



# City of York Council

## Annex A - Review of Delivery Commitments 2011-2015

April 2013



## Annex A - Progress against all delivery commitments

Detailed below are the areas of delivery against the commitments for 2011-2015.

### Create Jobs & Grow the Economy

#### ✔ *Positioning York on a Global Stage*

- Developed an Internationalisation strategy, including strategic collaboration with key markets, starting with Nanjing (in progress).
- New Economic Strategy for York developed and agreed in partnership with businesses.
- Proactive Inward investment strategy to bring businesses to York.
- Developing an Investment Plan for the City (in progress).
- Enhanced Key Account Management capacity.
- York Means Business website and programme established.
- Leeds-Bradford to Heathrow airport connection established (Sep 12).
- Led the formation of local government agreement to lobby for continued investment in ECML (Sep 12).
- Creative businesses are driving the increase in business start-ups.
- Fastest expanding creative sector in the region - now 8.7% of total jobs
- Growing places funding secured for Digital Media & Culture Centre.
- New Bio-renewable Development Centre opened by Vince Cable.
- Development of greener manufacturing technologies using renewable and waste materials.

#### ✔ *Unlocking infrastructure to support investment*

- Secured with Network Rail, development of £36m training and signal centre on York central site.
- Building underway on York Central.
- Developing new masterplan for York Central with Network Rail incl £27m bid to West Yorkshire Transport Fund.
- British Sugar – plans to create a sustainable use site including housing.
- Hiscox development to be on Hungate site.
- Regional Growth Fund application made to enable development.
- York's Local Plan Preferred Options draft document produced.
- Achieved funding for enhanced broadband coverage and wifi through the Super Connected Cities bid (Sep 12) and development of the York Core network with City Fibre Holdings and developing wifi and broadband coverage in the city centre.

- Introduced free wi-fi in Coney Street, St. Helen's Square, Museum Gardens and Rowntree Park.
- Delivered clear proposals for the expansion of Park and Ride Sites.
- Initiated the Reinvigorate York programme.
- Removed the public toilets on Parliament Street.
- Kings Square redevelopment in progress.
- Minster Plaza work underway.
- Green infrastructure consultation completed; green spaces plan developed.
- 19 new council homes completed Oct 2012. First council houses built in the city for over 20 years.
- Get York Building Board established Sept 2012.
- York's first Housing Week Nov 2012.
- Plans coming forward for 4000 new homes in the city.
- The Local Plan Preferred Options Draft has been produced to address housing need in the city.

#### ✔ *Strategic Connectivity*

- Achieved funding for enhanced broadband coverage and wifi through the Super Connected Cities bid (Sep 12) and development of the York Core network with City Fibre Holdings and developing wifi and broadband coverage in the city centre.
- Leeds-Bradford to Heathrow airport connection established (Sep 12).
- Led the formation of local government agreement to lobby for continued investment in East Coast Main Line (Sep 12).
- York committed to full membership for LCR partners in the West Yorkshire Integrated Transport Authority.

#### ✔ *Supporting Business*

- Secured Hiscox deal - 500 new jobs to the city.
- Secured John Lewis Partnership deal.
- £28m EIF investment over 4 years to support economic development (Feb 12).
- New Economic Strategy for York agreed in partnership with businesses.
- Proactive Inward investment strategy to bring businesses to York.
- Support for existing business and new start ups.
- Enhanced Key Account Management capacity.
- City Team established to support city centre.

- Acomb Business Team Established supporting local traders and community groups.
- York Means Business website and programme established.
- Developing a skills framework and skills survey enabling alignment of skills provision and business needs (in progress).
- Developing an Investment Plan for the City (in progress).
- York Branding for independent retailers “Proudly in York” through York means Business.
- York Business Week established in 2011 and repeated as annual event in the future.
- York Tourism Strategy is in progress and addressing the evening economy.
- VisitYork marketing the evening economy through the website.
- York is aiming to achieve Purple Flag status, a national accreditation of a safe, successful evening economy through the Association of Town Centre Managers.

✔ *Creating a culture of enterprise and encouraging more start-ups*

- Creative sector driving increase in business start-ups
- Training providers have access to cheaper and more suitable training venues than those provided by schools.
- Growing places funding secured for Digital Media & Culture Centre.
- New Bio-renewable Development Centre opened by Vince Cable.

✔ *Helping residents into employment and training*

- Developing a skills framework and skills survey enabling alignment of skills provision and business needs (in progress)
- Learning and Skills Review & City Wide training provision is in progress.
- Achieved double the target of the “100 apprentices in 100 days” with 199 new apprenticeships across the city
- 52% increase in all-ages apprenticeships city-wide in 11/12
- CYC increased apprenticeship programme to 34 in 11/12 and 35 in 12/13.
- 16-18 levels restored to target
- Development of a Financial Inclusion Strategy
- York Living Wage Introduced for CYC workers
- Jobs Fair attracting 1500 attendees

- Support for the Minster revealed project as a stimulus for stone masonry and glassmaking skills. Joint work between the Minster and York College positions the College as one of only 5 in the country to run a stonemasonry course.

## **Get York Moving**

### ✔ *Expanding Park & Ride services*

- Work is ongoing to prepare land at the two new Park & Ride sites before construction begins this Spring. The site at Askham Bar will be relocated and doubled in size, and a new site introduced at Upper Poppleton. Estimated completion by April 2014.

### ✔ *Improving York's local bus services*

- Launch of All York ticket (Sept 2012) enabling one ticket to be used on all major bus services.
- 3 new free bus apps launched Apr 2013. To make it easier for commuters, residents and visitors to navigate their way around York at the touch of a button.

### ✔ *Developing York's cycling and pedestrian network*

- York is the UK's 3<sup>rd</sup> cycling city with 25% of adults cycling regularly (behind Oxford 28% and Cambridge 47%).
- Day 2 of the Tour de France starting from York a significant opportunity for boosting York's already strong cycling culture.
- York orbital cycle route completed Feb 2012.
- Haxby to Clifton Moor cycle route proposals – currently out to consultation.
- In July 2013 York will host the UK national circuit road race championships.

### ✔ *Improving movement in the city centre*

- Feasibility studies have been undertaken to develop car-free city centre proposals. Priority routes and traffic cells are being identified. Trials of city centre priority routes to be completed by July 2013.
- Extension of foot street hours. Pedestrian hours extended by 10 hours a week from March 2013 on an 18 month trial.
- Freight transshipment consolidation centre. Feasibility study to be completed June 2013.

- Reinvigorate York - street clutter rationalisation of the City Centre is underway, the first batch of bollards has been removed and the audit of signs has been completed.
- ✔ *Establishing 20mph speed limits in York's residential areas*
  - Implemented South Bank 20mph zone in Sept 2012. Consultation underway in the west of York (a third of the city) to extend to these areas.
- ✔ *Winning hearts and minds*
  - i-Travel – launched Sept 2012. Includes information on roadworks, improvements to existing transport services and information in the city.
  - 'York Live' website launched – providing live traffic and travel information, including where roadworks and road closures are taking place, how many available spaces are free in council car parks and live rail arrival and departure times.
  - The first UK Park & Pedal initiative launched Apr 2013.
  - Business travel planning – CYC's business travel planning network launched in Dec 2012 and contact made with over 80 businesses. The first travel planning network conference was held in Dec 2012.
  - Individual travel planning tendered and commenced.

## **Build Strong Communities**

### ✔ *Community Engagement*

- Neighbourhood Working has been refined and changes will come into effect June 2013. Work towards the development of this new model includes:
  - Implementation of new arrangements for ward funding
  - Continued to develop the concept of Community Contracts within a number of wards across the city
  - Implementation of Resident Forums to replace existing ward committee meetings
  - Provision of a range of leadership training opportunities for members through LGA Keep It Real programme
- The city secured £1m lottery "big local" funding for Tang Hall driven by what residents want. Set up of Tang Hall advice hub with Big Lottery funding.

- The new delivery model for Library and Archives considered by Cabinet and Business Plan being developed.
- Tenant Scrutiny Panel established allowing tenants to challenge performance and make suggestions.
- Big York Survey carried out in 2012 and will be repeated in 2013, giving residents have the chance to shape the priorities of the council and suggest improvements
- New Customer Strategy launched including complaints model with a 5 working day response rate at the initial stage. New council HQ and website launched with facilities for customer feedback and customer feedback points set up in contact centre.
- Improved use of social media has led to nearly 7000 followers with daily updates on council services.
- Consultations taken place with residents for example on HWBs prior to set up of new Board, on i-travel, on waste.
- Shortlisted for local authority landlord of the year.

#### ✔ *Stronger Voluntary Sector*

- Volunteer Charter completed, however completion of the Voluntary Sector Strategy being driven by CVS has slipped to allow more time for consultation and voluntary sector involvement. The strategy is expected to be considered by Cabinet July 2013.
- Successful procurement of Your Consortium to administer voluntary sector funding.

#### ✔ *Healthy Sustainable Communities*

- City of York council successfully bid for £252,705 of National Lottery funding from Sport England's Inclusive Sport fund to increase provision of sport for disabled people in York.
- Transfer of Public Health functions and staff to the LA.
- Established the Health and Wellbeing Board.
- Joint Strategic Needs Assessment and Health and Wellbeing Strategy completed.
- York 800 and Olympics events held in 2012.
- York Alcohol Strategy and York in recovery strategy - first consultation has taken place, next public consultation in May 2013.

### ✓ *Safer Inclusive Communities*

- York Single Equality Scheme launched
- First annual crime summit held in 2012 and second in April 2013.
- Cabinet post for crime and community safety which helps to keep the focus on crime, co-ordinate partners at strategic levels and prepare York for the introduction of the North Yorkshire Police and Crime Commissioner
- Hate Crime Strategy and refresh of Community Safety Plan completed.
- Target to increase cold calling zones exceeded.
- ASB procedures revised August 12.
- Reinforced the noise patrol team – new approach in partnership with police. Guarantee of priority support agreed (Sep 2012).
- CYC managing Community Payback to make those responsible for vandalism repair damage. Monthly meeting of relevant agencies to coordinate work effectively.
- Used new legislation to improve licensing in the city.
- Embedded PREVENT into strategic thinking of the Council.
- £342,000 awarded for 6 new traveller pitches
- Cabinet portfolio created for Crime and Community Safety.
- Gypsy and Traveller Strategy – developed and will be considered by Cabinet in June 2013
- ASB meeting structures revised to bring all meetings in to one MAPS (Multi-agency Problem Solving) structure incorporating all partners. In 2012-13 there were 2169 fewer calls for service for ASB equating to a 17% reduction.

### ✓ *Create Communities where young people flourish*

- A new website for 11-18 year olds in the city was launched March-13. [Yor-zone.org.uk](http://Yor-zone.org.uk).
- Taking Play Forward Policy has been refreshed for 2013-16
- Lord Mayor Shine Awards Launched to celebrate the contribution children and young people have made to the city
- Communities supporting school attainment - an event was held on 19 March hosted by Westfield school. Sharing good practice and initiatives from those who work in these challenging areas.



### ✓ *Improved Community Infrastructure*

- The Local Plan Preferred Options Draft has been produced to address housing need in the city. Plans coming forward for 4000 new homes in the city.
- First council houses built in the city for over 20 years - 19 new council homes completed Oct 2012.
- Get York Building Board established Sept 2012.
- York's first Housing Week Nov 2012.
- Oliver House being redeveloped with CVS as Autism / Social Care Hub.
- Ward Asset audit complete Aug 2012.
- Asset transfer policy & Area Asset & Neighbourhood development plans being developed.
- Community groups encouraged to use schools after hours. Community use agreements in place in 7 schools with schools such as JoRo, example of good practice for community bookings and business management.

### **Protect Vulnerable People**

✓ *Providing great facilities that support dedicated high quality care for people with dementia and other specialist needs.*

#### Adult Services

- Changed local Fair Access to Care Services criteria to enable focus on most vulnerable (Aug 12).
- All EPHs inspected and compliant with the Care Quality Commission.
- Evaluation by York St John of the closure of the 2 EPHs now completed and in public domain – very positive feedback received.
- External legal advisers appointed to support CYC project team in developing the procurement approach and tender/contract documentation that will underpin the Council's search for a Partner to develop and operate the Lowfield Community Village for Older People and the Fordlands development on the Burnholme site.
- Actual Cost of Care tender exercise commenced, joint approach with NYCC and ICG to be given due consideration in setting fee levels for 2014-15 and beyond.
- Customer Contribution Policy revised and agreed. Testing of new tool for allocating indicative personal budgets due to be implemented from April 2013.
- Steering Group established to oversee and promote York's aspiration to become a "Dementia Friendly" Community working with businesses,

shops and services to support them to become more “dementia friendly” and accessible.

- Won national funding to take forward social enterprise options for warden call and Community Equipment Loan Store.
- 4 dedicated Telecare Technicians in place providing assessment, advice and installation for all Telecare customers. (Approx 1700 to date.).
- 70% of customers leaving Reablement service with lower, or no support package. Target was for 60%. Reablement service now providing double the face to face contact since March (546 hrs a week compared to 250 hrs in March 2012). Positively evaluated March 2013.
- Flexible Carer Support Scheme review work successfully achieved: new eligibility implemented (Dec 12) and handover of scheme to LTT (Jan 13). Plan developed to reduce current waiting list for Carers Assessment of Need and implementation underway.

#### Children’s Services

- Maintained excellent rating for children's services (Nov 11).
- Review of delivery arrangements for children's residential care resulted in agreement being reached with members to seek new provider. Award of contract to new provider February 2013.

#### ✓ *Investing in services to support people in the community.*

- Identified appropriate post-16 pathways for Traveller young people in danger of becoming NEET.
- Opened the Young Person Foyer at the Howe Hill Hostel (Jan 12).
- Looked After Children Support Service commenced operation December 2012.
- Produced a new Children and Young People’s Plan “Dream Again (Oct 12)
- Signed up to Charter for Disabled Children (Oct 12)
- York Equality Scheme launched Oct 2012
- Over 150 practitioners attended City of York Safeguarding Children Board’s conference on Neglect (November 2012).
- New pop-up Youth Cafe under trial (Oct 12).
- Arrangements to confirm and publish the local offer for youth provision across the City underway. National funding to establish Youth Innovation zone facilitating stronger voluntary and community sector engagement in provision has been extended by local funding (DIF). New Yorzone website launched at end of March 2013.

- Strategy to increase the access of disabled young people to positive activities and volunteering through extended services and in youth clubs is progressing.

✔ *Operating effective safeguards to protect vulnerable adults whilst also promoting individual budgets so that people can exercise greater choice and control over their lives.*

- Numbers of Personal budgets remains steady and above the Government's new target of 70% (73.11% in December).
- Homeless Strategy reviewed & approved by Cabinet March 13.
- No Second Night Out rough sleeper scheme formally launched Jan 13.
- Positive Ageing – Housing Choices: The Older Person's Guide to Housing Options launched November 12.
- Response to Winterbourne Review: Safeguarding implications for practice and residents in York. Establishing a multi agency review group with engagement of representatives from the Valuing People Board.
- Development under way for new Neighbourhood Care Teams to deliver integrated working around GP practice clusters, including CYC staff. Pilot team in Haxby and Wigginton.
- Commissioning a range of other public health and health improvement services, including Sexual Health, Substance Misuse, Child Health for 5-19 year olds, Smoking Cessation and Healthy Weight services.
- Commissioning or providing certain mandatory services, including:
  - Appropriate access to sexual health services
  - Services to protect the health of the population
  - The National Child Measurement Programme
  - NHS Health Check assessment
- CYC and the Trust staff to work on a pilot to see where health and social care can join up to provide good quality care and support for people at the end of their life. To run alongside a new steering group for End of Life Care which includes representation from hospice, voluntary sector, health and social care.

✔ *Establishing a Health and Wellbeing Board.*

- Completed improved JSNA and Health and Wellbeing Strategy.
- Board established.

### ✔ *Supporting families.*

- The Integrated Family service continues to provide a high number of Parenting programmes. High numbers of families engaging in the new Troubled Families initiative in York. Co-located on 3 school sites in targeted areas of the city. The first year has seen 112 families being identified and 99 actual families being engaged with under the PbR arrangements.
- Wenlock transfer – May 2013.
- The Troubled Families Unit visited York (April 13) to look at the work being undertaken in the city and the model being used. They liked our robust structure, model and processes and asked if they could advise other LAs to contact us.
- We currently have 50 vulnerable families who meet the current two year old criteria. The number of eligible two year olds is likely to rise to 300 over the next 18 months. Project to commence Sept 2013.
- Joint welfare reform initiative using £27k DWP funds to target private renters affected by reforms.
- £447k DECC funds awarded to install heating & insulation in the homes of fuel poor vulnerable residents
- 6 regional community energy collective switching scheme pilots funded by £300,000 DECC funds.
- £124,000 Green Deal grants won to trial solid wall insulation.
- In May 2013 the review of the sheltered employment scheme at Yorkcraft is due to finalise its proposals for this service.
- CYC introducing Living Wage from April 2013.

### ✔ *Establishing a 'Fairness Commission'.*

- Fairness Commission established and final report published Sept 2012.
- CYC committed to implementing the recommendations from the Commission. Recommendations on living wage implemented and adult and children's social care budgets protected.
- Commitment to excellence in equalities via EFLG assessment.
- A financial inclusion project and development of an anti-poverty framework.
- York is also looking to recruit members for new Fairness and Equalities Board, which will oversee the reduction of inequalities in the city

## Protect the Environment

### ✓ *Climate change and reduced carbon emissions*

- Low Carbon Investment Pipeline has been created for York.
- Funding has been secured for a low carbon district heat network.
- Eco Starts Scheme currently has 11 out of target of 20 businesses signed up.
- Council reduced its carbon emissions by 28% since 2007 - 3% above target.
- A new council-wide Pool Car scheme has been launched and CYC has delivered original Carbon Management Programme targets with options underway to evaluate new programme.
- Green audit of council fleet and property completed. Property audit identified projects that could save up to 400t CO2. Feasibility studies underway.
- 2012/13 flood defence budget adjustment increasing allocation to Leeman Rd and Clementhorpe by £356k.
- Surface water management plan approved Dec 2012. Strategic Flood Risk Assessment being updated.

### ✓ *Improved Air Quality*

- Cabinet agreed a Low Emission Strategy in October 2012: York is the first council in the country to have a Low Emission Strategy.
- Low emission zone feasibility study and modelling completed in October 2012. Results due in June 2013.
- Electric vehicle charging points installed.
- Mercury abatement equipment installed at the crematorium Feb 13 meeting statutory omission targets.
- Environmental Protection Unit won a £15k grants to analyse CYC's fleet for the suitability of electric vehicles and Defra's highest local authority award of £150k to deliver 5 air quality improvement measures. EPU also launched a £1500 discount incentive scheme for taxi drivers who purchase hybrid or electric taxis and the noise patrol now using council's first electric car (April 2013).

### ✓ *Renewable energy*

- Green Deal, Cabinet approved using the Leeds City Region model in April 2013 due to start April 2014. £124,000 green deal grants won by housing for solid wall insulations and £447,000 DECC funding for heating and

insulation for vulnerable residents. £341,000 CERT Funding to help private sector households with energy efficiency.

- Collective energy switching scheme launched in Feb 2013.
- Photovoltaic panels installed on over 400 council homes with a target of a further 380 homes. Air source heat pumps installed in 7 council homes funded by Renewable Heat Premium Payment grant.

#### ✓ *Managing Green Spaces*

- Green infrastructure consultation completed; green spaces plan developed.
- 5 green flags awarded to parks and open spaces.
- Treemendous continues to work closely with community groups with a 25k Big Tree Plant fund.
- Gold medal award for the city in the Yorkshire in Bloom.

#### ✓ *Conservation and heritage management*

- Initiated the Reinvigorate York programme including approved design for Kings Square worth £490,000 and £1.5 million allocated for Newgate Market.
- Removed public toilets on Parliament Street.
- Introduced free wi-fi in Coney Street, St. Helen's Square, Museum Gardens and Rowntree Park.
- RIBA competition for development of the guildhall complex took place in Oct 2012.
- Phase 2 of York Explore developed and currently in design stage with construction contract to be let in Sept 2013 to create a new, state of the art archive.

#### ✓ *Enhanced Public Realm*

- Draft public spaces strategy developed following internal and stakeholder consultation.
- City centre bins replaced and upgraded. 'Big Belly' bins installed across the city centre.
- The Street Environment and Enforcement team worked closely with Universities and Colleges, Student Unions and landlords in relation to refuse and litter. Big Green Clean project run by YUSU & CYC to help students get rid of unwanted items.

- Smarter York launched with Smarter Charter developed in March 2013. Spring clean planned for May 2013. 24hr 'Smarter York' hotline and app set up.

#### ✔ *Waste Services*

- Recycling rates have decreased from 46.41% in 2011-12 to 46.28% (projected for 2012-13).
- Tested and rolled out new recycling containers and publicised recycling.
- Garden waste consultation completed and implementation of the proposed charges underway.
- Assisted waste collection service for elderly residents is now promoted within all of our literature.
- Waste strategy being developed.

#### **Core Capabilities:**

##### ✔ *Develop and implement a Workforce Strategy.*

- Introduced a Workforce Strategy (Sep 12)
- Launched Team York staff development programme (May 12)
- Launched From Service To City leadership programme (Jul 12)
- Implemented the annual eXtra Factor staff recognition awards (Nov 11).
- Living Wage introduced - 570 staff at grades 1 and 2 will benefit from the introduction of the living wage (Apr 13).
- Delivered nearly 700 courses: 264 courses to the Adults Workforce; 182 courses to the Children's Workforce; 218 courses to the Early Years Workforce).
- 250 learning needs identified and prioritised, to be reviewed on a quarterly rolling basis throughout 2013/14.
- In partnership with HR, have developed a funding and delivery model to deliver CYC corporate learning and development requirements in 2013/14.
- YOR Wellbeing (an interactive health & wellbeing portal for City of York Council staff and their families) launched (Mar 13) and has been favourably received by staff that accessed it.
- Developed a HR Policy Review Programme including production of Dignity at Work Policy.
- Started a new TU Engagement.
- New apprenticeship pay and scheme.

✔ *Move to West Offices.*

- West Offices Customer Centre opened (Mar 13).
- The new West Offices is a modern, efficient, cost-effective and sustainable office building and customer centre that will enable the council to realise more than £17m in savings over the next 25 years.
- Rationalised down from 17 buildings to 2.
- Implemented flexible work styles, reduced paper, greater collaboration and cultural change.
- Share with VOYCC, CAB, South Yorkshire credit union and police.

✔ *Become an “excellent” local authority for equalities.*

- Preparation for assessment for excellence in equalities is underway as part of the Service Plan process.

✔ *Implement a new Customer Strategy.*

- Customer Strategy produced and published.
- Customer Service Excellence award for our phone and face to face teams achieved (Oct 12).
- Registrars achieved Customer Service Excellence award June 12.
- Implemented policy to respond to all complaints within 5 working days.
- Tell us once initiative for death registrations implemented November 12.
- Carried out the first Big York Survey (Jun 12). Agreement to repeat on an annual basis.
- Ward Profiles produced covering a range of topics including 2011 Census published on website (Apr 13)
- Introduction of Experian customer profiling information & mapping (Aug 11)
- Used the York 800 celebrations as a focus for staff and community engagement (in progress)

✔ *Develop the Council’s medium term Financial Strategy.*

- Full Council has agreed the savings, investments, fees and charges that the council will make for 2013-15.
- Established Rolling two-year budgets (Feb 12).
- £21m savings achieved in 2011/12 (Mar 12).
- Established a public sector trading company (May 12).



- Delivered new procurement Strategy, implemented Supplier and contract management system, Forward Procurement Plans, supplier engagement programme, cost reductions (Apr 12).
- Implemented a new payroll system, iTrent, and employee self service (Oct 12).
- New asset strategy in November followed by Asset review – established Capital Asset Board to oversee all asset decisions across all CYC asset portfolios. (in progress).
- Residents in particular financial difficulty will be supported by a new financial assistance scheme in the city (Apr 13).
- iTrent HR manager self service will be running during April, May and June. Feedback will be used before the new area is rolled out to managers across CYC over the summer.
- The ongoing supplier cleanse removed over 5,500 unused creditors from the system.

✔ *Become a more innovative and enterprising council.*

- GeniUS overall winner and winner of the community engagement award at the prestigious Guardian Public Service Awards (Dec 12).
- Created an Economic Infrastructure Fund of £28m (Feb 12).
- Provided £1m funding to facilitate delivery of priorities and innovation (Feb 12).
- City of York Council website launched (Jan 13) providing a much more interactive and informative experience for users.
- The independent living show flat at Alex Lyon House sheltered housing scheme in Tang Hall, created as a result of the council's award-winning innovation project GeniUS!
- Procurement strategy with commitment to local purchasing and triple bottom line assessments of value.
- Letting of West Offices cafe to a social enterprise.