



## Notice of a public meeting of

### Customer and Corporate Services Scrutiny Management Committee

- To:** Councillors Crawshaw (Chair), Baker, Fenton (Vice-Chair), Hollyer, Orrell, Musson, Norman, Pearson and Rowley
- Date:** Monday, 1 November 2021
- Time:** 5.30 pm
- Venue:** The George Hudson Board Room - 1st Floor West Offices (F045)

### AGENDA

#### 1. **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.

#### 2. **Minutes** (Pages 3 - 18)

To approve and sign the Minutes of the meeting held on 12 July 2021, 06 September 2021 and 11 October 2021.

#### 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 have changed to 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 at **5.00pm on Thursday, 28 October 2021**.

To register to speak please visit [www.york.gov.uk/AttendCouncilMeetings](http://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 on the details at the foot of the 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](http://www.york.gov.uk/webcasts). During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates ([www.york.gov.uk/COVIDDemocracy](http://www.york.gov.uk/COVIDDemocracy)) for more information on meetings and decisions.

#### **4. York Central Quarterly Update (Pages 19 - 32)**

This is an update on the progress of the York Central Partnership as the scheme moves towards delivery.

#### **5. Digital Inclusion Update (Pages 33 - 58)**

This report and presentation at Annex A provides an update for committee members covering the following areas:

- The digital connectivity landscape in York for both residents and businesses.
- Development of a digital inclusion partnership led by Explore York and the council and its key priorities.
- The current position with council online access to services and the related My Account facility originally envisaged as a portal for engaging with the council and its services.

## 6. Ethical Asset Disposal Policy Update

A verbal update will be provided by the Vice-Chair.

## 7. Work Plan 2021/22 (Pages 59 - 64)

To consider the Scrutiny Work Plan for 2021-22.

## 8. Urgent Business

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

### Democracy Officer:

Name: Jane Meller

Telephone: (01904) 555209

E-mail: jane.meller@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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## Coronavirus protocols for attending Committee Meetings at West Offices

If you are attending a meeting in West Offices, you must observe the following protocols.

**Good ventilation is a key control point, therefore, all windows must remain open within the meeting room.**

If you're displaying possible coronavirus symptoms (or anyone in your household is displaying symptoms), you should follow government guidance. You are advised not to attend your meeting at West Offices.

### Testing

The Council encourages regular testing of all Officers and Members and also any members of the public in attendance at a Committee Meeting. Any members of the public attending a meeting are advised to take a test within 24 hours of attending a meeting, the result of the test should be negative, in order to attend. Test kits can be obtained by clicking on either link: [Find where to get rapid lateral flow tests - NHS \(test-and-trace.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus/covid-19/testing/rapid-lateral-flow-tests/), or, [Order coronavirus \(COVID-19\) rapid lateral flow tests - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/order-coronavirus-covid-19-rapid-lateral-flow-tests). Alternatively, if you call 119 between the hours of 7am and 11pm, you can order a testing kit over the telephone.

### Guidelines for attending Meetings at West Offices

- Please do not arrive more than 10 minutes before the meeting is due to start.
- You may wish to wear a face covering to help protect those also attending.
- You should wear a face covering when entering West Offices.
- Visitors to enter West Offices by the customer entrance and Officers/Councillors to enter using the staff entrance only.
- Ensure your ID / visitors pass is clearly visible at all time.
- Regular handwashing is recommended.
- Use the touchless hand sanitiser units on entry and exit to the building and hand sanitiser within the Meeting room.
- Bring your own drink if required.
- Only use the designated toilets next to the Meeting room.

### Developing symptoms whilst in West Offices

If you develop coronavirus symptoms during a Meeting, you should:

- Make your way home immediately
- Avoid the use of public transport where possible
- Follow government guidance in relation to self-isolation.

You should also:

- Advise the Meeting organiser so they can arrange to assess and carry out additional cleaning
- Do not remain in the building any longer than necessary
- Do not visit any other areas of the building before you leave

If you receive a positive test result, or if you develop any symptoms before the meeting is due to take place, **you should not attend the meeting.**

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City Of York Council

Committee Minutes

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|           |  |
|-----------|--|
| Meeting   | Customer and Corporate Services Scrutiny Management Committee                                |
| Date      | 12 July 2021   |
| Present   | Councillors Crawshaw (Chair), Fenton (Vice-Chair), Hollyer, Hook, Musson, Pearson and Rowley |
| Apologies | Councillors Baker and Norman   |

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## 8. DECLARATIONS OF INTEREST

At this point in the meeting, the Chair invited Members to declare any personal, pecuniary or prejudicial interests, which they had not already included in their standing register of interests. None were declared.

## 9. MINUTES

Resolved: That the minutes from the 14 June 2021 of the Committee be signed as a correct record, subject to, the amendment in relation to Committee places be amended to 'It was noted that following disagreement over assigned seats and substitutions at Annual Council for this Committee, Cllr Wann was asked to leave the meeting before it started.'

## 10. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

## 11. PUBLIC HEALTH UPDATE ON COVID-19

The Director of Public Health provided a presentation to the Committee on public health in York in relation to Covid-19. It was noted that both York's cases and positivity rate were rising and that additional pressure was being identified in schools and in health and social care settings, with the latter described as

being as busy as usual winter levels. Updates were provided in relation to contact tracing and vaccinations, as well as, the lifting of legal restrictions by central government expected on 19 July, apart from the requirement to quarantine when testing positive or returning from a red listed country.

Members enquired about the use of Lateral Flow and PCR tests and it was confirmed that if a Lateral Flow test is positive this needs to be followed up by a PCR test to confirm the result. Positive case data is calculated from positive PCR tests. It was noted that the vaccination status of covid positive patients admitted to hospital is not routinely collected but Public Health were in discussions to acquire this data.

Members enquired about the increasing number of Covid-19 cases and whether these would increase the risk of new variants developing, especially as the burden of responsibility was moving from government led restrictions to the individual. It was confirmed that in circumstances where there are high levels of Covid-19 infection circulating in the community there is a greater chance of new variants emerging. This is why it is important to try and keep case numbers down. In relation to the ending of restrictions members were informed that the Council was working with partners about how to promote good public health post 19 July 2021. It was noted that social distancing and face coverings should still be encouraged when indoors and in poorly ventilated or crowded places to prevent the spread of Covid-19 and other respiratory infections.

Hospital pressures were discussed especially in relation to the potential number of cases predicted by central government. It was confirmed that this pressure on the NHS was a major concern and could once again affect the delivery of elective surgery and treatments. Members were also informed of concerns regarding the broader health impacts of the pandemic such as long covid, late cancer diagnoses, mental health and that modelling in relation to these health impacts could be brought to the Committees next meeting.

Resolved:

- i. That the update provided by the Director of Public Health be noted.

Reason: To keep the Committee informed of the impact of the pandemic across the city.



**12. FINANCE AND PERFORMANCE OUTTURN 2020-21**

Officers introduced the report outlining the Finance and Performance Outturn 2020-21 for the Council, it was noted that the Council had used money from its general and earmarked reserves after an overspend of £1.2 million. In relation to performance data it was noted that Covid-19 had impacted the data but officers considered that a relatively positive picture had still be achieved for the councils performance in 2020-21.

The Committee thanked officers for providing additional detail this year regarding spending and mitigations in Adults Social Care and requested that similar detail be provided for Children's Services.

The performance data provided was discussed as to how well the Council was performing, with certain data streams relating to areas such as sustainable travel, positive responses to green spaces in the city, and crime figures had all moved in a negative direction over several years. Officers did highlight that the general direction of data did not show poor performance but agreed specific areas had declined in performance.

Members enquired about the phasing out of central government grants and how robust the Council expected its revenue income to be. Officers confirmed that the end of grants related to Covid-19 would have an impact on the Council's finances and while business rates' relief would end, the Council's 2021/22 budget does not assume any increase in business rates income. They also confirmed that revenue income would likely remain as robust as the overall economy in York. In relation to the Council's reserves officers confirmed that the reserves remained robust, but that if used the Council would need to put measures in place to replenish the reserves and continued pressures in Adult and Children's Services were a concern. Members discussed the role the Contain Outbreak Management Fund had had to offset overspends in Adult Services in 2020/21 but agreed that central government policy change was required to tackle the long term funding issues of Adult Social Care.

Resolved:

- i. Note the report;

- ii. That the Committee requested that the Children, Education, and Communities Policy and Scrutiny Committee engage with the Reducing Service Costs Board and invite officers to a meeting of their Committee to discuss mitigations against the overspend in Children's services;
- iii. That the Committee requested that the Economy and Place Policy and Scrutiny Committee review the Council's performance data in relation to improving green spaces, the sustainable transports and low user satisfaction and declining use as report on the Open Data platform.

Reason: To ensure significant financial and performance issues can be appropriately dealt with.

**13. WORK PLAN 2021/22**

Members noted the Scrutiny Committee work plans provided in the agenda and noted that a work plan for this Committee would be brought to the Committees next meeting.

Resolved:

- i. That the work plans for the 2021/22 Scrutiny Committees be noted.

Reason: To ensure Scrutiny Committees continue to have a plan of work for 2021/21.

Councillor J Crawshaw, Chair  
[The meeting started at 5.35 pm and finished at 7.07 pm].

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|           |  |
|-----------|--|
| Meeting   | Customer and Corporate Services Scrutiny Management Committee  |
| Date      | 6 September 2021   |
| Present   | Councillors Crawshaw (Chair), Hollyer, Daubeney (Substitute), Musson, Norman, Pearson, Rowley, Wann (Substitute) and Orrell (Substitute) |
| Apologies | Councillors Baker, Fenton, Hook  |

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The Chair of the Committee raised concerns about the use of substitutes on the Committee which gave the Liberal Democrats Party a majority at the meeting despite their not having a majority on the Council. The Chair of the Committee stated that this made him feel uncomfortable chairing the meeting as he believed the make up of the committee was contrary to the spirit and purpose of the legislation relating to proportionality as it did not reflect the political make up of the Council. He therefore felt it could be considered unlawful. The Chair of the Committee took an adjournment, against the wishes of at least one councillor, to discuss the attendance of an additional Lib Dem in place of a Green.

When the meeting recommenced the Monitoring Officer outlined that the council is in receipt of independent legal advice which supports the position adopted at Annual Council. She stated that as far as she is concerned the seat is allocated to the Green Group and that Cllr Baker had sent her apologies and asked for a substitute. The Monitoring Officer stated that Cllr Wann is Cllr Baker's approved substitute and that Cllr Baker is entitled to ask any member of council to act as a substitute in her position.

She also outlined that the Committee could not change its appointed Members and selected substitutes as such matters were reserved to Full Council. The Monitoring Officer reminded all attendees at the Committee that membership of scrutiny requires political impartiality and advised Members of the advice contained with the Constitution at Section 2 Article 6 paragraph 2.

The Chair of the Committee noted that he considered the meeting to not be lawful as the Council's legal advice twice specifically makes clear that there is an alternate opinion which regards drawing a distinction between allocations and appointments as being contrary to the purpose of the legislation. He said he felt he had no choice but to withdraw from the meeting and left the meeting whilst the Monitoring Officer was providing advice to the Committee. Councillors Musson, Norman, and Rowley also raised their concerns about the current make-up of the Committee. Councillors Musson, and Norman also left the meeting while Councillor Rowley noted that he would remain in the meeting, however, he would only abstain on items for the duration of the meeting.

The Committee were therefore asked to elect a new Chair of the meeting, Councillor Pearson proposed himself as Chair and seconded by Councillor Orrell.

A vote was taken to make Councillor Pearson the Chair of this meeting of the Committee, with the following results: 5 Members voted the deferral. 0 Members voted against. 1 Member abstained.

Councillor Pearson noted his disappointment with the actions of the members who had chosen to leave the meeting and would therefore be unable to participate in discussion on the items on the agenda.

#### **14. Declarations of Interest**

At this point in the meeting, the Chair invited Members to declare any personal, pecuniary or prejudicial interests, which they had not already included in their standing register of interests. None were declared.

#### **15. Minutes**

It was proposed that the minutes of the meeting held on 12 July 2021 be deferred until the next meeting of the Committee, this was due to a minimum quoracy of Members who had attended the last meeting not being present to sign the minutes.

A vote was taken on the proposal to defer the minutes, with the following result:  
5 Members voted the deferral.

0 Members voted against.

1 Member abstained.

Resolved:

- i. That the minutes of the meeting held on 2021 be deferred to the meeting of Committee on the 10 November 2021.

Reason: To ensure the minutes can be signed as a true and accurate record of the meeting.

## **16. Public Participation**

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

## **17. Public Health Update With Long Covid Modelling**

Members received a presentation covering a Public Health Update and Long Covid Modelling. Members raised questions about vaccine take up disparities and whether there continued to be a disparity between wards, officers confirmed that take up continued not to be equal across wards. Officers outlined that there was not an issue in accessing vaccines across York but that some individuals had chosen not to come forward for a vaccine. Members enquired about what public health could do to encourage take up and it was confirmed that the Council was aiming to ensure everyone has the correct information about Covid-19 and the Vaccine to ensure they can decide whether or not to be vaccinated.

The Committee enquired about young people and children receiving the vaccine, officers confirmed that 16-17 year olds had a surge in vaccination take up when made available but that this had dropped off. It was confirmed that further work would be undertaken to encourage take up in this age group. In reference to under 16's officers noted that the Joint Committee on Vaccination and Immunisation had recommended against vaccines for 12-15, however, Government would consider further before a decision was taken. It was confirmed that preparations had been made if required, but it was noted that system capacity would be a factor as the seasonal flu vaccination was also required to be delivered.

The Committee agreed to resolve the below with one abstention.

Resolved:

- i. That the Public Health Update with Long Covid Modelling update be noted.

Reason: To keep the Committee informed of the impact of the pandemic across the city.

**18. 2021/22 Finance and Performance Monitor 1**

Officers introduced the Finance and Performance Monitor noting it was the first report of the year which had also been considered by Executive on 26 August 2021. Pressures on Adults and Children's Social Care were highlighted and while not exclusive to York they presented a financial challenge to the Council and that it was prudent for the Council to plan to mitigate costs.

Members enquired about the cost of Covid-19 and what the difference was between additional financial support to deal with issues linked to Covid-19 and the actual cost to the Council. It was confirmed that this data was not available but would be shared with the Committee once available.

The Committee agreed to resolve the below with one abstention.

Resolved:

- i. Noted the finance and performance information and the actions needed to manage the financial position.

Reason: To ensure expenditure is kept within the approved budget.

**19. Update on Monitoring and Tracking of Approved Council Motions**

Members considered the update report on monitoring motions approved at Council and the proposal of 6 monthly updates to the Committee.

The Committee agreed to resolve the below with one abstention.

Resolved:

- i. That a bi-annual report should be presented to this Committee, on approved Council motions.

Reason: In order to ensure that processes for monitoring and implementing approved Council motions resolutions are sufficiently robust.

## **20. Schedule of Petitions**

Officers noted that regular reporting on the Council's schedule of petitions had come to the Committee prior to the Covid-19 pandemic and that more regular updates were recommended to be brought back to the Committee.

The Committee agreed to resolve the below with one abstention.

Resolved:

- i. That regular updates on the Schedule of Petitions be added to the Committee work plan.

Reason: To ensure the Committee carries out its requirements in relation to petitions.

## **21. Work Plan 2021/22**

The Committee work plan was considered and it was noted that the Committee was required to consider the Annual Complaints Report and agreed to consider the item in October and they considered and agreed to consider the Monitor of Motions in November.

The Committee agreed to resolve the below with one abstention.

Resolved:

- i. That Annual Complaints Report be added to the October meeting of the Committee;
- ii. That the Monitor of Motions be added to the November meeting of the Committee;
- iii. Noted the Committee Work Plan.

Reason: To ensure the Committee continue to have a plan of work for 2021/22.

Councillor E Pearson, Chair

[The meeting started at 5.33 pm and finished at 6.55 pm].



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|         |   |
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| Meeting | Customer and Corporate Services Scrutiny Management Committee   |
| Date    | 11 October 2021   |
| Present | Councillors Crawshaw (Chair), Baker, Fenton (Vice-Chair), Hollyer, Hook, Musson, Norman, Pearson and Rowley |

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## Apologies

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### 22. Declarations of Interest

Members were asked to declare, at this point in the meeting, any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they may have in respect of business on the agenda.

None were declared.

### 23. Minutes

The Chair and Committee members discussed the content of the minutes from the last meeting where they focussed on the first three paragraphs.

It was proposed that the Chair and Vice Chair would meet prior to the next meeting to agree the wording of the minutes and bring them back to the Committee for approval, via Democratic Services.

Resolved:

- i. That the minutes of the meeting held on 06 September 2021 be deferred until the next meeting of the Committee.

Reason: To agree the wording of the minutes between the Chair and Vice Chair to ensure that the minutes can be signed as a true and accurate record of the meeting.

The Chair raised a number of questions regarding the appointment of members to committees and the use of substitutions. The Director of Governance & Monitoring Officer explained that appointments were made by Full Council (FC) and any amendments have been carried out with the knowledge of FC, as an informed decision would go to the Staffing Matters and Urgency Committee (SMU). Changes had also been made by the Monitoring Officer or the Head of Paid Service. This process had been written into the terms of reference for SMU and was part of the Constitution. The decision as to who could attend the Committee rests with SMU for the interim period and the final responsibility rests with FC. Members of the Committee could not unilaterally alter the membership of that Committee. The Council has had an open attitude towards accepting substitutions and Annual Council had confirmed the acceptance of substitutes for this Committee and all others.

The Chair reiterated his understanding that there is no requirement to send a substitute if a member is unable to attend.

The Chair also raised the issue of named substitutes and in response, the Director of Governance explained that named substitutes have been appointed by FC and these should be used. This would be an item at the next FC meeting as it was planned to return to the system where, if the list of named substitutes had been used, members must write to the Monitoring Officer or Chief Operating Officer to suggest another substitute.

#### **24. Public Participation**

Gwen Swinburn spoke on matters within the General remit of the Committee. She raised concerns regarding the quality of scrutiny procedures within the Committee, in particular the scrutiny regarding the budget, the Constitution and the Council's response to Covid. She also raised concerns regarding the operation of Democratic Services. Ms Swinburn also asked the Chair to apologise for his behaviour at the previous meeting.

**25. City of York Council - Annual Complaints Report 2020 to 2021**

The Annual Complaints Report 2020-2021 was presented to members by the Information Governance & Feedback Team Manager and the Complaints and Feedback Manager. This was presented to the Committee as a legal requirement. The Officers highlighted the key areas of the report highlighted the key areas of the report and explained the changes that had taken place during the year. In response to questions from members regarding the four areas of the report the following points were noted:

The department had taken on the early investigation / intervention of complaints as part of the contingency arrangements for service areas that were diverting resources into the Covid response.

There had been fewer calls logged during the time frame of the report and this accounted for the drop in the number of complaints. The team have made efforts to ensure that the procedure for making a complaint was clear and accessible to all.

It has been difficult to get staff to recognise compliments and pass them on. Officers attend management meetings and remind the teams how compliments can be spotted and recorded. This was done through email, the Have Your Say inbox and the staff commendation scheme, these were logged on the member of staff's personnel file.

The Complaints Officer attends a link network meeting with representatives from other Local Authorities where best practice is shared. Benchmarking and comparative data in the report has been provided by the local government ombudsman.

Complaints that come in via the Members inbox, have been passed to the complaints team. It was requested that complaints, comments or compliments were made through the Have Your Say inbox or via the online form on the website.

The department has procured an independent company that has investigated complaints at stages of the complaints

procedure. Increased spend on independent investigators was due to the increased complexity of cases.

The increased number of compliments recorded in Children's Social Care was believed to be due to better reporting and recording.

In Adult Social Care, evidence of improvement must be submitted to the ombudsman once decisions have been made by them. The ombudsman have recognised that, in several cases, appropriate action has already been taken prior to a complaint having been upheld.

During Covid, for both Children and Adult Services, the complaints team have investigated complaints in greater detail in the first instance so as to better understand the nature of the complaint. This has resulted in earlier detection of issues and identified points of learning that have been shared across departments with improvements embedded into systems. This has also altered the categorisation of complaints. The categories of complaints are set by national reporting conventions.

Some general points were noted, in that the time frame of the report was prior to the introduction of the 4Cs framework. Complaints advisors were now responsible for seeing complaints through from start to finish, there should be a significant reduction in the number of 'out of time' responses in future. The advisors categorised complaints based on clarification with the customer.

The EAP service area had improved responses to missed services and there has been a drop in complaints in that area. Work has been ongoing with directorates that receive the most complaints, the team have attended directorate meetings and have been included as a standing item on their agendas. Housing has changed directorate and has undergone a restructure.

Individual scrutiny chairs could request a breakdown of complaints for their own area.

The awards for financial recompense has been paid directly from the budget of the individual service areas.

Complaints made by members of staff regarding their treatment by a customer have been dealt with by a process within the HR department. They have also been logged within the Health & Safety portal. Complaints regarding staff conduct were logged by the department and dealt with by HR. The process has been explained in the Corporate Complaints procedure.

Officers were thanked for their report.

Resolved:

- i. That the report be noted.
- ii. The Information, Governance & Feedback Team Manager noted Members' suggestions for future improvements to the content of the report.

Reason: To ensure the Committee meets its legal requirements in relation to complaints.

## **26. Organisational Development (CMT Restructure)**

Members were given an update on the Corporate Management Team restructure by the Director of Governance, on behalf of the Head of Human Resources and Organisational Development. She explained that the restructure was started in December 2020 and was largely implemented by April 2021 in order to achieve savings of £80,000. The restructure of Heads of Service, grades 12-13 was underway, having been overseen by the Chief Operating Officer and HR. The council has sought to appoint a permanent Director of People and a replacement for the Assistant Director of Children's Social Care. For the interim period the statutory roles of Director of Adult Services and Director of Children's Services had been appointed to Michael Melvin and Anne Coyle respectively. For the interim period, the Assistant Director of Adult Social Services would be Amanda Jones who would start on 15<sup>th</sup> November 2021.

The Director of Governance invited questions in response to the report and Annexes provided. It was noted that all statutory obligations had been covered by the interim appointments and they would be directly line managed by the Chief Operating Officer. The Monitoring Officer was satisfied that the appointments have covered the statutory requirements and that the interim Director of Children's Services would be the point of contact for Ofsted.

The salary range for a Corporate Director at CYC was £101,661-112,067, this was not the market value for DAC and DCS posts in other authorities.

The current structure has been funded to a lesser amount than the previous structure. The appointments that had been made were for posts on the current structure. The Director of Governance believed that improvements to the structure of the People Directorate have led to a greater sharing of information and a better joined up response from the directorate.

The scrutiny function would be examined once the new Constitution was in place. Scrutiny chairs had been invited to revisit the terms of reference for their committee. It was noted that it would be easier to change the terms of reference at the start of the scrutiny year.

Resolved:

- i. That the report be noted.

Reason: To ensure the Committee were kept up to date with progress in Corporate Management Team restructure.

## **27. Work Plan 2021/22**

The Committee work plan for the 2021/22 municipal year was considered. The Chair explained that the work plan document was a centralised document and did not include all of the current committees.

The Chair drew to members' attention the proposed joint scrutiny meetings for 25<sup>th</sup> October, one with Health and Adult Social Care and the other with Economy and Place, at 14:00 and 17:30 respectively.

Cllr Pearson requested that daytime meetings be referred to the committee in the first instance due to members' work commitments.

Councillor J Crawshaw, Chair

[The meeting started at 5.30 pm and finished at 7.15 pm].



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**Customer and Corporate Services Scrutiny  
Management Committee****1 November 2021**

Report of the Corporate Director of Place  
Portfolio of the Executive Leader

**York Central Partnership Governance****Summary**

1. The Corporate Scrutiny Management Committee have requested an update on the progress of the York Central Partnership as the scheme moves towards delivery.

**Background**

2. The Committee have received a number of reports on the York Central project, most recently :-
  - 13<sup>th</sup> August 2020 – call in of July 2020 Executive decision to proceed with early infrastructure works
  - 7<sup>th</sup> September 2020 – Review of the impact of Covid 19
  - January 4<sup>th</sup> 2021 – Review of Governance
3. In addition the Audit and Governance committee have reviewed the project risk management arrangements twice, most recently on 30<sup>th</sup> November 2020.
4. The project has now transitioned from the planning stages into delivery following the agreement of the reserved matters planning application for the first phase of infrastructure works in November 2020. This followed the agreement of £77.1m of funding from the Ministry of Housing Communities and Local Government (MHCLG) which was awarded directly to Homes England and Network Rail.
5. The decision by government to award this funding directly to the landowning bodies was a significant change and has reshaped the delivery arrangements for the infrastructure and the governance arrangements. CYC have recently completed the enabling works contract for the site including; site clearance, demolitions and further ground investigations for which the Council is being reimbursed. The landowning

partners have confirmed their intention for Homes England to lead the delivery of the main Infrastructure Package IP2 and to enter into a construction contract with John Sisk Ltd, subject to ongoing due diligence. A decision is currently being ratified through the Homes England governance arrangements.

## Context

6. York Central is one of the largest brownfield sites in northern England, see plan at Annex 1. The scheme is being promoted by the York Central Partnership (YCP) which is made up of Network Rail (NR) Homes England (formerly the Homes and Communities Agency or HCA), the National Railway Museum (NRM) and CYC.
7. The 45ha development site will deliver: up to 2500 new homes; the potential for 6500 jobs, in grade A commercial office space; a transformation of the National Railway Museum with a new Central Gallery. The creation of new public spaces and community facilities directly linked to an improved Railway Station are also key project outcomes.
8. The IP1 enabling works to prepare the site have now concluded with the demolition of the former Unipart, Freightliner and Concrete Works buildings, site clearance and track lifting ahead of IP2 works to construct the new access into the site, bridging over the ECML, with dedicated pedestrian and cycle routes and associated landscaping, including to Millennium Green, a new pedestrian/ cycle deck to the existing Water End Bridge and new utility connections.
9. The table below summarises the scheme timetable to date.

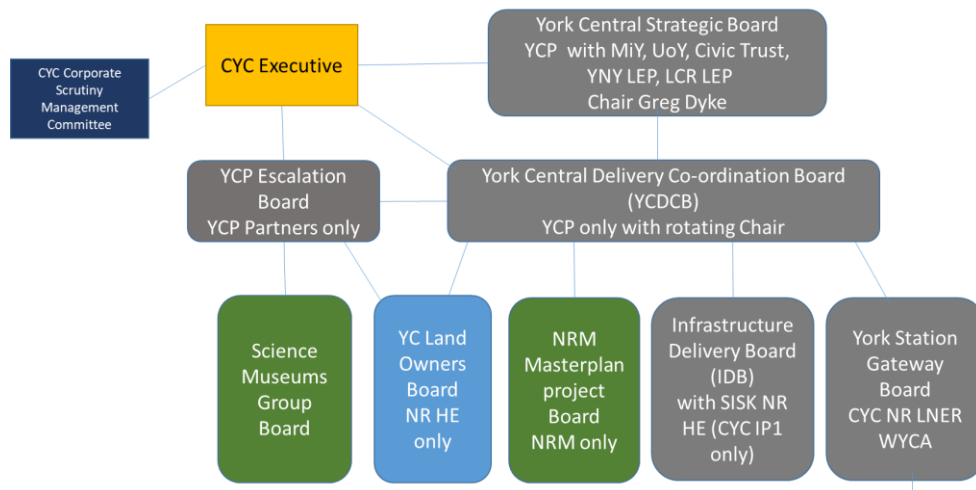
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| Dec 2016   | Council agrees £10m enabling budget to develop York Central  |
| April 2016 | Enterprise Zone agreed   |
| Dec 2018   | Full Council create £155m capital budget to fund the delivery of the enabling infrastructure.  |
| Jan 2019   | Executive agreed the YCP Partnering Agreement  |
| Feb 2019   | West Yorkshire Combined Authority (WYCA) approved the business case for West Yorkshire Transport Fund (WYTF+) funding £23.4m                       |
| March 2019 | Planning Committee agree the Outline Planning Application for the site   |
| Sept 2019  | John Sisk Ltd appointed as construction partner  |
| Oct 2019   | Department of Culture Media and Sport confirmed the award of £18.58m towards the £55m target budget for the delivery of the NRM Vision 2025 plans. |
| Oct 2019   | YNYER LEP agreed £1.58m LGF grant to support further design work on the first phase of infrastructure  |
| Dec 2019.  | S106 planning agreement signed   |
| March 2020 | Chancellor of the Exchequer announced the award of   |



|                |  |
|----------------|--|
|                | £77.1m grant to fund the York Central enabling infrastructure  |
| March 2020     | Homes England, NR and NRM made an application to the Department for Transport (DfT) for the Stopping up of the part of Leeman Road where it bisects the museum |
| June 2020      | YNYER funding to deliver IP1 confirmed   |
| Aug 2020       | MHCLG funding of £77.1m awarded direct to Homes England & Network Rail   |
| Nov 2020       | Reserved Matters Application (RMA) for the first phase of infrastructure approved  |
| Feb 2021       | Detail design of the enabling works package completed and priced by John SISK Ltd  |
| Feb 2021       | construction works on IP1 commenced  |
| March 2021     | Statement from Alex Chisholm, Civil Service Chief Operating Officer that the Cabinet Office would in future be operating out of York                           |
| March 2021     | CYC issue notice 1 under the conditional contract with the Leeman Road Millennium Green Trust to confirm the provisions to proceed.                            |
| April 2021     | public enquiry takes place on the Stopping up of the part of Leeman Road   |
| June 2021      | WYCA confirm agreement to the Full Business Case + for the York central access and Station Gateway schemes to enable draw down of funding                      |
| Oct 2021       | IP1 site preparations conclude   |
| September 2021 | Secretary of State agrees the Stopping Up order for Leeman Rd  |
| Autumn 2021    | Landowners agree commercial strategy and commence investment and development partners  |
| Autumn 2021    | NRM undertake public engagement on plans for Central Hall  |

## Governance arrangements

10. The governance arrangements were revised and agreed by Executive in April 2021. This report provides an update on the roles of the council in the future scheme and sets out progress in delivering current workstreams and developing proposals for future workstreams.
11. These arrangements are set out below in an excerpt from the Executive report of the 22nd April 2021.



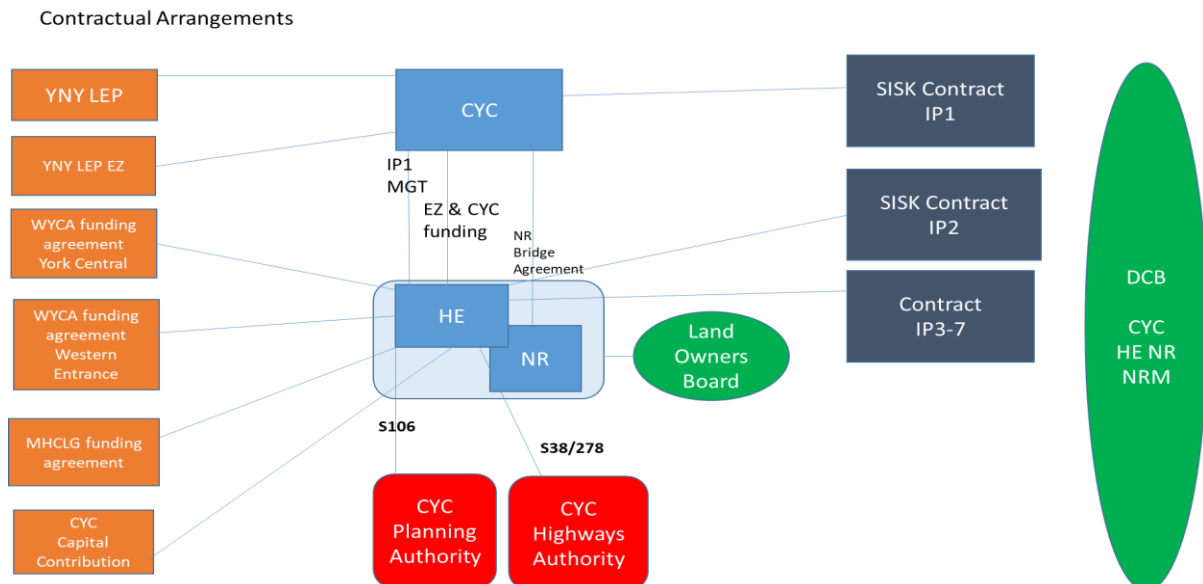
12. The **Executive** will agree the sign off of funding for all future infrastructure packages, and where CYC are the delivery agent Executive will sign off designs for the submission of planning applications for that infrastructure. The council will sign off funding agreements with WYCA and HIF and as Accountable Body for those grants will oversee the delivery programme and the YCP legal agreement.
13. This is entirely separate from the council's statutory functions as both Local Planning Authority (LPA) and Highways Authority. All planning decisions will be undertaken by the LPA and the **Planning Committee** is not constrained by any decisions of the Executive to submit planning applications or agree the York Central Partnership Agreement.
14. The **York Central Strategic Board** will be constituted from senior representatives of all partner organisations and both LEPs and will meet at least quarterly. They will determine the chair and will be responsible for:-
  - Oversight and promotion of the scheme
  - Maximising opportunities
  - Ensuring Strategic fit
  - Sectors and skills development
  - Advocating for the scheme
  - Oversight of the promotion and marketing
  - Leading effective decision making within their organisation
15. The **Delivery Co-ordination Board** includes senior representatives of all partners and will be responsible for :-
  - Delivering the commitments set out in the York Central Partnership legal agreement

- Ownership of the Master Programme, cost and quality benchmarks as set out in the York Central Partnership legal agreement
- Baseline off plot infrastructure cost plan – agreed quality standard and extent
- Coordinating agreement of the delivery of future infrastructure packages
- Baseline development appraisal
- Proactive reporting from each of the “projects” on deviation from all the above, early identification of issues affecting the critical path
- Manage interdependencies
- Programme assurance and independent reporting to the Strategic Board

### **Contractual arrangements and Statutory Roles**

16. There are a number of different relationships within the York Central project, between landowners, statutory authorities, funders and contractors. Each of these relationships is/will be defined and controlled by a contract or a funding agreement. The integrity of the whole picture is maintained through a layered governance structure.
17. The relationship between partners is set out in the York Central Partnering Agreement which sets out how the partnership works but does not define the financial relationships nor the liabilities of each party. These relationships are set out in the diagram below.
18. The orange boxes on the left reflect all the different sources of funding. Each of these will have a funding agreement. The dark grey boxes on the right reflect the various commercial contracts that will exist with contractors. The red boxes reflect the legal agreements between land owners and the planning and highways authority. The green ellipse shows the role of the proposed governance boards in overseeing the whole.

Fig 2.



19. The landowning partners are now able to draw down on the MHCLG funding and have refunded CYC for eligible expenditure under the terms of their funding agreement with MHCLG for its upfront contribution to delivering the outline planning application (£1.876m) and the CYC costs incurred funding Infrastructure Package 1 (£1.96m).
20. The majority of the £155m infrastructure costs are to be met from grants with the exception of the CYC £10m commitment from the Economic Infrastructure funding and the council/YNYLEP commitment of £35m Enterprise Zone funding which will be prudentially borrowed by CYC, to be repaid from future retained business rate. The decision to release this funding is subject to a further Executive decision (with LEP agreement) to fund future infrastructure packages

### Statutory Roles

21. In addition to the Partnership influencing role the Council has for York Central, it obviously also has regulatory roles.

### Planning Authority

22. The outline planning approval (reference 18/01884/OUTM) was granted for redevelopment of the site. This was to provide a mixed-use development of up to 379,729 m<sup>2</sup> of floorspace Gross External Area (GEA) primarily comprising
- up to 2,500 homes (Class C3),
  - between 70,000 m<sup>2</sup> and 87,693 m<sup>2</sup> of office use (Class B1a),
  - up to 11,991 m<sup>2</sup> GEA of retail and leisure uses (Classes A1-A5 or D2),
  - hotel with up to 400 bedrooms (Class C1),
  - up to 12,120 m<sup>2</sup> GEA of non-residential institutions (Class D1) for expansion of the National Railway Museum,
  - multi-storey car parks

- and provision of community uses all with associated works including new open space, ancillary car parking, demolition of and alterations to existing buildings and associated vehicular, rail, cycle and pedestrian access improvements.
23. The outline approval was subject to 83 conditions, a number of which will require formal discharge prior to commencement or at other relevant trigger points within the development process. In addition a Section 106 agreement secured 20% Affordable Housing and financial contributions towards Gypsy and Traveller provision, sports provision, open space provision, sustainable travel and education provision. Each of the relevant triggers for delivery/payment of these elements is set out in the S106, which would occur at various stages throughout the development.
  24. Condition 6 of the outline approval granted a number of Parameter Plans which covered aspects of the scheme such as the buildings proposed for demolition, limits of deviation for infrastructure and open space, types of development zones across the site and set out maximum heights and proposed site levels.
  25. Any Reserved Matters proposals are to be considered within the context of the approved parameters set out within the outline approval and the associated Parameters Plans and Design Guide.
  26. In addition Condition 7 of the outline approval requires that the development is carried out in accordance with the Design Guide (DG) approved at outline stage. This set out the design qualities of the scheme which the Illustrative Masterplan was seeking to achieve and the underlying design intent which future reserved matters applications need to adhere to.
  27. As the outline consent was accompanied by an Environmental Statement (ES), any reserved matters application should be accompanied by an Environmental Compliance Statement (ECS) to assess the likely environmental effects against the relevant consented Parameter Plans that formed the basis of the Environmental Impact Assessment (EIA), to determine if the proposals would result in any new or different effects that would change the conclusions of the previous ES.
  28. The only conditions which can be imposed when the reserved matters are approved are conditions which directly relate to those reserved matters and were not covered at outline stage.

## Highways Authority

29. The Highway Authority will act as the regulatory authority for the highway infrastructure elements of the York Central development. As the development is now being delivered by the Network Rail/ Homes England Partnership the relationship with the Highway Authority will proceed on the same basis as a private development where legal agreements are put in place to ensure the interests of the public and the Council are protected generally through provisions in the Highways Act 1980.
30. The overarching principle of the Highway Authority's role is to ensure that the infrastructure that is due to be adopted as highway maintainable at public expense is: in accordance with the planning consent, safe in operation and that the future maintenance and other liabilities are minimised. Agreements under section 38 (Power of highway authorities to adopt by agreement) for sections of new highway and s278 (Agreements as to execution of works) for changes to the existing highway will be entered into with the developer. These agreements will set out the approval processes for the design and supervision of the works to ensure that the works are designed to an acceptable standard and delivered in accordance with the approved designs resulting in a low maintenance, safe highway. The agreements will also set out any fees for the adoption process, bond arrangements (where required) to ensure delivery and commuted sums to cover future maintenance liabilities for non-standard elements. A Bridge Agreement to cover the relationship between Network Rail and the Council for the bridges over the railway will also be progressed.
31. The Highway Development Control team will advise the Planning Authority in relation to the discharge of highway/transport planning conditions from the Outline Planning Consent and Reserved Matters approval. Key items which will be considered relate to the: Construction Environmental Management Plan, Phasing Strategy, Parking Strategy, Public Transport Infrastructure, Drainage, Bridges/ Structures/ Embankment engineering details, Street Lighting, Traffic Signals etc.
32. The Council's Transport team will also progress the items covered by the section 106 agreement with funding tranches received as the development progresses to mitigate the impact of the development. These interventions, with a total value of approx. £5m (with a further £2.3m if travel plan targets are not met) include changes to the highway layout away from the immediate site and other sustainable transport measures including:
  - Pedestrian and Cycle Infrastructure;
  - Public Transport Infrastructure;
  - Bus Service Enhancements;

- Network Capacity Enhancements;
  - appointment of the Framework Travel Plan Coordinator;
  - Residents Parking Measures; and
  - City Car Club Facilities.
33. The Stopping Up of a section of public highway (Leeman Rd) in the vicinity of the National Railway Museum was proposed as part of the Outline Planning Application. Following approval of the Reserved Matters Application (RMA) the Developer progressed the separate Stopping Up Order process with an application to the Secretary of State for Transport. A Public Inquiry was held in April 2021 and the Secretary of State granted the Stopping Up in September 2021.
34. The Stopping Up Orders enables Leeman Rd to be extinguished as public highway and will come into operation once the Council is satisfied that the conditions of the order have been met. Prior to the stopping up coming into force alternative vehicular and pedestrian/cycle routes must be available around the stopped up length of Leeman Rd.
35. In addition to the new and improved public highway routes pedestrians will also be able to pass through the National Railway Museum during Museum opening hours. The detailed arrangements for this access are subject to a Walkways Agreement which has been approved between the NRM and the Council.
36. The NRM recently launched their public consultations on the RMA for the Museum and this provides greater details of the physical infrastructure that will facilitate the delivery and compliance with the walkway agreement arrangements.
37. The Highway Authority also has a number of other roles during the build out of the development. It has duty (Network Management Duty under the Traffic Management Act 2004) to coordinate access to the highway during the construction phase to minimise the disruption to the public. This coordination will be managed by the Streetworks team using a permit based system which is due to be brought in later in the year. The Highway Authority will also process Temporary Traffic Regulation Orders for items such as parking suspensions and road or lane closures to enable the works to be undertaken. Permanent Traffic Regulation Orders for items such as speed limits or parking restrictions for the completed scheme will also be processed by the Highways Regulation team.

### **Other workstreams**

38. CYC will lead on the delivery of :-

**Riverside path** improvements – development of design solutions to upgrade the riverside path with widening to the entire length, improved

lighting, CCTV coverage and raised levels to reduce disruption in times of flood. Further reports will be brought to the Executive Member for transports decision session to consider the details and consultation for these proposals.

**Station Gateway project** – The York Railway Station Gateway scheme comprises a coordinated, multi-modal package of interventions in and around York Railway Station. The scheme complements and connects the proposals being progressed to the west and east of the station and will transform the Station as a gateway to York; significantly improving access, addressing carbon and air quality issues, and directly supporting delivery of housing and commercial uses on the York Central development site. Therefore, City of York Council (CYC), in collaboration with Network Rail (NR) and London North East Railway (LNER), has developed a masterplan that proposes to reorganise highway and public realm areas to the front of York Station through:

- the removal of the Queen Street Road Bridge and rebuilding the Inner Ring Road at grade;
- the removal of the Parcel Square buildings to create space to relocate the proposed taxi rank, passenger drop-off and short stay car park. The buildings currently accommodate Cycle Heaven and train operating company accommodation;
- provision of new permanent accommodation for the train operating crews in the station's South Train Shed;
- provision of new temporary pod accommodation for Cycle Heaven bike shop and retail storage in the station's North Train Shed;
- the removal and relocation of the RI band room to provide space for a loop road around the RI gymnasium;
- the separation of pedestrian, bicycles and motorised transport to provide a safer and more efficient station transport interchange;
- the removal of taxis and passenger pick-up and drop-off from the station porte-cochere to a dedicated area in order to take most traffic out of Tea Room Square and improve an air quality in the station;
- the redevelopment of the areas to the front of the station to diffuse the current congestion by creating a more efficient bus interchange, relocated vehicle parking, drop-off and taxi rank and a more attractive public realm arrival experience;
- the redevelopment of Tea Room Square to create a safer and more attractive shared space; and
- the provision of a new multi-storey car park to rationalise all long stay parking to the east of the station to match current (636 spaces) parking levels. This will be funded and delivered by Network Rail.



39. On 26<sup>th</sup> November 2020, Executive approved the project Delivery and Procurement Strategy and enabled arrangements to be put in place to purchase land, place orders with utility companies and to proceed with the detailed design and procurement of Packages 1, 2 and 4 of the scheme. The Utility works orders have been placed and good progress is being made with Utility providers with this work not expected to be complete until spring 2022.
40. A further report is going to Executive on the 18<sup>th</sup> of November seeking approvals for procurement, drawing down of funds and entering funding agreements with LNER in preparation to deliver the next phases once the utility works are complete.
41. The landowners will lead further design work on the remaining infrastructure packages including
  - a. Southern pedestrian and cycle access - in accordance with condition 42 this needs to be completed before occupation of commercial units
  - b. Western Station Entrance
  - c. The main Park

## **Housing**

42. Further to the November 2020 Executive decision, the Housing Delivery Programme have worked with the landowner partners (Homes England and Network Rail) to develop a brief and have appointed Mikhail Riches, the Housing Delivery framework architects, to undertake a feasibility study looking at the opportunity to deliver housing alongside other community uses in line with the Housing Delivery Programme standards on the Foundry Yard area of the York Central site.
43. The initial outcomes are very positive indicating that there is a genuine opportunity to develop the site to deliver community benefit and high levels of environmental performance as part of the Housing Delivery Programme. We are currently undertaking further design work on a site area including the council's land holding, for further discussion with the landowning partners. A further report will be brought forward to Executive in the New Year.

## **Inward Investment**

44. York Central OPA makes provision for between 70,000 m<sup>2</sup> and 87,693 m<sup>2</sup> of office use (Class B1a). The need for this space has been a core ambition of the city's Economic Strategy for over a decade. The opportunity for this space to drive the sub regional economy for the future

are huge. It will drive the creation of new high paid jobs and contribute to the ongoing vibrancy of our city centre which supports our retail, leisure and hospitality sectors.

45. York Central can support the expansion of existing sectors such as rail (particularly high tech rail), financial services digital media arts. This looks likely to be supplemented by attracting a large number of new jobs into a Government Hub as part of the government's levelling up agenda leading to a programme of relocating the civil service out of London. The Cabinet Office are already recruiting senior posts to be based out of York.
46. In addition the council and city partners are actively lobbying for York Central to become the HQ of Great British Rail (GBR) cementing our illustrious history as a railway city into the future.
47. The economic growth team from Make it York have now been transferred into a single economic development team within the council and a new role of Head of Inward Investment is soon to be recruited to lead on the council's work to shape and attract inward investment opportunities and work with central government and York Central land owners to make sure that the occupiers of York Central being the greatest benefit to the wider city economy and integrate with the important business communities and city partners that already exist and thrive within the city

## **Engagement**

48. There has already been significant public engagement at all stages of the masterplanning process. The NRM will soon be consulting on the RMA application for the Central Hall. The Council will undertake consultation as part of the development of housing proposals and the works to improve the off-site riverside path.
49. The landowners as the principal agents of delivery are actively considering the next phases of construction, reserve matter planning applications and inward investment opportunities. As such they will be facilitating and coordinating the majority of the public engagement on York Central as the site is developed and we understand that a strategy for public engagement is being developed.
50. YOCO are a group of residents who came together following the My York Central consultation to work on the development of ideas and proposals for community involvement in the delivery of York Central. They have secured external funding from Demos to undertake public engagement and develop community led ideas for York Central which will be fed back to the York Central Partners.

**Contact Details**

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Planning

**Chief officer responsible for this report**

Neil Ferris – Corporate Director of Place

**Report Approved**  **Date** 21/10/21

**Wards Affected:** Holgate, Micklegate

**All**

**For further information please contact the author of the report**

**Background Papers:** None.

**Glossary**

CYC - City of York Council

DfT – Department for Transport

EIF – Economic Infrastructure Fund

EZ – Enterprise Zone

FBC+ - Financial Business Case with full costings

HE – Homes England

HIF - Housing Infrastructure Fund

HA - Highways Authority

LCR - Leeds City Region

LEP - Local Economic Partnership

LGF – Local Growth Fund

LPA - Local Planning Authority

MHCLG –Ministry of Housing Communities and Local Government

NR – Network Rail

NRM - National Railway Museum

OPA – Outline Planning Application

PSC – Pre-Construction Services Contract

RIBA –Royal Institute of British Architects

RMA – Reserved Matters Application

WYCA – West Yorkshire Combined Authority

WYTF – West Yorkshire Transport Fund

YC - York Central

YCP - York Central Partnership

YNYER – York, North Yorkshire & East Riding



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## Customer and Corporate Services Scrutiny Management Committee

1st November 2021

Report of the Director of Customer & Corporate Services

### DIGITAL INCLUSION UPDATE

#### Summary

1. This report and presentation at Annex A provides an update for committee members covering the following areas:
  - The digital connectivity landscape in York for both residents and businesses.
  - Development of a digital inclusion partnership led by Explore York and the council and its key priorities.
  - The current position with council online access to services and the related My Account facility originally envisaged as a portal for engaging with the council and its services.

#### Background

2. Over several years this Committee has received updates on digital availability of services and has previously undertaken (as part of an E-Democracy Review) a public consultation to understand resident preferences for existing and future means of accessing services online. The survey results reported in January 2016 can be found here:  
<https://democracy.york.gov.uk/documents/s102029/Annex%20E%20Survey%20findings.pdf>
3. The Covid-19 pandemic has brought connectivity and digital access to online services, activities, advice and information to the fore and has highlighted challenges for those who are digitally excluded. This report in the form of the attached presentation looks at recent progress in these areas in relation to on-line council services, the wider digital city

landscape and our partnerships in relation to supporting related inclusion activities across the city.

### **Consultation**

4. This report forms part of a consultation with scrutiny to inform its future work plans.

### **Options**

5. Members can choose to simply note the report or note it and develop thoughts for further scrutiny enquiries.

### **Analysis**

6. There is no analysis as there is no formal council decision to be made on the content of the report.

### **Council Plan**

7. Any recommendations resulting from related scrutiny reviews in this area will contribute to the following Council Plan priorities:
  - good health and wellbeing
  - well paid jobs and an inclusive economy
  - a better start for children and young people
  - creating homes and world-class infrastructure
  - safe communities and culture for all
  - an open and effective council.

### **Implications**

8. There are no implications of this report as there are no formal decisions to be made.

### **Risk Management**

9. There are no known risks associated with the recommendations of this report.

## Recommendations

10. Members are asked to:

- a. Note the report and its content as an update on digital inclusion activities; and
- b. Consider the discussion points raised in the presentation to inform views on any future scrutiny work in this area.

## Contact Details

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Communities

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Director of Customer & Communities  
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Report  
Approved

Date 21/10/2021

**Wards Affected:** *List wards or tick box to indicate all*

All

## Background Papers:

E-Democracy Scrutiny Review – Interim Report 11 January 2016

<https://democracy.york.gov.uk/ieListDocuments.aspx?CId=144&MIId=8853&Ver=4>

## Annexes

Annex A Digital Inclusion Update 2021

## Abbreviations

CRM Customer Relationship Management System

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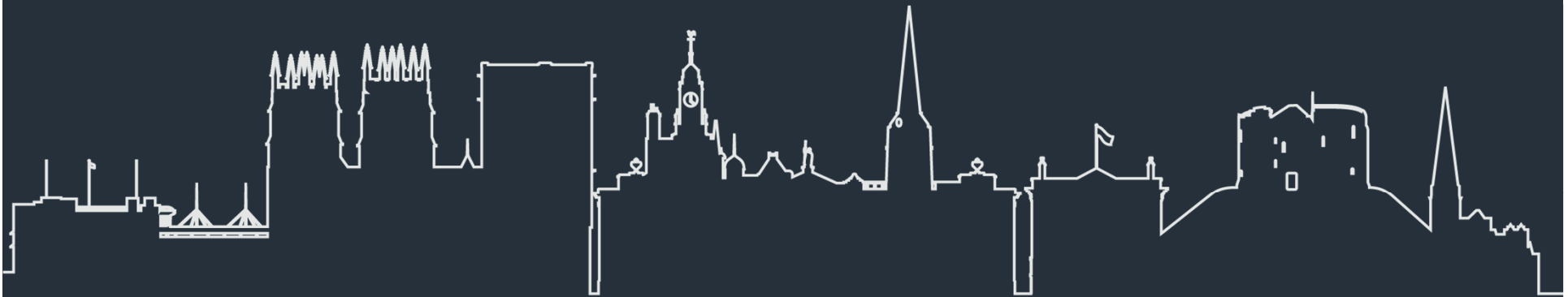


CITY OF  
**YORK**  
COUNCIL

# Digital Inclusion Update

## Customer and Corporate Services Scrutiny Management Committee

1<sup>st</sup> November 2021



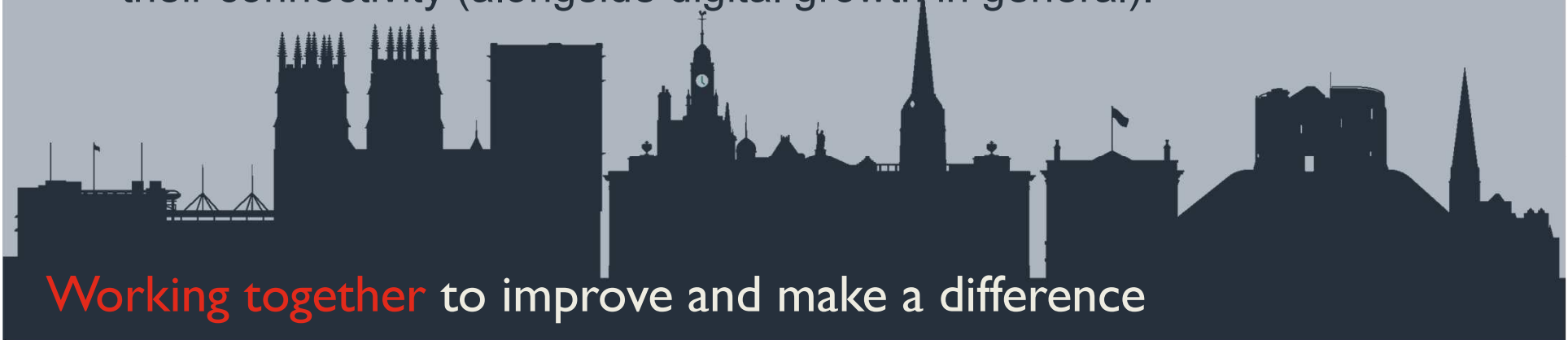
- Digital Connectivity Update
- Digital Inclusion Partnership & Priorities
- Online Access to Services & My Account



# Digital Connectivity 1

We are continuing to work with telecommunication providers to explore the opportunities and action the improvement and expansion of the York's digital infrastructure and connectivity layers:

- **Over 60%** of our premises have the potential to be connected directly to a pure fibre based broadband service, which is around 3x times the current national average coverage position.
- Current activity includes **infill** areas and **upgrading of the core network** to enable and sustain future expansion, and further future proofing of some of the City's essential connectivity landscape.
- The **Leeds City Region Digital Enterprise Programme** is continuing to be utilised to help **aid individual businesses** improve their connectivity (alongside digital growth in general).



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# Digital Connectivity 2



- Facilitating alternative smaller connectivity providers to deliver **full fibre services** within key and historic parts of the City Centre eg The Shambles and Stonegate. Exploring options for other parts of the city centre.
- Working with government's Rural Gigabit Connectivity Voucher Scheme to secure funding to provide **access to ultrafast broadband services** within Wheldrake - expand into the surrounding area
- Government funded phase 3 of the regional Superfast West Yorkshire and York (rural) programme has commenced, and this will provide around **1000 premises in York's rural areas with access to improved superfast broadband services** by late 2022
- Established an **Internet of Things (IoT) /Smart City network** as we implement systems to work in this way eg transport systems



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# Digital Connectivity 3

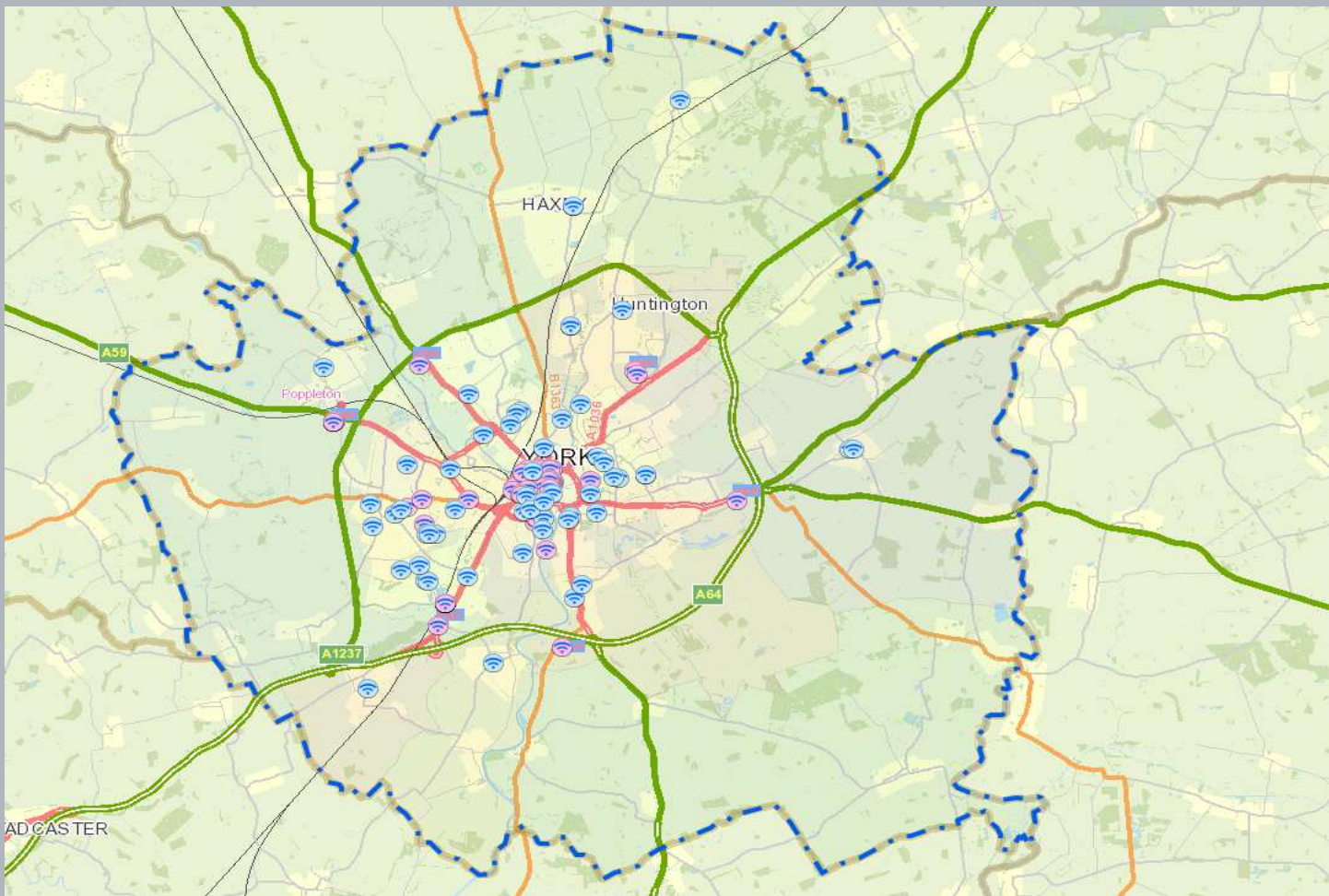


- Access to the **free public wifi service** within the City centre has been expanded, and the coverage now includes the **Coppergate Centre** and within the **Community Stadium with expansion to the market near completion**. Coverage also includes:
  - children's centres
  - community hubs
  - council buildings
  - Explore libraries
  - older people's homes and sheltered housing
  - Park & Ride sites/buses/Coastliner/York First Buses
  - Traveller sites



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# Free public wifi:



# Digital Inclusion Partnership & Priorities



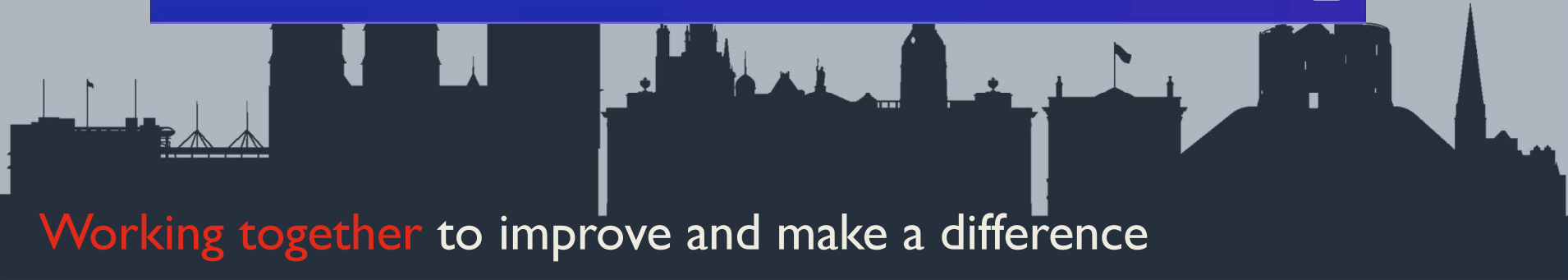
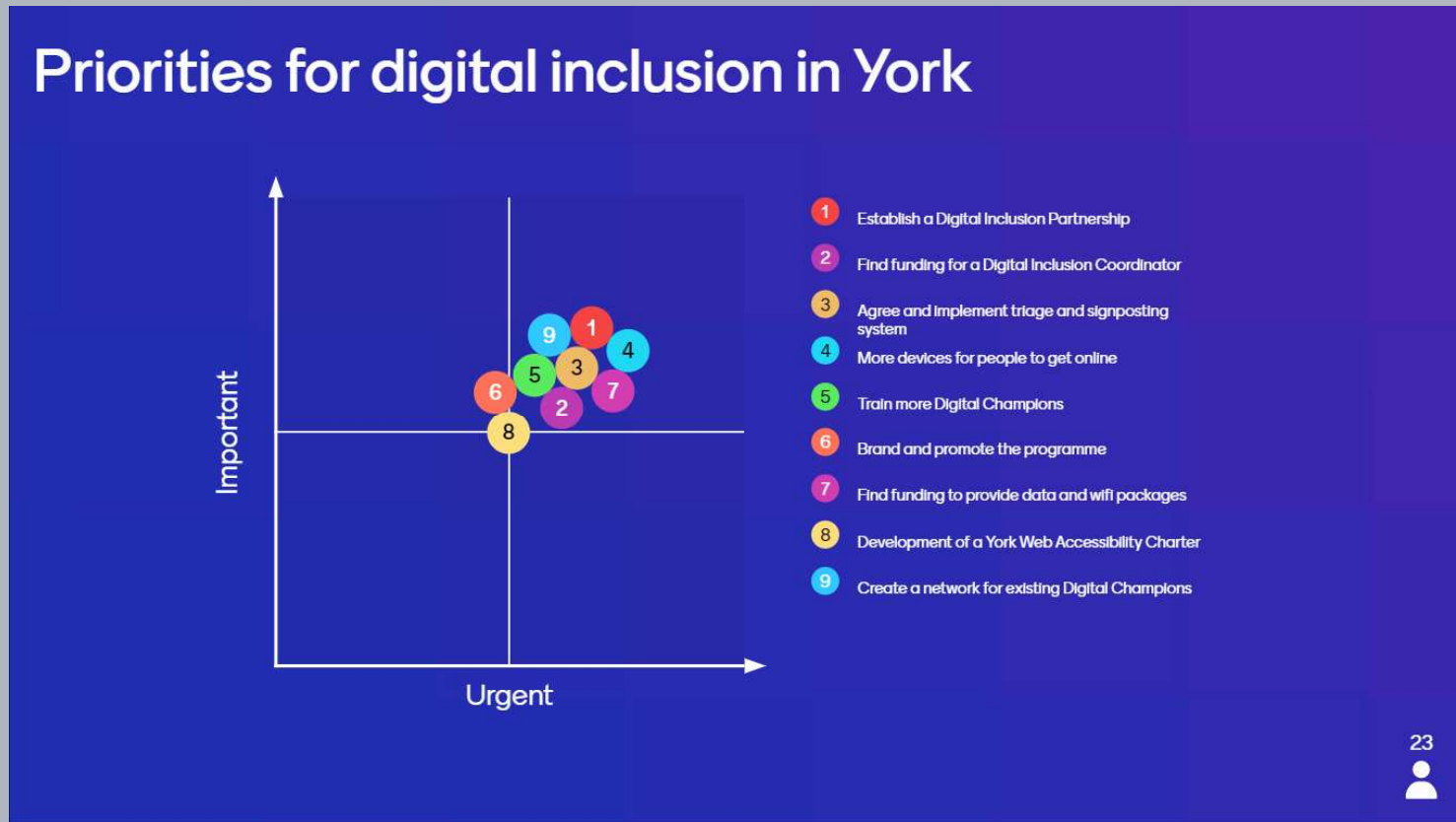
- Explore York Libraries and Archives in partnership with City of York council are leading a collaborative partnership approach
- A Digital Inclusion workshop facilitated by Citizen's Online brought 68 interested organisations, community groups, charities, businesses and individuals together to begin the conversation.



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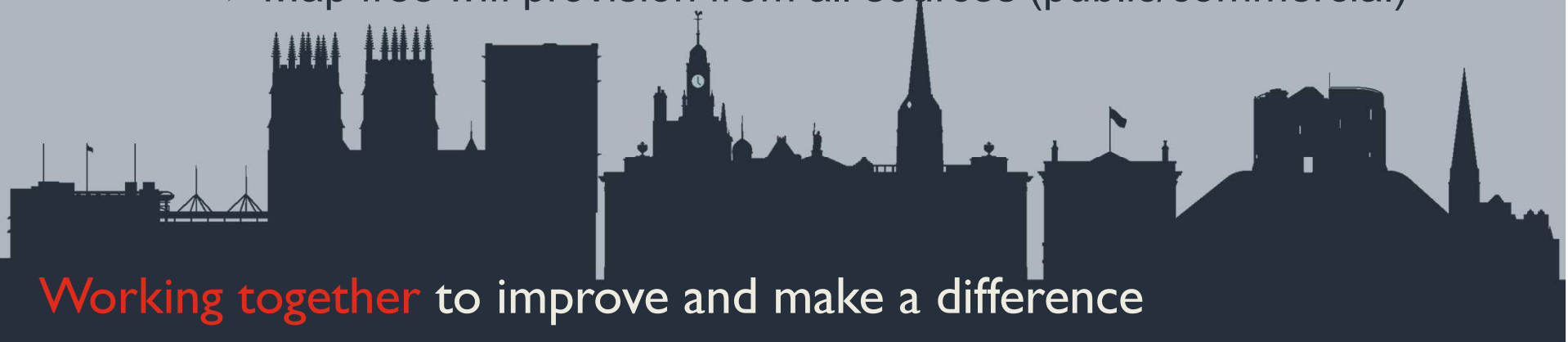
# DI Priorities





# 100% Digital York Workstreams

- **Partnership**
  - Establish Network
  - Secure Funding
- **Support**
  - Identify and reach digitally excluded groups
  - Train Digital Champions
  - Establish city network
- **Connectivity**
  - Understand connectivity across the city
  - Map free wifi provision from all sources (public/commercial)



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# 100% Digital York Workstreams

## ➤ Hardware & Software

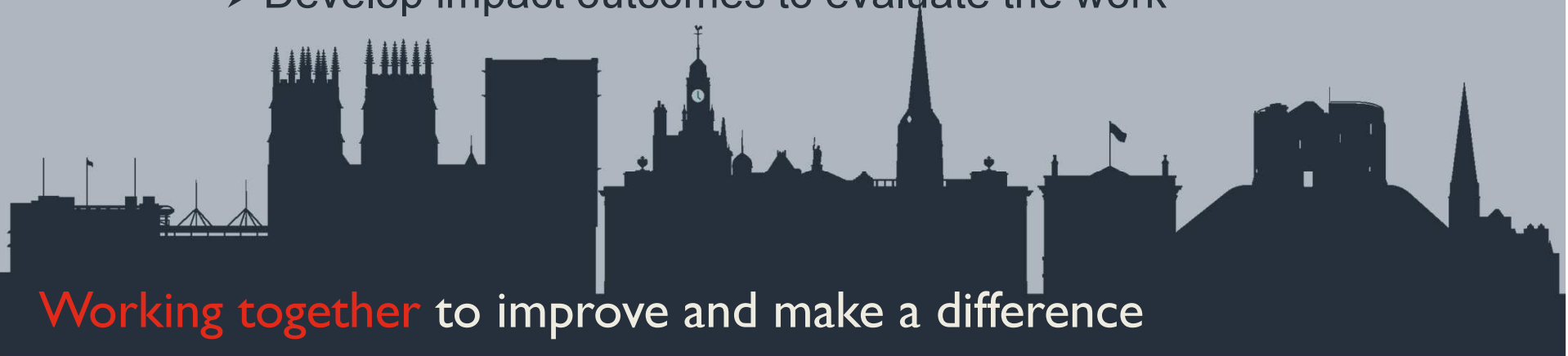
- Promote IT Reuse service
- Consider upcoming new tech and how it can be applied to support residents & communities

## ➤ Communication:

- Establish a triage and sign posting system
- Promotion of 100% Digital across all linked activities as a trusted brand

## ➤ Evaluation

- Develop impact outcomes to evaluate the work



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# Progress on actions

- Network established and meeting regularly
- Workstream leads in place and working together
- Funding secured from CYC for an initial resource— key to getting traction on actions
- Planning talks with banking and IT sectors
- Successful outputs from IT reuse scheme as an example of effective partnership working



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# Online Access to Services - developments

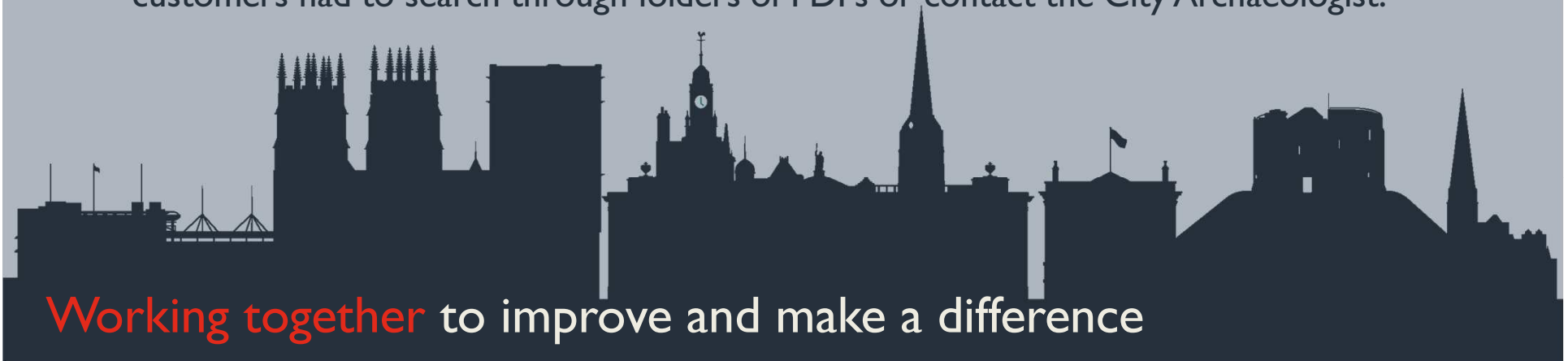
- Reporting of street based reports eg street cleaning, street-lighting, graffiti
- Registrars -book, amend or cancel an appointment **online** for births/deaths During lockdowns/pandemic
  - Recycling Centre Booking System
  - Testing Booking System
- In progress: Parking
- To come: Housing System
- Other – Webchat for Council Tax



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# Further examples:

- The <https://www.york.gov.uk/garages> process has been launched to allow customers to view and bid for garages available for rent online.
- ‘Register for Council Updates’ has been expanded to include a ‘Climate Change’ option. See: <https://www.york.gov.uk/form/EmailUpdates>
- If you live in York and are over the age of 16 and want to make a health or lifestyle change you can use an online form to book an appointment with a CYC Health Trainer. See: <https://www.york.gov.uk/WellnessServices>
- Safeguarding adults website has an improved method for the public and professionals to report concerns <https://www.safeguardingadultsyork.org.uk/raise-concern>
- ‘Attend anywhere’ appointments are signposted for a number of adult and children’s services <https://www.york.gov.uk/VideoAppointments>
- York’s Historic Environment Record <https://www.york.gov.uk/SearchHER> prior to this customers had to search through folders of PDFs or contact the City Archaeologist.



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# Welfare benefits/pandemic payments

All access is digital or Customer Services can assist on phone including:

- Council Tax/Housing Benefits/York Financial Assistance Scheme
- Test & Trace Isolation Grants
- Covid support grants for individuals/families
- Covid support grants for businesses

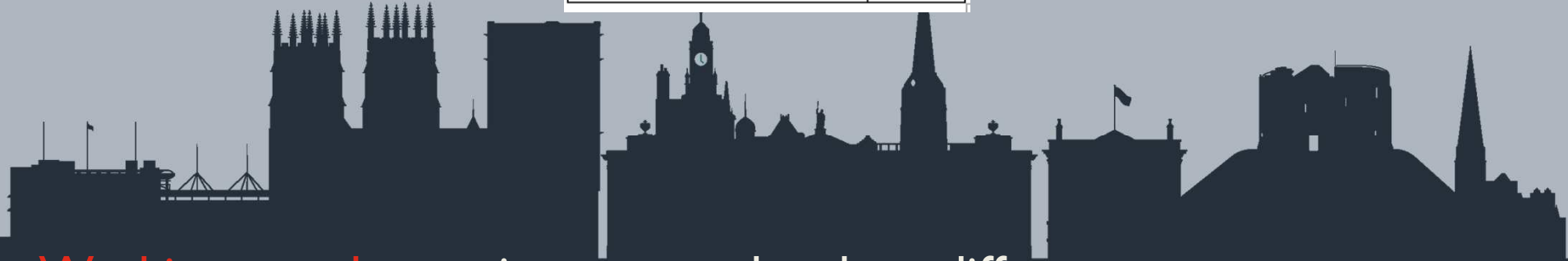


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# Use of online services instead of phone channel (channel shift)

April 2021 to September 2021 (excluding Revenues & Benefits)

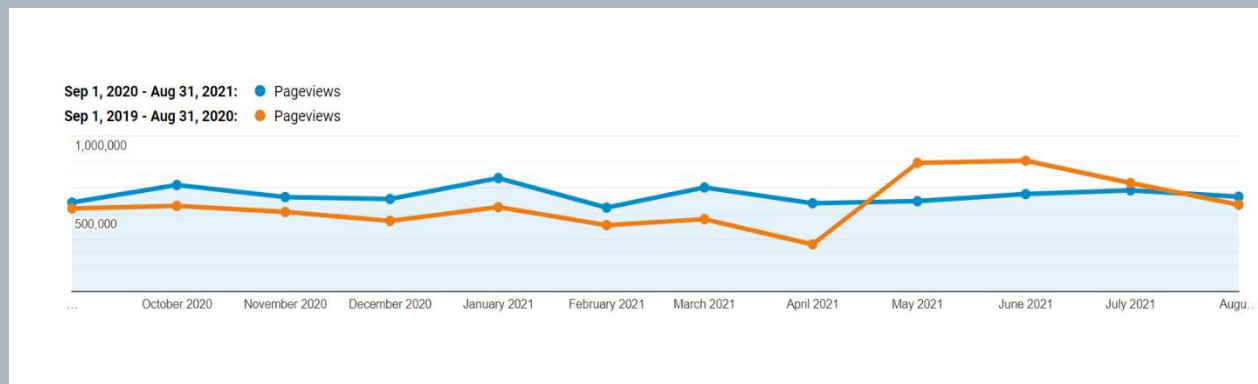
|   |        |
|---|--------|
| Street cleaning   | 54.50% |
| Street lighting   | 51%    |
| Fly-tipping   | 55%    |
| Graffiti  | 42.10% |
| Water and drainage  | 45.10% |
| Roads and pavement  | 61%    |
| Dog bins  | 42.50% |
| Litter bins   | 52.50% |
| Vegetation  | 44.10% |
| Visitor parking vouchers  | 86%    |
| People who would have contacted us by phone had web-chat not been available | 68%    |
| Number of people who used the auto-payment facility                         | 16,736 |
| Number of auto-operator calls   | 34,464 |



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# Online CYC Web Statistics

- 10.75% increase in 'webpage views' between Sep 1 2020 and Aug 31 2021, compared to previous years (7,419,578 vs 6,699,428)
- 17.17% increase in 'unique webpage views\*' during the period (5,708,226 vs 4,871,746). \* all multiple visits to a single page counted as one visit
- increase of 18.82% in views of the CYC home page (479,917 vs 403,917)
- And page views for our 'landing page' for coronavirus have increased by 32.5%





# The future & use of My Account

Much has changed in the period since 2015 to now, not least the impact of the pandemic on customer behaviour and willingness to embrace and adopt online service, but the launch and development of other services and products across the council have influenced customer demand.



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# My Account Registrations



|  | Collection Frequency | Previous Years |           |           | 2021/2022 |       |    |    |
|--|----------------------|----------------|-----------|-----------|-----------|-------|----|----|
|  |                      | 2018/2019      | 2019/2020 | 2020/2021 | Q1        | Q2    | Q3 | Q4 |
| Customer accounts created in MyAccount | Monthly              | 3,714          | 3,830     | 4,288     | 1,139     | 1,497 | -  | -  |

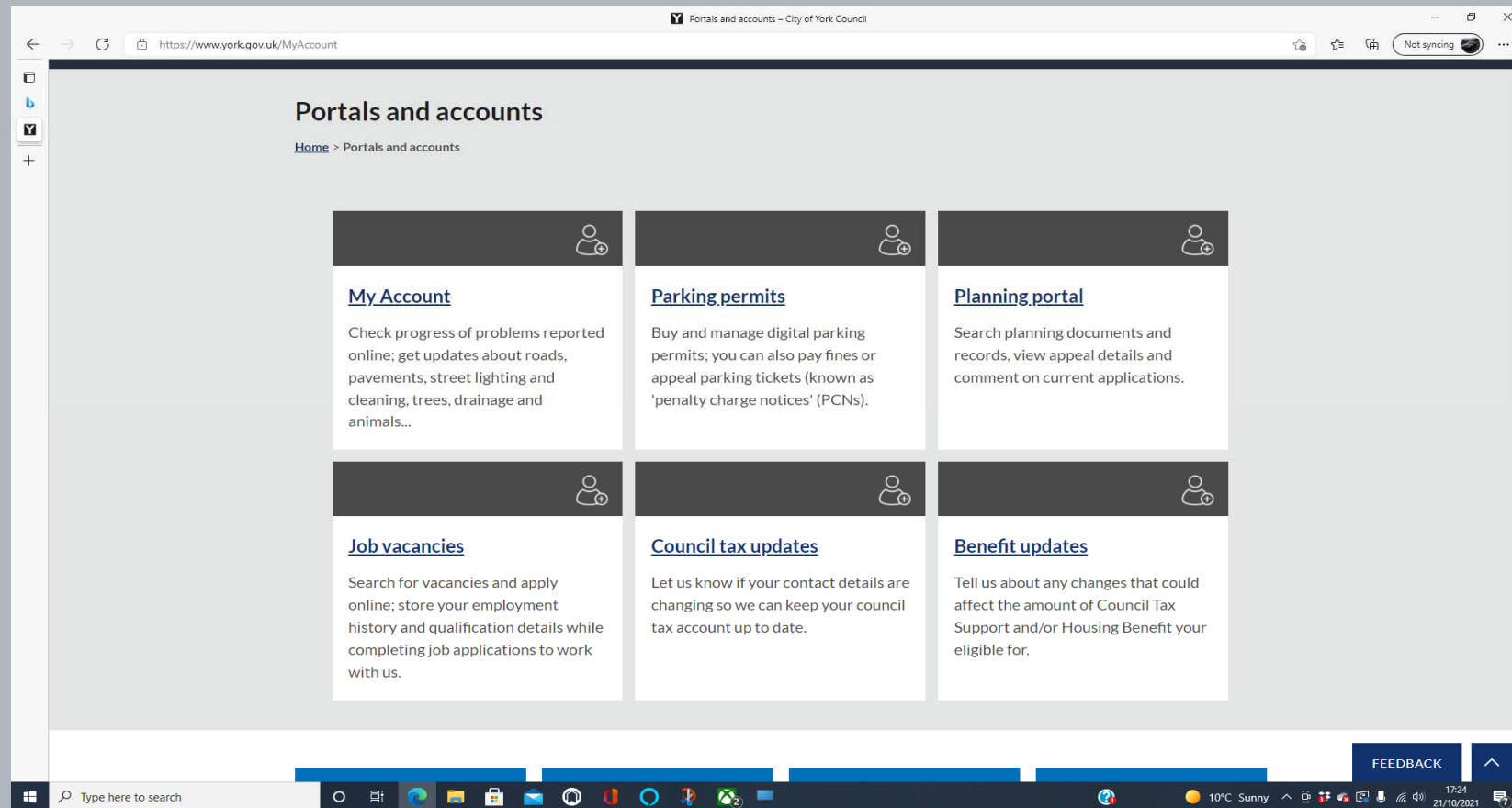
MyAccounts Created since CRM Version 2\*

(Includes admin / temp accounts so slightly different to above)

| Month     | 2019 | 2020 | 2021 |
|-----------|------|------|------|
| January   |      | 345  | 439  |
| February  | 47   | 265  | 394  |
| March     | 600  | 393  | 639  |
| April     | 360  | 288  | 356  |
| May       | 325  | 244  | 429  |
| June      | 313  | 260  | 354  |
| July      | 333  | 324  | 426  |
| August    | 310  | 390  | 411  |
| September | 379  | 285  | 750  |
| October   | 339  | 345  | 264  |
| November  | 283  | 373  |      |
| December  | 213  | 307  |      |
| total     |      |      |      |

Note: During the CRM upgrade on 27 February 2019 4226 MyAccounts from CRM Version 1 were transferred to the new system.

Current live accounts:  
**11,735**  
 (including any duplicate or unused accounts)



Portals and accounts

Home > Portals and accounts

**My Account**  
Check progress of problems reported online; get updates about roads, pavements, street lighting and cleaning, trees, drainage and animals...

**Parking permits**  
Buy and manage digital parking permits; you can also pay fines or appeal parking tickets (known as 'penalty charge notices' (PCNs)).

**Planning portal**  
Search planning documents and records, view appeal details and comment on current applications.

**Job vacancies**  
Search for vacancies and apply online; store your employment history and qualification details while completing job applications to work with us.

**Council tax updates**  
Let us know if your contact details are changing so we can keep your council tax account up to date.

**Benefit updates**  
Tell us about any changes that could affect the amount of Council Tax Support and/or Housing Benefit your eligible for.

FEEDBACK

Type here to search

10°C Sunny 17:24 21/10/2021

# My Account Review Options?



- Aim for original vision - My Account as the access point for all interactions with the council - comes with resourcing and technical challenges but a better customer experience?
- Current position - portal is My Account but with individual and independent customer interfaces such as Parking and Planning?
- Front Page provides individual access to individual services?
- Revisit the strategy and vision for My Account, consulting with customers as to what they want to do and how in relation to their interactions with the Council?



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## Items for Scrutiny consideration?

- Receive **periodic reports** on the digital inclusion partnership, its work and impact to assess whether excluded groups are being reached and their needs met around eg connectivity, skills and social interaction.
- Undertake a **fresh consultation** with the public on digital access to services – see how the data has changed from the original baseline to inform any scrutiny work
- Respond to the discussion points on **the future of My Account** and how this may be best designed/use in future to attract use and maximise its use in a channel shift strategy

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## Scrutiny Work Plan

All committees

| Area | Dates    | Type  | Item 1  | Item 2  | Item 3  | Item 4  |
|------|----------|-------|---|---|---|---|
| CSMC | 01/11/21 |       |   | 1) York Central Quarterly Update<br>2) Digital Inclusion Strategy Update<br>3) Ethical Asset Disposal Policy Update | 1) Neil Ferris / Tracey Carter<br>2) Pauline Stuchfield<br>3) Cllr Fenton |   |
| HASC | 02/11/21 |       | Update on the recent CQC Inspections and Foss Park      | Health & ASC Finance & Monitoring reports   | Health and Wellbeing Board Update   |   |
| E&P  | 03/11/21 |       | Q1 Finance Monitor                                      | Economic Strategy   |   |   |
| CC   | 30/11/21 | Forum |   |   |   |   |
| CEC  | 07/12/21 | Forum | CVS updates (strategic plan, VCS survey, volunteer hub) | Commissioning - Autism strategy   | Youth Mental Health scrutiny review – draft report                        | Improvement Journey updates – to include Foster Carer strategy-information report |
| CSMC | 13/12/21 |       |   | 1) Q2 F&P Update<br>2) Devolution Update?   | Schedule of Petitions   |   |

|      |          |       |  |  |  |                             |
|------|----------|-------|--|--|--|-----------------------------|
| HSC  | 14/12/21 | Forum | Strengthening the Voice of Customer Groups in Housing Services Part 1  |  |  |                             |
| HASC | 15/12/21 | Forum | Adult Social Care provision, including Older Persons Accommodation on programme commissioning strategy and plan in this area | Update on smoking cessation and tobacco control in York                                  | Covid 19 Update  |                             |
| E&P  | 21/12/21 | Forum | Local Transport Plan   |  |  |                             |
| CEC  | 04/01/22 |       | Holiday Activities and Food (HAF) Programme 2021 Update  | Early Help via CYC Local Area Teams – to help inform Community Hubs review               | Community Hubs scrutiny review - interim report          | Financial Monitor Quarter 2 |
| CSMC | 10/01/22 |       |  | 1) York Central Update<br>2) Legal Services Restructure & Governance Arrangements Update | 1) Neil Ferris<br>2) Frances Harrison, Claire Foale, etc |                             |



|      |          |  |   |  |   |  |
|------|----------|--|---|--|---|--|
| CC   | 12/01/22 |  | Action Plan and Zero carbon pathway – early adoption amongst key constituent groups - discuss actions (for example, woodland etc,), prioritisation, timescales, reactions – make recommendati | Strategy Pathway proposal              | Local Transport Plan 4 strategy proposals |  |
| HSC  | 18/01/22 |  | Strengthening the Voice of Customer Groups in Housing Services Part 2   | Housing Strategy                       | Q2 Finance Monitor                        | Anti-Social Behaviour Report (to include management of ASB from a housing tenancy perspective, and an opportunity to feed in to the review of the Safer York Partnership strategy) |
| HASC | 24/01/22 |  | Childhood Obesity- considering the work of other authorities and identifying potential funding  | Whole population dental Health in York |   |  |

|      |          |                   |  |  |  |  |
|------|----------|-------------------|--|--|--|--|
| E&P  | 25/01/22 |                   | Q2 Finance Monitor   | Make It York Update (January or March)   |  |  |
| CSMC | 14.02/22 | Friday 4 February |  | 1) Organisation Development Update Internal<br>2) Organisation Development Update External |  |  |
| CEC  | 02/03/22 | Forum             | Public Health in York Update   | Covid 19 Update  |  |  |
| CC   | 08/03/22 | Forum             |  |  |  |  |
| CSMC | 14/03/22 |                   | Schedule of Petitions  | Q3 F&P Update  |  |  |
| HSC  | 15/03/22 | Forum             |  |  |  |  |
| E&P  | 29/03/22 | Forum             | To receive an update on the developments of any relevant strategies, major projects and planning | Make It York Update (January or March)   |  |  |
| HASC | 30/03/22 | Forum             | Public Health in York Update   | Covid 19 Update  |  |  |
| CSMC | 11/04/22 |                   |  |  |  |  |
| CC   | 12/04/22 |                   | LTP4 delivery plan (possible Joint Scrutiny topic)   |  |  |  |

|      |          |  |   |                                    |  |  |
|------|----------|--|---|------------------------------------|--|--|
| CEC  | 13/04/22 |  | York Learning annual update report      | Skills and Employment Board update |  |  |
| HSC  | 19/04/22 |  | Safer York Partnership Bi-Annual report |                                    |  |  |
| E&P  | 26/04/22 |  | Q3 Finance Monitor                      |                                    |  |  |
| HASC | 27/04/22 |  | City Response to Covid 19 Update        |                                    |  |  |
| CSMC | 23/05/22 |  |   |                                    |  |  |

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