- Provides additional support for the Deputy Chief Executive and partnerships across the Council.

HUMAN RESOURCES

Team Structure



Service Description

- To provide strategic and operational advice and support to the Council at every level on the deployment, development and management of employees
- To act as the professional lead on all employment related matters and create a strategic framework which maintains the single employer concept whilst meeting the diverse needs of a multi-functional organization

The service covers 4 main areas:

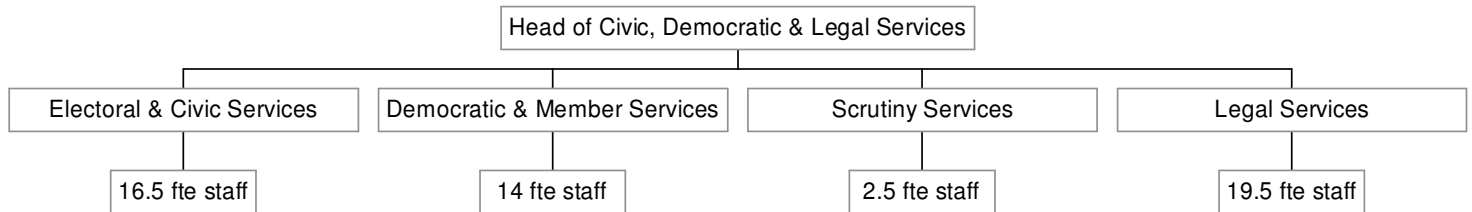
- Corporate Policy Development – Providing and supporting the corporate policy framework. Delivering expert advice and guidance in specific areas in order to provide a centre of excellence for HR policy, support and advice
- Operations – Providing first line operational HR support to Directors and managers, contributing towards strategic policy development, bringing practical experience of the application of HR policies and procedures
- Business Development – Providing a savings and efficiencies focus on HR processes, managing HR related supplier contracts and developing HR information provision
- Health and Safety – Providing expertise and advice at corporate and directorate levels in order to ensure the provision of a safe and healthy working environment, the maintenance of safe working practices and contributing to the maintenance of a healthy workforce.

Main customers are:

- Elected Members
- Council Management Team
- Corporate Operations Group
- Chief Officers
- Line Managers
- Employees
- Trade Unions
- Potential future council employees

CIVIC, DEMOCRATIC & LEGAL SERVICES

Team Structure



Service Description – Electoral Services

Customers – 140,000 electors, elected Members, candidates, election agents and parish councils

- To maintain and publish an accurate Register of Electors and associated lists. The registration of electors is a statutory duty. The Representation of the People Act 2000 and the Representation of the People Regulations 2001 introduced a system of rolling registration from February 2001. This is supplemented by an annual canvass and the publication of an annual register of electors.
- To provide advice and assistance in connection with the registration of declaration voters, including service voters, voluntary mental patients, overseas electors and European Union citizens.
- To ensure that the legislation for Parliamentary, European Parliamentary, City Council, Parish Council, Parish Polls and Referenda to meet the Council's statutory duty.
- Provide advice on electoral matters to Members, electors, election candidates, elections agents and parish councils.
- Provide as far as possible polling places and equipment suitable for all electors including the elderly and disabled.
- To process Freedom of the City applications and organise the annual Freedom Court.
- To maintain a system of rolling registration in accordance with the Representation of the People Regulations 2001
- To maintain absent voting on demand in respect of all elections.

Service Description – Civic Services

Customers – citizens of York, Civic Party, hirers of the Guildhall/ Mansion House, City of York Council staff

- To provide support services to the Lord Mayor and Civic Party including, hospitality, housekeeping, chauffeuring and secretarial.
- The planning and co-ordination of official engagements and special events
- Caretaking and facilities management of the Guildhall and Mansion House
- To provide a reliable messenger service corporately and to external city partners

- To provide an effective front line customer service for the Guildhall and Chief Executive's department

Service Description – Democratic Services

Customers - Elected Members, Council Officers and the public.

Democratic Services encompasses Democracy and Member Support Groups, whose work is interlinked in that they support the decision-making process and Members' roles within it.

Democracy Support Group

- To prepare and dispatch agendas for Council meetings held throughout the municipal year.
- To administer procedures for Appeals and Licensing hearings.
- To attend formal & informal meetings involving Members, advise Members and Officers on the decision making process, procedure and Constitution, and to take minutes.
- To produce minutes of all decision-making meetings attended, and to produce decision letters in respect of Appeals and Licensing hearings.
- To convene meetings and business in accordance with legal requirements.
- To ensure provision of information to residents relating to decisions to be made and maximize opportunities for public participation at Council meetings.
- To maintain and contribute to periodic reviews of the Council's Constitution.

Member Support Group

- To administer the Council's Forward Plan
- To process Members allowances, salaries and expenses for payment and provide a range of IT and support equipment and facilities for Members.
- To produce an induction framework and a structured programme of development for elected Members.
- To administer Decisions on Line and produce corporate Diary of Meetings.
- To maintain statutory and non-statutory registers.
- To organise school appeals panels
- To publish bound minutes of Council meetings
- To provide a delivery service to Members of agendas and supporting information twice weekly.

Scrutiny Services

Scrutiny Services provides non-executive members and co-optees with practical support and advice to fulfill their scrutiny roles according to the requirements of the Local Government Act 2000. Scrutiny Officers attend and advise members and co-optees at meetings of the nine scrutiny boards, ad hoc panels and the Scrutiny Management Committee. The service provides Council officers and members of the public with a central point of contact for scrutiny matters.

- To provide a research, project management, and support function to elected and co-opted scrutiny members
- To support the production of clear reports, including recommendations, from scrutiny boards to the Executive and local NHS bodies where appropriate
- To ensure that the scrutiny function properly identifies and works with internal and external partners

Service Description – Legal Services

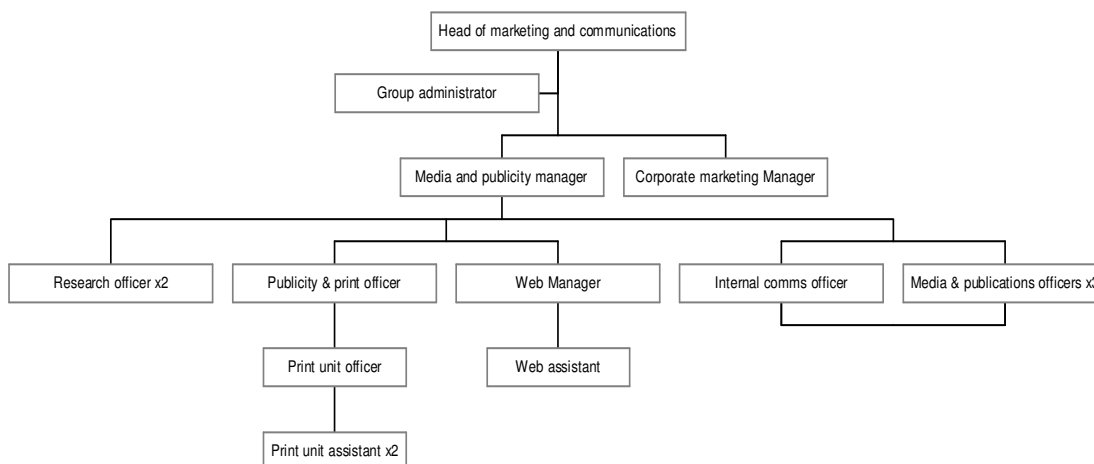
Legal:

Customers – Members and City of York Council staff

- To provide advice on the nature and extent of the powers and duties and obligations of the Council in seeking to achieve its goals and to carry out its objectives.
- Employs 8 solicitors, 7 legal assistants and 4.5 FTE support staff
- Has Lexcel accreditation by the Law Society

MARKETING & COMMUNICATIONS

Team Structure



Description of Service

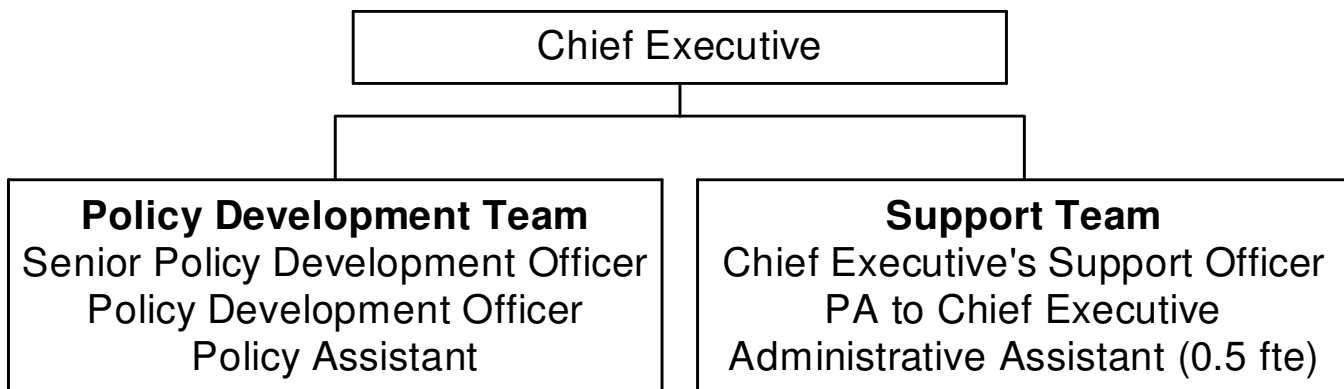
The Marketing and Communications team (m&c) primary role is to manage the council's reputation. It leads the council's media, publicity, marketing, print, research, consultation and web activity providing these services to Directorates and Members, as well as directly to the corporate council. The team also manages the Guildhall print unit.

The service's main functions are:

- to maintain and develop the council's relationship with national, regional and local news media, and promote council news and information for media inclusion through the press office
- to be the council's corporate marketing service, including the commissioning of publicity material, exhibition materials and corporate literature
- to produce *Your City*, writing copy and overseeing design and production of internal publications, *News and Jobs* and *News in Depth* and other internal and external publications
- to manage and maintain the council's corporate website and provide advice and guidance for other web development work by council departments
- to provide plain English, design and publicity advice for all corporate publications
- to communicate with the council's internal audiences (primarily staff) in liaison with HR and through *News and Jobs* and *News in Depth*
- to provide an electronic clippings service on press coverage of council and related issues
- to produce a monthly report of all m&c activities.

POLICY & SUPPORT TEAM

Team Structure



Service Description

- Identifying the key national, regional and local developments that have corporate significance;
- Assessing their implications for the Council;
- Advising on an appropriate response;
- Providing business support to the Chief Executive.