



## 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, 14 October 2019

**Time:** 5.30 pm

**Venue:** The Thornton Room - Ground Floor, West Offices (G039)

#### **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 9 September 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 **Friday 11 October 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, on the details at the foot of the agenda.

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http://www.york.gov.uk/download/downloads/id/11406/protocol\_for\_webcasting\_filming\_and\_recording\_of\_council\_meetings\_2016080\_9.pdf

# 4. Update on the Corporate Project Management approach (Pages 9 - 22)

The purpose of this report is to update the Customer and Corporate Services Scrutiny Management Committee on the approach to Project Management across City of York Council and present an update on the Council's Major Project portfolio.

# 5. Report of the Chair of the Housing and Community Safety Policy and Scrutiny Committee (Pages 23 - 24)

This report provides Members with a six-monthly update on the work of the Housing and Community Safety Policy and Scrutiny Committee.

## 6. Work Plan and Work Planning Session (Pages 25 - 30)

To consider the committee's draft work plan for the municipal year 2019-20.

## 7. Schedule of Petitions (Pages 31 - 42)

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.

## 8. Urgent Business

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

## **Democracy Officer:**

Name: Robert Flintoft Telephone: (01904) 555704

E-mail: robert.flintoft@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 własnym jezyku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

**T** (01904) 551550



Vassie, Wann and Musson

#### 19. Declarations of Interest

At this point, 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 may have in respect of business on the agenda. None were declared.

#### 20. Minutes

Resolved: That the minutes of the previous meeting held on the 8 July 2019 be approved and signed by the Chair as an accurate record.

## 21. Public Participation

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

## 22. ICT Strategy Update Report - E-Democracy

Members considered a report and annex that updated them on City of York Council's (CYC) ICT Strategy and E-democracy capability.

The Assistant Director of Customer Services and Digital gave an update and confirmed that Officers were continuing to develop the Council's digital engagement options to provide residents with various routes to access services online. She highlighted the online statistics around website usage, webcasting and modgov. It was noted that within this particular financial year resident digital engagement had significantly increased due to the launch of new online services and the introduction of MyAccount.

The Head of Communications informed Members that following the purchase of a new software licence, consultation and engagement with residents online could take place in a variety of ways. It was noted that the Regional Adoption Agency had hosted a successful live question and answer session on Facebook and a selection of ward committees were now piloting online question and answer sessions at their meetings.

In answer to Members questions regarding public engagement Officers stated that:

- residents could manage council tax and benefit services from MyAccount as well as report on environmental issues. More services would be made available through MyAccount in the future, including all of street and waste services and council tax eBilling.
- they were engaging with sector partners to tackle digital inclusion and would always provide residents with various options to contact the Council.
- they would list any abbreviations used in future reports and would consider the professional jargon used.
- they would investigate CYC's website search engine function, particularly when trying to locate information on Councillors and democracy.

Members discussed Councillor digital engagement for current and prospective Members and the potential use of IT and video conferencing solutions to allow them to actively participate in public meetings when it was not possible to attend. Officers confirmed that the technology was available but that more engagement with all Councillors was required to identify their requirements and how the different interaction options would be managed in a meeting.

Members discussed CYC's website and it was noted that:

- new Councillors should receive a more detailed overview of the digital options and tools available to them.
- the current reporting tool for Members could be simplified.

Members considered the options put forward in the report and were pleased to note that digital services had grown allowing residents the option to have a digital relationship with the Council.

#### Resolved:

- i. That the content of the report and the associated annex be noted.
- ii. That an E-Democracy update report be received in six months' time.
- iii. That options to progress Councillor digital engagement be delegated to Officers for consideration, in conjunction with the Chair and that any further information be reported back to the Committee in due course and potentially as part of the above 6 monthly update.
- iv. That the web team investigate CYC's website search engine function, particularly when trying to locate information on Councillors and democracy.

Reason: To ensure that the Council was providing the most appropriate and up to date technology to support engagement in democratic processes.

# 23. Update Report on Implementation Of Recommendations From Previously Completed Scrutiny Reviews

This report provides Members with their first update on the implementation of the approved recommendations arising from three scrutiny reviews, (Scrutiny Operations and Functions, Financial Inclusion, Single Use Plastics) completed by the Customer and Corporate Services Scrutiny Management Committee (CSMC) during the previous administration.

Members were asked to consider all recommendations from the three reviews and to sign off any they agreed were now fully implemented and were also asked to agree whether they wished to receive further updates in six months' time on any outstanding recommendations.

Members agreed to sign off most recommendations within Scrutiny Operations and Functions (Annex 1 to the report) and Financial Inclusion (Annex 2 to the report) and made the following comments on those recommendations:

## **Scrutiny Operations and Functions**

 vii) and xi) To be considered at the Scrutiny Chairs and Vice-Chairs meeting.

- x) To be signed off but monitored due to overstretched resources.
- xiii) To remain outstanding as the necessary work was still being progressed.

## Financial Inclusion

• ii), x) and xi) To remain outstanding as the necessary work was still being progressed.

## Single Use Plastics (Annex 3 to the report)

The Chair of Climate Change and Policy Scrutiny Committee raised some issues regarding the single use plastics review, which had been undertaken prior to the formation of the new Climate Change Scrutiny Committee. As a result, it was agreed that it would be appropriate to refer these recommendations to the Climate Change and Policy Scrutiny Committee for consideration.

#### Resolved:

- i. That the content of the report be noted.
- ii. That the recommendations from the Scrutiny Operations and Functions and Financial Inclusion Scrutiny Reviews, that have been fully implemented, be signed off subject to the comments above.
- iii. That the Single-Use Plastics Scrutiny Review recommendations be referred to the Climate Change and Policy Scrutiny Committee for consideration.
- iv. That a further update on the outstanding recommendations in relation to the Scrutiny Operations and Financial Inclusion reviews be received in 6 months' time.

Reason: To raise awareness of those recommendations which are still to be fully implemented.

# 24. Report of The Chair of the Economy and Place Policy and Scrutiny Committee

Members considered a report that provided them with a sixmonthly update on the work of the Economy and Place Policy and Scrutiny Committee. The Chair of the Economy and Place Policy and Scrutiny Committee gave an update and confirmed the Committee had received:

- Briefings from various Officers on the priorities of the Economy and Place Directorate;
- An update from the Managing Director of Make it York;
- An annual report from the Executive Director of York Business Improvement District;
- Reports from the Executive Member for Transport and the Executive Member for Economy and Strategic Planning.

Members noted that the Committee were continuing to consider work plan items and possible scrutiny topics and the Executive Member answered questions regarding influencing the growth of high-skilled jobs in the city and how they would prioritise and deliver their scrutiny review topics to enable a positive impact.

Members discussed the challenges when selecting a shortlist of scrutiny topics and it was noted that CSMC could be used to facilitate topics that did not fit easily into the scope of a single Scrutiny Committee. The option to include regional partners, external services or other Councils in a scrutiny review was discussed and although this could be considered on a case by case basis, Members agreed it was important to ensure a review would deliver tangible outcomes.

Members thanked the Chair of the Economy and Place Policy and Scrutiny Committee for his update.

Resolved: That the update be noted.

Reason: To give the Committee updated on the work of the Economy and Place Policy and Scrutiny Committee.

#### 25. Schedule of Petitions

Members considered a report providing 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.

Members considered the current petitions report process and felt that current methodology might be worth reviewing to ensure the Committee received the petitions they would expect to monitor and review.

#### Resolved:

i. That the report be noted.

ii. That the current report process for petitions be considered by the Head of Civic, Democratic & Scrutiny Services, in conjunction with the Chair, to examine options for reviewing the petitions currently reported to the Committee.

Reason: To ensure the Committee carries out its

requirements in relation to petitions.

#### 26. Work Plan 2019/20

Members considered the Draft Work Plan for 2019-20.

The Chair invited Members to consider any possible scrutiny review topics and it was suggested that due to some under achieving finance and performance indicators within major projects, a report to clarify how large contracts were corporately managed would help Members to assess whether this matter warranted further review.

In terms of wider work planning, the Chair confirmed that:

- CMSC could consider the corporate element within topics that spanned across all scrutiny committees or any specific elements that related directly to the CSMC function.
- He planned to discuss with the Head of HR, initially, matters relating to the wellness and wellbeing of staff and the new absence reporting system.
- He was keen to measure the outcomes of motions agreed at Council and the impact of any scrutiny review recommendations that had been implemented from 2009 and would discuss how this could be effected with the Head of Civic, Democratic & Scrutiny Services.

At this point in the meeting, Members were informed that the Assistant Director of Customer Services and Digital was now the Chief Officer assigned as 'lead officer' to this Committee.

Resolved: That the draft work plan be approved, subject to the following additions:

 A Corporate Project Management Process overview report.  An update on the wellness and wellbeing of staff and the new absence reporting system.

Reason: To ensure that the Committee had a planned programme of work in place.

Councillor J Crawshaw, Chair [The meeting started at 5.30 pm and finished at 6.52 pm].



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

14 October 2019

Report of the Corporate Project Assurance lead

## **Update on the Corporate Project Management approach**

## **Summary**

1. The purpose of this report is to update the Customer and Corporate Services Scrutiny Management Committee on the approach to Project Management across City of York Council and present an update on the Council's Major Project portfolio (**Annex A**).

## **Background**

- 2. The council undertakes a large amount of programme and project management and there is a necessity to ensure that there is an ongoing drive to maintain the standards that have previously been set and to strengthen areas where required.
- 3. The successful delivery of projects is key to the delivery of change across the Council and across the City in terms of providing, for example, customer centric and innovative business models and processes, value for money functions and regeneration. The Council runs a successful multimillion pound Capital programme.

## **Projects**

4. In order to ensure that projects are managed and delivered with the appropriate level of assurance, in December 2015 the council introduced the All About Projects (AAP) framework. The AAP framework has been developed based on industry standard best practice as a robust but flexible model for project management at CYC. Over the last 4 years the framework has been implemented and adjusted to ensure the delivery of projects is maximised and risk is minimised. **Annex B** illustrates the phases and flow of the All About Projects framework.

- 5. Within the framework a project is defined as a 'temporary group activity designed to deliver one or more product, service or result according to a specified business case.' In other words:
  - A project is temporary it has a clear start and end date, and therefore defined scope and resources
  - It has specified deliverables (services or products) that can be measured
  - It has a number of tasks to deliver those services or products
  - A project is unique it is not a routine operation (business as usual), but a specific set of operations designed to accomplish one or more goals
  - A project team often includes people who don't usually work together

     sometimes from different organisations but always with clear roles
     and responsibilities.
- 6. The following are areas that have been further developed to strengthen our project management approach in the last 4 years:
  - The Discovery phase is an important pre-project phase where the problem is shaped, knowledge is gathered in order to examine what the council do and what others do (including best practice), ideas are scrutinised and prototyped and proposals are brought forward in order to seek a mandate to move to developing a business case. A key point is that there is no live project at this stage. It is important to embed the thinking and practices around this phase into the everyday business of services areas. This will create a culture that is more responsive to change. There is now more detailed guidance on the Discovery phase.
  - Business case development forms the backbone of the framework and its evolution and the accompanying options presentation and appraisal are important to an efficient journey through the framework. Key is ensuring that the business case has a sound foundation and that its development from Strategic case, through Outline case to Full case is clear. This is based on the Treasury Green Book approach.
  - Gateway points have been built into the framework to ensure that necessary approval, resource and documentation is in place and the risks are understood in order to move to the next phase of the AAP process.
  - The framework is designed to allow an iterative approach to the design and implementation of the products in the projects.

- The framework is flexible in order to cater for different sized projects and during the pre-project phase a project assessment matrix is used to judge the scale of a project. If a project comes out as Major or large it is includes in the corporate highlight report The project is tested against:
  - Council Priorities;
  - Reputation;
  - Structure in terms of process and staff;
  - Technology;
  - Policy or legislation;
  - Stakeholders;
  - o Cost;
  - Financial objectives / savings;
  - Contract complexity;
  - Timescale;
- Alignment of the Better Decision making tool to the AAP framework.
- Roll out of the Verto Project Management system.
- 7. In the last 4 years there had also been developed the Corporate Highlight report. This is a monthly update on the council's major projects that is published on the York Open data platform. There are now 19 projects on Major projects list (see **Annex A**).

## **Project Assurance**

- 8. Project assurance is there to measure the likelihood of success and to put in place recommendations for improvement.
- 9. The Programme Assurance group is made up of Directorate representatives who have oversight of all the Projects in their Directorate and collectively this provides oversight of all Projects across the Council.
- 10. Each Directorate programme lead is responsible for the project register in their Directorate and as a group undertake the following activities:

- Ensure that assurance arrangements are in place for projects in their Directorate;
- Support Project assurance on projects within their Directorate bringing forward recommended interventions to the Project Sponsors where required;
- Lead the assurance of the Directorate programme;
- Make recommendations on interventions to their Directorate Management Team (DMT) on programme assurance;
- With the rest of the Programme assurance group, make recommendations on interventions or improvements to CMT;
- Ensure that large and medium sized projects are working to the AAP framework (implicit in this is sound business case, planning, risk and resource management);
- Keep a register of large and medium sized projects organised into programmes;
- Keep sight of the resource picture and ensure that commitments aren't duplicated;
- Ensure that the necessary governance is in place and documents relating to the governance (e.g. Terms of reference) are up to date;
- 11. The Corporate Project Assurance lead, who chairs the group, reports to CMT on a two monthly basis. The Corporate Project Assurance lead is supported in the project assurance function by the Corporate Project Assurance Officer.

## **Project Training**

12. Having the right skills on a Project team is important and all staff involved in Projects complete the "Introduction to Project Management" training. It is then mandated that all Project Managers of Major or significant Projects complete the Prince2 practitioner course. Finally, Officers who are performing a strategic role on Projects are directed to Managing Successful Programmes (MSP). At present all the Major Project Managers are Prince2 qualified or equivalent.

## **Project Support**

13. All Project based staff in the Council are invited to attend the monthly Project Support group. The purpose of this group is to promote awareness

of the Council's project portfolio (there is a different presentation every month), to join up project based staff to learn lessons and share best practice and to offer support to Project where needed.

## **Service Planning**

14. The Project Management process is linked to the Service Planning process to ensure that there is a full picture of service ambition and activity.

#### Recommendations

15. Customer and Corporate Services Scrutiny Management Committee are asked to note the updates on the project approach and consider the project information provided, and take the opportunity to consider the monthly information published on the open data platform.

Reason: To ensure that the committee is kept updated on key and project activity.

## **Contact Details**

Author:	Chief Officer responsible for the report:					
Dave Atkinson Head of Programmes and Smart Place 01904 553481	Neil Ferris Corporate Director of Economy and Place neil.ferris@york.gov.uk					
dave.atkinson@york.gov.uk	Report					
Specialist Implications Officer(s) None						
Wards Affected: All √						
For further information please contact the authors of the report						

#### **Abbreviations**

AAP – All About Projects (this is the council's project management framework)

CMT - Council Management Team

CYC - City of York Council

MSP - Managing Successful programmes

DMT – Directorate Management Team

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Prince2 – Prince2 is a project management methodology that is widely adopted for managing projects in the public sector.

Verto – Verto is the council's project management ICT system

#### **Annexes**

**Annex A** – Update of Major projects

**Annex B** – Project workflow

## **Annex A- Update of Major Projects**

Project	Previous period (RAG)	This period (RAG)	Summary
Older Person's Accommodation Phase 2(ASC)	Green	Green	Programme Wide - The City wide consultation into how and where our residents want to live in their later years has now been completed. Work is underway to produce some information about extra care accommodation and the accommodation available in the city.
			Work on site is progressing well on Burnholme Health & Wellbeing Campus, Marjorie Waite Court extra Care scheme and Lincoln Court. Initial scoping and feasibility work has begun on the potential to redevelop Crombie House. JRHT are progressing with their replacement care home and extra care units at New Lodge. The first phase is now due for completion in Autumn 2019.
York Central	Amber	Amber	Procurement by CYC of infrastructure delivery partners is progressing with tender documents issued in February, 4 tender returns were received in April 2019, further to approval of funding release by Executive in July 2019, Preconstruction Service Contract to commence September 2019.  The WY+TF Full Business Case (having been conditionally approved by WYCA PAT), was approved by the Investment
			Committee in March. The HIF FBC is in 'clarification' stage, funding decision expected in Autumn 2019.
			The infrastructure element of the scheme is dependent on a Housing Infrastructure Fund (HIF) funding to progress. An announcement on the funding is imminent.
Castle Gateway	Amber	Amber	Delivery strategy - the financial modelling and options appraisals are ongoing to establish the recommended delivery strategy for work package 1 which, subject to Executive approval, will be taken to the Executive later in the year.

			A key element is securing planning permission for Work package 1 (Inc. St George's field car park and technical discussions with EA) and this has been submitted to planning.
Local Plan	Amber	Amber	The Proposed Modifications consultation was undertaken for a period of 6 weeks between 10th June and 22nd July following submission of the proposed modifications and additional evidence to the Inspectors in March 2019 after approval by Executive. The representations have been submitted to the Inspector and officers are working to produce an update to the Regulation 22 (C) Consultation Statement and the Duty to Cooperate Statement for approval under the relevant delegated power prior to submission to the Inspectors. It is anticipated that the Inspectors will issue the Matters, Issues and Questions for the first phase of hearing sessions in September, following this the Council will notify representors and issue a six week notice of the hearing sessions. It is anticipated that hearing sessions could take place in October/November 2019.
Guildhall	Green	Green	The construction contractor took possession of the Guildhall on the 16th of September, site establishment has commenced and construction will commence directly, the proposed contract period is 77 weeks.
Community Stadium	Green	Green	Stadium and leisure Site predicted open and operational early 2020. Commercial site Cinema predicted opening December 2019 onwards, rest to follow early 2020.
Adult Social Care – Future Focus	Green	Green	Talking Points - The exit plan from this piece of work and handover to BAU has commenced.  Evaluation - Following a detailed discussion of the data the evaluation has commenced which should present a detailed Cost Benefit Analysis (CBA) to demonstrate the financial case for CLS. Customer feedback from the survey is being analysed and will be presented to board during the next period.

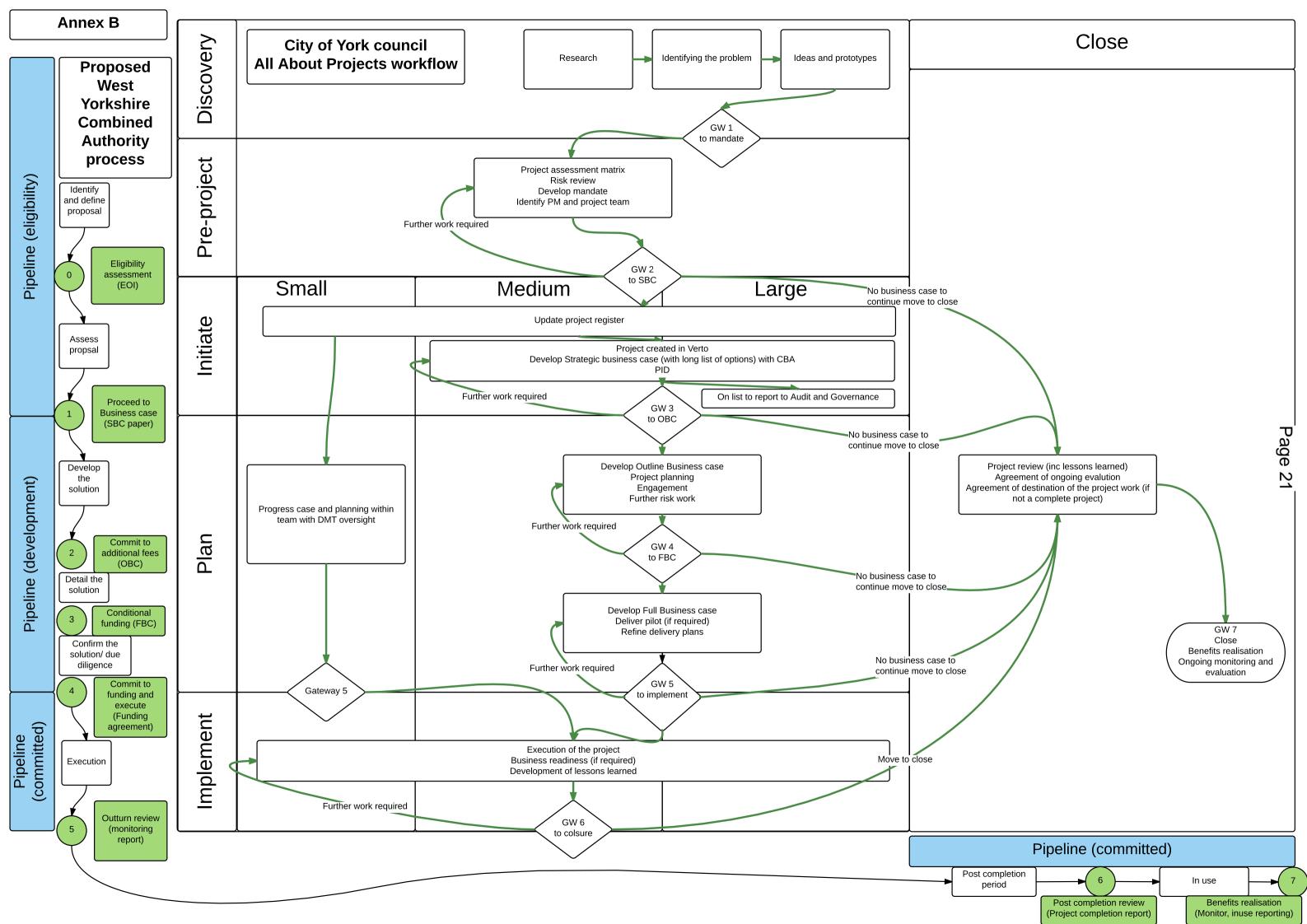
			Progressing Reviews - A detailed plan and approach has been approved - detailed and supported. This will be owned by current project team until new staff member joins the team.  York Model - A detailed report of the evaluation, value and potential benefits of the commercialisation of work undertaken by IM23 was presented to the director of ASC and AD for Social Care on the 18th September.  The wider Health and Social Care economy needs to respond to the asset based model. Additional benefits that may take more time to realise due to the complexity of the Health and Social Care system (for example commissioning and provision).
Outer ring road (A1237)	Amber	Amber	Working up detailed design details for Jcn 3 Clifton Moor and preparation of tender documents. Final Business Case for Jcn 3 Clifton Moor to be submitted to WYCA in October 2019.  Draft Report to CYC Executive (Sept 2019 Meeting) to update Members on progress on YORR. This included information on bids for dualling, seeking additional funding for the 'enhanced option' for Jcn 3 Clifton Moor and proposals for compulsorily purchasing land.
Housing Delivery Programme (HCA partnership)	Amber	Amber	<ul> <li>A Housing Delivery Programme update was considered by Executive on 26th</li> <li>September. This report included: <ul> <li>Update on progress over the last 12 months.</li> <li>Consideration of a Design Manual which sets objectives for the next sites within the programme.</li> <li>Consideration of a sales brand to support our open market and shared ownership sales.</li> <li>Proposed business case and sales approach.</li> </ul> </li> </ul>
Centre of Excellence	Green	Green	<b>Programme -</b> Potential delay to programme caused by 2 key risks, drainage solution and Substation location. These risks have potential to impact on programme and cost.

			Mitigation measures being put in place and risk monitored  Piling works have commenced and school safety poster competition launched.
Provision of School Places 2017-2023	Amber	Amber	Forecasting - Early investigations have begun to look at how to model future SEN need across the city.  Capacity - Following the initial submission of the annual 'SCAP' return, await and respond to any queries from the Department for Education. This process continues for 2019 in coordination with the DfE, with final submission expected to take place in the autumn term.  Communication - Continued engagement with local schools and academy trusts to gather their views and identify any potential plans about how they could assist in providing for future need.  Success of the work depends on accurate data (pupil demand and location and school supply (inc. MATS) and ensuring the costs of places are managed.
Housing ICT Programme	Green	Green	Programme is on track and no major issues are being encountered. Implementation planning is now complete with Capita (subject to Board agreement). The Implementation Plan and Project Initiation Document will be baselined and implementation commenced.
Smart Travel Evolution Programme (STEP)	Amber	Amber	Modelling tenders to go through initial evaluation stage.  Suppliers are unable to meet the brief of this innovative project in terms of the strategic and real time modelling.
Flood Risk	Green	Green	Construction continuing at St Peters School, construction nearing conclusion at Memorial Gardens. Planning applications to be determined for Clementhorpe and Clifton Ings. Planning applications to be submitted for Strensall flood storage reservoir

City Centre Access Project	Green	Green	Gough and Kelly are working with the PM to finalise the operational procedures and protocols in addition to CCTV camera location and installation with our security consultants as well as the PIA work. This will then be fed to MFD who are the principal designers.  Scope has been extended to include CYC support to Make it York for HVM measures for the Xmas market and Xmas Lights Switch on. Detail design being finalised for the P1 measures.
Parking Review	Green	Green	First version of the Data Privacy Impact Assessment has been completed and will be brought to the October project board with the Information Governance team for a review and steer.  Interview/demos with top 2 suppliers completed. Selection of winning supplier and award letter to be submitted following which, meeting with the new supplier to discuss next steps and develop the data migration plan.
Children in Care Residential Commissioning	Green	Green	Foster care recruitment business case agreed, foster care recruitment specification drafted ready for procurement, Foster Carer fees and allowances updated policy communicated to Foster Carers.  Residential - Key stakeholders have been briefed on options and potential developments. Implementation plan, procurement strategy have been drafted for Project Board agreement.  Ensuring there is sufficient carer provision and placements.
Inclusion Review	Green	Green	Work with IMPOWER has started to support the Inclusion review. This will focus on the identification of changes to culture and process which will help to better manage demand for statutory assessment and focus on improving the impact and effectiveness of My Support Plans and support for SEN in mainstream schools and settings. A key

## Annex A

			outcome of this work will be to ensure cost effectiveness and reduce pressures on the DSG. A co-dependency is the review of early help services.  The IMPOWER review will take place over the 12 weeks from 2nd September to 22nd November.  Sufficient provision is not unlocked for children and young people with SEND are unable to access education
Be Independent	Green	Amber	The Assessment team has been identified as the first team to trial laptops with due to the nature of their work (mobile).  Although initial discussions have taken place around the number of laptops to trial as well as software requirements with existing equipment with Assessment team as part of the User Research/ Design work as well as a request for a desktop engineer to be dedicated to this phase of user design work, this has been put on hold until a Windows 10 solution has been identified. Information on costs and time frames of the upgrade has been received from the supplier and a meeting with the project board will be arranged to make a decision on this.



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

14 October 2019

Report of the Chair of Housing and Community Safety Policy and Scrutiny Committee

## **Summary**

- The Housing and Community Safety Policy and Scrutiny Committee was created at the beginning of this municipal year. Previously, the subject areas were covered by the Health, Housing and Adult Social Care Policy and Scrutiny Committee. The new Committee has met on three occasions since May.
- 2. The Chair and Vice Chair have resolved to involve non-members in its work going forward wherever possible.

#### June

3. At this meeting members received a report from the Head of Democratic Services highlighting Arrangements for Scrutiny in York, its features and functions. Members also received a report by the Assistant Director for Housing and Community Safety setting out the various service areas under the remit of this Committee. This gave members an opportunity to develop a better understanding of the role that the council and its partners play in the field of housing and community safety.

## July

- 4. The Executive Member for Housing and Safer Neighbourhoods attended this meeting to outline the priorities and challenges for the portfolio for the coming year. The Head of Housing Delivery presented the draft Housing Delivery Programme Design Manual, and members were given the opportunity to input before its presentation to the Executive.
- 5. For the discussion on the draft Manual, the Committee was joined by a number of external 'experts'; Caroline Newnham (Abbeyfields Society), Phil Lacey (York Housing Association) and Phil Bixby (Constructive

- Individuals Architects). This 'round table' discussion approach made for a lively discussion.
- 6. In the same meeting Members received a report on a consultation that was taking place on Older Persons Accommodation Needs, and took the opportunity to ask questions and make suggestions. Members agreed to promote the survey in their respective wards.

#### September

- 7. At this meeting the Committee received a report on the Housing Revenue Account Business Plan from the Head of Housing and the Finance manager.
- 8. Adrian Waite (an independent consultant) joined members for the discussion on the Business Plan, bringing a perspective from outside of York.
- 9. Members discussed a report from the Head of Building Services on Decent Homes Standards. At the table for this discussion were a council tenant who is also a member of the Tenants' Panel and an advisor from Citizen's Advice York. The perspectives shared by these non-members again helped to inform the committee's discussion.
- 10. The Chair took an action from the meeting to draft a scrutiny topic request, following on from the referral of an issue to the committee from the Area Planning Sub Committee. This potential scrutiny topic relates to concerns that units in new housing developments allocated for social housing are not being taken up.

## Looking ahead

- 11. In October the committee will be hosting jointly with the Children, Education and Communities Policy and Scrutiny Committee a roundtable discussion on County Lines. Representatives from partner organisations will be invited to take part in this discussion.
- 12. In November the committee will focus on housing needs and availability, as well as housing standards in the private rental sector.

Cllr Stephen Fenton

Chair of the Housing and Community Safety Policy and Scrutiny Committee

# Customer and Corporate Services Scrutiny Management Committee Work Plan 2019-20

Monday 10 June @5.30pm	<ol> <li>Attendance of the Executive Member for Policy and Executive Member for Strategy and Partnerships and Executive Member Finance and Performance.</li> <li>Attendance of the Corporate Director of Health, Housing and Adult Social Care and Corporate Director of Children, Education and Communities to explain budget forecasts.</li> <li>Arrangements for Scrutiny in York</li> <li>Scoping Report on Food Poverty in York.</li> <li>Draft Annual Scrutiny Report</li> <li>Schedule of Petitions</li> <li>Draft Work Plan</li> </ol>
Monday 8 July @5.30pm	<ol> <li>Year End Finance and Performance Monitoring Report</li> <li>Update Report on Attendance and Wellbeing Project (Sickness Absence) including information on staff survey</li> <li>Update Report on Section 106 Agreements</li> <li>Food Poverty Scoping Report</li> <li>Work Plan and work planning for the municipal year.</li> </ol>
Monday 9 September @5.30pm	<ol> <li>ICT Strategy Update Report – E-Democracy</li> <li>Update Report on implementation of recommendations from previously completed scrutiny reviews:</li> </ol>

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	<ul> <li>Scrutiny Operation and Functions Scrutiny Review</li> </ul>
	Financial Inclusion Scrutiny Review
	<ul> <li>Single Use Plastics Scrutiny Review</li> </ul>
	3. Report of the Chair of the Economy and Place Policy and Scrutiny Committee.
	4. Schedule of Petitions
	5. Work Plan
Monday	Update Report on Corporate Project Management Approach
14 October 2019	2. Report of the Chair of the Housing and Community Safety Policy and Committee.
@5.30pm	3. Work Plan and work planning session
	4. Schedule of Petitions
Monday 11	Update report on Wellbeing Project
November 2019	2. Annual Scrutiny Review Support Budget
@5.30pm	3. Report of the Chair of the Children, Education and Communities Policy and Scrutiny
	Committee
	4. Schedule of Petitions
	5. Work Plan
Monday 9	Report of the Chair of the Health and Adult Social Care Policy and Scrutiny
December 2019	Committee
5.30pm	2. 2 <sup>nd</sup> Quarter Finance and Performance Monitoring Report
	3. Schedule of Petitions
	4. Work Plan
Monday	Update report on Organisational Development Programme
13 January 2020	2. Report on implementation of day-one absence scheme

@5.30pm	3. Report of the Chair of the Climate Change Policy and Scrutiny Committee
	4. Schedule of Petitions
	5. Work Plan
Monday 10	Report of the Chair of the Economy and Place Policy and Scrutiny Committee.
February 2020	2. Schedule of Petitions
@5.30pm	3. Work Plan
Monday	Report of the Chair of the Housing and Community Safety Policy and Committee.
9 March 2020	2. Schedule of Petitions
@5.30pm	3. Work Plan
Monday	Update report on implementation of day-one absence scheme
6 April 2020 @5.30pm	<ol><li>Report of the Chair of the Children, Education and Communities policy and Scrutiny Committee.</li></ol>
Союрии	3. Annual review of the work and functionality of Scrutiny
	4. Schedule of Petitions
	5. Work Plan
Monday	Report of the Chair of the Health and Adult Social Care Policy and Scrutiny
11 May 2020	Committee
@5.30pm	2. Schedule of Petitions
·	3. Work Plan

**Annexes:** Annex A – Work Stream Suggestions

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#### Potential work streams for CSMC

Council Motions – introduction of tracker system

## **CYC Procurement Policy**

- Tenants' Choice contracts
- Local procurement policy
- · Resources available in the city

#### Major Project monitoring

## Scrutiny management

- Better public / Member / officer engagement with scrutiny
- Monitoring / support of other scrutiny committees
- Process for deciding scrutiny topics

#### Member engagement

- Development
- Access
- Diversity

## Public engagement with / access to CYC

- My Future York
- Many creatives in the city e.g. video makers; graphic designers.

## **Budget setting**

- Member engagement / administration v opposition
- Officer engagement; CMT v heads of service v junior / frontline staff

## Information governance

Corporate branding / identity.





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

14 October 2019

Report of the Assistant Director - Legal and Governance

#### **Schedule of Petitions**

## **Summary**

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

5. Further to deciding at the last meeting of this Committee that the Chair, in conjunction with the Head of Democratic Services and Scrutiny, reviews the type of petition being received on the schedule by the Committee, discussions are ongoing with relevant directorates.

## **Current Petitions Update**

6. 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 together with details of those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee in September. Further information relating to petitions which have been considered by the Executive Members/Officers since the last meeting are set out below:

#### **Petition Number:**

#### 130. Residents Priority Parking in Rectory Gardens.

This 21 name petition was presented at Full Council in March 2019 by Cllr Crawshaw, it requested formal consultation on the introduction of residents' priority parking in Rectory Gardens. It was considered on 19 September 2019 by the Executive Member for Transport who agreed to include the addition of Bishopthorpe Road (part) and Rectory Gardens to the waiting list and to combine the consultation of this with the consultation for Balmoral Terrace which is already on the waiting list.

## 134. Save open space at Fulford Cross.

This 54 name petition was presented to Full Council by Cllr D'Agorne in March 2019. It called on the Council to protect the public opens space on Fulford Cross and adopt the highway 'triangle' prior to the proposed 125 year lease for the Daneshouse Centre. It was considered by the Executive on 29 August 2019 when it was agreed that the areas of land as marked on Appendix C to the report be excluded from the 125 year lease to the Multi Academy Trust. These are Area 1, the road next to the Triangle (grassed area) and Area 2, the Triangle (grassed area) of land.

## 135. Residents' Priority Parking in Kilburn Road.

This paper petition was presented to Full Council by Cllr D'Agorne in March 2019. The 47-name petition called on the Council to introduce a residents only parking scheme for Kilburn Road to stop commuter parking outside our homes, which could get worse as a consequence of Frederick House redevelopment for student accommodation. It was considered on 19 September by the Executive Member for Transport

who agreed to include the addition of Kilburn Road to the residents parking waiting list and to consider the extent of the potential consultation area when it reaches the top of the list.

# 136. Residents' Priority parking in Wellington Street, Willis St, Gordon Street and Wolsley Street.

This 54-name petition was presented to Full Council by Cllr D'Agorne in March 2019. It called on the Council to introduce a residents-only parking scheme in Wellington Street, Gordon Street and Wolsley Street to stop commuter parking outside their homes. It was considered on 19 September by the Executive Member for Transport who agreed to include the addition of Wellington Street, Gordon Street and Wolsley Street to the residents parking waiting list and to consider the extent of the potential consultation area when it reaches the top of the list.

## 141. Residents' Priority Parking in Longfield Terrace and Lower Ebor Street.

This paper petition was presented to Network management on 23 April 2019. The 10 signature petition requested the Council includes Longfield Terrace and Lower Ebor Street in the R33 Residents' Parking Zone. It was considered on 19 September by the Executive Member for Transport who agreed to advertise extending the existing zones that surround Longfield Terrace and lower Ebor Street (two small areas) on the same terms as the existing schemes.

## 142. Safety and Access Concerns on the Revival Estate.

This 153 name petition from the Revival Residents Community Association (Tadcaster Road) requested action to resolve safety and access concerns on the Revival Estate (to included implementing some form of residents' parking permit scheme and speed restriction). Evidence of support for scheme was presented to Executive Member for Transport at a Decision Session on 20 June 2019 by Cllr Fenton and members of the Association. It was considered on 19 September by the Executive Member for Transport who agreed to the addition of the Revival Estate to the residents' parking waiting list as this would respond to residents' concerns in the order they have been raised and can be progressed depending on funding.

#### The Process

7. 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**

- 8. 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.

9. 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

10. 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**

11. There are no known legal, financial, human resources 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**

12. 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

13. Members are asked to consider the petitions received on the attached Schedule at Annex A and as further outlined in this report, 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:**

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Report Approved	✓	Date	2/10/201	9
			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
130. York Labour Party - Requesting formal consultation on the introduction of residents' priority parking in Rectory Gardens.	Paper Petition presented at Full Council 21 March 2019 by Cllr Crawshaw	21	Alistair Briggs / Sue Gill	Executive Member for Transport	19.09.19	The Executive Member agreed to include the addition of Bishopthorpe Road (part) and Rectory Gardens to the waiting list and to combine the consultation of this with the consultation for Balmoral Terrace which is already on the waiting list.	
131. On behalf of the University of York Student Union, calling for a public inquiry into York's failing transport system.	Petition presented at Full Council on 21 March 21 by Cllr Pavlovic	Paper Petition Over 1000	Tony Clarke	Executive Member for Transport	24.10.19	A General Petition Update report will be presented for consideration.	
133. Calling to reverse the proposed £10 Park and Ride parking charge at the York Community Stadium	Paper Petition presented at Full Council 21 March 2019 by Cllr Cullwick	Print off of 2 electronic petitions 555 signatures in total	Tony Clarke/ Andrew Bradley	Executive Member for Transport	24.10.19	A General Petition Update report will be presented for consideration.	

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
134. Save our Open Spaces, calling for CYC to protect the public open space on Fulford Cross and adopt the highway 'triangle' prior to the proposed 125 year lease by S Yorks MAT as proposed for the Danesgate Centre from March 2019	Paper Petition presented at Full Council 21 March 2019 by Cllr D'Agorne	54 signatures	Maxine Squire/ Philip Callow	Executive	29/08/19	The Executive agreed that the areas of land as marked on Appendix C to the report be excluded from the 125 year lease to the Multi Academy Trust.  These are Area 1, the road next to the Triangle (grassed area) and Area 2, the Triangle (grassed area) of land.	
135. Residents Parking request -calling for "the introduction of a residents only parking scheme for Kilburn Road to stop commuter parking outside our homes. This could get worse as a consequence of Frederick House redevelopment for student accommodation".	Paper Petition presented at Full Council 21 March 2019 by Cllr D'Agorne	47 Signatures	Alistair Briggs/Sue Gill	Executive Member for Transport	19.09.19	The Executive Member agreed to include the addition of Kilburn Road to the residents parking waiting list and to consider the extent of the potential consultation area when it reaches the top of the list.	

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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
136. Residents Parking request – "We call for the introduction of a residents only parking scheme for Wellington St, Willis St, Gordon St and Wolsley St to stop commuter parking outside our homes"	Paper Petition presented at Full Council 21 March 2019 by Cllr D'Agorne	54	Alistair Briggs/Sue Gill	Executive Member for Transport	19.09.19	The Executive Member agreed to include the addition of Wellington/ Gordon/Willis/Wolsey Streets to the residents parking waiting list and to consider the extent of the potential consultation area when it reaches the top of the list.	
137. Petition to reduce speed limit from 60mph to 40mph on Towthorpe Road, Towthorpe (on section between junction with Strensall Road and the end of the built up part of Towthorpe)	Paper Petition presented at Full Council 21 March 2019 by Cllr Doughty	18	Tony Clarke	Executive Member for Transport	24.10.19	A General Petition Update report will be presented for consideration	

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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
138. Petition calling on CYC to pay the living way to all their service suppliers' workers, as they have committed to do as a Living Wage Employer	Paper Petition and Electronic Petition printed off from change.org presented at Full Council 21 March 2019 by Cllr Wells	Petition of 1005 signatures including 479 collected in person and 526 collected from change.org	lan Floyd				

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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
139. Tudor Road Petition, requesting that - The Council reviews safety at the current junction of Tudor Road with Gale Lane and reintroduces the crossing island at this wide junction on a route to school and local shops and services;	Paper petition presented at Full Council 21 March 2019	82	Tony Clarke	Executive Member for Transport	24.10.19  A General Petition Update report will be presented for consideration	Update report will be presented for	
- The new junction with the Lowfields Playing Fields housing estate does not result in the loss of parking provision in the area; and							
-The Council ensures that there is no worsening of surface water issues in the surrounding area resulting from the building on playing fields.							

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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
141. 1-19 Longfield Terrace and Lower Ebor Street, requesting inclusion within the R33 Resident Parking Zone	Paper petition presented to Network Management, arrived 23 <sup>rd</sup> April	10 signatures/p roperties in support	Alistair Briggs/Sue Gill	Executive Member for Transport	19.09.19	The Executive Member agreed to advertise extending the existing zones that surround Longfield Terrace and lower Ebor Street (two small areas) on the same terms as the existing schemes.	
142. From Revival Residents Community Association (Tadcaster Rd) requesting action to resolve safety and access concerns on Revival Estate (to included implementing some form of residents parking permit scheme and speed restriction).	Evidence of support for scheme presented to Decision Session – Exec Member for Transport – 20 June 2019 by Cllr Fenton and members of the Association	153	Tony Clarke	Executive Member for Transport	19.09.19	The Executive Member agreed to the addition of the Revival Estate to the residents' parking waiting list.	