



**Notice of a public meeting of**

**Customer and Corporate Services Scrutiny Management  
Committee**

- To:** Councillors Crawshaw (Chair), Fenton (Vice-Chair),  
S Barnes, Hunter, Rowley, D Taylor, Vassie, Wann and  
Musson
- Date:** Monday, 11 November 2019
- Time:** 5.30 pm
- Venue:** The Snow Room - Ground Floor, West Offices (G035)

**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 - 8)

To approve and sign the Minutes of the meeting held on 14 October 2019.

### **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 8 November 2019**. 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, their details are at the foot of the agenda.

#### **Filming, Recording or Webcasting Meetings**

Please note that, subject to available resources, this meeting will be filmed and webcast, or recorded, including any registered public speakers who have given their permission. The broadcast can be viewed at <http://www.york.gov.uk/webcasts> or, if sound 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 (whose 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\\_f\\_or\\_webcasting\\_filming\\_and\\_recording\\_of\\_council\\_meetings\\_20160809.pdf](http://www.york.gov.uk/download/downloads/id/11406/protocol_f_or_webcasting_filming_and_recording_of_council_meetings_20160809.pdf)

### **4. Update report on Wellbeing Project** (Pages 9 - 30)

This report provides the committee with information on the wellbeing of staff, through updated management information, staff survey results and ongoing activities to support the wellbeing of staff and to reduce absence levels.

**5. Annual complaints report from March 2018 to April 2019** (Pages 31 - 74)

This report provides Members with the Council's annual complaints report for April 2018 to March 2019.

**6. Report of the Chair of the Children, Education and Communities Policy and Scrutiny Committee** (Pages 75 - 76)

This report provides Members with a six-monthly update on the work of the Children, Education and Communities Policy and Scrutiny Committee.

**7. Scoping Report for Corporate Review into Poverty in York** (Pages 77 - 82)

This report provides Members with a suggestion for a Corporate Review around poverty in the city, elements of which impact on all the standing scrutiny committees.

**8. Annual Scrutiny Review Support Budget 2020/21** (Pages 83 - 88)

This report provides Members with the current position in relation to available Council funding for research in support of scrutiny review work.

**9. Schedule of Petitions** (Pages 89 - 100)

This report provides Members 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.

**10. Work Plan 2019/20** (Pages 101 - 104)

To consider the Work Plan for 2019-20.

**11. Urgent Business**

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

Democracy Officer:

Name: Robert Flintoft  
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For more information about any of the following please contact the Democratic Services Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports and
- For receiving reports in other formats

Contact details are set out above.

**This information can be provided in your own language.**

我們也用您們的語言提供這個信息 (Cantonese)

এই তথ্য আপনার নিজের ভাষায় দেয়া যেতে পারে। (Bengali)

Ta informacja może być dostarczona w twoim własnym języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

یہ معلومات آپ کی اپنی زبان (بولی) میں بھی میا کی جاسکتی ہیں۔ (Urdu)

 (01904) 551550