

# **NORTH YORKSHIRE COUNTY COUNCIL**

**21 MAY 2008**

## **COMMUNICATIONS OVERVIEW AND SCRUTINY COMMITTEE**

### **STATEMENT BY THE CHAIRMAN**

1. The Communications Overview and Scrutiny Committee has met once since the last full Council meeting.

#### **In-depth topics**

##### **Members IT seminar**

2. The Committee jointly hosted with the Transport and Telecommunications Committee, a seminar for members on IT on 12<sup>th</sup> March. The speaker was Cllr Mary Reid, Vice Chair of ICELE, who spoke about how the latest in e-governance can help members them in their role as community leaders. This highlighted a number of opportunities including ideas for how to engage with young people and to develop links for schools and citizenship. Workshops were then held to explore members use of IT including:
  - development of the NYCC intranet and folders for members providing local information
  - developing 'bloggs'
  - e-learning
  - use of Microsoft office.

Feedback from the event has been very positive and a meeting to look at next steps is to be held on 21<sup>st</sup> May.

The Committee is working with IT, to develop the intranet folder and questionnaires have been circulated via Scrutiny Committees. Members are encouraged to complete these to help to identify key topics and to make the folder relevant to member needs.

##### **Cross-scrutiny review of the Customer Service Centre and Face to Face Contacts**

3. The cross-scrutiny working group comprising of members of the Communications, Care and Independence and Young People Scrutiny Committees has started its programme of work. The working group has been established to look at the two key areas of public interest namely the customer service centre and face to face personal caller access.

The working group has visited the customer service centre at County Hall and has spent time with staff looking in detail at the call handling function. Feedback from members has been very good and the Task Group is very

impressed at the progress that has been made in implementation of this service. The working group is keen to encourage members to visit the centre and to see for themselves the progress that has been made on this. Any member wishing to do this should contact Sarah Foley.

We have also visited the customer service centre at Scarborough District Council and have been impressed with the partnership that has been established. Further visits are planned to look at other centres including Selby and Hawes and we will be looking in detail at the strategy for developing public access points throughout the county.

If any member has any concerns or issues about these services that they would like us to consider in the review please contact Jo Broadbent, Scrutiny Support Officer.

### **Overview and monitoring**

4. At its meeting on 14 March the Committee considered a number of reports including:

#### **Intranet Strategy**

5. The strategy for development of the NYCC intranet was discussed and a demonstration given.

#### **Consultation Strategy**

6. An update was given on the progress of implementation on this strategy and the database of consultation projects was shared with members.

**County Councillor Ron Haigh**  
**Chairman – Communications Overview and Scrutiny Committee**

9 May 2008