



**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.

Residents are welcome to photograph, film or record Councillors and Officers at all meetings open to the press and public. This includes the use of social media reporting, i.e. tweeting. Anyone wishing to film, record or take photos at any public meeting should contact the Democracy Officer (contact details are at the foot of this agenda) in advance of the meeting.

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](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](mailto: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

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City Of York Council

Committee Minutes

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Meeting	Corporate and Scrutiny Management Policy and Scrutiny Committee
Date	8 May 2017
Present	Councillors Williams (Chair), Galvin (Vice-Chair), D'Agorne, Fenton, Gates, Reid, Looker (Substitute - Labour Vacancy), Cannon (Substitute for Councillor Crisp) and Richardson (Substitute for Councillor Steward)
Apologies	Councillors Crisp and Steward

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## **Part A - Matters Dealt With Under Delegated Powers**

### **52. 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. None were declared.

### **53. Minutes**

Resolved: That the minutes of the Corporate and Scrutiny Management Policy and Scrutiny Committee meeting held on 6 March 2017 be approved as a correct record and then signed by the Chair.

### **54. Public Participation**

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

### **55. Chair's Comments**

The Chair spoke, on behalf of the Committee, to express thanks for the hard work Councillor David Levene had done as both a Member of this Committee and as a previous Chair.

**56. Schedule of Petitions**

Members were provided with a report detailing both new petitions and those considered by the Executive or relevant Executive member since the last report to committee.

Members were asked to consider the petitions received and actions reported, and agree an appropriate course of action in each case.

In response to a Member question, Officers clarified that all petitions received would be on the full schedule of petitions, however the extract and petitions report received by this committee only detailed petitions which had been actioned in some way.

Resolved: That the petitions received and actions reported, as detailed in paragraph 5 of the report and Annex A be noted.

Reason: To ensure the committee carries out its responsibilities in relation to petitions.

**57. One Planet York Scrutiny Review Draft Final Report**

Members considered a report which presented them with all of the information gathered in support of the scrutiny review of One Planet York, together with the Task Group's draft recommendations.

The Chair of the One Planet York Scrutiny Review Task Group gave a brief background to the report and the work undertaken by the Task Group.

The Head of Integrated Strategy and Strategic Manager – Sustainability and Transformation were in attendance to answer member questions. They clarified that the 'One Planet Council' was already pushing the 'One Planet' agenda forward and trying to embed the principles in service planning. In response to Member questions they stated:

- The Better Decision making Tool (BDMT) was a pilot and when it was reviewed in six months Members could assess how far this had become embedded into the reporting process. Whilst this was a full tool initially, it

could be that in time only a summary would be provided with reports, however it was important to remember that in some cases this would replace a Community Impact Assessment and for this reason it was important to be comprehensive.

- There were good links between the One Planet York and health and wellbeing bodies.

During discussion Members raised the importance of balancing social, economic and environmental factors when decision making and looking at ways of incorporating these values into discussions around the use of Ward Funding and adding value to projects.

Resolved: That the Committee recognises the opportunities that exist within the One Planet York framework and urges the Executive to show its ambition to become a One Planet Council by playing a leading role in further building the OPY network and maintaining a strong focus on the OPY vision. The Committee agree to endorse the following recommendations:

i. *Review what leading sustainable cities and those similar to York are doing in seeking to balance economic, social and environmental needs.*

a) The Council fully utilises the opportunities presented by the One Planet York framework to drive organisational efficiency and effectiveness through the principles of a One Planet Council and further mobilise the wider city towards a more sustainable and resilient One Planet York future.

ii. *Explore potential of the One Planet York framework to:*

- *Enable benchmarking with other cities through a new One Planet York 'city scorecard' (basket of measures)*
- *Increase understanding and wider awareness about what makes cities sustainable and resilient.*

b) Communication of the One Planet York framework, vision and 10 principles are sustained across all media platforms and that widespread use

of the One Planet York or One Planet Council logos is encouraged to demonstrate a united commitment in the One Planet York principles by City of York Council and our city partners.

c) That progress towards the One Planet York vision is measured via a new city scorecard and that the One Planet Council objectives are measured via a new council scorecard.

d) As the city scorecard will be based on the Grant Thornton Vibrant Economy Index, which includes a basket of measures across a range of economic, social and environmental themes, this scorecard is formally reported to CSMC on an annual basis to coincide with the Grant Thornton refresh in November each year.

e) That the One Planet York Task Group is reconvened in 12 months' time to review the impact of the Council's emerging service plans within the One Planet Council framework; how Key Performance Indicators align to the One Planet principles and to gauge the efficiency and effectiveness of internal communications.

iii. *Review statutory and local decision making tools, engagement and collaboration methods to help cities best balance economic, social and environmental needs.*

f) City of York Council supports the full integration of the Better Decision Making Tool in the key decision making process.

g) Alongside the full integration of the BDMT, a plan is developed to support officers in the understanding and use of the tool to ensure its effectiveness.

h) CSMC review progress on embedding and implementing the BDMT in 12 months' time.

i) A specific heading relating to resilience and sustainability is added to the risks and implications section of CYC report templates.

j) The Council makes the BDMT available to partner organisations aligned to the One Planet York framework and explores whether a simplified version of the BDMT can be developed to assist ward committees when they consider the allocation of devolved budgets.



k) One Planet York notice boards, literature and static presentations are made available for ward committees interested in utilising the framework to further mobilise neighbourhoods / communities to get behind the OPY vision and to stimulate new neighbourhood conversations.

l) An elected member toolkit / resource pack is developed to assist ward committees, and is made available to community and voluntary groups to assist in making informed decisions within the One Planet York framework.

m) The Council arranges training for ward teams / committees to deliver One Planet York presentations to spread the One Planet message at local level.

iv. *Explore how the city's Urban Living Pilot Project – 'York City Environment Observatory' – could bring new knowledge and insight regarding economic, social and environmental interdependencies.*

n) That CSMC request a report on the Urban Living Pilot Project once this work has been completed.

Reason: To conclude the work on this review in line with scrutiny procedures and protocols thereby enabling this report to be presented to a future meeting of the Executive.

## **58. Proposals For The Future Ways Of Working In Scrutiny**

[See also Part B minute]

Members considered a report presenting terms of reference for the new scrutiny committees agreed by Council in March 2017, including the two Economy & Place committees which Council agreed to trial for one municipal year.

In response to Member questions Officers clarified that co-opted Members would still be invited to the relevant scrutiny meetings, but that this did not apply to either of the Economy and Place committees.

Resolved: That Members note the revised Terms of Reference for the new scrutiny committees at Annex A.

Reason: To inform the scrutiny management role of this Committee.

**59. Urgent Business**

Elections Scrutiny Review Task Group

The Chair raised the fact that the Elections Scrutiny Review Task Group had two vacancies following Councillor Lisle's appointment as an Executive Member and Councillor Levene's resignation. It was agreed that replacements would be decided at the first meeting after Annual Council.

**Part B - Matters Referred To Council**

**60. Proposals For The Future Ways Of Working In Scrutiny**

[See also Part A minute]

Members considered a report presenting terms of reference for the new scrutiny committees agreed by Council in March 2017, including the two Economy & Place committees which Council agreed to trial for one municipal year.

Recommended: That the Corporate & Scrutiny Management Policy & Scrutiny Committee recommend to Council the proposed terms of reference for the two Economy & Place Committees being trialled throughout the coming municipal year.

Reason: To enable the changes required to the scrutiny function to be presented to Full Council in May 2017 for approval.

Councillor D Williams, Chair  
[The meeting started at 5.30 pm and finished at 6.00 pm].

## **Customer and Corporate Services Scrutiny Management Committee**

**12 June 2017**

### **Executive Leader (Finance and Performance) - Portfolio Priorities**

**Financial Management** - complete accounts, effective financial monitoring, and preparation of revised Financial Strategy February 2018.

We delivered an underspend of over £1m last year demonstrating that we are in control of our finances, at a time when the challenges are very significant, and one does not need to go too far to find some other public organisations struggling.

Our financial strategy approved in February of this year set out a wide range of affordable investment, with investment in adult care, winter maintenance, ensuring provision to maintain the park and ride service, and investment in financial inclusion.

This was further to a large additional programme of capital investment and moving forward ensuring we deliver on a wide range of capital schemes, from drainage/highways to community stadium, new facilities at the Guildhall, and of course using our financial strength to deliver schemes such as York Central. Total capital expenditure in the present 5 year programme is forecast to be £215m. It is through having strong financial health that we are able to then make the required prioritised investments we need to make for the City.

During the last year we have joined the West Yorkshire Transport Fund, but only on the basis that York received certain protections to limit exposure to any unaffordable increases in the payments we would make. This will see us attract some £80m of funding for York Central and the Outer Ring Road.

**Customer Services** - ensuring effective collection of income, benefits administration and improvement in key customer performance measurements to demonstrate improvements in customer experience.

Customer satisfaction has remained high all year, with an average of 92.5% across all channels which is an improvement on the last two years. We have successfully moved 14 highly transactional revenues and benefits services on line over the past year

Collection levels are high in relation to Council Tax (97.6%) and Business rates (99.0%), with some £200m collected per annum.

We will be implementing a brand new system from July 2017 for customers who benefit from British Sign Language (BSL) support. This will give our residents who require BSL interpretation:

- Access to services face to face. If someone comes to West Offices and requires BSL from customer service we will take them to a private room and video link the interpretation service
- Access by phone from home. If someone has the appropriate equipment (web-cam and internet access) the person can use a link from our website, contact the interpretation service who then contacts CoYC customer service by phone

One of our main challenges include managing the effect of Universal Credit which is being fully implemented in York in July this year, and is expected to bring greater work pressures along with an expected increase in the number of citizens asking for financial support either through Discretionary Housing Payment (DHP) or through our social fund (YFAS).

**HR** sits in the portfolio and ensuring we support and develop our employees to be able to perform to the best of their ability is a key priority.

We have introduced new values for the Council, developed a workforce plan, and we will continue to support staff wellbeing. However, I also recognise that we need to at times develop a stronger approach to issues such as absence – we have many areas of the Council who have very low absence rates that compare with the best organisations in the private sector – but also there are some areas where performance is not as I would like and we will look to provide targeted support in these areas.

In addition, I am keen to increase the number of **apprenticeship opportunities** and maximise the use of the apprenticeship levy, which is a key element of the People Plan (our workforce strategy).

## **Asset Management**

The agenda regarding the use of our assets and the regeneration of parts of the city in the coming years is extremely active, with a number of major projects shaping up for delivery (many of which such as York Central and Castle Gateway have been stalled for many years and we are now actively engaged in delivery). In addition, we are taking stock of how we use our remaining assets, with a proposal for a review of community assets in the next quarter and a report on the continuing work we are doing to deliver increased income from our commercial portfolio to deliver the large budget targets allocated to this work to generate an additional £1m income from our commercial estate by 2020/21.

## **Major Projects**

There are a number of major projects already in train such as York Central - partnership delivery of up to 2500 homes and 100,000 sq m of commercial office. Work is progressing well and will be the subject of a number of reports over the coming months with large scale public consultation on the developing masterplan.

Castle Gateway - development of the area around Piccadilly, Coppergate, Castle Car Park and St George's Field car park to expand the city centre and create new commercial and residential opportunities. Business case development is underway with a view to a report late 2017.

Guildhall - moving into construction phase for a managed office space to support small business growth with supporting commercial development and ongoing civic use of the space.

Mansion House - in construction with reopening targeted for Autumn 2017.

Housing delivery - working in a strategic partnership with the HCA to deliver accelerated housing construction on public land. A report will be brought to Executive in the Autumn, setting out a business case containing proposals for site development and delivery mechanisms. This has significant cross over with the Housing Portfolio.

**Delivering Efficiencies across the Directorate** - key areas include restructuring across a number of areas, and generating more income

across a range of services.

## ICT

Further development and implementation of the **Digital Services Programme**, enabling service transformation, easier customer interaction, and providing a greater range of services available on line.

**ICT Programme** – the programme this year as well as the delivery of specific projects, is mainly focussed on maintenance and upgrade of infrastructure, and ensuring information security as part of ICT's ongoing commitment to protect CYC from new and ever changing cyber security threats we identified, procured and implemented Trend security during 2016/17. It provides a constantly evolving suite of protection products including anti-ransomware.

As we are continuing to maximise the potential and use of digital technology it is bringing a change in customer behaviour, for example there has been a significant reduction in call volume eg

- Council tax; 30%
- Waste, highways and environment; 38%

Going forward we will be bringing in webchat and a social media suite which will help us assess the types of issues that residents are concerned about.

Revenues on-line forms were launched in July 2016 and Benefits in September 2016, and we are processing 1000 forms per week electronically with 60% automation.

**Review of Administration, Accommodation**, including West Offices and Hazel Court – the financial strategy sets out a requirement for significant income from our facilities and we are well on track with this through letting space out to external partners such as Network Rail at West Offices. I would thank our Council staff who have being extremely flexible in their working arrangements to ensure we maximise utilisation of space. Every desk at West Offices has a value of around £4,000 so we have to use these resources effectively. To continue to deliver efficiencies will however require us to consider the utilisation of other buildings, and opportunities for further rationalisation.

The Portfolio also deals across all areas of the Council, providing a range of support and I would touch upon just a few matters within this Portfolio

- Supporting Savings and Change - supporting all directorates in delivery of savings plans, including changes in service delivery
- Effective Governance - working with Directorates on information security, complaints, performance data
- Procurement Compliance - supporting all services on Procurement issues, ensuring effective controls and compliance, and completion of a new procurement and commissioning strategy
- Compliance and Assurance - ensuring effective internal audit, , HR processes, and other systems and controls including ICT security
- Ensuring Effective Risk Management/ Project Management Across the Organisation

This is clearly a very wide ranging portfolio – ranging from leading the financial strategy, collecting council tax, providing a range of professional support, ensuring compliance, and managing our facilities. I am confident that we can approach the next year with optimism, built on a sound financial basis, and with an emphasis on the customer throughout everything we do.

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**Customer & Corporate Services Scrutiny  
Management Committee**

12 June 2017

Report of the Assistant Director - Legal and Governance

**Schedule of Petitions****Summary**

1. Members of this Committee are aware of their role in the initial consideration of petitions received by the Authority. The current petitions process was considered by the Audit and Governance Committee on 2 October 2014 and endorsed by Council on 9 October 2014. This process aims to ensure scrutiny of the actions taken in relation to petitions received either by Members or Officers.

**Background**

2. Following agreement of the above petitions process, Members of the Corporate and Scrutiny Management Policy and Scrutiny Committee (CSMC) had been considering a full schedule of petitions received at each meeting, commenting on actions taken by the Executive Member or Officer, or awaiting decisions to be taken at future Executive Member Decision Sessions.
3. However, in order to simplify this process Members agreed, at their June 2015 meeting, that the petitions annex should in future be provided in a reduced format in order to make the information relevant and manageable. At that meeting it was agreed that future petitions reports should include an annex of current petitions and agreed actions, but only following consideration of the petitions by the Executive or relevant Executive Member or Officer.
4. This was agreed, in the knowledge that the full petitions schedule was publicly available on the Council's website and that it was updated and republished after each meeting of the Committee.

<http://democracy.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13020&path=0>

## 5. **Current Petitions Update**

A copy of the reduced petitions schedule is now attached at Annex A of the report which provides a list of new petitions received to date. There have been no petitions considered by the Executive or relevant Executive Member/Officer since the last meeting of the Committee in February. With regards petition no. 83 – Windmill Lane Playing Fields, this has been included on the Petitions Schedule for fullness of record however, in accordance with the Petitions Scheme, has been passed to the relevant decision maker (Planning Committee) as it relates to a planning application.

## 6. **The Process**

There are a number of options available to the Committee as set out in paragraph 7 below, however these are not exhaustive. Every petition is, of course, unique, and it may be that Members feel a different course of action from the standard is necessary.

### **Options**

7. Having considered the reduced Schedule attached which provides details of petitions received and considered by the Executive/Executive Member since the last meeting of the Committee; Members have a number of options in relation to those petitions:

- Request a fuller report, if applicable, for instance when a petition has received substantial support;
- Note receipt of the petition and the proposed action;
- Ask the relevant decision maker or the appropriate Executive Member to attend the Committee to answer questions in relation to it;
- Undertake a detailed scrutiny review, gathering evidence and making recommendations to the decision maker;
- Refer the matter to Full Council where its significance requires a debate;

If Members feel that appropriate action has already been taken or is planned, then no further consideration by scrutiny may be necessary.

8. Following this meeting, the lead petitioner in each case will be kept informed of this Committee's consideration of their petition, including any further action Members may decide to take.

### **Consultation**

9. All Groups were consulted on the process of considering more appropriate ways in which the Council deal with and respond to petitions, resulting in the current process. Relevant Directorates are involved and have been consulted on the handling of the petitions outlined in Annex A.

### **Implications**

10. There are no known legal, financial, human resource or other implications directly associated with the recommendations in this report. However, depending upon what, if any, further actions Members agree to there may, of course, be specific implications for resources which would need to be addressed.

### **Risk Management**

11. There are no known risk implications associated with the recommendations in this report. Members should, however, assess the reputational risk by ensuring appropriate and detailed consideration is given to petitions from the public.

### **Recommendations**

12. Members are asked to consider the petitions received on the attached Schedule at Annex A, and agree an appropriate course of action in each case.

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

**Contact Details:**

Author:  
Laura Clark  
Democracy Officer  
Tel No. 01904 554538  
e: [Laura.Clark@york.gov.uk](mailto:Laura.Clark@york.gov.uk)

Chief Officer Responsible for the report:  
Andrew Docherty  
AD Legal and Governance

Report  
Approved

Date

2 June 2017

Wards Affected:

All

**Background Papers:** None


**Annexes:**

Annex A – Extract from schedule of petitions received and action taken to date

Petition Details	Petition Type	No of Signatures (Approx)	Responsible Officer	Decision maker (e.g. Executive Member, Director)	Date of Consideration	Action Agreed	Date of Consideration by CSMC & Outcome
<b>73. A petition from Residents of St Aubyns Place requesting Residents' Priority Parking</b>	Hard copy presented to Network Management 20/01/2017	20 properties in support (out of 25)	Sue Gill Traffic Project Officer T. 01904 551497	Executive member for Transport and Planning	Decision Session 22-06-2017		
<b>74. Improve Eating Disorder Services in York</b> - to improve the quality and effectiveness of services in North Yorkshire & the City of York for people with eating disorders, decrease the length of time between the onset of eating disorders and access to	ePetition running from 1 March 2017 – 10 April 2017	1	Sharon Stoltz Director of Public Health t 01904 553224	Exec Member for Adult Social Care and Health	-	Note: Petition only received 1 signature.  Officers to respond	

<p>appropriate help. Limit the physical and psychiatric morbidity, social disability and mortality caused by eating disorders</p>							
<p><b>75. Additional Flood defence works</b> to happen, following consultation with the local community. This must include protection or an alternative route for Fordlands Road residents during flood events, and completion of the flood defence works for the A19.</p>	<p>Email copy presented to Neil Ferris and Environment Agency from Cllr K Aspden 22.03.17</p>	<p>150</p>	<p>Neil Ferris Corporate Director of Economy and Place Delegated to Steve Wragg T 01904 553401</p>	<p>Executive Member for Environment</p>	<p>Decision Session 5 June 2017 Consideration of this item has been deferred from 5 June to 3 July 2017</p>		

<p><b>76. The Horseshoe, Tadcaster Road –</b> request for CYC to improve the condition of the road surface as the road has been graded as 5 for sometime and is dangerous to cyclists and vehicles</p>	<p>Handed over at Full Council by Cllr Mason 30-03-17</p>	<p>37</p>	<p>Steve Wragg Flood Risk Manager T 01904 553401</p>	<p>Executive Member for Transport &amp; Planning Decision Session</p>	<p>Decision Session 22-06-2017</p>		
<p><b>77. Danesmead Estate –</b> request for resolution of dangerous and inconsiderate parking by either double yellow lines or resident only parking</p>	<p>Handed over at Full Council by Cllr D'Agorne 30-03-17</p>	<p>42 Majority supported either Double yellow lines Resident only parking</p>	<p>Alistair Briggs Traffic Network Manager T: 01904 551368</p>	<p>Executive Member for Transport &amp; Planning Decision Session</p>	<p>Decision Session 22-06-2017</p>		

<p><b>78. Barbican Mews</b> – request for CYC to address inconsiderate parking in the Mews by either double yellow lines or resident only parking</p>	<p>Handed over at Full Council by Cllr D'Agorne 30-03-17</p>	<p>20 Majority supported double yellow lines</p>	<p>Alistair Briggs Traffic Network Manager T: 01904 551368</p>	<p>Executive Member for Transport &amp; Planning Decision Session</p>	<p>Decision Session 22-06-2017</p>		
<p><b>79. Save Our Local Services</b> – to Post Office Ltd and CYC – that CYC urge PO Ltd to re-open branch in Clifton ward at the earliest opportunity to restore services for people of Clifton</p>	<p>Handed over at Full Council by Cllr D Myers and Cllr Wells 30-03-17</p>	<p>640</p>	<p>Charlie Croft AD Communities, Culture &amp; Public Realm T: 01904 553371</p>	<p>TBC</p>		<p>See letter dated 18-04-17 from PO Ltd</p> <p> [Untitled].pdf</p>	<p>08-05-2017 CSMC Noted</p>



<p><b>80. Muncaster (Malton Road, adopted end)</b> - request to repair which is dangerous for pedestrians, motorcyclists and cyclists and is in need of substantial road repair work</p>	<p>Handed over at Full Council by Cllr Boyce 30-03-17</p>	<p>60</p>	<p>Steve Wragg Flood Risk Manager T 01904 553401</p>	<p>Executive Member for Transport &amp; Planning Decision Session</p>	<p>Decision Session 22-06-2017</p>		
<p><b>81. Garden Waste Collection</b> – request for residents in Southlands Road, Nos 21 to 30 to receive a green waste collection services.</p>	<p>Emailed from Cllr Kramm 09-04-17</p>	<p>10</p>	<p>Russell Stone Head of Operations T: 01904 553108</p>	<p>Executive Member for Environment</p>		<p>Officer response - This matter is already being looked into as part of a project looking at moving (where appropriate) properties from waste collection in bags to waste collection in bins. Alongside the bags to bins project we are reviewing our Grey and Green collection service and areas currently without a green collection will be considered during this process.</p>	<p>08-05-2017 CSMC Noted</p>

						We have a programme of consultations set up and this location is included in the project/programme.	
<b>82. Request for Residents' Parking on Sussex Road</b>	Emailed to Cllr Barnes, Cllr Shepherd and Highway Regulation on 15 May 2017	34 signatures from 20 properties	Alistair Briggs	Executive Member for Transport and Planning	Decision Session 13-07-2017		
<b>83. Windmill Lane Playing Fields –</b> objection to the proposal to build on Windmill Lane Playing Fields. Request to keep the site an open space for sport and community use.	Hard Copy handed to Democratic Services 31-05-2017	1197 (hard copy) and 132 online	Jonathan Carr	Planning Committee	15-06-2017		



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**Customer & Corporate Services Scrutiny Management Committee**

12 June 2017

Report of the Assistant Director of Governance &amp; ICT

**Draft Annual Scrutiny Report 2016-17****Summary**

1. This Draft Annual Scrutiny Report summarises the work of the five Policy & Scrutiny Committees for the municipal year June 2016 – May 2017, and asks Members to agree the report prior to its presentation to Council in July 2016.

**Background**

2. This committee is charged with monitoring overall performance in relation to scrutiny work and providing an Annual Report to Full Council. The last Annual Report for the period June 2015 – May 2016 was presented to this Committee on 13 June 2016 and to Council on 21 July 2016.

**Consultation**

3. Consultation was not required for the production of this Annual Report. However, consultation is an important element of scrutiny and is regularly carried out in support of all scrutiny reviews.
4. The final reports produced for each of the reviews completed during the period June 2016 – May 2017 detail all of the work undertaken, including any consultation carried out. Those final reports and all supporting information can be viewed in full at:

<http://modgov.york.gov.uk/ecCatDisplay.aspx?sch=doc&cat=13029&path=13028>

**Scrutiny Reviews in 2016-17**

5. In the last municipal year Members of the **Corporate & Scrutiny Management Policy & Scrutiny Committee (CSMC)** initiated two scrutiny reviews.

6. One Planet York.

In early September 2016 CSMC considered a scoping report on One Planet York and members agreed there would be value in undertaking a scrutiny review to support this work. CSMC agreed the review should focus on ensuring a balance between economic, social and environmental needs that is right for York; ensuring key decisions and strategic plans take account of economic, social and environmental factors and ensuring decisions and strategic plans are informed by both short-term priorities and anticipated longer-term impacts. After a series of meetings and presentations the Task Group was able to assess what leading sustainable cities and those similar to York are doing in seeking to balance economic, social and environmental needs; examine how the One Planet York framework can benchmark York with other cities; have a wider understanding about what makes cities resilient and sustainable and review statutory and local decision making tools, engagement and collaboration methods to help cities balance economic, social and environmental needs. The Task Group made a series of recommendations which were endorsed by CSMC on 8 May 2017.

7. Electoral Arrangements.

In late July 2016 CSMC considered an overview report on electoral arrangements, and while Members acknowledged that overall the current arrangements in York were working effectively, they agreed to carry out a scrutiny review to examine ways of maximising the number of people eligible to vote and improving the performance of the count while maintaining a high standard of accuracy. The Task Group has held two meetings to date, firstly to consider the impact of Individual Electoral Arrangements and to examine creative solutions to improving the performance at the count and, secondly, to consider information from the Electoral Commission regional manager and the Electoral Services manager from Sheffield City Council. A third scheduled meeting was cancelled at short notice due to the unavailability of the registration officer from the University of York. Since then one of the Task Group members has been made an Executive member and a second has resigned his seat. In May 2017 CSMC agreed to select new members for the Task Group after the annual Council meeting.

8. **The Economic Development & Transport Policy & Scrutiny Committee** carried out two reviews during 2016-17.

9. Protection of Grass Verges. In March 2016 EDAT agreed to look at how the Council can work in partnership with residents to improve and protect the condition of grass verges from damage caused by motor vehicles. A Task Group received significant input from residents who were concerned about this issue and had a number of meetings which led to a

series of recommendations which were endorsed by EDAT in September 2016 and by the Executive in November 2016.

10. Impact of the Arts and Culture Sectors on the Economy of York.  
In July 2016 EDAT considered a feasibility report on the impact of the arts and culture sectors on the economy of York and agreed it was a topic worthy of review. The aim is to understand the value and impact of the arts and culture sectors on the economy of York and examine how they can further increase their impact on economic development and create additional high-value jobs in the city. The objectives are to promote cultural amenities in the city for the purpose of attracting economic investment, leading to an increase in high-value jobs and the retention of high-quality employees; examine the City Council's role within these sectors and assess what further interventions the Council could undertake to support these sectors and to identify ways to facilitate more and better joint working among cultural organisations. The Task Group has consulted widely with leading arts and culture organisations and the business community and in February presented an interim report to EDAT when the Committee agreed the review could run into the next municipal year with a view to presenting a final report in late summer 2017.
11. The **Health & Adult Social Care Policy & Scrutiny Committee** was also involved in two reviews during 2016-17.
12. Public Health Grant Spending.  
In July 2015 the Health & Adult Social Care Policy & Scrutiny Committee appointed a Task Group to undertake a scrutiny review on public health grant spending. The review aimed to identify a comprehensive understanding of York's public health outcomes and spend, and establish a knowledge base for joint use with the Health & Wellbeing Board. The review stalled slightly while revised figures from the Department of Health were confirmed so it was not possible to conclude the review during the 2015-16 municipal year. However, after meetings in 2016 and early 2017 the Task Group presented their recommendations in a final report in March 2017 when they were endorsed by the full committee.
13. Bootham Park Hospital Closure  
Bootham Hospital was closed following an unannounced inspection of the psychiatric inpatients services by the Care Quality Commission (CQC) on 9 & 10 September 2015 when the CQC reaffirmed it was not fit for purpose and all clinical services had to be relocated from 30 September 2015. In November 2015 the Committee agreed to carry out its own review *"To understand the circumstances leading to the closure*

*of Bootham Park Hospital, to establish what could have been done to avoid the gap in services in York, particularly for in-patients and their families, and identify any appropriate actions for relevant partners".* The review utilised the support of an Independent Expert Adviser, who provided his services pro bono, and NHS England who were carrying out their own lessons learned review. Scrutiny worked closely with NHS England throughout the process and NHS England published its own report via scrutiny in April 2016 . It was publicly discussed for the first time at a Health & Adult Social Care Policy & Scrutiny Committee on 25 April 2016. The Committee was unable to complete its review during the 2015-16 municipal year as it needed action plans from partner organisations before any final recommendations could be. The recommendations in the final report were endorsed by the full committee in September 2016 and by the Executive in November 2016.

14. During 2016-17 the **Communities & Environment Policy & Scrutiny Committee** completed one review.

15. Ward Funding.

In June 2016 the Committee received a detailed report on the Council's new approach to community engagement through the establishment of revised ward committees, and the progress to date in embedding them in working practices. This highlighted some areas of operation where there were issues, so it was agreed it would be helpful if the Scrutiny Committee were to undertake a review to assess achievements to date and ambitions for the future for a number of areas which still needed refining. To help achieve their objectives the Task Group agreed to consult with all councillors on their experiences. After this consultation, and a series of meetings, the Task Group made a number of recommendations which were endorsed by the Committee in January 2017. These were subsequently endorsed by Executive in March 2017 in order to facilitate further improvements to the neighbourhood working model..

16. Finally, the **Learning & Culture Policy & Scrutiny Committee** was involved in two reviews during 2016-17.

17. Play Opportunities

In July 2016 a Task Group was formed to undertake a scrutiny review with the aim of developing improved play opportunities across the city and identifying ways of enabling communities to bring forward potential schemes. During the course of the review the Task Group recognised the limited opportunities available for York teenagers. They also recognised that the active involvement of children and young people was essential in the development of play opportunities, and that it works best

when there is a visible commitment to their involvement, and their involvement is valued. On that basis, and after a series of meetings, the Task Group made a series of recommendations which were endorsed by the Committee in January 2017 and by the Executive in March 2017.

18. Tour de France

In January 2016 a Task Group was formed to consider the appropriate planning, promotion, and delivery of future major events to ensure all associated risks can be managed effectively, including Health & Safety and reputational risk. The review focussed on the Tour de France Grand Depart, and the provision of the entertainment Hubs and camping sites, and included consideration of feedback on individual elements of the delivery programme, including management of the event, its financial implications, and the lessons learned for the future. The review was still ongoing at the end of the 2015/16 municipal year and so the Task Group was reformed in June 2016 to conclude its investigation. The new Children, Education & Communities Policy & Scrutiny Committee is scheduled to receive the review draft final report in July 2017, prior to its consideration by the Executive in September 2017.

**Supporting the Council Plan 2015-19**

19. All of the reviews carried out during 2016-17 (identified above) took account of the Council's need to be inclusive and ensure equality in accessing the services being reviewed. Each review also supported a number of the council's other improvement priorities and direction statements:
20. The following reviews were directly linked to the 'Prosperous City for All' element of the Council Plan:
  - Impact of the Arts and Culture Sectors on the Economy of York;
  - One Planet York
  - Tour de France
21. The following reviews were directly linked to the 'Focus on Frontline Services' element of the Council Plan:
  - Public Health Grant Spending;
  - Bootham Park Hospital;
  - One Planet York
  - Play Provision
22. The following reviews were directly linked to the 'Council That Listens to Residents' element of the Council Plan:

- Bootham Park Hospital;
- Grass Verges;
- One Planet York
- Ward Funding
- Play Provision

### **Finance & Performance Monitoring**

23. Throughout 2016-17 the Policy & Scrutiny Committees received regular quarterly monitoring reports relating to the council's performance and finance management, in service areas specific to their individual remits.
24. In addition, they also received other monitoring reports specific to their individual terms of reference, as detailed below:
25. **Corporate & Scrutiny Management Policy & Scrutiny Committee** considered a Schedule of Petitions at each meeting and other overview and updates reports throughout the year i.e.:
  - Electoral organisation;
  - Guildhall Project;
  - Procurement activity;
  - Future ways of Working in Scrutiny;
  - One Planet York;
  - Peer Review Challenge and Action Plan;
  - Administration of Section 106 agreements;
  - Scrutiny Revenue Support Budget;
  - Customer Relations Management System;
  - The Annual Scrutiny Report for 2015-16;
  - Air Quality.
26. The **Communities & Environment Policy & Scrutiny Committee** received updates on:
  - Riverside Improvements;
  - Consultation on Draft Alcohol Strategy;
  - Allerton Park Waste Recovery Treatment Centre;
  - Updates on CYC Flood Defences Action Plan;
  - Update on Environment Agency Flood Action Plan;
  - Report on Mixed recycling and Waste Collection
  - Update report on Housing and Planning Bill
27. The Committee welcomed the attendance of officers from North Yorkshire Police and North Yorkshire Fire and Rescue Service and



throughout 2016-17 it received a number of updates in support of its responsibility for the discharge of the functions conferred on the Council by sections 19 & 20 of the Police & Justice Act 2006, in relation to the scrutiny of community safety issues, the Police and the work of the local Crime and Disorder Reduction Partnership (CDRP). These included:

- Bi-annual performance reports from Safer York Partnership (SYP);
- An update on the work of AVANTE (Alcohol, Violence & Night-Time Economy);
- Updates on Domestic Violence and Drug Related Crime and Disorder;
- An update on the Community Safety Plan;
- An update on the Hate Crime Action Plan

28. The **Economic Development & Transport Policy & Scrutiny Committee** welcomed the attendance of the Managing Director of Make it York on two occasions and received briefings/updates on:

- Major projects within the city including major developments and major transport initiatives and issues arising from them;
- York Economic Dashboard;
- Modal shift in transport in the city
- Universal Credit
- York Central project
- Castle Gateway project
- York Access Fund project
- Air Quality
- Progress against actions in the Economic Strategy.

29. The Committee also received presentations from the York Business improvement District (BID) manager, the Guild of Media Arts and York Civic Trust on its proposed transport policy for the city.

30. The **Health & Adult Social Care Policy & Scrutiny Committee** has a statutory role to review and scrutinise the impact of services and policies of key partners on the health of the city's population. As such it received updates on:

- York Health and Wellbeing Board;
- Safeguarding Arrangements;
- Carers' Strategy;
- Residential, Nursing and Home Care Services;
- Healthy Child Services;
- Substance Misuse Treatment and Recovery Services;
- Re-procurement of community services and wheelchair services

- Sustainability and Transformation Plans
- Elderly Persons' Homes;
- Winter pressures;
- Safeguarding Adults Board Peer Review and Action Plan;
- York Hospital winter experience;
- Delayed transfer of Care;
- Continuing Health Care;
- Partnership Commissioning
- Access to NHS Services
- Public Health Services Commissioned by NHS England – vaccinations, immunisation and screening.

31. The Committee were also consulted on a number of issues:

- Proposed new mental health hospital for York;
- Change of services at Archways Intermediate Care Unit;
- Vale of York CCG turnaround and recovery plans;
- Actions against York Hospital Action Plans;
- Yorkshire Ambulance Service CQC Inspection;
- New Joint Health & Wellbeing Strategy.
- The merger of medical practices in York – Front Street / Beech Grove.

32. Finally, they received a number of reports and presentations i.e.:

- Be Independent monitoring reports;
- Healthwatch Performance Updates;
- Annual report of the Chief Executive of Yorkshire Ambulance Service;
- Annual report of the Chief Executive of York Teaching Hospital NHS Foundation Trust;
- Tees, Esk and Wear Valleys FT – One Year in York.
- CCG turnaround and recovery Plans
- Ambulance cover in York;

33. The **Learning & Culture Policy & Scrutiny Committee** also received a range of reports and updates on the following, which included:

- Bi-annual Partnership Delivery Plan updates from York Museums Trust;
- Bi-annual Service Level Agreement Performance updates from York Theatre Royal;
- Bi-annual Service Level Agreement Performance updates from Explore York Libraries & Archives;
- Bi-annual updates on the work of York Safeguarding Board

- Bi-annual progress reports on Safeguarding and Looked After Children;
- Update Reports on York Trial for 30 House Free Childcare for Working Families;
- A Report on the Draft Skills Strategy;
- An Update Report on School Meals;
- Update on implementation of Local Area Teams;
- School improvement updates and an Ofsted update on Schools Performance;
- A Learning Services Self-Assessment Overview Report
- SACRE's Annual Report & Review of York Schools' agreed syllabus;
- Update on Schools Response to White Paper – Educational Excellence Everywhere.

34. In addition the Committee received presentations from the Chair of York @ Large and the Chair of Learning City York on their ongoing partnership work with the Council. They also met with the Chair of York Safeguarding Board.

### **Acting as Critical Friend**

35. During the municipal year 2015-16 each of the Policy & Scrutiny Committees met with the relevant Executive Members to hear about their challenges and priorities for the year. They also met with some of the council's appropriate statutory partners to hear about their priorities and challenges.

### **Monitoring Previous Recommendations**

36. Finally, each of the committees received bi-annual updates on the implementation of the approved recommendations arising from their previously completed scrutiny reviews. Those deemed to be fully completed were signed off.

### **Post-decision call-in**

37. Throughout the municipal year 2016-17 there were three Executive/ Executive Member decisions called-in for consideration by CSMC. The decision of the Executive was confirmed in each instance. They were:

- Better Bus Area Fund – Clarence Street Bus Improvement Scheme.
- Park & Ride Service Operator Specification

- Disposal of Land to English Heritage for a Clifford's Tower Visitor Centre

### **Pre-decision call-in**

38. At its meeting in August 2015, the Executive agreed some operational guidelines for enabling and supporting a pre-decision call-in process. This supplements the pre-existing arrangements for post-decision call in and is intended to provide all backbench and scrutiny Members with opportunities to comment upon relevant upcoming Executive or Executive Member decisions.
39. During the 2016-17 municipal year there were four pre-decision call-ins:
- CSMC: PARK & Ride Service Operator Procurement
  - CSMC: York Central – Consultation on Highway Access
  - CSMC: Yearsley Pool Review
  - Learning & Culture: Arboricultural Policy for the management of Public Trees and Woodland

### **Options**

40. Having considered the draft Annual Report, Members may choose to:
- Agree any amendments required to the report
  - Approve the report for presentation to the meeting of Full Council in July 2017.

### **Implications**

41. There are no known legal, HR and financial implications associated with the recommendation within this report.

### **Risk Management**

42. There are no known risks associated with the recommendation in this report.

### **Recommendations**

43. Having considered the information within this report, Members are asked to approve this 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.

**Contact Details**

**Author:**

Steve Entwistle  
Scrutiny Officer  
Tel: 01904 554279

**Chief Officer Responsible for the report:**

Andrew Docherty  
Assistant Director Governance & ICT

Melanie Carr  
Scrutiny Officer  
Tel: 01904 552054

**Report Approved**

**Date:** 5 May 2017

**Specialist Implications Officer(s)** - None

**Wards Affected:**

**All**



For further information please contact the authors of the report

**Background Papers:** None

**Annexes:** None

**Abbreviations:**

AVANTE – Alcohol, Violence And the Night Time Economy

CDRP – Crime & Disorder Reduction Partnership

CQC – Care Quality Commission

CRM – Customer Relations Management

CSMC – Corporate & Scrutiny Management Policy & Scrutiny Committee

CYC – City of York Council

EDAT – Economic Development & Transport Policy & Scrutiny Committee

HR – Human Resources

NHS – National Health Service

NYBEP –North Yorkshire Business Education Partnership

SYP – Safer York Partnership

YMT – York Museums Trust

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# Digital Services Update

## Corporate and Scrutiny Management Policy and Scrutiny Committee

**12<sup>th</sup> June 2017**



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# Where are we on the Digital Journey

- A website fully scalable to customer devices
- A residual legacy 'Do it online' offer mainly Revenues
- A new Beta My Account live since December 16
- Three key systems capable of providing digital solutions to customers:
  - Oracle CRM
  - Mosaic Adults
  - Mosaic Children's
- Development of a single view of the customer (MDM)





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# Key Ongoing Projects

The key ongoing projects required to interact with one another to create a digital customer journey include:

- CRM
- Mosaic Children's/Adults
- Total Mobile
- Parking
- i-Trent
- Housing
- MDM



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# Phase 1 CRM Scope

- Decommission legacy CRM (Lagan);
- Commission Oracle
- Launch MY Account
- Implement Web Chat
- Implement Knowledge Base
- Implement Media Suite
- Initial seeding and launch of MDM (Single view of the Customer)

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# Phase 1 Progress

- My Account launched (Beta)
- 18 processes moved from Legacy CRM
- 16 High volume Revenues and Benefits processes launched
- 7 further street level services due by end of Summer 17
- All 9 street level services fully integrated to Total Mobile by the end of Summer 17



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# Progress Continued

- Fully automated Council Tax registration for students due end of June 17
- Bulk Landlord change of address forms due end June 17
- Digital Discretionary Housing Payments due August 17
- Registrar's digital booking system due before December 17



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# Other areas of progress – ICT Strategy

- New CYC ICT Strategy with strong digital themes is nearing completion
- Developed with user centred principles
- Interviewed Members, CMT & Service Leads to develop strategic vision
- Tested this against staff sentiment
- And also against our public customers within WO and the community

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# Performance & Channel Shift

- The number of calls to CYC Customer Services fell by 14,000 in 2016/17 – Digital launched July 17 so not the full year affect
- The footfall into the Customer Centre Fell by nearly 30,000 in 2016/17
- The average wait time on the phone has fallen from 1.37m in 14/15 to 0.38m in 2016/17
- Service level of 80% (Industry Standard) met in final two quarters of 2016/17
- Customer satisfaction now above 92%
- Over 1,000 registrations for My Account since December 16



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## Phase 2

What should be included?

- Residual Lagan processes must be completed.
- Digitalisation of internal transactional processes e.g. FLARE processes & other back office transactional processes?
- Further development of My Account to include further integration with other systems e.g. Single, few or multiple customer portals?



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# Phase 2 Continued

- Working on solutions with other partners in the city?
- Better use of Customer Journey Mapping in high volume areas to drive out solutions?
- Further centralisation of Customer Services?





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# Summary

- There has been substantial progress over 1,000 to 1,500 customer transactions happen digitally every week.
- The council is a reference site for Govtech due to our success in the Revenues & Benefits area.
- Over £200K of Gross Savings delivered from Customer and Exchequer Services in 2016/17.
- Good feedback on our digital offering and improved Customer Performance & satisfaction.



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<b>Meeting dates</b>	<b>Customer &amp; Corporate Services Scrutiny Management Committee Draft Work Plan 2017-18</b>
Mon 12 June 2017 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Attendance of Executive Leader (Finance &amp; Performance) - Priorities &amp; Challenges for 2017/18</li> <li>2. Schedule of Petitions</li> <li>3. Draft Annual Scrutiny Report</li> <li>4. Update on Customer Relations Management System (CRM) and digital inclusion</li> <li>5. Draft Work Plan 2017/18 &amp; Discussion re potential topics for 2017/18</li> </ol>
Mon 31 July 2017 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Schedule of Petitions</li> <li>2. Year End Finance &amp; Performance Monitoring Report</li> <li>3. Update Report on Section 106 Agreements including simplified public report</li> <li>4. Overview Report on CYC Sickness Absence (Mark Bennett)</li> <li>5. Work Plan 2017/18</li> </ol>
Mon 4 Sept 2017 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Schedule of Petitions</li> <li>2. First Qtr Finance &amp; Performance Monitoring Report</li> <li>3. Overview Report on Financial Inclusion (Pauline)</li> <li>4. Work Plan 2017/18</li> </ol>
Mon 13 Nov 2017 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Schedule of Petitions</li> <li>2. Second Qtr Finance &amp; Performance Monitoring Report</li> <li>3. Consultation on Draft ICT Policy (Pauline)</li> <li>4. Work Plan 2017/18</li> </ol>
Mon 15 Jan 2018 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Schedule of Petitions</li> <li>2. Third Qtr Finance &amp; Performance Monitoring Report</li> <li>3. Update Report on Consultation on Draft ICT Policy</li> <li>4. Scrutiny Review Support Budget.</li> <li>5. Update on Implementation of Recommendations from One Planet York Scrutiny Review</li> <li>6. Work Plan 2017/18</li> </ol>
Mon 12 March 2018 @ 5:30pm	<ol style="list-style-type: none"> <li>1. Schedule of Petitions</li> <li>2. Overview Report on evidence-based Ward Profiles.</li> </ol>

	3. Work Plan 2017/18
Tues 8 May 2018 @ 5:30pm	1. Schedule of Petitions 2. Draft Work Plan 2018-19