

NORTH YORKSHIRE COUNTY COUNCIL

17 December 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 on 16 October 2008.

In-depth topics

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

2. The cross-scrutiny working group comprising of Members of the Communications, Care and Independence and Young People Scrutiny Committees has now completed its programme of visits as part of this review. Members have undertaken individual visits to a number of local public access points at libraries and also district council premises.
3. The working group has also received presentations from Robin Mair outlining the services provided for the BES Directorate by the Contact Centre and Mike Roberts joined the group to provide feedback from the Directorate on how this is progressing. Members were advised of the range of services provided with details given about fault reporting and areas for further improvement were highlighted. A separate presentation was given by Cynthia Welbourn, Director of Children's Services outlining developments for Children and Young People's Services and Members were interested to hear about the development of children's centres throughout the county.
4. The Task Group will be meeting in the New Year to discuss emerging themes and it is anticipated that a draft report will then be taken to the three Scrutiny Committees involved in the review.

Overview and Monitoring

5. At its meeting on 16 October the Committee considered a number of reports including:

Intranet Update

6. A presentation demonstrating the new intranet, which was launched on 17 November 2008. Access to the intranet is now available to Members from home PCs via the internet. This Committee will continue to work with the development team on formulating a portal or folder for information for Members. If individual Members have any ideas or requirements for content

on this they are welcome to speak directly to Josie O'Dowd who is co-ordinating this work.

NY Times

7. Martin Feekins, Editor of the NY Times, provided Members with an update on the NY Times. The option to extend the two year contract with the Royal Mail for delivery has been taken up and the printing contract has been extended by twelve months. Work has been undertaken to encourage partnership use of the NY Times and it is anticipated that the NYSP thematic partnership groups will place articles in future issues. The paper has also been used as a vehicle for consultation and the November issue was used as part of the budget consultation process. Members were pleased to see that an article on an Area Committee had recently been included and were keen to see future stories featuring the local work of Area Committees. This provides an opportunity to show what work is being done at a local level and may help to promote involvement.

COUNTY COUNCILLOR RON HAIGH

Chairman, Communications Overview and Scrutiny Committee

County Hall
Northallerton

5 December 2008