



Notice of a public meeting of

Customer and Corporate Services Scrutiny Management Committee

To: Councillors Crawshaw (Chair), Fenton (Vice-Chair), Baker, Fisher, Hollyer, Musson, Norman, Pearson and Rowley

Date: Monday, 3 October 2022

Time: 5.30 pm

Venue: The George Hudson Board Room - 1st Floor West Offices (F045)

AGENDA

1. **Declarations of Interest**

At this point in the meeting, Members are asked to declare any disclosable pecuniary interest or other registerable interest they might have in respect of business on this agenda, if they have not already done so in advance on the Register of Interests.

2. **Minutes** (Pages 1 - 4)

To approve and sign the minutes of the meeting held on 05 September 2022.

3. **Public Participation**

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee.

Please note that our registration deadlines are set as 2 working days before the meeting, in order to facilitate the management of public participation at our meetings. The deadline for registering at this meeting is **5:00pm on Thursday, 29 September 2022.**

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill in an online registration form. If you have any questions about the registration form or the meeting, please contact Democratic Services. Contact details can be found at the foot of this agenda.

Webcasting of Public Meetings

Please note that, subject to available resources, this meeting will be webcast including any registered public speakers who have given their permission. The meeting can be viewed live and on demand at www.york.gov.uk/webcasts.

During coronavirus, we made some changes to how we ran council meetings, including facilitating remote participation by public speakers. See our updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. 2022/23 Finance and Performance Monitor 1 (Pages 5 - 16)

The report contains details of the overall finance and performance position for the period covering 1 April 2022 to 30 June 2022, together with an overview of any emerging issues.

5. Progress of the Organisational Development Plan (Pages 17 - 28)

This report provides an update on the Organisational Development Plan.

6. Customer Centre Performance (Pages 29 - 40)

This report provides detailed information on the current telephone performance pressures in the Customer Centre within the council's Customer Services Team.

7. Digital Inclusion Update (Pages 41 - 48)

This report provides an update for committee members covering the digital inclusion partnership led by Explore York and the council, as well as the digital connectivity landscape in York for both residents and businesses.

8. Work Plan (Pages 49 - 50)

To consider the Work Plan.

9. Urgent Business

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

Democracy Officer:

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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**