

## Statement by the Cabinet Portfolio Holder for Customer Services

18 September 2012

### Customer Services

HDC Customer Charter and Customer Feedback procedures were refreshed and posted on the updated website. This demonstrates our clear commitment to deliver the very highest standards to our customers.

The repatriation process of Customer Services staff to HDC is in hand with the finalisation of the TUPE procedure scheduled for 1 November 2012. Consideration will be given to the priorities and structure of the new service.

Customer Services are now undertaking monitoring of Freedom of Information requests and Customer Feedback for HDC, both complaints and compliments. .

Busy period shown through monitoring of interactions - telephone, electronic and footfall monitoring undertaken.

Over 7,000 telephone calls to HDC Customer Services each month  
 Over 3,500 visitors to Civic Centre each month  
 Over 800 visitors to Stokesley office each month  
 Approx 750 visitors to Easingwold office each month  
 Approx 350 emails received each month centrally to Customer Services

### Community Safety and CCTV

Monthly update from CCTV activity.

#### CCTV Arrests / Incidents: August 2012

LOCATION	TYPE	TOTAL	
<b>Northallerton</b>	Anti-Social Behaviour	17	
	Public Order	4	
	C/Damage	1	
	Missing Persons	17	
	Suspicious Persons	7	
	Alarm	1	
	Drugs	3	
	Suspect Vehicle	7	
	Theft	4	
	Driving Offence	2	
	Assault	3	
	OPL	4	
	RTC	3	
	Traffic Observations	1	
	Wanted / Bail	2	
	<b>Tape Reviews</b>	<b>26</b>	
	<b>Evidential Tapes</b>	<b>12</b>	
	<b>Attended</b>	<b>64</b>	
	<b>Not attended</b>	<b>12</b>	

LOCATION	TYPE	TOTAL	
<b>Thirsk</b>	Anti-Social Behaviour	9	
	Public Order	9	
	Theft	1	
	Missing person's	7	
	C/Damage	2	
	Drugs	2	
	Suspect Person	4	
	Domestic	1	
	Suspect Vehicle	4	
	RTC	1	
	Drunk	1	
	Fraud	1	
	Driving Offence	3	
	Wanted / Bail	7	
	<b>Tape Reviews</b>	<b>11</b>	
	<b>Evidential Tapes</b>	<b>4</b>	
	<b>Attended</b>	<b>41</b>	
	<b>Not attended</b>	<b>7</b>	
<b>Bedale</b>	Alarm	1	
	Suspect Person	1	
	Driving Offence	3	
	ASB	3	
	Public Order	1	
	OPL	1	
	C/ Damage	2	
	<b>Tape Reviews</b>	<b>3</b>	
	<b>Evidential Tapes</b>	<b>1</b>	
	<b>Attended</b>	<b>12</b>	
	<b>Not Attended</b>	<b>0</b>	
<b>Stokesley</b>	ASB	1	
	Suspect Vehicle	3	
	OPL	1	
	RTC	1	
	Suspect Person	2	
	Public Order	3	
	Theft	1	
	Drugs	3	
	Driving Offensive	1	
	<b>Tape Reviews</b>	<b>1</b>	
	<b>Evidential Tapes</b>	<b>0</b>	
	<b>Attended</b>	<b>15</b>	
	<b>Not Attended</b>	<b>1</b>	

**Arrests for August 2012**

<b>LOCATION</b>	<b>OFFENCE</b>	<b>AMOUNT</b>	
Bedale	C / Damage	One	
Thirsk	Wanted	One	
Northallerton	Assault	One	
Stokesley	Public Order	One	
Northallerton	Public Order	One	
Northallerton	Public Order	One	
Thirsk	Driving Offence	One	
Thirsk	Theft	Two	
Northallerton	Wanted	One	
Thirsk	Wanted	One	
Stokesley	Public Order	One	

**Councillor T Swales**

Cabinet Portfolio Holder for Customer Services