

Statement by the Cabinet Portfolio Holder for Customer Services

24 July 2012

Within the new Business Group's are.

- Customer Services
- Economic Development
- Partnerships
- Building Control
- Community Safety
- CCTV
- Car park Policy

We will hold our first Board meeting on the 23 July 2012 to consider performance, financial and policy issues. Members will receive an update following this.

Customer Services

This is the customer's first point of contact and experience with the Council:

- Face to face - Civic Centre and Area Offices
- Telephone
- Internet

We are currently repatriating the service back to Hambleton and working closely with the staff to make this change as effective and efficient as possible.

It is our intention to resolve as many queries at the first point of contact through Customer Services as possible and improve the customer satisfaction ratings.

Economic Development

We are currently repatriating the service back to Hambleton and working closely with the staff to make this change as effective and efficient as possible.

Our priorities are to:

- Run a Business Friendly Council making sure that the different services in the Council work effectively together to support business growth;
- Support growth in the local economy through key initiatives eg Getting Young people into Work agreed at the last Cabinet, and networks with businesses and other partner organisations such as the Local Enterprise Partnership (LEP) to stimulate growth and a vision for the future;
- We attend business forums with some of the biggest employers in Hambleton and share good practice.

Partnerships

Building Control has an office based at Easingwold with Ryedale, Selby, Scarborough, Hambleton and Richmondshire, in the partnership. The chairmanship

is on a rota system this year the Chairman is from Selby and the Vice Chairman from Ryedale; Hambleton the following year.

The Policy Review on Partnerships Final Report at Cabinet on 17 July 2012 concluded it was cost effective and represents good value for money.

At the board meeting on 27 June 2012 a part time Marketing Manager was appointed for a period of nine months, this position has now been accepted by Mr Maurice Cann.

I will give a full annual report at the next Council in September.

Community Safety and CCTV

The Community Safety Partnership has funding until April 2013.

In November 2012 there will be the election of a Police and Crime Commissioner who will have full control of the budget's, there will be representation to the commissioner from the Partnership with a view to operate at a satisfactory level for our District /County.

The CCTV upgrade is going through its procurement stage and we are well advanced with the specifications required.

Car Parking Policy

We are currently looking at all aspects of car park charges and the effect of Civil Parking Enforcement (CPE) in the District. Further reports will be provided to Members as the policy in these areas is developed.

Councillor Tim Swales

Cabinet Portfolio Holder for Customer Services