

NORTH YORKSHIRE COUNTY COUNCIL

21 MAY 2008

STATEMENT FOR COUNTY COUNCILLOR CHRIS METCALFE

Access to Services Update

The new website continues to grow in popularity. During the recent strike by teachers, the site was particularly busy and was used by both the BBC and Sky as a link to provide local information. Another improvement is that translation facilities are now offered on the site, and this is for 6 of the traditional European languages. A range of consultations by Highways and Children and Young People's service are currently underway that utilise the website. Online consultations increase participation from residents, are cost effective, and are a convenient method for them to comment on and shape our services.

Work continues to expand the number of one stop shops. The opening of the town centre site by Selby District Council is another important milestone. This site will be the one stop solution for enquiries to the County Council. This model of operating on a partnership basis is the key to deliver successfully the full range of 34 sites across the county. Almost 50% of citizens now live within 5 miles of a joint access centre and we are well on course to meet the LAA target of 76%.

Further services have been taken into the Customer Service Centre, in particular passenger transport, student support and the revised arrangements for waste disposal. Of particular importance is the new Emergency Card for Carers service, where the first point of call will usually be the Customer Service Centre.

We have continued to work with our partners to increase the quality of customer service and share training costs, for example, many of the District Councils have been sending delegates to attend our customer service induction programme.

County Councillor Chris Metcalfe
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