



## Notice of a public meeting of

### Customer and Corporate Services Scrutiny Management Committee

- To:** Councillors Crawshaw (Chair), Fenton (Vice-Chair),  
S Barnes, Hunter, Musson, Rowley, D Taylor, Vassie,  
and Wann
- Date:** Monday, 9 March 2020
- 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 - 6)

To approve and sign the Minutes of the meeting held on 10 February 2020.

#### 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 6 March 2020**. 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 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. E-Democracy Update Report** (Pages 7 - 28)  
This Report outlines the current position regarding the use of video conferencing facilities in local authorities and City of York Council (CYC) webcasting performance over the period from February 2019 to January 2020.
  
- 5. Update Report on Public Engagement and Involvement** (Pages 29 - 38)  
This report describes the approach taken to improve the opportunities for York residents, business representatives and visitors to engage in local decision making.

- 6. Overview report on Corporate Branding** (Pages 39 - 52)  
This report provides an overview of the brands currently used by the Council for different services throughout the city.
- 7. Update report on implementation of outstanding recommendations from Financial Inclusion Scrutiny review** (Pages 53 - 58)  
This report provides an update on the implementation of recommendations from the Financial Inclusion Scrutiny Review.
- 8. Report of the Chair of the Housing and Community Safety Policy and Scrutiny Committee** (Pages 59 - 62)  
This report provides Members with a six-monthly update on the work of the Housing and Community Safety Policy and Scrutiny Committee.
- 9. Work Plan 2019/20** (Pages 63 - 68)  
To consider the Draft Work Plan for 2019-20.
- 10. Urgent Business**  
Any other business which the Chair considers urgent under the Local Government Act 1972.

Democracy Officer:

Name: Robert Flintoft  
Telephone: (01904) 551088  
E-mail: democratic.services@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 (Polish)  
własnym języku.**

**Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)**

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

** (01904) 551550**