



**Meeting Transition (LGR) Overview and Scrutiny Committee**

**To: Councillors Philip Broadbank, Nick Brown, Melanie Davis, Caroline Dickinson, Kevin Foster, Richard Foster, Bryn Griffiths (Vice-Chair), George Jabbour, Andrew Lee, John Mann, Heather Moorhouse, Stuart Parsons, Clive Pearson, Kirsty Poskitt, John Ritchie and Malcolm Taylor (Chair).**

**Date: Monday, 19th June, 2023**

**Time: 10.00 am**

**Venue: Brierley Room, County Hall, Northallerton, DL7 8AD**

Members of the public are entitled to attend this meeting as observers for all those items taken in open session. Please contact the Democratic Services Officer whose details are at the foot of the first page of the Agenda if you would like to find out more.

Recording is allowed at Council, committee and sub-committee meetings which are open to the public, please give due regard to the Council's protocol on audio/visual recording and photography at public meetings. Anyone wishing to record is asked to contact, prior to the start of the meeting, the Democratic Services Officer whose details are at the foot of the first page of the Agenda. We ask that any recording is clearly visible to anyone at the meeting and that it is non-disruptive.

## **AGENDA**

- 1. Welcome and Apologies for Absence**
- 2. Minutes of the Meeting held on 19 January 2023** **(Pages 3 - 8)**
- 3. Declarations of Interest**  
All Members are invited to declare at this point any interests they have in items appearing on this agenda, including the nature of those interests.
- 4. Public Questions or Statements**  
Members of the public may ask questions or make statements at this meeting if they have given notice (to include the text of the question/statement) to Will Baines of Democratic Services (*contact details below*) no later than midday on Wednesday 14 June. Each speaker should limit themselves to 3 minutes on any item. Members of the public who have given notice will be invited to speak:-
  - at this point in the meeting if their questions/statements relate to matters which are not otherwise on the Agenda (subject to an overall time limit of 30 minutes);

Enquiries relating to this agenda please contact Will Baines, Principal Democratic Services and Scrutiny Officer  
Tel: 01609 533885

or e-mail [william.baines@northyorks.gov.uk](mailto:william.baines@northyorks.gov.uk)

Website: [www.northyorks.gov.uk](http://www.northyorks.gov.uk)

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- when the relevant Agenda item is being considered if they wish to speak on a matter which is on the Agenda for this meeting.

If you are exercising your right to speak at this meeting, but do not wish to be recorded, please inform the Chairman who will instruct those taking a recording to cease while you speak.

- 5. Verbal Update from Robert Ling, Director of Transformation on the LGR Transition**
- 6. Developing a staff culture at North Yorkshire Council (Pages 9 - 16)**
- 7. Customer Services overview (Pages 17 - 36)**
- 8. Work Programme (Pages 37 - 40)**
- 9. Any other items**  
Any other items which the Chair agrees should be considered as a matter of urgency because of special circumstances.
- 10. Date of Next Meeting**  
Monday, 4 September 2023 at 10.00am

**Note:**

Members are reminded that in order to expedite business at the meeting and enable Officers to adapt their presentations to address areas causing difficulty, they are encouraged to contact Officers prior to the meeting with questions on technical issues in reports.

**Contact details:**

Barry Khan  
Assistant Chief Executive  
(Legal and Democratic Services)

County Hall  
Northallerton

Friday, 9 June 2023