

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

**27 July 2021**

### **Licensing**

The Licensing Team are in the process of a consultation on a revised Taxi Policy which commenced last month to implement new statutory standards across the country. It is important that consistent standards are implemented between Licensing Authorities and this reform follows from historic and serious cases of Hackney and Private hire drivers abusing their position of trust elsewhere in the country. Details are set out on the Councils website.

### **Markets**

The District Council's two regular markets at Northallerton and Thirsk continue to thrive with a high number of traders returning and as a consequence provide an interesting shopping experience for those visiting the town supplementing what is already on offer from established shops in the town.

Thirsk Sunday Farmers market and Northallerton farmers market in the Applegarth car park are enjoyed by traders and shoppers alike.

### **Car Parks**

Visitors returning to the District Council's towns are benefiting from the recent improvements in our Car Parks such as wider parking bays and new flexible payment methods. Although cash payment has been retained our new contactless and smartphone application payment options have proved to be popular and been quickly adopted by users and now account for a third of all paid transactions. This is a trend which will only increase and make savings in the future in handling less cash.

The Electric Vehicle Charge points are now live in the Applegarth and Millgate car parks. It is very pleasing that they have been supplied by a local firm in Bedale and it is worthwhile checking out the "Bedale Bendy Bollard " if you are in the area.

### **Customer Services**

Front line support from Customer Services continues to be provided to external customers, residents and businesses and all our offices internally. The focus remains in encouraging the use of online services. Since the Council re-opened on 12th April 2021 , 75% of contact has been through online channels or the telephone, which is clearly shown in the reduced footfall at our offices across the District.

### **ICT**

The Ministry of Housing Communities and Local Government Local Digital have approached the Council's ICT service to present with them at their Cyber Clinic at the end of July. They are delighted with the work that ICT have achieved across the Council regarding Business Continuity Impact Analysis where all sections across the Council have Business Continuity plans that are linked to ICT's own Disaster Recovery plan. This highlights again that the employees of Hambleton District Council work to very high standards solving problems and providing solutions which are recognised by others outside our Council. Well done.

Councillor Isobel Sanderson  
Portfolio Holder for Governance