

NORTH YORKSHIRE COUNTY COUNCIL

23 JULY 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. A meeting has been held to discuss follow up of the IT Seminar held on 12 March 2008. Updates were given on a range of IT developments including email, contact information, upgrades, logging in and IT training and support. The Committee is continuing working with IT to develop the intranet folder for Members.

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 continued its programme of work. The group has received a detailed presentation by Richard Flinton on the strategy for Access to Services and questions about the quality of the service have been included in the latest Citizen's Panel questionnaire. A visit has been undertaken to the newly opened Public Access Centre at Selby District Council and also to Sherburn Library which is operating one of the public access points.
4. 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. 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

5. At its meeting on 20 June the Committee considered a number of reports including:

Library Strategy – New Look, No Shush

6. The Committee received a presentation from Julie Blaisdale on the draft Library Strategy – “New Look, No Shush”. Members were impressed at the continuing development of this service and the reaffirmed our view that it is an essential strand as part of the Access to Services agenda.

COUNTY COUNCILLOR RON HAIGH
Chairman, Communications Overview and Scrutiny Committee

County Hall
Northallerton

2 July 2008