

Meeting	Corporate and Scrutiny Management Committee
Date	7 April 2014
Present	Councillors Galvin (Chair), Fraser, Horton, Jeffries, King, McIlveen, Potter, Runciman (Vice-Chair) and Steward

44. Declarations of Interest

Members were invited to declare at this point in the meeting any personal interests, not included on the Register of Interests, or any prejudicial or disclosable pecuniary interests they might have in respect of business on the agenda. No additional interests were declared.

45. Minutes

Resolved: That the minutes of the last meeting of the Committee held on 10 March 2014 be approved and signed by the Chair as a correct record.

46. Public Participation

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

47. Workplace Wellbeing Survey 2013: Update and Action Plans

Consideration was given to a report which provided a further update on progress arising from the 2013 Workplace Wellbeing Survey together with details of the Council's response to the survey results and Corporate Improvement Action Plan.

The Council's Diversity and Staff Engagement Advisor, presented a summary of the actions taken as a result of the 2013 survey to date, the areas where improvements had been made and details of the further actions planned, which included:

- A Corporate Improvement Action Plan, set up to address the issues raised in the survey and detailing the improvement actions being undertaken and related timescales, at Annex 1 of the report.
- Setting up a Joint Health and Safety Committee, to meet quarterly to monitor progress of the improvement action plans and oversee the stress risk assessment process.

Members referred to a number of points arising from the report, highlighting:

- The Health and Safety Executive Management Standards and reported scores in the Action Plan. Officers confirmed that the Health and Safety Executive database generated the scores which had been derived from 1,000 public and private sector organisations which provided the benchmark for assessment against. It was noted that only achievable targets were set.
- Reference to the outcome of an equality analysis of the results. In answer to a question, regarding bullying Officers confirmed that as the numbers were small it had been difficult to provide any further details.
- To address the concerns raised by staff as to where they fitted in the organisation, it was noted that this would in future be addressed in their Personal Development Reviews.
- Concerns at the staff morale results and survey response rate. The importance of walking the floor by management was noted.

Following further discussion it was

- Resolved:
- i) That the progress and achievements, since the update to Committee in November, in respect of the Workplace Wellbeing Survey 2013 be received and noted.
 - ii) That the associated Corporate and Directorate improvement action plans be received and noted.

Reason: To keep Members informed of how the results of the staff survey are used to drive improvement in workforce related matters.

48. Final Report of Learning and Culture Overview and Scrutiny Committee on Night-Time Economy Scrutiny Review

Consideration was given to the final report from the Improving Evening Culture Scrutiny Review, which presented the findings, conclusions and recommendations in support of the corporate scrutiny review into York's night time economy.

It was reported that this review had been delayed, pending the results of a funding application for the creation of a cultural tourist programme. The Learning and Culture Overview and Scrutiny Committee had undertaken a review with the aim of identifying an improved cultural offer up to 8pm in order to extend the tourist day and encourage more tourists to stay for longer or overnight, with a particular emphasis on families.

It was noted that one of the most important conclusions of this review had been that in order to achieve an improvement in the city centre early evening economy this could only be undertaken with partnership working between cultural, entertainment, retail and transport providers.

The recommendations from this review would be considered in more detail, by the Task Group set up to consider the findings and recommendations arising from all the completed reviews prior to presentation of the corporate list for consideration at the Committee's meeting on 17 April.

Members made a number of comments in relation to the report and recommendations, in particular:

- Officers acknowledged the omission of the equalities implications which would be added to the final report.
- The need for a weekly listing of events, possibly through joint working with the Universities
- Possible use of smaller venues, e.g. Jacob's Well, Trinity Lane, during any downtime
- Use of the York Pass attraction card for residents over a longer, 12 month period

Following further discussion it was

Resolved: That account be taken of the findings and recommendations from the Improving the Evening Culture Scrutiny Review as part of the ongoing work

to conclude the corporate scrutiny review on York's Night Time Economy.

Reason: To ensure compliance with scrutiny procedures and protocols, and enable the final report from the ongoing corporate scrutiny review of York's Night Time Economy to be completed, ready for presentation to Cabinet in May 2014.

49. York After Five

Members considered the York After Five report prepared by the Policy, Performance and Change Manager in conjunction with the Office of the Chief Executive, which provided additional evidence to assist with the work on the ongoing scrutiny review of York's evening economy.

The Policy and Performance Officer presented the report highlighting that consultation had shown that all cities were experiencing similar issues in relation to the early evening economy. It was suggested that Members may wish to consider setting up a Tourism Action Group similar to that in Edinburgh, which had provided a collaborative ideas guide for businesses on how to create a joined up experience for visitors to the city.

Members highlighted a number of additional issues for consideration, arising from the report, including:

- Need for consideration of health and safety issues, arising from recent fatalities in the rivers
- Reference to previous failed bid for the setting up a Business Improvement District (BID), owing to a lack of take up
- Reference to suggestion of evening/night buses and current issues with some day time services

Following further discussion it was

Resolved: That the contents of the report be noted for consideration as part of the evidence supporting the Night Time Economy corporate scrutiny review.

Reason: To provide additional evidence to inform the conclusions and recommendations of the corporate NTE scrutiny review.

50. Attendance of Cabinet Member for Finance, Performance & Customer Services- End Of Year Update

The Cabinet Member for Finance, Performance and Customer Services attended the meeting and provided an end of year update together with details of his priorities for the forthcoming year.

He reported the main areas of interest as:

Budget 2014/15

A balanced budget had been delivered in February for 2013/14 and a 2 year budget had been set which would deliver significant reductions. He referred to increasing future challenges and to lessons learnt which meant that a stronger watching brief would be kept on budgets to ensure that they did not go off track.

Rewiring of Public Services

It was confirmed that the Rewiring of Public Services currently being undertaken would tie in with the national programme, with the main focus being on transformation. He outlined the key areas being examined as business efficiency, community and resident engagement, placed based services, Children's and Adults Social Care and Young People's Services. As lead Cabinet Member for the programme he would be the single point of contact for each of these work streams.

Customer Service

With a number of recent changes to the benefits system having had a much greater affect than had been anticipated, he acknowledged that there had been delays in dealing with claims although these were now back on track. The priority in this area for the forthcoming year was to improve the quality of the service. Work was also ongoing to provide online residents parking forms in order to provide an improved service at a reduced cost.

Financial Inclusion

With the co-location of services in West Offices this had greatly assisted with partnership working. The York Financial Assistance Scheme had been set up to help residents in genuine financial hardship and provided up to 3 grants over a 12 month period. Further promotion of the scheme was required

and a review would be undertaken on which member's comments were welcomed.

Customer Service

The Cabinet Member referred to the extensive work undertaken in the Customer Services department to improve customer response times. Following an inspection by the Department of Work and Pensions this work had been recognised nationally in a case study.

Members thanked the Cabinet Member for his report and went on to question a number of areas including:

- The need for cross party involvement with the transformation and change work being undertaken, particularly in relation to rural areas. The Cabinet Member acknowledged that further input would be welcomed.
- Work around early intervention would be required to ensure improvements in Adult Social Care, however much of this was not delivered in-house. The Cabinet Member again acknowledged these comments and confirmed the need to examine how this worked in other authorities. Services could involve a mix of bodies, including those in-house.
- Reference to completion of service forms and the need to ensure that this could be undertaken by all Customer Service personnel.
- Concerns at the loss of the Head of Children's Services and the need to ensure that work in this area did not lose its priority and monitoring.
- With the creation of the Yorkshire Purchasing Association as a Limited Company it was essential that the new board comprised of both Members and Officers to provide both a financial and monitoring role. The Cabinet Member confirmed the need for board members to have business and financial expertise.

Following further discussion it was

Resolved: That the Cabinet Members report be received and noted.

Reason: To provide the Committee with an update on the implementation of his priorities for the municipal year.

51. Draft Work Plan for 2014/15

Consideration was given to the Committee's draft work plan for the forthcoming municipal year the main content at present being overview items.

Officers reported the need to slip the End of Year Update which was to have been provided by the Deputy Leader at the May meeting to the June meeting.

As Chair of the ongoing Equalities Review Task Group, Cllr Potter, highlighted the need for the Group to undertake additional work to ensure a thorough review was undertaken however that meant that the review would not be completed by the end of the current municipal year.

The Chair referred to the need to set a date for the annual Scrutiny Work Planning meeting. This had been suggested as Monday 12 May 2014 at 6pm, following the scheduled Corporate and Scrutiny Management Committee meeting. Member would be contacted by Officers to make further arrangements.

Resolved: That the Committee's draft work plan for the 2014/15 municipal year be received and noted subject to the following amendment:

23 June 2014

Attendance of Deputy Leader – End of Year Update
(Slip from 19 May 2014 meeting)

Reason: To update Members and provide an overview of the Committee's work for the 2014/15 municipal year.

52. Work Plan 2013/14

Consideration was given to the Committee's work plan for the 2013/14 municipal year.

Officers referred to the moving of the Deputy Leaders End of Year Update from the May to the June meeting of the Committee.

Resolved: That the Committee's 2013/14 work plan be received and noted.

Reason: To update Members on work carried out during the current municipal year.

Councillor J Galvin, Chair

[The meeting started at 5.00 pm and finished at 6.25 pm].