Notice of a public meeting of

Customer and Corporate Services Scrutiny Management Committee

To: Councillors Williams (Chair), Galvin (Vice-Chair), Ayre, S Barnes, D'Agorne, Fenton, Flinders, Gates and K Myers

Date: Monday, 13 November 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 - 14)

To approve and sign the Minutes of the meetings held 31 July 2017 and 4 September 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, 10 November 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 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_for_webcasting_filming_and_recording_of_council_meetings_20160809.pdf

4. **Schedule of Petitions** (Pages 15 - 20)

    This report provides information on new petitions received and petitions considered by the Executive or relevant Executive Member since the Committee's last meeting, and asks Members to agree an appropriate course of action in relation to each one.

5. **2017/18 Finance and Performance Monitor 2** (Pages 21 - 28)

    This report provides a high level financial and performance analysis of services falling under the responsibility of this Committee, for the second quarter of the current financial year.

6.   Electoral Arrangements Scrutiny Review Draft Final Report
(Pages 29 - 56)

This report presents the findings and recommendations of the Task Group set up to undertake a scrutiny review of electoral arrangements in the city.

7.   Work Plan 2017/18 (Pages 57 - 58)

Members are asked to consider the Committee's draft work plan for the remainder of the municipal year and discuss any further potential scrutiny topics.

8.   Any Other Business

Any other business which the Chair decides is urgent.

Democracy Officer:

Name: Becky Holloway
Telephone: (01904) 553978
E-mail: becky.holloway@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 języku. (Polish)

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

☎ (01904) 551550

Agenda Item 2

City Of York Council	Committee Minutes

Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	31 July 2017
Present	Councillors Williams (Chair), Galvin (Vice-Chair), D'Agorne, Fenton, Gates, Reid, S Barnes, Flinders and K Myers (Substitute for Councillor Steward)
Apologies	Councillor Steward

9. 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.

10. Minutes

Resolved: That the minutes of the meeting held on 12 June 2017 be approved as a correct record and then signed by the Chair.

11. Public Participation

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

12. Schedule of Petitions

Members considered a report which provided them with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

It was highlighted by some Members that there was still confusion amongst residents over the removal of a previous rule stating that a petition with 1000 plus signatories would be debated at Full Council. It was suggested that the Petitions Scheme be amended to make this clearer.

Resolved: That the petitions at Annex A be noted.

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

13. 2016-17 Draft Outturn

Members considered a report which provided a year end analysis for the services falling under the responsibility of the Customer & Corporate Services Scrutiny Management Committee, which include all corporate, strategic and business services. The Corporate Finance Manager was in attendance to present the report and answer Member questions.

In response to points raised by Members she stated:

- Some vacancies had been held in particular service areas to deliver budget savings.
- Sickness absence varied across the organisation and figures were available on the KPI machine, which could be accessed by Executive Members.
- In relation to a question about the categories of complaints received Officers stated they would send a written response to Members as they did not have a breakdown to hand.

Resolved: That Members note the contents of the report.

Reason: To update the Committee on the 2016/17 outturn

14. Police & Crime Commissioner Proposal on Future Governance of North Yorkshire Fire & Rescue Service

Members gave consideration to a report and presentation by the Police & Crime Commissioner (PCC) on her proposal for the future governance of North Yorkshire Fire & Rescue in order to support enhanced collaboration between emergency services. The report also suggested a number of issues arising from the PCC's consultation document that committee Members considered during the course of the meeting.

Members were asked to:

i) Consider the views of the invited consultees listed at paragraph 13 & 14 above

ii) Consider and comment on the LBC at Annex A

iii) Consider and comment on the North Yorkshire Fire & Rescue Authority response and alternative proposal at Annex B

Julia Mulligan, North Yorkshire Police and Crime Commissioner was in attendance to present the report and answer Member questions.

In response to Member questions she stated:

- She would vote against any further cuts to staffing within the fire service as she had concerns around the risk this was creating.
- Any savings realised would be put back into front line services.
- There would be no conflict when budget setting under the governance arrangement, as there would still be two legally separate precepts and budgets and legislation to ensure they remained separate.
- The scale and breadth of collaboration between the emergency services could definitely improve and the proposal reflected this.

Councillor Backhouse, Chair of the Fire Authority was also in attendance to offer his thoughts on the proposal and answer Member questions.

In response to the points raised by the PCC and Member questions he stated:

- It would be a risk to leap straight into the governance model, as once this in place there would be no going back to a representation model.
- NYFRS was high performing, not a failing service and so there was no rush to change the governance model.
- There was strong York representation on the Fire Authority and a local knowledge base. This would be lost with the governance model.

Councillor Mason was also in attendance to represent the Police and Crime Panel, for which he was Vice Chair. He stated that he felt there was a rush towards this change and that it was felt

by the Panel that the NYFRS offer was a fair one. If this did not go far enough there would still be a chance to move up to a governance model. He also felt that it would make proper scrutiny impossible for the Police and Crime Panel if they were to also take on board the Fire Service.

Having considered the information provided Members agreed that:

• A direct move to the governance model would prevent any future
return to the representation model.
• There was insufficient evidence to support the financial savings
stated as a result of a move to the Governance Model (as identified within the LBC).
• There was no evidence to suggest that the improvements in frontline services suggested in the LBC could not be achieved through greater collaboration, as a result of a formal move to the Representation Model.
• The Governance Model would reduce the opportunity for local elected Members to influence and monitor the delivery of Fire & Rescue Services across North Yorkshire
• A move to the Representation Model now would not rule out a move to the Governance Model in the future, should it prove appropriate based on evidence and good practice

Following this discussion it was: -

Resolved: That Members recommend the representation model of future governance to Executive.

Reason: To facilitate the effective consideration of the Police & Crime Commissioner's LBC ahead of the Executive's consideration in order to inform their consultation feedback.

15. Draft ICT Policy

Officers requested that this item be deferred to September's meeting, given the size of the presentation and the time spent discussing agenda item 6 (minute item 14).

Resolved: That this item be deferred to the Customer and Corporate Services Scrutiny Management

Committee Meeting to be held on 4 September 2017.

Reason: To ensure that scrutiny members have the opportunity to be consulted on a key strategy that will influence the future delivery of frontline services.

16. **Work Plan 2017/18**

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

Resolved: That the committee's work plan for 2017/18 be approved subject to the following amendments:

- September – Draft ICT Policy (deferred from July)

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

Councillor D Williams, Chair
[The meeting started at 5.30 pm and finished at 7.40 pm].

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City Of York Council	Committee Minutes

Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	4 September 2017
Present	Councillors Williams (Chair), Galvin (Vice-Chair), D'Agorne, Fenton, Reid, S Barnes, Flinders and Brooks (Substitute)
Apologies	Councillor Gates

17. 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.

18. PUBLIC PARTICIPATION

It was reported that there had been two registrations to speak at the meeting under the Council's Public Participation Scheme.

Andy Mendus, Independent Member of the Audit & Governance Committee spoke on Item 7 – Section 106 agreements. He commented on the central register of S106 agreements and issues there had been with this accessibility of this document. He also noted that there was a problem with missing entries on Open Data. Finally he suggested that an Obligation Enforcement Table should be publicly available online.

Gwen Swinburn spoke on the Draft ICT strategy and the problems there had been with accessing the previous strategy. She also raised the issue of proper consultation on the draft budget, following the very short time period given to review the previous budget. She urged the Council to follow Supreme Court and Cabinet Officer guidance on consultation principles. Finally, she highlighted concerns around the refusal of FOI staff to carry out internal reviews.

19.   **SCHEDULE OF PETITIONS**

Members considered a report which provided them with details of new petitions received to date, together with those considered by the Executive or relevant Executive Member/Officer since the last report to the Committee.

Resolved: That the petitions at Annex A be noted.

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

20.   **2017/18 FINANCE AND PERFORMANCE MONITOR 1**

Members considered a report providing a high level analysis of the services falling under the responsibility of the Customer and Corporate Services Scrutiny Management Committee, which includes all corporate, strategic and business services. The Corporate Finance & Commercial Procurement Manager and Group Manager – Shared Intelligence Bureau were in attendance to present the report and answer Member questions.

In response to Member questions Officers stated:

- In some areas saving were deliberately made from vacancies being held open, however they were not all planned shortfalls – for example in Democratic Services.
- The Budget Consultation period being put together was 12 weeks and feedback would be used to inform decision making, however this consultation may not be on a 'Draft Budget'.
- The move from 2 yearly budgets was thought to be a political decision.

It was agreed a briefing note would be circulated to the Committee reporting figures on responses to the previous consultation.

Resolved: That Members note the report.

Reason: To update the Committee on the forecast position for 2017/18.

21. **DRAFT ICT STRATEGY**

Members considered a report outlining the process undertaken to develop the new proposed ICT Strategy as a platform for the council's ICT provision moving forward. The Head of ICT and Digital Manager were in attendance to present the report and answer Member questions.

Officers gave a brief background to the report and stated that previous feedback had shown that residents wanted a digital strategy which is what led to the creation of a website.

In response to Member questions Officers stated:

- This strategy was the 'guiding principles' for the department to use as building blocks for future work. There was a feeling that the previous strategy sat too far apart from the work being done and the department wanted to ensure this didn't happen with the new strategy.
- There was a qualified Change Manager who now sat within the department and would undertake detailed engagement with all Directorates.

During discussion Members raised the issue that the language used within the document was wrong, that it was incredibly jargon heavy and that there was a lack of detail in the strategy as a whole. They felt that this needed to be addressed by the department moving forward.

Resolved: That Members;

a. commented upon the draft strategy and endorsed it for onward approval

b. note that an Update Report on Consultation on the Draft ICT Policy is on the work plan for the committee's January meeting.

Reason: To ensure that scrutiny members have the opportunity to be consulted on a key strategy that will influence the future delivery of frontline services.

22. OVERVIEW REPORT ON FINANCIAL INCLUSION

Members considered a paper providing an update on the activities and initiatives undertaken by the Council to promote financial inclusion across the city. The Assistant Director – Customer Services & Digital and Head of Customer, Resident & Exchequer Services were in attendance to present the report and answer Member questions.

In response to Member questions Officers stated:

- With regard to Universal Credit payments it could take some time for the impact to become apparent as it may take time for recipients to start to struggle financially. In Harrogate it had taken around 6 months for issues to arrive following roll out.
- Library staff had been fully trained to provide assisted digital support.
- In relation to the Citizens Advice York service they had made the decision to cut sessions, funding had not been cut.
- When vouchers were provided to residents this was usually in the form of food vouchers or vouchers for the York Furniture Store for specific items.

Resolved: That Members note the work on promoting financial inclusion in the City and the preparations in place for the further roll out of Universal Credit.

Reason: So Members are aware of the activities and initiatives undertaken by the council to promote financial inclusion.

23. SECTION 106 AGREEMENTS

Members received a report providing information on Section 106 agreements and how they are administered and controlled. The Assistant Director – Planning & Public Protection and Head of Development Services and Regeneration were in attendance to present the report and answer Member questions.

In response to Member questions Officers stated:

- It required dedicated resource to provide a table for each S106 agreement. This was a worthwhile process though as it helped Parish Councils have sight of trigger points for payments.
- S106 agreements were legal agreements and the Leisure Team would seek assurances that these payments are spent on their intended purpose. This was important as monies were supposed to mitigate the impact of development.
- There was an awareness that finding things was an issue, given the amount of data involved, and that this needed to be addressed.
- There was no guarantee that a scheme would be implemented just because it had been approved.

During discussion Members stressed the importance of being able to see how these agreements were progressing easily and clearly, as Members wanted to ensure that monies were being spent in the right way.

Resolved: That Members;

I.   Note the information received in this report, including the follow up of the agreed actions from the 2016/16 audit of Section 106 agreements.

II. Request 6 monthly update reports.

Reason: To ensure that Members are aware of the administration of S106 agreements.

24. ATTENDANCE AND WELLBEING PROJECT

Members considered a report providing information on work being undertaken to address the management of sickness absence in the Council and to brief Members on the current and planned work being undertaken by Human Resources with a focus on attendance management and employee wellbeing. The HR Business Manager was in attendance to present the report and answer Member questions.

In response to Member questions Officers stated:

- CYC was not performing in line with other Local Authorities in terms of sickness absence. Some of this was related to the way information was recorded but there were particular hotspots such as Adult Social Care where absence figures were particularly high.
- Some managers did struggle with dealing with this issue and this needed to be addressed through training to improve manager confidence.
- Tackling issues like his one needed a strong evidence base and information was not always easily accessible to managers. Having a function on iTrent where this data was available in real time would improve this considerably.
- Back to Work interviews should always take place after a sickness absence. Again the improvements in iTrent would mean that everyone would have visibility if this had not been done. The information from these interviews would regularly be discussed at team meetings, albeit some information would remain medical in confidence.

During discussion Members highlighted that this was an ongoing issue which had not improved over a significant time period. Stress related sickness was of particular concern and for this reason they requested that update reports come to Committee on a quarterly basis.

Resolved: That Members;

    I.   Note the report.

    II.   Request that this committee receive future updates on a 3 monthly basis.

Reason:

    I.   To understand the key issues and response to the recommendations to secure improvements in control arrangements around sickness absence.

    II.   To review the progress and impact of the project and the impact on attendance and wellbeing across the Council.

25. **WORK PLAN 2017/18**

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

During discussion Members requested the following additional reports:

November – Draft Final Report of the Elections Scrutiny Review Task Group
January – Update report on Attendance and Wellbeing Project
March – Update report on Section 106 Agreements

It was also agreed that, as the Committee were already receiving regular update reports on the CRM system and 'my account', there was no reason to reconvene the e-Democracy Task group.

Resolved: That the committee's work plan for 2017/18 be approved, subject to the above additions.

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

Councillor D Williams, Chair
[The meeting started at 5.30 pm and finished at 7.10 pm].

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Customer & Corporate Services Scrutiny   13 November 2017
Management Committee

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

Petition Number:

88. A petition requesting inclusion in the R7 Residential parking Zone of St John's Place and Chestnut Court.

A letter containing 10 signatures was received by parking services on 16 August 2017. The petition was considered by the Executive member for Transport and Planning at a Decision Session on 19 October 2017.

The Executive Member agreed that the request be refused as this is a new development which was removed from the residents parking zone during the planning process because of the impact it would have on the existing residents.

90. A petition to restore the full service of the Citizens Advice York.

This petition, containing 1,170 signatures, was handed over by Cllr Neil Barnes at a Decision Session of the Executive Member for Adult Social Care and Health on 14 September 2017.

At the same Decision Session the Executive Member agreed to pay a one-off sum of £12k to restore two drop-in sessions to the end of March 2018

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

| Report Approved | ✓ | Date | 30 October 2017 |

| Wards Affected: | | All | ✓ |

Background Papers: None

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

86. Petition for a Push Button Crossing on Bishopthorpe Road at Butcher Terrace to improve pedestrian and cycle safety	Handed over at Full Council on 20-7-17 by Cllr Crawshaw	192	Officer Tony Clarke / Andrew Bradley	Executive Member for Transport and Planning	14/12/17		
87. Petition for a Clean Air Zone – a request for implementation of the Air Quality Action Plan, a Clean Air Zone for the City Centre and targeted enforcement action.	Handed over by Cllr D'Agorne at a Decision Session – Executive Member for Environment held on 7-8-2017	600	Mike Southcombe	Executive Taken as part of "A Clean Air Zone for York report".	21/01/18		
88. Petition requesting inclusion in the R7 Resident Parking Zone	Letter to Parking Services, received 16 August 2017	10	Alistair Briggs	Executive Member for Transport and Planning	19/10/17	The Executive Member agreed that the request be refused as this is a new development which was removed from the residents parking zone during the planning process because of the impact it would have on the existing residents.	
89. Petition to be excluded from proposed R58C extended ResPark zone 177 – 211 (odd) Bish Rd and 230-274 (even) Bish Rd	Email received during objection period	28	Annemarie Howarth	Executive Member for Transport & Planning	16/11/17		

90. Petition to restore the full service of the Citizens Advice York	Handed over by Cllr Neil Barnes at Decision Session – Executive Member for Adult Social Care and Health	1170	Pauline Stuchfield	Executive Member for Adult Social Care and Health	14/09/17	Executive Members agreed to pay a one off sum of £12k to restore the drop in sessions to the end of March 2018	
91. Petition requesting a puffin crossing (or otherwise) on Lowther St in the vicinity of Park Grove Primary School	Presented by Cllr Flinders at Full Council on 26 October 2017	220	Andy Vose	Executive Member for Transport & Planning	tbc		

Corporate and Scrutiny Management Policy   **13 November 2017**
and Scrutiny Committee

**Report of the Deputy Chief Executive / Director of Customer &
Corporate Services**

2017/18 Finance and Performance Monitor 2

Purpose of the Report

1   This report provides a high level analysis for the services falling under
the responsibility of the Corporate Scrutiny Management Committee,
which include all corporate, strategic and business services.

Financial Analysis

2   The Council's net budget is £119.6m. Following on from previous
years, the challenge of delivering savings continues with £6m to be
achieved in order to reach a balanced budget. The latest forecasts
indicate the Council is facing financial pressures of £446k and an
overview of this forecast, on a directorate by directorate basis, is
outlined in Table 1 below. The position will continue to be monitored
carefully to ensure that overall expenditure will be contained within the
approved budget. The following sections provide more details of the
main variations and any mitigating actions that are proposed.

Customer & Corporate Services

3   A net underspend of £200k is forecast and this is predominately due to
additional income within bereavement services of £115k and staffing
vacancies across a range of services including finance and democratic
services. Agreed budget savings are being delivered in line with the
original plans across a number of areas, including those within
customer services. A range of other minor variations make up the
directorate position. Work will continue to try and identify additional
savings to help the overall position.

Corporate Budgets

4   These budgets include Treasury Management and other corporately held
funds. It is anticipated that a £350k underspend will be achieved,

predominantly as a result of reviewing some assumptions on the cash flow position following a review of the profile of planned capital expenditure which will mean less interest being paid than previously anticipated.

Performance Framework

5   Agreement was made at Executive of a core strategic set of indicators to help monitor the council priorities and this will provide structure for future reporting. A number of new recording measures and metrics will be created over the next reporting period in order to understand progress on these strategic performance indicators. Indicators within the core strategic set for the services falling under the responsibility of the committee are reported in the table below.

6

Performance – Overview			2015/16	2016/17	2017/18 Q1	2017/18 Q2	Benchmark	DoT
Service Delivery	A Focus on Frontline Services	Number of days taken to process Housing Benefit new claims and change events (DWP measure)	5.87	5.58	4	3.82	Above National Average	⬇ Good
	A Council That Listens to Residents	% of panel who agree that they can influence decisions in their local area	NC	25.65%	28.41%	NC	Above National Average	⬆ Good
		% of panel satisfied with their local area as a place to live	NC	89.84%	91.23%	NC	Above National Average	⬆ Good
		% of panel satisfied with the way the Council runs things	NC	65.54%	64.76%	NC	Above National Average	➡
		Overall Customer Centre Satisfaction (%) - CYC	91.54%	92.48%	93.23%	92.51%	NC	➡
	A Prosperous City for All	Median earnings of residents – Gross Weekly Pay (£)	496	509.6	NC	NC	Below National Average	⬆ Good
		Business Rates - Rateable Value	NC	£247,348,791	£255,784,571	£253,966,276	NC	➡
		% of panel who give unpaid help to any group, club or organisation	NC	64.30%	66.44%	NC	Above National Average	⬆ Good
Organisational Health Check	Performance	Red rated Major Projects - CYC	0	1	1	1	NC	➡
		Amber rated Major Projects - CYC	5	5	6	6	NC	➡
		Overall Council Forecast Budget Outturn (£000's Overspent / -Underspent)	£-876	£-542	£636	£446	NC	⬇ Good
	Employees	PDR Completion (%) - CYC - (YTD)	59.00%	75.90%	40.90%	58.20%	NC	➡
		Staff FTE - CYC Total (Excluding Schools) - (Snapshot)	2,104	2,071.6	2,043.2	2,036.8	NC	➡
		Average sickness days lost per FTE - CYC (Excluding Schools) - (Rolling 12 Month)	10.1	10.2	10.2	10.4	Above National Average	➡
		Voluntary Turnover (%) - CYC Total (Excluding Schools) - (Rolling 12 Month)	7.00%	7.60%	8.30%	7.30%	NC	➡
	Customers	% of external calls answered within 20 seconds - CYC	88.15%	89.01%	87.57%	-	Above National Average	➡
		% of complaints responded to within 5 days	NC	75.40%	73.20%	60.97%	NC	⬇ Bad
		FOI & EIR - % In time - (YTD)	95.60%	93.14%	92.50%	91.64%	NC	➡
		Digital Services Transactions / Channel Shift			Narrative Measure - see paragraph 135		NC	➡

NC = Not due to be collected during that period,
Benchmarking: N - National, R - Regional

Performance Analysis

Number of days taken to process Housing Benefit new claims and change events - this measure gives an understanding of the efficiency and effectiveness of a key front-line service

7   Performance in this area continues to be the best it has ever been in York with an average number of days taken to process a new Housing Benefit claim or a change in circumstance of 3.8 days at the end of Q2 2017/18, which is a reduction from 4 days at the end of Q1.

Number of days taken to process Housing Benefit news claims and change events (DWP measure)

5.58 — 2016/17
4 — 2017/18 Q1
3.82 — 2017/18 Q2

Overall Customer Centre Satisfaction (%) - CYC - (being replaced with Digital service satisfaction 2017) - this measure gives an understanding of the quality of our face to face, phone and front office customer services (and in future our digital services through the CYC website)

8   Customer Satisfaction remains high in Q2 with 93% of people rating the service as either good or very good.

Business Rates - Rateable Value - this measure gives an understanding of how much money the Council is likely to receive to spend on public services

9   The rateable value is the legal term for the notional annual rental value of a rateable property, assessed by the valuation officers of the VOA (Valuation Office Agency). The revaluation from 1st April 2017 resulted in a 4.14% percentage change increase in the rateable value for York with Yorkshire, whilst England increased by 9.1%. Currently English authorities keep hold of 50% of locally-collected business rates with the other half going into a central government pool and redistributed back to the local authorities according to need.

10   The collection rate for Council Tax at the end of Q2 was 56.07% compared with 56.81% in the corresponding period in 2016/17. The collection rate for Business Rates at the end of Q1 was 57.90% compared with 57.98% in the corresponding period of 2016/17.

Performance – Employees

Average sickness days lost per FTE (12 Month rolling) - this measure gives an understanding of the productivity of the organisations employees

11   The 12 month rolling average of sickness days per FTE (excluding schools) has increased slightly from 10.2 days at the end of June, to 10.4 days at the end of September. This also remains higher than the CIPD Public Sector average of 8.7 days. The 12 month rolling average for Stress related absence was 2.5 days per FTE at the end of Q1 but this has increased slightly in

Average sickness days per FTE – CYC (Excluding Schools) – (Rolling 12 Month)

September to 2.8 days. The organisation is continuing to manage and monitor sickness absence by ensuring that the impacts and costs are understood and discussed throughout the Council's management structure.
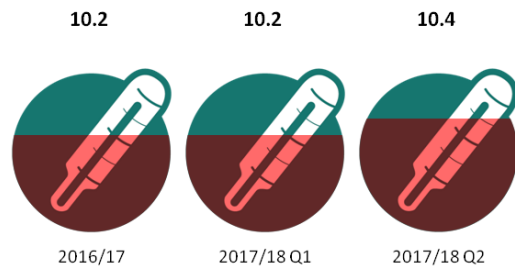
12   A report presented to the Customer and Corporate Services Scrutiny Management Committee in September provided information on the work being undertaken to address the management of sickness absence in the council and to brief Members on the current and planned work being undertaken with respect to attendance management and employee wellbeing.

13   Significant progress has been made against the priorities contained within the Council's People Plan in its first year, including:

- The build of an iTrent absence module
- Gathering data for the Wellbeing Charter accreditation and to inform and support the creation of a wellbeing strategy for the Council
- To complement existing services, the council has launched a Workplace Wellness scheme to replace the Employee Assistance Programme.
- A review of arrangements for the support provided to staff experiencing organisational change.

14   The priority for the second year of the plan is a focus on attendance management ensuring that the wellbeing priority is addressed.

Staff Total - this measure gives an understanding of total numbers of staff, and our staffing delivery structure

15   The number of people employed by the Council (excluding schools) has decreased slightly to 2,556 (2,036 FTEs) at the end of September, from 2,558 (2,043 FTEs) at the end of June. This decrease is expected in line with the council's changing service delivery models.

Staffing Turnover - this measure gives an understanding of the number of staff entering and leaving the organisation

16   The percentage of employees voluntarily leaving the organisation over the past rolling 12 months has decreased from 8.3% in March to 7.3% in September. This level of staffing turnover is expected and in line with the council's changing service delivery models.

Staffing PDR Completion Rates - this measure gives an understanding of how we making sure that the organisations strategic aims, goals and values are being passed to all employees

17   City of York Council is committed to developing confident, capable people, working positively for York. As part of that commitment, all colleagues are entitled and encouraged to reflect on their performance and discuss future aspirations and work goals through regular one to ones and an annual Performance and Development Review (PDR) appraisal.

18   The completion rate so far in this year's performance review cycle is 58.2%. This is significantly higher than at the end of Q2 in previous years, and with the majority of remaining PDR's either already started or awaiting approval, final year-end levels are also on track to show positive improvements.

PDR Completion (%) – CYC - Snapshot

40.90%   58.20%

2017/18 Q1   2017/18 Q2
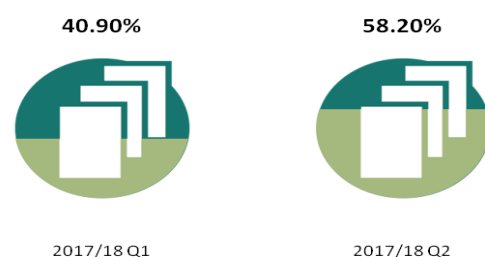
Performance – Customers

External Calls answered within 20 seconds - this measure gives an understanding of speed of reaction to customer contact

19   The council's Customer Centre is the main point of contact for residents and business visitors. During Q2 2017/18, the number of calls received reduced slightly to 58,099 from 61,163 in the previous quarter. Of these calls, 98% were answered (up from 95% in Q1), with 81% answered

within 20 seconds. This is a considerable increase from 73% in Q1 and demonstrates a consistently good performance.

% of complaints responded to within 5 days

20   In Q2 2017/18 the council received 369 stage 1 complaints, which is a decrease of 98 on the number received in the previous quarter. The council responded to 60.97% within the 5 day timescale. Where timescales were not met, this was due to resource pressures in some service areas. Additional resources have been provided to deal with and monitor complaints with work ongoing to; seek to reduce the number received in first instance, ensuring complaints performance is monitored, and that there is cross council learning from complaints in a systematic manner

FOI & EIR - % In time - this measure gives an understanding of our speed of reaction to FOI's

21   In Q2 2017/18 the council received 463 FOIs, EIRs and SARs. In-time compliance of 87.54% has been achieved for FOIs (Freedom of Information requests) and 97.05% for EIRs (Environmental Information Regulations requests). There continues to be performance improvement for in-time compliance with Data Protection Act Subject Access to Records requests (SARs) with an increase this quarter to 86.67% which is an increase of 2.07% on the previous quarter.

Digital Services Transactions/Channel Shift

22   The number of residents who came to West Offices remained steady at 14,664 (14,621 in the previous quarter) with an average wait of less than 7 minutes. 79% of residents were seen within the target wait time of 10 minutes. 17,077 business visitors came to West Offices during Q2 2017/18 (17,801 in the previous quarter).

23   The reduction in demand across our face to face channel shows the changing behaviour of our residents; 3,700 payments were made using the auto payments system and 18,053 customers used the telephone auto operator.

24   Residents are now encouraged to complete certain transactions online. In Q2 2017/18, 53% (498) of all street lighting and street cleansing issues were reported by customers on-line which is an increase from 46% in Q1.

Performance – Procurement

25 The tables below summarises the quarter 2.

Quarter 2

Size of business	2017/18 Q2 spend		Of which in Yorkshire & Humber	Of which in a YO postcode
	£'000	% of total	£'000	£'000
Micro (less than 10 employees)	3,759	10	1,971	1,572
Small (11 to 49 employees)	12,103	30	9,748	7,090
Medium (50 to 249 employees)	8,129	20	3,936	2,245
Sub total SME's	**23,991**	**60**	**15,655**	**10,907**
Large (250 or more employees)	15,761	40	8,098	3,852
Grand Total	**39,752**	**100**	**23,753**	**14,759**

26 Spend to the end of June shows 60% of the total spend was with SME's, compared to 60% in a full year for 2016/17. Local spend has also remained broadly the same at 60% of the total (62% in 2016/17).

Annexes

27 All performance data within this document is made available in machine-readable format through the Council's open data platform at www.yorkopendata.org under the "performance scorecards" section.

Consultation & Options

28 This report is for information so no options are presented.

Corporate Priorities

29 The information and issues included in this report demonstrate progress on achieving the priorities set out in the Council Plan.

Implications

30 The financial implications are all dealt with in the body of the report.

31 There are no other specific implications of this report.

Recommendations

32. As this report is for information only there are no specific
recommendations.

Reason: To update the Committee on the forecast position for 2017/18.

Authors:	Chief Officer Responsible for the report:			
Debbie Mitchell Corporate Finance & Commercial Procurement Manager Ext 4161 Ian Cunningham Group Manager – Shared Intelligence Bureau Ext 5749	Ian Floyd Deputy Chief Executive / Director of Customer & Corporate Services			
	Report Approved	✓	**Date**	2/11/1017
Wards Affected: All				
For further information please contact the authors of the report				

Customer & Corporate Services Scrutiny Management Committee

13 November 2017

Report of the Electoral Arrangements Scrutiny Review Task Group

Electoral Arrangements Scrutiny Review Draft Final Report

Summary

1. This report presents the Customer and Corporate Services Scrutiny Management Committee with all the information gathered by the Task Group set up to undertake a scrutiny review into electoral arrangements in the city.

Background

2. At a meeting of the former Corporate & Scrutiny Management Policy & Scrutiny Committee (CSMC) in January 2016, Members requested a report on the electoral organisation in York and it was agreed that this be added to the work plan to be considered at a future meeting following the election of a Police and Crime Commissioner in May 2016 and the EU Referendum in June 2016.

3. At a meeting of CSMC in late July 2016, Members considered an overview report on electoral organisation and while they acknowledged that overall the current arrangements in York were working effectively they expressed concern at the time taken for the count to be completed.

4. Members also considered whether more could be done to ensure that everyone who was eligible to vote was able to do so, although they noted that difficulties had arisen because of the new Individual Registration System.

5. The Committee agreed it would be appropriate to carry out a scrutiny review to consider:

    i.   Ways of maximising the number of people eligible to vote, and

ii.   Improving performance at the count whilst maintaining high standards of accuracy.

6.   The Committee agreed to appoint a Task Group to carry out this work comprising Cllrs Fenton, Kramm, Lisle and a Labour Group representative which was later confirmed as Cllr Levene. However, at a CSMC meeting in September 2016 it was agreed that further consideration be given to the Green Party nomination as Cllr Kramm was no longer a member of CSMC.

Current Position

7.   The City of York is a unitary authority and the most recent local elections took place on 7 May 2015 to elect members to City of York Council. The whole council was up for election. These elections were held on the same day and combined with the 2015 General Election and Parish Council elections in York.

8.   Since the previous local election in 2011 a review of boundaries has affected some wards. The total number of councillors remained at 47 although the number of wards was reduced from 22 to 21. This comprised five single-member wards, six two member wards and 10 three-member wards. The local elections were therefore the first based on these new boundaries. The combination of all out local elections on new boundaries with a Parliamentary election made the elections in York in 2015 particularly and almost uniquely complex.

9.   In 2015 a record number of new councillors were elected, almost half the council, and of the 47 seats contested 25 were won by candidates with council experience while 22 were won by debutants.

10.   While York had a particularly difficulty set of elections to deliver in 2015 the complexity of organising elections generally and specifically in 2015 following the introduction of Individual Electoral Registration has been recognised in national reports by the Electoral Commission[1] and the Association of Electoral Administrators[2]. The latter reported of the 2015 elections:

"Electoral administrators continue to deliver elections within an increasingly complex and challenging environment even when the odds

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[1] Report on the administration of the 7 May 2015 elections, including the UK Parliamentary general election. July 2015.

[2] Elections and Individual Electoral Registration - The challenge of 2015. July 2015

are stacked against them. This was clearly the situation for the complex elections held on 7 May 2015 following the introduction of Individual Electoral Registration (IER). Electoral administrators and suppliers were stretched beyond belief during the 18 months before polling day with the introduction of IER and the complexities and bureaucracy it brought with it. Preparations for the elections were behind as a result of the impact of the introduction of IER and electoral administrators were exhausted before the election timetable even started."

Information Gathered

11. The Task Group, comprising Cllrs Fenton, Lisle, Levene and D'Agorne as the Green Party nomination, met for the first time in early November 2016.

12. The Task Group noted that back in 2014 the old household registration system was replaced by Individual Electoral Registration. The old system required the head of household to submit an application on behalf of all the people eligible to vote who were resident at an address now each individual is responsible for making their own application to register. IER is intended to improve the accuracy of the register and make registration easier and more secure.

13. Individual registrations are matched against date of birth and Department of Work and Pensions data, such as National Insurance number. In York 75% of people automatically match. They are sent letters saying they are registered. Some15% need to register anew while 10% get a letter to resolve their individual issues.

14. Major electoral events such as the General Elections and the EU referendum have seen a surge in registration activity and many duplicate applications. These have substantially increased the workload of the elections team during this already very busy period. One difficulty is that the only way an elector can check they are on the register is to make contact with the elections team (or customer services staff who are also authorised to provide this service) or to examine the register at one of the places where it is deposited. Consideration is being given at a national level to whether a system could be made available allowing an electronic "look up" service. This is though some way off. In the meantime one Council has developed a system providing this service as part of their "My Account" offer.

15. The Task Group wanted to know what records there are of complaints of voting on the day; anecdotal information of complaints to polling clerks; analysis of complaints and is there an issue log? They were informed that there is not a massive number of people who complain. Records are kept for one year and then destroyed. Any complaints to customer centre are logged. However, there were more issues in 2010 than there were in 2015.

16. The Task Group noted that the council works with the universities and student union to ensure students are registered to vote. There are registration drives on campus but it is down to the individual to register. Students can register to vote both at their home address and their college address. If students are registered to vote in two different electoral areas, they can vote in local elections for the two different local councils. However, it is an offence to vote twice in the same type of election, such as in a UK general election.

17. The elections team carries out an annual canvass of every residence in the city and people have to reply to the canvass in some form or other. Every year the team sends out household enquiry forms. If there is no change the details are confirmed. If there are changes they get another form for registration. People are sent up to three letters and if there is still no reply they get a personal visit.

18. In regard to the review's second aim – improving performance at the count whilst maintaining high standards of accuracy – the Task Group noted that there are a number of factors which may affect the duration of a count and which are described later in this report. It was accepted though that a key factor for all counts in York is the size of the count venue and the number of counters it can accommodate. At recent elections the count has been held at the Energise leisure centre, the largest identified venue available in the city.

19. The Task Group also questioned what training was available for counting staff, particularly inexperienced staff, and were informed that training sessions are arranged for both experienced and new polling staff.

20. The Task Group asked for further information on:

    ➢ What size of venue is needed and what will be the cost?
    ➢ Possibility of using temporary venue such as a large marquee.
    ➢ Cost of operating a split venue.
    ➢ Other creative solutions

➢ Resource implications of splitting the count

21. At a Task Group meeting in early December 2016 Members were given further information by the Electoral Commission Regional Manager and the Electoral Services Manager from Sheffield City Council.

22. The electoral commission described York as being incredibly efficient. The onus is on achieving an accurate result. The commission do not want local authorities to rush proceedings and end up with a challenge.

23. The Task Group learned that university students make up 20% of the eligible electorate in Sheffield. Prior to Individual Electoral Registration one of the city's two universities gave the elections team a full list of students, the other did not. When IER came in it was realised there was a problem. There was a drop in registrations and they were spending a lot of money on canvassing. It costs them £5 per student to canvass. This is in part because universities can no longer block register students living in halls of residence.

24. The Sheffield City Council Electoral Services Manager approached Sheffield University for their help in changing the registration process. The university agreed to add an electoral registration page on to university course registrations. Now, as part of student registration with the university, they are given the opportunity to indicate whether they would like to be included on the electoral register (via a task entitled Student Voter Details), so they can vote in national and local elections.

25. Those wishing to register to vote while a resident in Sheffield are given the opportunity to provide their details for this purpose when they register. This information is then securely transferred to Sheffield City Council, who check eligibility to vote, and if students are eligible, they are added to the electoral register.

26. Sheffield University piloted the scheme with Sheffield City Council at the start of the 2014-15 academic year. In the first year, 75 per cent of students (14,481) joined the electoral roll and in 2015-16, that number rose to 15,352. By comparison only 10% of Sheffield Hallam University students eligible to vote were registered at the time the elections team canvassed in 2014.

27. The 'Sheffield model' has since been cited in Parliament as an example of best practice. Sheffield City Council pays Sheffield University £2,000 a year for administration. This is a considerable saving saying that at £5 per student it could potentially cost £80,000 to canvass 16,000 students

had they not registered through the university. Sheffield Hallam University was due to introduce a similar system for the 2017 student intake.

28. In York there is contact with universities but there were barriers caused by data protection. The University of York has about 14% of its 17,400[3] students in halls of residence and York St John University has about 10% of its 6,500[4] students. Each student now needs to be individually registered. Working with the Universities can assist but there are also privately managed halls as well as students living in individual properties. Until June 2016, when funding was lost, CYC had a member of staff purely engaged with students.

29. Sheffield is fortunate that Sheffield University quickly bought into an idea that works for students. One of the issues with electoral registration is that students are being asked to provide information at their busiest time. Students were being harassed as soon as they arrived in Sheffield. This was a way they could respond easily and because of the way the software works the data is owned by the electoral registration officer, not the university.

30. York has a canvass budget of £50,000 plus further funding from the Cabinet Office of £50,000.

31. The Electoral Commission engaged in a project to look at the Referendum to see what lessons can be learned and found there are three key factors: time to declare; size of venue and the number of senior staff available who understand the process.

32. Sheffield is fortunate that it has a venue large enough – an indoor running track with additional and separate large rooms the size of four basketball courts. York does not have any venues offering this amount of space.

33. Split venues are an option but problems arise when crucial decisions have to be made. Having a senior election official make that decision brings an element of trust in the professional capabilities of that officer. If someone else makes the decision it could be open to challenge. It is hard enough in a single venue to know all of what is going on. With a

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[3] University of York Student Statistics 2016/17
[4] York St John University Total Enrolment 2016

split venue it is more difficult to keep track of any issues that arise.

34. The Task Group then considered alternative venues to Energise where the count could potentially take place. These included the Royal York Hotel, York Racecourse, York University, the Barbican and the David Lloyd sports complex in Hull Road. These had all been considered as possible venues for the 2015 combined elections and all had drawbacks or were not available.

35. They were also given information about marquee hire but the idea of attaching a marquee to Energise was shelved while other options are explored.

36. Finally the Task Group considered a summary of complaints covering the past four elections and were satisfied that the number of complaints were minimal, although they asked to see the most recent issue log.

37. The Task Group agreed to a further meeting in early February 2017 when they planned talks with registration officers from the University of York and York St John University to establish whether arrangements similar to those in Sheffield could be utilised in York, but this meeting was cancelled at short notice as one of the university representatives became unavailable.

38. After that time the Task Group lost two of its four members as Cllr Lisle was appointed to the Executive and Cllr Levene resigned his Council seat.

39. At a meeting of the full Committee on 12 June 2017 Cllr Flinders was appointed to the Task Group along with a Conservative member, later confirmed as Cllr Galvin.

40. Following the cancelled February meeting of the Task Group the Higher Education and Research Bill received Royal Assent at the end of April 2017, including an amendment by the House of Lords which required that:

> *"(2A) The list of principles must include a requirement that every provider—*
>
> *(a) provides all eligible students with the opportunity to opt in to be added to the electoral register through the process of enrolling with*

that provider, and

(b) enters into a data sharing agreement with the local electoral registration officer to add eligible students to the electoral register.

(2B) For the purposes of subsection (2A) –

(a) a "data sharing agreement" is an agreement between the higher education provider and their local authority whereby the provider shares the –
    (i) name,
    (ii) address,
    (iii) nationality,
    (iv) date of birth, and
    (v) national insurance data,
of all eligible students enrolling or enrolled (or both) with the provider who opt in under subsection (2A)(a);

(b) "eligible" means those persons who are—
    (i) entitled to vote in accordance with section 1 of the Representation of the People Act 1983, and
    (ii) a resident in the same local authority as the higher education provider.

(2C) Subsection (2A) does not apply to the Open University and other distance learning institutions."

41. As the Bill has received Royal Assent, the Act is now law and means universities have a requirement to include an opt-in question during the university enrolment process to consent to share the listed data with the Council.

42. It should be noted that there was an increase of almost 9,000 in the number of votes cast in York's two parliamentary constituencies in the June 2017 General Election, the joint total rising to 110,874 compared to 101,958 in 2015.

43. Nationally 46.8 million people were registered to vote at the June 2017 General Election, of which 68.8% actually voted. This was the largest electorate for a UK-wide poll, with approximately 500,000 more electors than at the 2015 election.

44. While the online registration service has significantly improved access to elections since it was introduced in June 2014, Electoral Registration

Officers (EROs) highlighted the significant administrative and financial impact of processing duplicate applications submitted by people who are already registered to vote. Estimates by EROs of the proportion of duplicate applications have ranged from 30% of the total submitted in some areas to 70% in others.

45. In early July the Task Group met to brief the new members on the information gathered to date and to raise any additional issues.

46. To achieve the second part of the remit: "Improving performance at the count whilst maintaining high standards of accuracy", the most straightforward solution is identifying a bigger venue for the count. As detailed in paragraph 18 this is an ongoing consideration for the elections team and the Elections Services Manager has a further visit planned to the University of York to assess the suitability of using the university's sports centre or other university buildings.

47. A further alternative could be to consider the Yorkshire Aircraft Museum at Elvington. At present the count at Energise is held in an area of 750 square metres and there is a an additional hall of 300 sq m, around 50 metres away, used for ballot box reception and a third room of 60 sq m used for postal votes. The cost to hire Energise is around £4,500, before table and chair hire, security and refreshment.

48. The aircraft museum, which is little over seven miles from the city centre, hires buildings and facilities to corporate organisations. It has ample space to stage an election, parking, toilet and catering facilities all within a secure site.

49. The cost of hiring half the main hangar, an area of 35m x 36m (1,260sq m), is £5,250 a day including set up, although for an election the hire period will be from noon on the day of the election until noon the following day and these figures will need to be assessed and confirmed. The hangar has new LED lighting and trestle tables are included in the cost, although there will be an additional hire charge should more be needed than are available on site.

50. In addition the museum's Elvington Room is 27.4m x 5.8m (approx 1,600sq m) and can be partitioned for ballot box reception and postal votes. It has a rear door to a staff car park which can be used by ballot box delivery vehicles. This is £950 from 6pm to midnight. Room hire costs will be reduced if a food/drink package is taken. The Elvington Room has full WiFi facilities and is approximately 100 metres from hangar, but boxes could be transferred by vehicle.

51. Members noted that additional costs of venue hire and staffing would fall on the Council for local elections and the Returning Officer would need to seek to persuade the Cabinet Office that these additional costs were legitimately incurred. They noted that some local authorities provide funding towards the costs of national elections.

52. The Task Group met again in late August 2017 when members agreed that they had gathered sufficient information to satisfy both objectives in the remit:

   - Ways of maximising the number of people eligible to vote – through the requirements of the Higher Education and Research Bill which will allow the Electoral Services manager to reach a data sharing agreement with York's two universities, *and*

   - Improving performance at the count whilst maintaining high standards of accuracy – by further exploring the availability of larger venues in the city, particularly the sports centre and other buildings at the University of York and the Yorkshire Aircraft Museum.

Electoral Arrangements

53. Electoral arrangements are the responsibility of the Acting Returning Officer (ARO) for Parliamentary elections and the Returning Officer (RO) for local government elections, and in York the key aims are:

   - To allow those who are eligible and wish to vote to do so

   - To ensure that the processes followed are robust and produce an accurate result which is not open to challenge.

54. York electoral services are well respected among election professionals both local and nationally as evidenced by the fact that York was asked to provide project management, legal and other expert assistance to the Police Area Returning Officer at the Police & Crime Commissioner elections. In addition, for the EU Referendum York's risk profile rating, as assessed by the Electoral Commission, was **green**. A green rating means the minimum level of scrutiny from the Regional Counting Officer and Electoral Commission. York follows the guidance of the Electoral Commission (EC) in administering elections and there are more than a dozen Acts, Regulations and Rules which must be followed. The key ones are:

   - Representation of the People Act 1983

- Representation of the People Act 1985 (overseas electors)

- Representation of the People Act 2000 (postal votes)

- Local Elections (Principal Areas) (England & Wales) Rules 2006

- Representation of the People(England & Wales) Regulations 2001

- Others are listed in the EC guidance and all can be found on the www.legislation.gov.uk website

55. Electoral administration and the conduct of elections is complex and has become more difficult in York in recent years. Some of the reasons for this are:

- The administration of elections is inherently complex affair with a need to follow regulatory requirements to the letter while delivering a significant project. In York that includes making arrangements : to establish and perform around 500 job roles in York; to set up and work from around 120 polling stations and to communicate with 155,000 electors. These roles are performed under intense media and political scrutiny;

- More demand for postal voting. In the last local election around 10% of the electorate, 15,000 voters, opted for postal votes compared with just 800 in 1988. In the EU Referendum in excess of 20,000 electors opted for postal votes. The administration of postal voting significantly increases the workload of the core election team and adds risks which have to be managed;

- Overnight counting becomes more difficult with postal votes because security checks have to carried out on postal votes handed in at polling stations;

- Individual Electoral Registration. Since 2014 individuals have become responsible for registering themselves to vote rather than registering a household as before. As previously indicated the run up to each major electoral event since that time has seen a surge in new and duplicate applications and consequent additional pressure for the team.

56. Specific Challenges in York include:

- The elections footprint following boundary changes;

- Local elections in most York wards are multi-vacancy elections, meaning that a more complicated count model has to be used than for "first past the post" elections.

- For local elections, the diversity of many wards means that a number of different candidates have a realistic hope of being elected, leading to close results. This also means that voters often spread their allegiance between candidates for one party and independents preventing large numbers of ballot papers being quickly counted as a vote for all candidates for one party.

- In York space limitations at the count venue impacts on the number of counters that can be used.

Returning Officer

57. At a UK Parliamentary election in England, the Returning Officer (RO) is a largely ceremonial position. The administration of the election is the responsibility of the Acting Returning Officer (ARO).

58. In local government elections every county, district, unitary and metropolitan council is required to appoint an officer of the council to be the RO for the election of councillors.

59. The RO (or ARO, but RO for the purpose of this report) plays a central role in the democratic process. The role is to ensure that the elections are administered effectively and that, as a result, the experience of voters and those standing for election is a positive one. The RO seeks to set out at an early stage what they want to achieve and what success would look like.

60. In York elections are organised as a full project with the election team initially meeting on a monthly basis and then more frequently as polling day nears. Project planning starts approximately a month after the previous election with a review of lessons learnt from that poll. A list of core documents used by the team includes a project plan; time table; risk assessment; agent and candidate count guide; ballot box collection arrangements; count model; counting assistants guide; team supervisor instructions; a training schedule; instructions for postal voting; inspecting officer guidance and polling staff guidance.

61. The RO is personally responsible for the administration of the election, including:

- nominations

- the provision of polling stations
- the appointment of Presiding Officers and Clerks
- management of the postal voting process
- the verification and counting of votes

62. Where the Local Government election is combined with a poll for a further electoral event the RO will take responsibility for the combined poll including:

- the provision of polling stations

- the appointment of Presiding Officers and Clerks

- the notice of situation of polling stations

- the equipment of polling stations

- the notification of the secrecy requirements at polling stations

- signing certificates of employment for polling station staff allowing them to vote at the polling station they are working at, as opposed to the one allocated to them

- authorisation to order the removal of persons from polling stations

- verification of all ballot papers

- where it has been decided to combine the issue of postal votes:

  ➢ the corresponding number list

  ➢ the issue of postal votes including creating a copy of the postal voters list and proxy postal voters list and marking it on issue

  ➢ the opening of postal votes including the marking the returned postal vote statements on the lists and the verification of the personal identifiers on the returned postal voting statements

63. While the RO can appoint one or more persons to discharge any or all of the RO functions they cannot delegate personal responsibility for delivering the election.

Planning For The Election

64. To plan effectively for the election, a project plan is prepared and treated as a "living document". It is kept under regular review and used to monitor progress.

65. This planning supports the delivery of the following outcomes:

    - Voters are able to vote easily and know their vote will be counted in the way they intended

    - It is easy for people who want to stand for election to find out how to get involved, what rules are, and what they have to do to comply with these rules, and they can have confidence in the management of the process and the result.

66. Before starting detailed planning the election team looks at what needs to be achieved and what success will look like. The project plan includes clearly defined objectives and success measures. The project plan also includes a plan to evaluate procedures post-election and identify lessons learnt.

67. This planning reflects any legislative changes which have come into effect since the last poll, for example, there are a number of areas in which processes and practices will need to be reviewed as a consequence of legislative change, such as in relation to postal voting, where there is now the ability to issue postal ballot packs earlier in the election timetable.

68. The project plan covers contingency planning and business continuity arrangements. The continuity arrangements include provisions to cover loss of staff and loss of venues during the election

69. It also identifies the resources required and ensures the necessary steps are taken for the local authority makes resources available to enable the discharge of election functions.

70. A risk register is prepared and kept under regular review to monitor any risks and document any changes in risk, as well as ensuring that mitigating actions are identified and taken forward as appropriate.

Staffing

71. The project plan identifies staffing requirements and ensures the necessary appointments are made at the earliest opportunity.

72. A project team is then established to support the RO in carrying out their functions and in delivering a well-run election. The project team includes:

    - Any appointed deputies
    - Other electoral services staff members

- The Electoral Registration Officer (ERO) where the RO is not also the ERO.

73. The project team has a clear remit and understanding of the tasks to be carried out. At the planning stage, a schedule of meetings is prepared, and a record of each meeting is kept as an audit trail of what has been discussed and of any decisions made.

74. The RO has a legal duty to appoint and pay a Presiding Officer and such Poll Clerks as may be necessary to staff each polling station. In order to ensure that voters receive a high-quality service it is important that polling stations are properly staffed. The Electoral Commission recommends the following ratios:

    - A polling station should not have more than 2,500 electors allocated to it.

    - In addition to a Presiding Officer, there should be one Poll Clerk for polling stations with up to 750 electors.

    - One additional Poll Clerk should be appointed for polling stations with up to 1,500 electors

    - One further Poll Clerk should be appointed to a polling station with up to the maximum of 2,500 electors

75. These ratios are recommended minimum levels and there may be circumstances in which a higher number of staff are employed. In York particular consideration is given to areas with high numbers of student electors where more assistance may be required in polling stations.

76. In order to ensure that voters can have confidence that their votes will be counted in a way they intended, appropriate resources are put in place to ensure that the verification and counts are timely and that the processes followed are designed and managed in such a way as to secure an accurate result. The number and type of staff require to run the verification and count are identified and appointed as soon as possible.

77. Typically the following types of roles make up the overall staffing required at the verification and count:

    - A senior officer responsible for the overall operation, assisting with the organisation of the event and the co-ordination of the verification and count processes

- A responsible officer to supervise a team dealing with the receipt of ballot boxes, postal votes and paperwork at the verification and count venue, and the verification of the unused ballot papers and tendered ballot papers.

- An officer to oversee the secure transportation of the sealed boxes of postal ballot papers to the verification and count venue and to deal with the final opening of postal votes.

- A team of staff to who check ballot paper accounts and keep records of count totals including ensuring that all of the necessary forms and statements are completed accurately and formally signed off, and providing an audit trail for the verification and count processes.

- A team of senior staff responsible for managing those staff sorting and counting the votes.

- Teams of staff dealing with the receipt of ballot boxes, postal votes and paperwork, and the verification of unused and tendered ballot papers.

- Counting assistants to accurately sort and count the ballot papers.

- Porters, security staff and door attendants to deal with the security of the site and the management of the facilities within and around the site.

- An officer to oversee the security of ballot boxes and relevant stationery.

78. The project plan contains a plan for training which identifies the training needs of both permanent and temporary staff. While training activities for temporary staff may not take place until shortly before the election, planning for those activities starts at the earliest opportunity.

Register to Vote

79. Under the system of individual electoral registration each individual is now responsible for registering themselves and by law people must register to vote. When registering to vote:

- People need their National Insurance number and date of birth; these are used to check their identity with the Department of Works and Pension.

- These details are uploaded to a national portal.

- Once details have been checked, people will either receive a letter requesting more information or a letter to confirm that they are registered. Submitting an application does not automatically mean a person will be registered, several checks must be made.

- People can only vote in Parliamentary and City of York Council elections if their name is on the register of electors.

- If people are not on the register of electors they may find it harder to get a loan, mortgage, finance agreement or even a mobile phone as certain credit reference agencies use the register to confirm stability of residence.

Online registration

80. The online registration service has significantly improved access to elections in Great Britain since it was introduced in June 2014. Data about applications made using the online electoral registration service show that the numbers of people using the service have increased each year since 2014. Between 10 June 2014 and 30 June 2017 a total of 21,580,788 registration applications (representing 77.6% of all applications) have been submitted online.

81. However, the online registration system currently allows people to submit an application to register even if they are already registered to vote. There is no direct link between the online registration service and the electoral registers, which are each held separately on local databases using a range of different management software systems. This means that the different systems cannot currently communicate directly with each other and it is therefore not possible to automatically detect and prevent these duplicate applications.

82. Despite steps to prevent duplicate registration applications, estimates by EROs of the proportion of duplicate applications received ahead of the 2017 general election have ranged from 30% of the total submitted in some areas to 70% in others. EROs have highlighted the significant administrative impact of processing duplicate applications ahead of the general election. Each individual application must be carefully checked to confirm whether or not they are a duplicate.

Who can register?

83. People can only register to vote in York if they are:

- 18 (or will become 18 during the life of the register)

- a British, Irish, Commonwealth or European Union Member State citizen (a full list of all eligible countries provided)
- resident at a York address or an eligible overseas elector or service voter.

Students registering to vote

84. Students can register to vote both at their home address and where they are at college, their term time address. If students are registered to vote in two different electoral areas, they can vote in local elections for the two different local councils. However, it is an offence to vote twice in the same type of election, such as in a UK general election. Doing this could result in a fine of up to £5,000.

Updates to the register of electors

85. The register of electors is published once each year, but there are updates to the register generally the first of every month, except during October and November.

86. There are strict statutory deadlines which mean that you can only be added to the register if an application is received by the required time, and it includes all the information need to process it.

Absent voting

87. In addition to voting at a polling station, registered electors in York can vote by post or by proxy. Voters must apply for a postal vote if they want to vote by post, e.g. if they are away from home or abroad.

88. People can apply to vote by post for a single election on a specific day, for a specific period or permanently. In York some 20,000 people, around 13% of the electorate, used postal voting in the EU Referendum. Postal voting is a time consuming exercise for elections staff, who are responsible for the production and issue of postal vote packs, dealing with returned postal votes and completing anti-fraud checks. They also deal with a high volume of public enquiries in relation to postal voting during the run up to the election. Unlike many other areas York has adopted a system of daily postal vote issues for those who apply for such a vote after the printers have produced the first issue. This means that postal votes are issued as soon as is reasonably practicable. It is, however, a much more demanding process in terms of the resource required than the traditional approach of a first issue and a last issue.

89. Voting by proxy means getting someone else to vote on your behalf. Again a proxy vote can be for a single election, for a specific period or

permanently. People can apply for a proxy vote under certain circumstances, including:

- Being away on polling day

- Having a medical issue of disability

- Not being able to vote in person because of work or military service

90. Historically in York there have been a small number of proxy voters, around 100. However, there was a big increase for the Referendum in large part due to the Council being proactive with people who were too late to register for postal votes or for whom a postal vote may not have been the best option and who therefore took up the proxy option.

91. York has an increasing number of people registered to vote as overseas electors. At election time priority is given to the registration of these voters and to ensuring that they have an absent vote set up as soon as possible (particularly where they choose to vote by post) so as to give the best possible chance of these votes being cast.

Verifying and Counting the Votes

92. Verification and count arrangements are designed in line with the following key principles:

- All processes are transparent, with a clear and unambiguous audit trail.

- The verification produces an accurate result. This means that the number of ballot papers in each box either matches the number of ballot papers issued as stated on the ballot paper account or, if it does not:

  ➤ the source of the variance has been identified and can be explained, and/or

  ➤ the box has been recounted at least twice, until the same number of ballot papers is counted on two consecutive occasions.

- The count produces an accurate result, where:

  a. for single-member vacancies, the total number of votes cast for each candidate and rejected votes matches the total number of ballot papers given on the verification statement for the election;

b. for multi-member vacancies, the total number of votes given for each candidate added to the unused votes and number of rejected votes (i.e. the number of completely rejected ballots multiplied by the number of vacancies plus the number of rejected votes from those ballots) matches the total number of votes expected (i.e. the total number of ballot papers as given on the verification statement multiplied by the number of vacancies)

- The verification and count are timely.

- The secrecy of the vote is maintained at all times.

- The security of ballot papers and other stationery is maintained at all times

93. Arrangements for the verification of ballot paper accounts are made as soon as practicable after the close of poll. Postal votes received on polling day, including those delivered to polling stations, are also processed at the count.

94. Arrangements for counting the votes are made as soon as practicable after the close of poll.

95. In considering how to organise the verification and count the following factors are taken into account:

- The number of tables required – there should be a sufficient number to accommodate the number of counting assistants appointed.

- The layout of the tables – they should allow easy viewing by all of those entitled to be present, and take into account the number of candidates standing, as well as the size of the ballot papers.

- Circulation areas and the amount of space available around the tables – this space should be maximised, and any obstructions such as stored furniture should be removed.

- Seating – for those entitled to attend proceedings.

- Access – the room should be laid out in a way that ensures that all of the proceedings are accessible to anyone entitled to attend, including disabled people.

- Public address systems.

- Media requirements .

- Health and safety – the RO has a responsibility for the health and safety of all persons present. This has particular implications for layout, access to emergency exits and venue capacity

- Security – of the count and for those present

Count comparisons

96. It is noteworthy that in the Referendum the Yorkshire and Humber region was the first region to declare its result. The priority in York, however, is not to be the first to declare, but that the count is accurate.

97. The speed of the count is determined by a number of factors:

- The number of votes cast.

- Time taken to get ballot papers to the count. In York Presiding Officers deliver the ballot papers in their own car having completed the ballot paper account. Some areas use taxis.

- The number of counters in proportion to the votes cast. York uses the largest room available but this is small in comparison to those used by others. Benchmarking with other areas confirms that York is in the bottom quartile with regards to number of counters in comparison to the volume of votes.

- The counting method used. First past the post is the easiest and by far the quickest to count. In multi-vacancy elections there are two methods traditionally used where voters have not used all their votes for candidates of one party: counting sheets, which are easy to use but prone to inaccuracy, or the "grass skirt" method which is known to be more accurate, but takes longer.

- Voting patterns. Votes for one party can simply be grouped together and counted. The fewer votes which have to be counted using one of the alternative methods, the faster the count.

- The Returning Officer's attitude towards variations and the tolerance between the votes counted and those verified;

- The number of double or triple polling stations used. Inevitably votes will be placed in the wrong ballot box, meaning that ballot paper accounts will not balance. The votes will be counted but the verification of each box can only be concluded once the contents of both have been counted.

- Any requirement to recount.

98. A comparison of count times and the number of counters at the EU Referendum vote is below:

Authority	Electorate	Counters	Votes Counted	Verification Complete	Count Complete
York	155,157	100	109,691	2am	5am
Wakefield	246,096	170	175,259	2am	4am
NE Lincolnshire	116,302	102	79,013	12.15am	1.45am
Craven DC	44,320	40	35,907	12.20am	2.25am
Richmondshire DC	36794	28	27,636	12.33am	2.47am
Ryedale DC	41,529	36	32,069	1am	3.20am
Harrogate BC	119, 987	80	94,665	1.30am	3.45am
Scarborough BC	82,900	70	60,539	1am	3.05am
Selby DC	65, 278	60	51,639	1am	4.15am
East Riding of Yorkshire	266, 057	250	199,099	1,30am	3.25am
Calderdale	149, 195	136	106,008	1.45am	4.20am
Sheffield	396,406	222	266,951	1.25am	3.15am
Redcar & Cleveland	103,529	88	72,714	12.25am	1.55am

Consultation

99. To gather the evidence in this report the Task Group has consulted with Electoral Services Manager at CYC and the Assistant Director of Legal and Governance. It has met with the Electoral Services Manager from the City of Sheffield Council and the Electoral Commission Regional Manager. In addition it has taken into account various reports and documents prepared by the Electoral Commission and the many Acts, Regulations and Rules which must be followed.

Analysis

100. First and foremost it should be recognised that that in Parliamentary elections the duties of the ARO are separate from their responsibilities as local government officers. AROs are not responsible to the local authority, but are directly accountable to the courts as independent statutory office holders. While they can appoint one or more persons to discharge any of all of the functions of an ARO they cannot delegate personal responsibility for delivering the election.

101. In local government elections every county, district, unitary and metropolitan council in England is required to appoint an officer of the council to be the RO for the election of councillors. A local government

RO is personally responsible for the conduct of the local government election, including verifying and counting the votes and declaring the result.

102. The electoral commission described York as being incredibly efficient in conducting elections. The onus is on achieving an accurate result. The commission do not want local authorities to rush proceedings and end up with a challenge.

103. A key factor which affects the time an election result is declared in York is the size of the count venue and the number of counters it can accommodate. In recent elections the count has been held in largest identified venue available in the city, the Energise leisure centre. Other potential venues have been considered over the years and are regularly reconsidered.

104. The Electoral Services Manager is planning further visits to the University of York to consider facilities there, including the sports centre and other buildings, although there could still be issues around term-time availability and security.

105. There is also potential in exploring the use of facilities at the Yorkshire Aircraft Museum at Elvington. There is a perception that the venue is perhaps remote, but it is little over seven miles away from the city centre. Elvington is 10 miles from Haxby, 10 miles from Strensall, 11 miles from Rawcliffe via the A1237 and 13.7 miles from Acomb via the A64. In comparison the distance to Energise from Murton is 10.6 miles via the A64, from Strensall it is 10 miles and from Wheldrake, 13 miles.

106. There is an option to use split venues for the count but this has drawbacks, particularly when problems arise and crucial decisions have to be made. The use of split venues would require duplication of senior officers responsible for administrating the election.

107. There are issues with electoral registration and participation that might lead to the under-representation of students at elections. Full-time university students are numerous, disproportionately young and middle class and relatively homogeneous.

108. Students often live in relatively short-term rented accommodation, typically with only loose links to the communities in which they reside. As a result, they are sometimes absent from the electoral roll..

109. Prior to the introduction of Individual Electoral Registration students in student halls of residence could be "block registered" by an individual in charge of halls, as well as by their parents at their home address under the household registration system.

110. Household registration was considered particularly susceptible to fraud because large numbers of people living in the same accommodation can be registered together. The ability to register many people at once had a positive advantage for people living in communal accommodation, such as a hall of residence. Individual voter registration puts the onus on each individual to register directly with the authorities and to provide their National Insurance Number and date of birth as personal identifiers.

111. Individual Electoral Registration is not aligned well with students, particularly those who move away from home to study, as:
   - some students do not appear on the DWP database;
   - many students move accommodation from year to year which means Electoral Registration Officers face difficulties tracing them to encourage re-registration – it is estimated to cost around £5 to trace each student to find out if they wish to be on the electoral roll at their place of study;
   - each year a high proportion of students are new to the area and so are not on the old register at their place of study and cannot be automatically transferred.
   - Students may consider themselves to more closely associated with their home address and choose to register to vote only in that area.

112. In York student registration, particularly after the introduction of IER, was seen as a concern that could have impacted on their eligibility to vote. However, the passing of the Higher Education and Research Bill should make student registration easier as the city's two universities will be required to include an opt-in question during the university enrolment process to consent to share the listed data with the Council.

113. As there is concern over duplicate registration applications and steps need to be taken to reduce both the scale and administrative impact of duplicate registration applications ahead of future elections.

Task Group Recommendations

114. The Task Group recommends:

a) That the Committee:

    i. Notes the very positive comments made by the Electoral Commission regarding the efficiency of York's electoral processes;

    ii. Expresses support for the Returning Officer's overriding objective of ensuring an accurate result at each count;

b) That the Returning Officer:

    i. Continues to consider options for alternative count venues allowing for increased numbers of count staff;

    ii. Endorses the ongoing work of the electoral registrations team and the Universities to promote electoral registration amongst students;

    iii. Endorses plans to review the work done by another local authority to make electoral register details available through their "My Account" system, addressing the implications of making a similar system available in York.

Options

115. Having considered the information provided in this draft final report and the draft recommendations Members can:

    a) Indicate any amendments or additions they may wish to make to the Task Group's recommendations;

    b) Sign off the review as having been completed.

Council Plan

116. This report is linked to the Focus on Frontline Services and A Council That Listens to Residents elements of the Council's Plan 2015-19.

Implications

117. The following implications have been identified from the draft recommendations:

- **Financial** – Any additional costs of venue hire and staffing would fall on the Council for local elections and the Returning Officer would need to seek to persuade the Cabinet Office that these additional costs were legitimately incurred.

- **Human Resources (HR)** – There are no HR implications.

- **Equalities** – One of the aims of this review is to ensure that everyone who is eligible to vote in York is able to do so.

- **Legal** – All elections are legally regulated and follow concrete guidelines. Election officers have to adhere to the smallest detail in order to conduct a legally valid election whose result cannot be contested.

- **Crime and Disorder** – There are no crime and disorder implications.

- **Information Technology (IT)** – There are no IT implications

- **Property** – The are no property implications

- **Other** – No other implications have been identified

Risk Management

118. There are no risks associated with the recommendations in this report. However, the administration of elections carries a very high degree of risk as evidenced by issues that arose during the London Mayoral Election which resulted in the resignation of the Chief Executive of a London Borough. At the 2017 General Election more than 6,500 votes were omitted from the count for a south coast constituency and an independent review found "the most critical issue was the core registration elections team did not have sufficient technical expertise to ensure it could carry out its processes properly and fully at an operational level".

Recommendations

119. Having considered the information within this draft final report, Members are asked to:

  i.   Consider and endorse the Task Group's recommendations arising from the review as shown in paragraph 114 above.

Reason: To conclude the work of this review in line with scrutiny procedures and protocols.

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Report Approved ☑ **Date** 19/10/2017

Wards Affected: **All** ☑

For further information please contact the author of the report

Background Papers:

Electoral Commission Guidance on Electoral Administration
http://www.electoralcommission.org.uk/i-am-a/electoral-administrator

Abbreviations

CSMC – Corporate & Scrutiny Management Policy & Scrutiny Committee
EC – Electoral Commission
ERO – Electoral Registration Officer
EU – European Union
IER – Individual Electoral Registration
RO – Returning Officer

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Meeting dates	Customer & Corporate Services Scrutiny Management Committee Work Plan 2017-18
Mon 12 June 2017 @ 5:30pm	1. Attendance of Executive Leader (Finance & Performance) - Priorities & Challenges for 2017/18 2. Schedule of Petitions 3. Draft Annual Scrutiny Report 4. Update Report on Customer Relations Management System (CRM) and digital inclusion 5. Draft Work Plan 2017/18 & Discussion re potential topics for 2017/18
Mon 31 July 2017 @ 5:30pm	1. Schedule of Petitions 2. Year End Finance & Performance Monitoring Report 3. Police and Crime Commissioner presentation on future governance of North Yorkshire Fire and Rescue Service 4. Update Report on Section 106 Agreements including simplified public report (Deferred until September) 5. Overview Report on CYC Sickness Absence (Deferred until September) 6. Consultation on Draft ICT Policy 7. Work Plan 2017/18
Mon 4 Sept 2017 @ 5:30pm	1. Schedule of Petitions 2. First Qtr Finance & Performance Monitoring Report 3. Consultation on Draft ICT Policy (Deferred from July) 4. Overview Report on Financial Inclusion 5. Update Report on Section 106 Agreements (Deferred from July) 6. Overview Report on CYC Sickness Absence (Deferred from July) 7. Work Plan 2017/18
Mon 13 Nov 2017 @ 5:30pm	1. Schedule of Petitions 2. Second Qtr Finance & Performance Monitoring Report 3. Electoral Arrangements Scrutiny Review Draft Final Report 4. Work Plan 2017/18 and discussion on further potential scrutiny topics.

Agenda Item 7

Mon 15 Jan 2018 @ 5:30pm	1. Schedule of Petitions 2. Update Report on Consultation on Draft ICT Policy 3. Scrutiny Review Support Budget. 4. Update Report on Attendance and Wellbeing Project 5. Update on Implementation of Recommendations from One Planet York Scrutiny Review 6. Work Plan 2017/18
Mon 12 March 2018 @ 5:30pm	1. Schedule of Petitions 2. Third Qtr Finance & Performance Monitoring Report 3. Update Report on Section 106 Agreements 4. Overview Report on evidence-based Ward Profiles. 5. Work Plan 2017/18
Tues 8 May 2018 @ 5:30pm	1. Schedule of Petitions 2. Draft Work Plan 2018-19