

NORTH YORKSHIRE COUNTY COUNCIL

23 JULY 2008

STATEMENT FOR COUNTY COUNCILLOR CHRIS METCALFE

Access to Services Update

The programme to expand the coverage of our face to face locations has taken another step forward. All 42 libraries have now been brought into the programme. They offer a basic “front door” into County and District Services. Library staff have been equipped with resources, with the particular aim of ensuring that simple information requests can be satisfied and that enquirers who need to be referred on are not misdirected.

The partnership with the District Councils continues to strengthen. The partnership working approach is essential if the benefits to the customer are to be realised. It has been accepted by partners that this approach must now move to a new level. To support this, a bid is being submitted for regional funding to enable this.

Better links have been forged with North Yorkshire Police. The aim is to ensure that no opportunity is missed to ensure closer joint working. Whilst at an early stage, early indications are that opportunities of mutual benefit do exist.