

Meeting	City of York Trading Shareholder Group
Date	13 January 2016
Present	Councillors Cuthbertson (Chair), Boyce and Gates
In attendance	Karen Bull (Operations Manager, City of York Trading Ltd)

12. Declarations Of Interest

At this point in the meeting, Members were asked to declare any personal interests not included on the register of interests, any prejudicial interests or any disclosable pecuniary interest which they might have in respect of the business on the agenda. No additional interests were declared.

13. Exclusion of Press and Public

Resolved: That the press and public be excluded from the meeting during consideration of Annex 1 to Agenda Item 6 (City of York Trading Ltd Board Report) on the grounds that it contains information relating to the financial or business affairs of any particular person including the authority holding that information. This information is classed as exempt under paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972 (as revised by The Local Government (Access to Information) (Variation) Order 2006).

14. Minutes

Resolved: That the minutes of the last meeting of the Group, held on 30 September 2015, be approved and signed by the Chair.

At this point Councillor Boyce joined the meeting.

15. Public Participation

It was reported that there had been two registrations to speak at the meeting, under the Council's Public Participation Scheme.

Gwen Swinburn spoke to welcome the steps that had been taken to hold the Group meetings in public; however she expressed concern that the Board report, which included performance information, would be considered in private. She highlighted the need for metrics, including customer numbers, overheads, staff/customer satisfaction etc to be included in future public reports.

As the second registered speaker, Martin Whiteley had been unable to attend the meeting the Chair read out his comments and copies were circulated to Members. Mr Whiteley confirmed his support for the successful operation of Work with York (WwY) and the generation of income that would support the Council. However he expressed concern that he considered WwY was not fully competitive with the commercial agencies and pointing out that customer satisfaction was a key measure.

16. City of York Trading Ltd Performance Update

Consideration was given to the performance update on the company's progress since the Group's last meeting in September.

The Operations Manager provided an overview of progress over the last four month period and, in particular, highlighted the problem of providing detailed reports without breaching commercial confidentiality relating to the Company's operating, financial and marketing performance and strategies, details of which could be used by competitors.

Members were asked to note the following progress:

- A staff survey undertaken last year had resulted in a 90% 'good' rating
- Weekly pay had recently been implemented together with the enrolment of staff in a workplace pension scheme
- Turnover had improved despite the additional overheads of introducing a new payroll system

- New customers were being recruited and existing clients retained and others recaptured in a competitive market
- A number of business events had been organised during this period

Members questioned a number of aspects of the report and in answer Officers confirmed;

- That both staff and those under contracts were automatically enrolled in the pension scheme, following employment for a month
- Running the payroll weekly had been well received and was more cost effective
- The increase in turnover during the period did not reflect the earlier public participation reference to customer dissatisfaction
- Inclusion of indicative figures for staff and client satisfaction would be an important monitoring tool and would be included in future reports
- That clarification of the standard reporting periods would be provided

The Chair referred to the regularity of reporting to the Shareholder Board and Group which was currently undertaken on a quarterly basis. In order to streamline the process he suggested further discussion with the Operations Manager regarding future reporting.

- Resolved: (i) That the update report to the Shareholder Board be received and noted;
- (ii) That the Chair and Operations Manager give further consideration to the regularity of reporting to the Shareholder Board and Group and confirm future arrangements with all concerned.

Reason: To ensure the interests of City of York Council as shareholder are considered at Board decision level and that any appropriate representations deemed necessary are made by this Group to decision makers.

17. City of York Trading Ltd Board Report

The Group considered the Work with York performance report presented at the Company's last Board meeting on 17 December 2015.

The Operations Manager provided a verbal update in relation to finances and charging, customers and turnover and details of marketing activities and performance target monitoring.

Members thanked the Operations Manager for her informative report and update. Members then went on to question a number of aspects of the report, highlighting the need for an overview of trends in future reports.

Following further discussion it was

Resolved: That the report presented to the Company's Board and verbal update be received and noted.

Reason: To ensure that the interests of City of York Council as shareholder are considered at Board decision level and that any appropriate representations deemed necessary are made by this group to decision- makers.

Cllr I Cuthbertson, Chair

[The meeting started at 4.30 pm and finished at 5.50 pm].