



Notice of a public meeting of

**Customer and Corporate Services Scrutiny Management
Committee**

- To:** Councillors Crawshaw (Chair), Fenton (Vice-Chair),
Hunter, Hollyer, Kilbane, Rowley, Musson, Pearson and
Mason
- Date:** Monday, 8 February 2021
- Time:** 5.00 pm
- Venue:** Remote Meeting

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 - 4)

To approve and sign the Minutes of the meeting held on 4 January 2021.

3. Public Participation

At this point in the meeting members of the public who have registered to speak can do so. Members of the public may speak on agenda items or on matters within the remit of the committee. Please note that our registration deadlines have changed to 2 working days before the meeting, in order to facilitate the management of public participation at remote meetings. The deadline for registering at this meeting is at 5.00pm on Thursday 4 February 2021.

To register to speak please visit www.york.gov.uk/AttendCouncilMeetings to fill out an online registration form. If you have any questions about the registration form or the meeting please contact the Democracy Officer for the meeting whose details can be found at the foot of the agenda.

Webcasting of Remote Public Meetings

Please note that, subject to available resources, this remote public meeting will be webcast including any registered public speakers who have given their permission.

The remote public meeting can be viewed live and on demand at www.york.gov.uk/webcasts During coronavirus, we've made some changes to how we're running council meetings. See our coronavirus updates (www.york.gov.uk/COVIDDemocracy) for more information on meetings and decisions.

4. Public Health Update on Covid-19

The Director of Public Health will give a presentation updating the Committee on Public Health in York.

5. Council Update

The Committee are to receive an update on Council Services during lockdown.

6. Sickness Absence (Pages 5 - 10)

This report provides the Committee with an update on sickness absence levels, with a focus on Covid related absence, as well as, how the council continues to support staff affected by Covid during the pandemic.

7. Schools Update (Pages 11 - 22)

This report provides the Committee with an update on schools following the implementation of the third national lockdown from 5th January 2021.

8. Annual Complaints Report March 2019 to April 2020 (Pages 23 - 82)

This report provides the Committee with the Annual Complaints Report March 2019 to April 2020.

9. Corporate Complaints and Feedback Toolkit (Pages 83 - 174)

This report provides the Committee with the proposals for the revised and refreshed Corporate Complaints and Feedback policy and procedures as a “toolkit”, as part of the council’s review of the governance of complaints and feedback handling.

10. Urgent Business

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

11. Work Plan 2019/20 (Pages 175 - 176)

To consider the Draft Work Plan for 2020-21.

Democracy Officer:

Name: Robert Flintoft
Telephone: (01904) 555704
E-mail: robert.flintoft@york.gov.uk

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

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

Contact details are set out above.

This information can be provided in your own language.

我們也用您們的語言提供這個信息 (Cantonese)

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

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

Bu bilgiyi kendi dilinizde almanız mümkündür. (Turkish)

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

 (01904) 551550