

Statement by the Cabinet Portfolio Holder for Customer Services

11 December 2012

Customer Services

- Successful repatriation of the team on 1 Nov 2012;
- Our focus has been on 3 key areas – establishing our strategy and key priorities for Hambleton; reforming and restructuring the team for the new service; making improvements for our customers eg customer charter, making it easier for customers to give feedback (95.5% of complaints leading to service improvement).

Business & Communities

- Preparing a scheme for the introduction of new legislation under the Localism Act and the Community Right to Bid;
- Improvements to the Council being more business friendly eg workshop to support businesses in becoming more effective in the export market;
- Changing Lives Building Business – 15 apprentice positions now being filled in the Council; 11 businesses in the private sector now approved to go ahead with their own apprentices that the Council is supporting; 2 successful applications from businesses to take on unemployed young people from Hambleton with 50% wage support from the Council;
- £20,000 of LEADER funding successfully achieved for small scale enhancements in a range of villages adjoining the National Park;
- Town Team Partners – financial support of £10,000 secured by the Council for work in Bedale as a result of the Mary Portas review into making high streets and businesses more successful. The Council will work with partners in Bedale to determine the best use of this investment;
- Hambleton Forum – successfully transferred to be a local community asset, new company formed The Forum Northallerton Ltd;
- CCTV – procurement process on track to deliver the upgrade of the existing system by the end of the financial year.

Councillor Tim Swales

Cabinet Portfolio Holder for Customer Services