



**Notice of a public meeting of
Customer and Corporate Services Scrutiny Management
Committee**

To: Councillors Williams (Chair), Galvin (Vice-Chair),
D'Agorne, Fenton, Gates, Reid, Steward, S Barnes and
Flinders

Date: Monday, 12 June 2017

Time: 5.30 pm

Venue: The Auden Room - Ground Floor, West Offices (G047)

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 1 - 6)

To approve and sign the minutes of the meeting held on 8 May 2017.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. The deadline for registering is **5.00pm on Friday 9 May 2017**. Members of the public can speak on agenda items or matters within the remit of the Committee. To register to speak please contact the Democracy Officer for the meeting, on the details at the foot of the agenda.

Filming, Recording or Webcasting Meetings

Please note this meeting may be filmed and webcast, or recorded, and that includes any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if recorded, this will be uploaded onto the Council's website following the meeting.

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The Council's protocol on Webcasting, Filming & Recording of Meetings ensures that these practices are carried out in a manner both respectful to the conduct of the meeting and all those present. It can be viewed at http://www.york.gov.uk/download/downloads/id/11406/protocol_for_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

4. Attendance of Executive Leader (Finance & Performance) - Priorities and Challenges for 2017/18 (Pages 7 - 12)

The Executive Leader (incorporating Finance and Performance) will be in attendance to discuss his priorities and challenges for the forthcoming year.

5. Schedule of Petitions (Pages 13 - 22)

This report provides the committee with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

6. Draft Annual Scrutiny Report (Pages 23 - 34)

This Draft Annual Scrutiny Report summarises the work of the five Policy & Scrutiny Committees for the municipal year June 2016 – May 2017.

7. Update on Customer Relations Management System (CRM) and Digital Inclusion (Pages 35 - 46)

This presentation gives Members an update on the Customer Relations Management System (CRM) and Digital Inclusion.

8. Draft Work Plan 2017/18 (Pages 47 - 48)

Members are asked to consider the Committee's draft work plan for the municipal year.

9. Urgent Business

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

Democracy Officer:

Name: Laura Clark

Contact Details:

- Telephone – (01904) 554538
- E-mail – Laura.Clark@york.gov.uk

For more information about any of the following please contact the Democracy 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**