

## Agenda

**Meeting: Corporate and Partnerships  
Overview & Scrutiny Committee**

**Venue: Brierley Room, County Hall,  
Northallerton DL7 8AD  
(see location plan overleaf)**

**Date: Monday 16 January 2017 at 10.30 am**

Recording is allowed at County Council, committee and sub-committee meetings which are open to the public, please give due regard to the Council's protocol on audio/visual recording and photography at public meetings, a copy of which is available to download below. Anyone wishing to record is asked to contact, prior to the start of the meeting, the Officer whose details are at the foot of the first page of the Agenda. We ask that any recording is clearly visible to anyone at the meeting and that it is non-disruptive. <http://democracy.northyorks.gov.uk>

### Business

1. **Minutes of the meeting held on 14 November 2016** (Pages 5 to 7)
2. **Declarations of interest**
3. **Public Questions or Statements**

Members of the public may ask questions or make statements at this meeting if they have given notice to Daniel Harry of Policy & Partnerships (*contact details below*) no later than midday on Wednesday 11 January 2017. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:-

- at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);
- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

4. **Executive Member Update** - Oral Report of the Portfolio Holder
5. **Work Programme** - Report of the Scrutiny Team Leader  
(Pages 8 to 12)
6. **Insurance tender and insurance claims analysis report** - Fiona Sowerby, Corporate Risk and Insurance Manager  
(Pages 13 to 24)
7. **2020 Council - Customer - update** - Sarah Foley, Customer Service Centre Manager/ Customer Programme Manager and Julie Blaisdale, Assistant Director - Library Customer and Community Services  
(Pages 25 to 39)
8. **Other business which the Chairman agrees should be considered as a matter of urgency because of special circumstances.**

Barry Khan  
Assistant Chief Executive (Legal and Democratic Services)

County Hall  
Northallerton

Date: 6 January 2017

#### **NOTES:**

- (a) Members are reminded of the need to consider whether they have any interests to declare on any of the items on this agenda and, if so, of the need to explain the reason(s) why they have any interest when making a declaration.

The relevant Corporate Development Officer or Monitoring Officer will be pleased to advise on interest issues. Ideally their views should be sought as soon as possible and preferably prior to the day of the meeting, so that time is available to explore adequately any issues that might arise.

- (b) **Emergency Procedures For Meetings**  
**Fire**

The fire evacuation alarm is a continuous Klaxon. On hearing this you should leave the building by the nearest safe fire exit. If the main stairway is unsafe use either of the staircases at the end of the corridor. Once outside the building please proceed to the fire assembly point outside the main entrance

Persons should not re-enter the building until authorised to do so by the Fire and Rescue Service or the Emergency Co-ordinator.

An intermittent alarm indicates an emergency in nearby building. It is not necessary to evacuate the building but you should be ready for instructions from the Fire Warden.

#### **Accident or Illness**

First Aid treatment can be obtained by telephoning Extension 7575.

# Corporate and Partnerships Overview and Scrutiny Committee

## 1. Membership

County Councillors (13)							
	Councillors Name			Chairman/Vice Chairman	Political Party	Electoral Division	
1	ARNOLD, Val				Conservative		
2	BASTIMAN, Derek			Chairman	Conservative		
3	BATEMAN, Bernard MBE				Conservative		
4	BLACKBURN, John				Conservative		
5	BUTTERFIELD, Jean				Conservative		
6	CROSS, Sam				UKIP		
7	GOSS, Andrew			Vice-Chairman	NY Independent		
8	GRIFFITHS, Bryn				Liberal Democrat		
9	LEE, Andrew				Conservative		
10	LUNN, Cliff				Conservative		
11	RANDERSON, Tony				Labour		
12	SHAW-WRIGHT, Steve				Labour		
13	SWALES, Tim				Conservative		
Total Membership – (13)					Quorum – (4)		
Con	Lib Dem	NY Ind	Labour	Liberal	UKIP	Ind	Total
8	1	1	2	0	1	0	13

## 2. Substitute Members

Conservative		Liberal Democrat	
	Councillors Names		Councillors Names
1	ATKINSON, Margaret	1	HOULT, Bill
2	BAKER, Robert	2	De COURCEY-BAYLEY, Margaret-Ann
3	PLANT, Joe	3	
4	MOORHOUSE, Heather	4	
5		5	
NY Independent		Labour	
	Councillors Names		Councillors Names
1	HORTON, Peter	1	
2		2	
3		3	
4		4	
5		5	
UKIP			
	Councillors Names		
1	SIMISTER, David		
2			
3			
Independent			
1			