

## Statement by the Cabinet Portfolio Holder for Governance

23 February 2021

### ICT

Covid -19 continues to impact across all service areas. Our working environment has changed dramatically over the last 10 months.

The Council has responded with remarkable ingenuity to changing circumstances and many of the innovations have been borne from necessity and proven to be very effective and embraced by our customers as can be seen in the table below which shows the channel shift comparing quarter 3 2019 with the same period in 2020.

Comparison of quarter 3 statistics for the current year and previous:

	Quarter 3 2019/20 - previous year	Quarter 3 2020/21 – current year	% change
Telephone calls	13,841	13,422	-3.0%
Face to face	8,443	1,201	-85.8%
Self-serve*	40,626	64,302	58.2%

\* Self-serve including corporate email via central [info@hambleton.gov.uk](mailto:info@hambleton.gov.uk), web forms and web payments completed, plus automated telephone payments.

### Green Waste

Looking at Green Waste, 94% of customers self-serve online following an e-mail update with a link to the electronics subscription service.

Only time will tell if these changes in behaviour are permanent, but I feel that will be. Home working for HDC's employees has been fully supported and the new 1G Fibre Internet link into the Civic Centre provides a more consistent user homeworkers experience. Digital solutions have also been constantly delivered for Covid-19 Business Grant processes.

The ICT department are to be commended for their efficiency and hard work. Most Councillors will be aware of the increase in the number of scam e-mails they receive, it is reassuring to see that the Annual Health Check to test the security of the Council's network was overall very good and any improvements recommended will be implemented. Please be vigilant when opening e-mails and report anything suspicious to the ICT department.

## **Covid Testing and Vaccinations**

We are constantly told that the way out of this pandemic is through Testing and Vaccinations. The Council has played a part in ensuring that wherever it can help, it will. Support in the use of The Forum car park at Northallerton for testing continues as it hosts a very valuable “walk in “ facility.

Other local arrangements managed by the NHS are supported as requested.

## **Markets**

A small core of market traders continue to attend our markets in line with Government legislation. The closure of Northallerton High Street remains until March 2021 and it is hoped that this could be extended by NYCC as announcements from Central Government indicate outdoor markets will be in the first easing of restrictions helping us all regain some normality to our lives.

## **Elections**

As we have received no instructions to the contrary, preparations continue for the County Council Elections and the Police and Crime Commissioner to take place in May.

Councillor Isobel Sanderson  
Portfolio Holder for Governance