
Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	12 June 2017
Present	Councillors Williams (Chair), D'Agorne, Fenton, Gates, Reid, Steward, S Barnes, Flinders and Dew (Substitute for Councillor Galvin)
Apologies	Councillor Galvin

Part A - Matters Dealt With Under Delegated Powers

1. Declarations of Interest

Members were asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they might have in respect of business on the agenda.

Councillor Flinders declared a personal interest in Item 4 in relation to office space and York Central, as an employee of Network Rail.

2. Minutes

Resolved: That the minutes of the former Corporate and Scrutiny Management Policy and Scrutiny Committee meeting held on 8 May 2017 be approved as a correct record and then signed by the Chair.

3. Public Participation

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

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

The Executive Leader (incorporating Finance and Performance) was in attendance to discuss his priorities and challenges for

the forthcoming year. He gave a brief background to the report and in response to Member questions stated:

- In relation to posts held vacant due to restructuring there had been no decline in service levels.
- There was confidence that Universal Credit would be rolled out in July. This would come with some risk around crisis loans and discretionary housing payments which would be monitored closely.
- There was an average of ten days sick leave per FTE/per annum. There were hot spots where this figure was between 15-20 such as Adult Social Care and measures were being put in place to address this. The Assistant Director Customer Services & Digital stated that research had been done into the impact of stress levels and she would circulate this to Members.
- Whilst there had been delays to the Guildhall scheme the Executive felt this was a better scheme as it was fully costed and commercially viable. The Chair requested that the Executive Member write to the Committee with the financial cost to CYC of this delay.

Resolved: That Members note the report.

Reason: In order to update the Committee on the Executive Leader's priorities and challenges for the forthcoming year.

5. Schedule of Petitions

Members considered a report which provided them 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.

With regards petition no. 83 – Windmill Lane Playing Fields, Members felt that whilst, in accordance with the Petitions Scheme, it was correct for this to be passed to Planning as the relevant decision maker that, given the wider implications of the petition outside of planning, this could be given further consideration in an appropriate forum.

Resolved: That the petitions at Annex A be noted

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

6. Update on Customer Relations Management System (CRM) And Digital Inclusion

Members received a presentation which gave them an update on the Customer Relations Management System (CRM) and Digital Inclusion. The Assistant Director Customer Services & Digital and Head of Customer, Resident & Exchequer Services were in attendance to present the report and answer Member questions.

In response to questions from members, Officers stated:

- People were already using 'My Account', however this was not a fully effective tool yet as there were not a wide range of processes available.
- Whilst some authorities did offer incentives for online payments, the uptake in York was high anyway. Consideration may be given to incentives for 'My Account' sign up on its hard launch.
- There would be work done to support residents who may struggle digitally for various reasons. By improving efficiency by offering more services online this would free up officers who could offer this support. However there would always be an option to use the phone or come into the contact centre.
- In response to events such as flooding there were plans to move towards a 24/7 SLA on some services over the next 12-18 months.

Resolved: That Members note the contents of the presentation.

Reason: To update Members on the Customer Relations Management System (CRM) and Digital Inclusion.

7. Draft Work Plan 2017/18

Members gave consideration to the Committee's draft work plan for the municipal year.

Members requested that the Elections Scrutiny Review Task Group reconvened with the following new members:

- Councillor Flinders
- A Conservative Member, later confirmed as Councillor Galvin

Resolved: That the committee's work plan for 2017/18 be approved.

Reason: To ensure that the committee has a planned programme of work in place.

Part B - Matters Referred To Council

8. Draft Annual Scrutiny Report

Members considered the Draft Annual Scrutiny Report, which summarised the work of the five Policy & Scrutiny Committees for the municipal year June 2016 – May 2017.

During discussion Members highlighted the following:

- Finding the right balance between overview and capturing more policy work, particularly given that most policies are developed at a national level.
- CSMC holding to account Chairs of the other scrutiny committees.

Resolved: That Members approve the Annual Scrutiny Report, which covers the period between June 2016 and May 2017, and refer to Council for endorsement.

Reason: To enable its presentation to Full Council in July 2017, in line with Constitutional requirements.

Councillor D Williams, Chair
[The meeting started at 5.30 pm and finished at 7.05 pm].