

## **Statement by the Cabinet Portfolio Holder for Governance**

**17 September 2019**

### **Communications**

We have, in recent months, been working with a Communications Advisor to review all such areas within Hambleton District Council. For example, the new Council Plan has benefitted from her input in the way in which it is presented. Members had the opportunity at a presentation on 3 September to see the work she has done and to give their views on the proposals for improving the way we deliver Communications both internally and externally. Further to this, we will be sending out a residents' survey which will add our understanding of how to improve the service we offer.

It will be interesting to link this with the findings in Customer Services, where again we can clearly see the reduction in Customer Interactions comparing quarters in 2017/18 with 2018/19, of over 3000 interactions per quarter over the district.

Research has shown that generally face to face enquiries take longer and cover more than one topic and are favoured by the older generation who will be unwilling to change their behaviour to use Direct Debit or on-line self-service options.

It is noted that at the Easingwold Area Office support is also provided to North Yorkshire police enquiries and Easingwold Community Care Association, while the Stokesley Office provides assistance to Broadacres with whom they share office space.

### **Legal**

The Legal Team continue to be fully occupied. The Ings Lane injunction has given Mr Kent six months to comply and justifies the position taken by the District Council in this long running saga.

A Taxi driver appealed against the revocation of his Licence was upheld-in the Magistrates court. This is a small example of their workload recently.

### **Car Park Improvements**

The Car Park improvement scheme is continuing. The coach bay at Northallerton Leisure Centre is now completed together with the associated footpaths.

We are giving great consideration to being able to offer frictionless payment methods as well as payment by traditional methods and season ticket options in our car parks. We will be aiming to roll out the improvements evenly across the district, but it is important that the technology we install is fit for purpose.

The electric hook -up points on Northallerton High street are due to be installed after the UCI Cycle race has been held and should operational before the autumn, and will double up as Electric Charging Points in the future.

A 10 year audit of condition survey of all Council premises has just been completed. A co-ordinated evaluation is now to be undertaken.

### **Revenues and Benefits**

In line with digitalisation in the Revenues and Benefits department, work is ongoing by the Design and Maintenance team to re-design office space available to provide a more modern approach in its design. This should be completed by October.

Finally, Electoral services are making contingency plans in the event of a General Election being called in the Autumn.

Councillor Mrs Isobel Sanderson  
Portfolio Holder for Governance