
Meeting	Customer and Corporate Services Scrutiny Management Committee
Date	14 January 2019
Present	Councillors Williams (Chair), Galvin (Vice-Chair), N Barnes, Douglas, Fenton, Gates and Looker
Apologies	Councillors D'Agorne and Reid

36. Declarations of Interest

At this point, members were asked to declare any personal interests not included on the Register of Interests, any prejudicial interests or any disclosable pecuniary interests which they may have in respect of business on the agenda. None were declared.

37. Minutes

Resolved: That the minutes of the previous meeting held on the 12 November 2018 and the minutes of the 'Calling in' meeting held on 5 November 2018 be approved and signed by the Chair as an accurate record.

38. Public Participation

Andrea Dudding addressed the committee regarding agenda item 6, on behalf of Unison. Ms Dudding was concerned that paragraph 4 in the report suggested that waste services staff may have made incorrect overtime claims and that this was not true. She informed the committee that waste services staff work on 'task and finish' contracts and not on hourly pay, regardless of whether the day in question was a bank holiday or otherwise. Ms Dudding wanted the committee to be reviewing the correct information.

39. Schedule of Petitions

Members received the regular update on the Schedule of Petitions in line with the agreed responsibilities of the Customer and Corporate Services Scrutiny Management Committee

Resolved: That the report be noted.

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

40. 2nd Qtr Finance and Performance Monitoring Report

Members received the Finance and Performance Monitor covering the period 1 July 2018 to 30 September 2018.

Members requested that more detail be incorporated into certain elements of the report particularly in regard to where savings had been expected but had not yet materialised.

Under questions from members regarding the Leeds City Region Business Rates Pool, officers informed the committee that:

- The description in paragraph 9 of the report was not an overall 'direction of travel' in terms of spending the resources.
- Any decision on the allocation of this money would be a decision for Executive or for Council within the budget process.
- The recommendation to Executive would be not to assign the Business Rates Pool money to anything in particular until pressures being felt, particularly by Adult Social Care and Health and Children's Services, were better understood.

Members were keen to understand whether the financial position being reported was further adrift than in previous years. Officers informed the committee that whilst the position has improved by around £100k since Monitor 1, it would be fair to say that the financial pressures being felt by the authority were of more significance than in previous years. Officers also noted that there were delays in the realisation of certain savings and that this was also having an impact on the current financial position.

Finally, members also noted the importance of working closely with York Museums Trust to ensure that their concerns in relation to visitor numbers and the hosting of events were taken into consideration.

Resolved: That the report and budgetary position at Quarter 2 be noted.

Reason: To ensure expenditure is kept within the approved budget.

41. Internal Audit Report into CYC Overtime 2017-18

Further to the referral from Audit & Governance Committee at its meeting held on 5 December 2018, Officers presented and highlighted the key findings from the internal audit that had been undertaken into overtime within Waste Services.

Members requested some clarification and officers concurred with members that the report was not entirely clear on the issue of bank holiday pay and agreed with the earlier clarification from Andrea Dudding, raised under public participation.

Officers did note that there was significant overtime recorded within the service and that drivers were often asked to work overtime to help keep the service running. Officers also explained the concept of 'task and finish' contracts, highlighting that a round is scheduled to take slightly less than the allotted 37 hours in order to incentivise the staff to continue to work hard.

In response to Member questions, officers explained the 'tachograph' system that has recently been implemented in Waste Services, noting that one of the main reasons for its introduction was to ensure that staff take their breaks.

Resolved: That no further information be requested and the report be noted.

Reason: To enable members to consider the findings and implications of the audit.

42. Update Report on Attendance and Wellbeing Project (sickness absence)

Members received an update on the sickness absence figures and an update on progress towards the introduction of a dedicated well-being team.

Members were interested in the timescale in introducing the new centralised team to deliver the wellbeing and occupational health service. Officers explained that the re-procurement of the

Occupational Health provision was due to go to Executive on 17 January 2019 and as the wellbeing provision had been combined with occupational health, there would be developments soon.

Officers stated under further questioning from members that City of York Council's stress and mental health absence levels were roughly in line with national averages.

Members noted the importance in understanding why staff were absent, particularly in relation to stress or mental health. Members agreed that more needed to be done to understand this and that 38% of staff completing the staff survey was a low response rate.

Members agreed that they would receive a further update report and information on the staff survey at the first meeting of the next municipal year.

Resolved: That Members consider the report and agree a method of how they wish to be kept up to date with progress.

Reason: To inform Members of the sickness absence figures within the Council.

43. Update Report from Scrutiny Operations and Functions Review

Members discussed the latest update report from the Committee's Task Group reviewing Scrutiny Operations and Functions.

Resolved: That the interim report be noted, no further information be requested and the final report on this review be brought to the March meeting of the Committee.

Reason: To ensure that the committee progresses the work of its Task Group.

44. Work Plan 2018-19

Officers informed the committee that in addition to the Schedule of Petitions, Members would receive an update report from the review into Single-use plastics and the final reports from the Scrutiny Task Groups looking into Financial Inclusion and Scrutiny Operations and Functions.

Resolved: That the committee's work plan be approved

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 6.30 pm].

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