

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

Website: www.northyorks.gov.uk

- 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

North Yorkshire County Council

Transition (LGR) Overview and Scrutiny Committee

Minutes of the meeting held on Thursday, 19th January, 2023 commencing at 2.00 pm.

County Councillor Malcolm Taylor in the Chair plus County Councillors Nick Brown, Caroline Dickinson, Bryn Griffiths, George Jabbour, Nigel Knapton (substitute), John Mann, Bob Packham (substitute), Stuart Parsons and John Ritchie.

County Councillors Kevin Foster, Andrew Lee and Kirsty Poskitt joined the meeting virtually.

In attendance: County Councillor Carl Les

Officers present: Will Baines, Stuart Carlton, Dave Caulfield, Janet Deacon (SBC), Greg Harper (SBC), Jon Holden, Rachel Joyce (HBC), Jon Learoyd, Darren Maycock (CDC), Robert Ling, Jenny Pan (HDC), Ruth Sleaford, Graeme Thistlethwaite (RiDC) and Trevor Watson (HBC).

Apologies: County Councillors Philip Broadbank, Melanie Davis, Richard Foster, Heather Moorhouse and Clive Pearson.

Copies of all documents considered are in the Minute Book

26 Welcome and apologies for absence

Apologies for absence were received from County Councillors Heather Moorhouse, Richard Foster (Nigel Knapton substituting) and Melanie Davis (Bob Packham substituting).

27 Minutes of the Meeting held on 14 December 2022

Resolved -

That the minutes of the meeting held on 14 December 2022, having been printed and circulated, be taken as read and confirmed by the Chairman as a correct record.

28 Declarations of Interest

There were no declarations of interest.

29 Public Questions or Statements

There were no public questions or statements.

30 LGR Economic Development Transition

Considered – Presentation by Dave Caulfield – Assistant Director, Growth Planning and Trading Standards, NYCC, Trevor Watson – Director of Economy, Environment and Housing, Harrogate BC and Janet Deacon - Head of Tourism and Culture, Scarborough BC.

Some of the key points highlighted in the presentation are as summarised below:

- The aim of the transition period is to transfer eight Economic Development services into one whilst retaining business continuity. It is intended to 'lift and shift' staff, with a service restructure to follow later.
- Staff events have taken place and district council area visits carried out by County Councillor Derek Bastiman and Dave Caulfield.
- The development of an Economic Growth Strategy for North Yorkshire is underway, with Steer ED appointed as consultants and baseline evidence gathering underway, along with asset mapping and a strategy review.
- Test and challenge workshops have been held with officers representing each local authority, as well as the LEP, NYCC Executive members and Directors of Development for York, North Yorkshire, East Riding and Hull (YNYERH).
- The emerging pillars of the economic strategy include 'Enterprise, Innovation and Investment', with the importance of delivering 'Quality Infrastructure & Connectivity' and enabling 'Skilled & Prosperous Communities' in driving up economic growth and living standards.
- The delivery of Business Support provision across North Yorkshire is currently multi-layered, with geographic variations in the type of support and the businesses and organisations that are eligible to access it.
- Communication and engagement with businesses to re-assure and highlight new opportunities.
- There will be continued opportunities for accessing national funding. Recently, the county has been allocated £16.9m over 3 years from the Core UK Shared Prosperity Fund, as well as £5.4m over 2 years from the Rural England Prosperity Fund also confirmed by Government.
- Inward investment opportunities are possible, with sectors seeing investment and employment proposals including recycling, e-fuels and battery production.
- Tourism accounts for 11% of the overall economy of North Yorkshire, supporting 41,200 jobs or 14% of all employment across the county.
- An LGR task and finish group has been established to develop a way forward for tourism/visitor economy delivery, exploring all models to determine the most appropriate and sustainable model.
- A future tourism provision review will look to establish economies of scale for the county, whilst retaining and protecting established local brands. Any new structure would look to ensure that North Yorkshire variations in destination marketing are taken into account to maximise growth opportunities as much as possible.

There followed a discussion, the key points of which are summarised below:

- The inclusion of rural areas into future work to ensure that their needs are recognised.
- What the size of the new Economic Development team across North Yorkshire as part of the new unitary council will be.
- The overarching mantra of the carbon neutral agenda and how this links in to the Economic Development service transition.
- How the relationship with the York and North Yorkshire Local Enterprise Partnership

will be affected by the formation of the new unitary council and whether joint working will continue.

Resolved – That the presentation be noted.

31 IT & Digital Workstream Update - What Day 1 Looks Like

Considered – A presentation from Stuart Carlton, the Workstream Sponsor for the ICT and Digital workstream, together with district and borough council colleagues, on the progress made in the run-up to the vesting day for the new unitary council on 1st April.

Some of the key points highlighted in the presentation are as summarised below:

- There are circa 550 systems (business and corporate applications) across the eight separate councils, with 51 projects/pieces of work required to deliver the IT requirements of the new Council for day 1.
- There is an emphasis in the short term on delivering an ICT foundation that enables the new council to look, feel and operate as a single council for day 1, along with single versions of applications where there is an agreed day 1 need to do so, such as a single email system, single website, single front door etc)
- The IT Foundation projects to deliver day 1 were explained by the officers involved. Examples of these included Microsoft 365, secure email solution, cyber security, online forms, IT support, data governance and data & intelligence.
- The high risks for the workstream were discussed, such as the increased threat of cyber attacks, inability to deliver the Microsoft 365 migration project, that IT resource is not available in early April or the risk of increased staff turnover during transition. Mitigations for these are in place.
- Assurance work has been undertaken to make sure the new organisation can deliver the day 1 needs. For example, delivering early where possible to spread the risk away from day 1, conducting regular health checks and securing additional funding and contingency resource where required.

Following this, questions raised by the committee included:

- With the focus on delivering for day 1 and implementing the IT Foundation projects outlined in the presentation, is there a timeline in place for the embedding of infrastructure and technology within the new council?
- Whether the workstream have the sufficient resource and budget to fulfil the tasks set out?
- The Public Services Network (PSN) legacy of the district and borough councils
- What measures are taken to protect against the threat of cyber attacks?
- How the retention of data will be organised under the new authority given the different policies that will exist amongst the district and borough councils?

Resolved – That the presentation be noted.

32 Day 1 Delivery and Continuity of Service

Considered – A presentation on ‘Our journey to one Council’ from Robert Ling, LGR Programme Director and Rachel Joyce, Director of Corporate Affairs at Harrogate Borough Council on the progress with Local Government Reorganisation.

Some of the key points highlighted in the presentation are as summarised below:

- A plan is in place for the vesting day weekend, with a team set to work to co-ordinate the transfer of systems and processes across to North Yorkshire Council.
- The projects concerning financial systems and Microsoft 365 migration are currently showing as a red project status, but this is to be expected at this stage.
- The risk of workforce and staffing moving on and difficulties in recruiting is a risk to the LGR Programme. There is a big effort to make sure that staff are well supported in the lead up to, during and after vesting day.
- Consultation has been held with other councils that have been through LGR, such as local authorities in Northamptonshire, Dorset, Somerset and Cumbria to seek advice.
- Beyond day 1, after an initial consolidation period, the focus will move to transformation and continuous improvement, moving at the right pace at achieve the desired outcomes.

Resolved – That the presentation be noted.

33 Property Assets

Considered – A presentation by Jon Holden, NYCC Head of Property Service, on Property Assets ahead of vesting day.

Some of the key points highlighted in the presentation are as summarised below:

- The objective for the workstream is 'safe and legal' on day 1, with transformation work to be implemented at a later date.
- Asset information has been gathered from all of the district and borough councils to form a comprehensive picture across the county.
- The objective is for the production of a comprehensive Asset Management / Property Strategy that identifies all issues, risks and opportunities.
- The new unitary council is committed to continuing to provide 'hubs' in key locations and the 'workplace' will form an important part of the new Asset Management Strategy to ensure customer access to services, and that staff are able to work efficiently.
- The Council will continue to review 'New Ways of Working' and will configure offices and workplaces to meet these requirements.
- It is likely that approximately 30 projects will be in the construction phase on 1 April 2023.
- There are risks to the asset portfolio around adapting to the increasing cost of energy, achieving the carbon reduction targets set and taking account of rising inflation in financial estimates and contingencies.

Following this, questions raised by the committee included:

- How will the future hybrid working policy tie in with the assets held by the county council and making full use of them as possible?
- The breadth of the estate held by the County Council and the different types of buildings that make it up.
- The status of the 'hubs' and whether these will change in the future. Could dual-use hubs be considered?

Resolved – That the presentation be noted.

34 Work Programme

Considered –

The report of the Principal Democratic Services and Scrutiny Officer asking the Committee to confirm, amend or add to the areas of work listed in the Work Programme.

Resolved –

That the work programme be noted.

35 Other business which the Chair agrees should be considered as a matter of urgency because of special circumstances

None.

The meeting concluded at 5.10 pm.

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LGR transition O & S Committee

Developing a staff culture

Trudy Forster, Assistant Chief Executive

What did we do - prior to day 1

Focus groups – involving colleagues across all councils, face to face and virtual sessions, sharing views and experiences, meeting new colleagues, developing new values and behaviours

Webinars – sharing developments to date across all councils, inviting questions and providing responses

AD shared conversations hosting Middle manager sessions – exploring different views and expectations, discuss approaches for embedding new values and behaviours within teams

NY1000 – cross section of staff interested in contributing ideas and testing new initiatives

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Pulse survey – temperature checks at different intervals eg my manager kept me informed

LGR website – improved transparency and led to development of the new intranet, focus on workforce issues and single source of information for staff and managers

AskSAL – direct access to HR support, offering accessible route for staff across all councils

Chief Executive direct contact – in response to webinars, email blogs, ideas

Workshops held to share updates on terms and conditions – what NYC would look like in the future - Early conversations provided opportunity for people to begin to understand and look at what this would mean for them

Continued work with TU engagement throughout

Developed induction materials for all staff so everyone had access to the same information

Developed shared resources to support change, health and wellbeing, and resilience

Our Values and Behaviours



Our Values

We act with kindness and integrity, respecting differences and embedding equality of opportunity



We are citizen and community focused, and adaptable in our approach to delivering excellent services as one local council



We are connected, inventive, continuously learning and look for improvements that deliver value for money



We work collaboratively with colleagues and partners as one team to deliver our shared goals



Our Behaviours

- Be kind and compassionate and treat each other with respect
- Be inclusive, seek the views of others and respond positively even where there are differences
- Celebrate diversity recognising each others contribution

- Be aspirational in our service delivery for our local communities
- Seek opportunities to share ideas and develop our approaches across partners
- Understand how to deliver priorities on a locality basis

- Adapt to a changing environment by listening to others and learning from each other
- Think differently and seek new ways to improve services
- See feedback and shared views as opportunities to learn

- Build on and develop relationships with colleagues and partners
- Deliver excellent customer service through partnership working
- Be visible and accessible within the team and with others to achieve goals together

Colleagues across all former councils contributed to develop our IACT values and behaviours

Our Shared Commitment

Our Shared Commitment is a one-page connection to Our People Strategy

Employee's Commitment

Be supportive of those around you

Be understanding and **Inclusive**, treat everyone with kindness and support each other at work, as well as with life's ups and downs



Be willing to learn

Be **Ambitious**, adapt to change and look for improvements, provide excellent service and take opportunities for learning and growth



Be connected

Be engaged and willing to share your professional and local knowledge and be **Creative** in thinking to look for best ways of doing things



Be the best you can be

Be accountable for doing your job well to the best of your ability. Be an ambassador for the Council and **Together** positively promote the work that we do



Employer's Commitment

We retain staff

We will provide the opportunities for you to **support each other** and **recognise and reward** the contribution and hard work you do. We are committed to having an **inclusive workplace culture** in which everyone can thrive and reach their full potential

Attraction for all

We will enable you to do your best work everyday with the right **resources, tools and technology** and **celebrate** what we do well and share that learning. With **career pathways and progression** to suit you we can offer a great variety of jobs and **ways of working** throughout our council, for existing and new colleagues

Engage and listen to staff

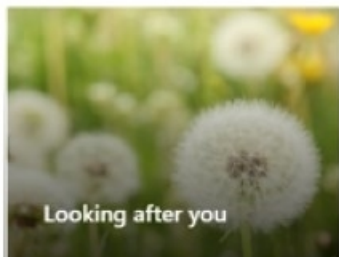
We will listen to each other, partners and communities **and act on what we say**, provide the opportunities for you to get involved, keep informed, make suggestions and **share your ideas**. We will be transparent, inclusive and open in communications

Establish one council

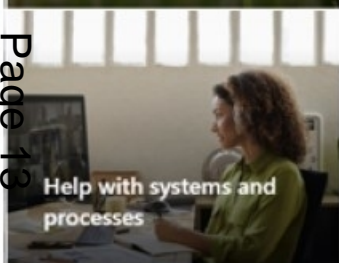
We will establish our **values and behaviours** in everything we do, have visible, respectful and accountable **leaders** and support strong **performance** and **innovation**. Our council will be a **welcoming environment**

What was developed to support and embed a new culture?

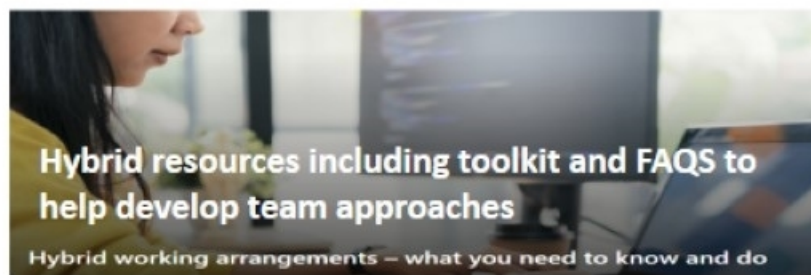
- Focus group sessions held with over 400 middle managers – providing key opportunities to share ideas, develop peer discussion and new contacts



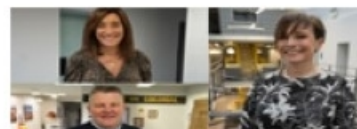
Health and wellbeing resources shared on the LGR website for all staff to access



Quick video guides to help understand and access systems and processes, e.g. MyView and appraisal (IPM), supporting policy, guidance and information



- All NYC staff induction module developed to support the launch of the new council



Meet the Team: Claire, Peter and Linda
Watch the latest Meet the Team video.

Series of 'Meet the team' videos to introduce a range of roles across the new Council and meet colleagues

Change toolkit resources to support colleagues and managers, with signposting and templates

Pulse surveys

Paper based resources to support non-digital access

NY1000 group

Employee network groups



Staff support groups



People Strategy

With the launch of North Yorkshire Council, a 'People Strategy' has been developed and approved outlining strategic workforce priorities.

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The People Strategy has four priority areas with a clear and cohesive approach for all directorates and strategic workforce matters for the next 18 months, including a commitment to establish and embed our new culture.

The content of the People Strategy was shaped through engagement with staff and wider stakeholders.



How we are taking this forward

- 
- New culture supported by NYC senior management structure appointed from across all former councils
 - People strategy priorities to be owned and delivered by directorates, including cultural elements
 - Development and support for all managers, with tools and resources to help guide encourage visibility, skills and knowledge so we have confident managers leading teams, eg by using the managers pocketbook
 - Generate an inclusive NYC culture with staff networks, groups, and events, including to celebrate success
 - Embed our values and behaviours and encourage engagement and development, for sharing ideas and enabling all staff to have a voice and get involved , e.g. through 1-2-1s, via NY1000, staff surveys

Next steps

- To share the People Strategy priorities, with focus on culture and one council (referencing 'Establish One new Council' priority)
- Embed the values and behaviours in what we do
- To support transition of teams to deliver the services
- To engage with staff and managers, recognising their input to date and for continued engagement
- To update Members, via the Members Workforce Planning group

LGR Transition Overview and Scrutiny Committee

19th June 2023

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Customer Service

Margaret Wallace and Sarah Foley

Agreed customer principles (December 2021)

The customer experience will be at least as good across our 3 primary contact channels on day 1 and where possible it will be better

We will act as one council with one front door from day one so that the customer's experience is as seamless as possible

Design based on existing customer feedback, good data and driven by insights

Design and develop a consistent approach to bring efficiency

The front door will add value for customers and the new council

Increase online options supported by assisted digital offer – digital by design but accessible for all

Transform after day one

Co-design with customers through engagement

Customers will have an improved experience when they contact us. Customers will be able to stay on their chosen channel where available for the full end to end customer journey

Day 1
'Safe and Legal'

Service Design

Service Delivery

Transformation

Good customer service is everyone's responsibility

Learn from customer feedback

Our front line customer services staff will be supported and well trained so they can confidently deliver good quality services across the full range of services expected

Keep customers informed about their request and any changes that will affect them

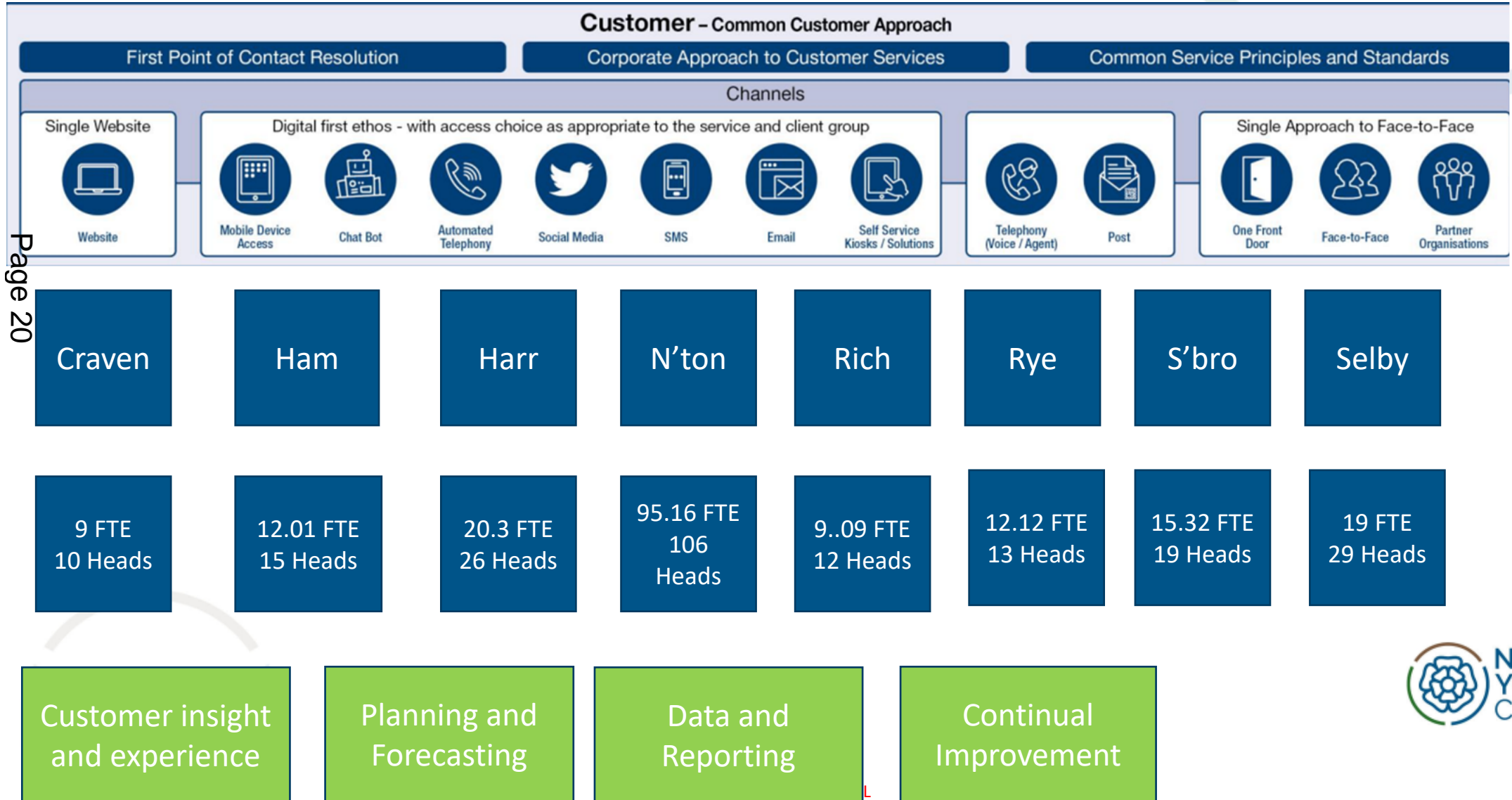
Customer Service

One council, with one front door from day one so that the customer experience is as seamless as possible

Delivering a single corporate approach to the customer through:

- A single website
- A single Customer Contact Centre
- A single approach to face-to-face
- Digital first ethos with appropriate access to channel of choice
- Common Services Standards with performance reporting
- Customer data / insight to inform business development
- Resolve as many issues as possible at first point of contact, supported by technology with front to back office integration.
- A main customer facing office in every district area – supported by around 30 access to services.
- separate access points providing face to face contact and mediated

Customer Service



Safe and Legal- day one

Complexity of what we have done to achieve safe and legal for Day 1.

Recognition that it's not perfect – bringing together 8 customer service functions, 8 websites.

Improvements will continue as services transform

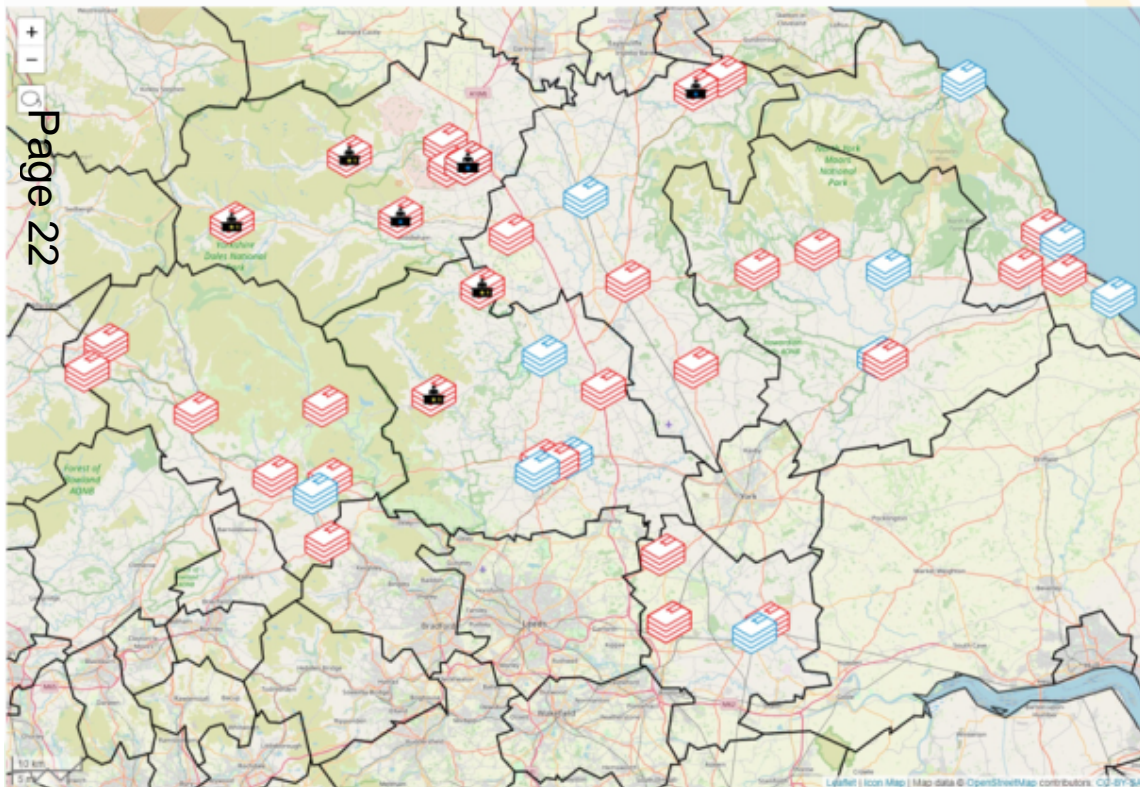
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There is a lot of complexity to ensuring that a customer can journey to the right information or person in the right location that can help

We will act as one council with one front door from day one so that the customer's experience is as seamless as possible.

Face-to-Face Operation

Customer Access points

- Locations for 7 Primary access points (existing district offices) and 11 area offices agreed



- Customers can still do everything they could do before Day 1
- Processes still work as they did before Day 1
- We are able to link some services together for customers face to face

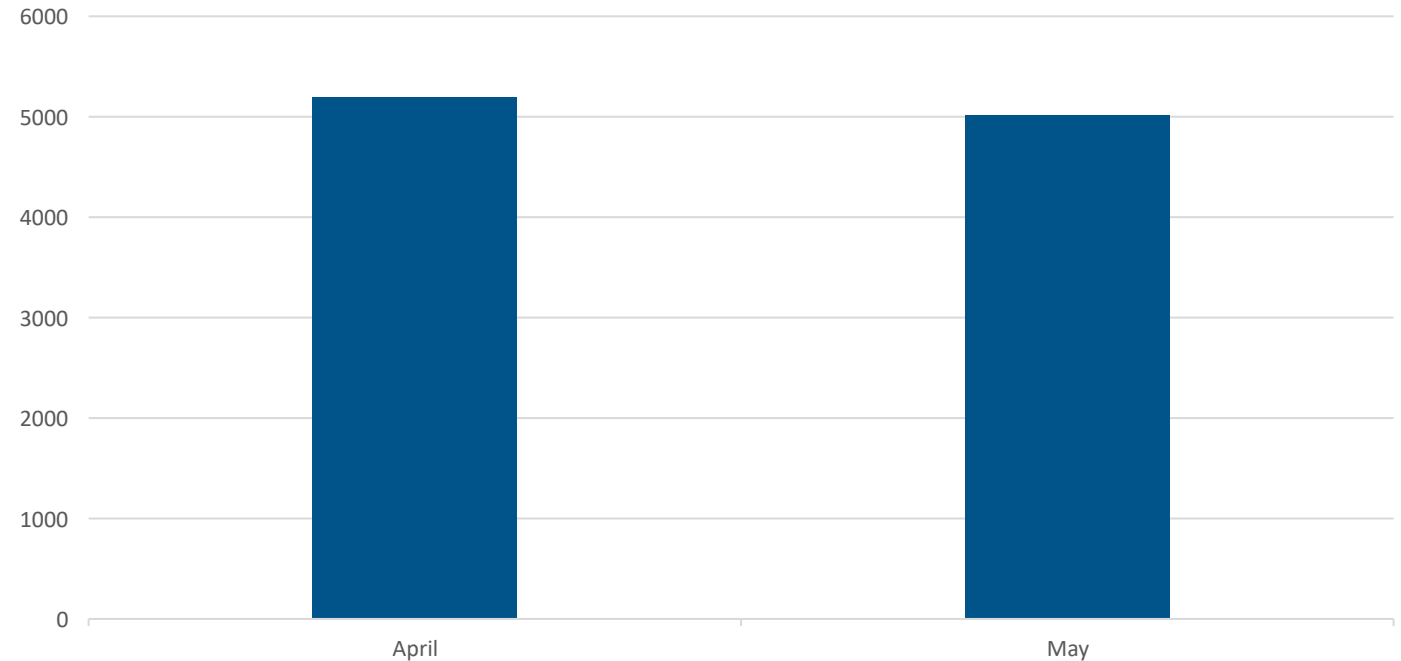
What are customers asking for Face to Face

Top demand areas

- Payments
- Housing and homelessness
- Bins, recycling and waste
- Council tax
- Birth, deaths and marriages
- Benefits
- Roads, parking and travel

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Face to Face Demand

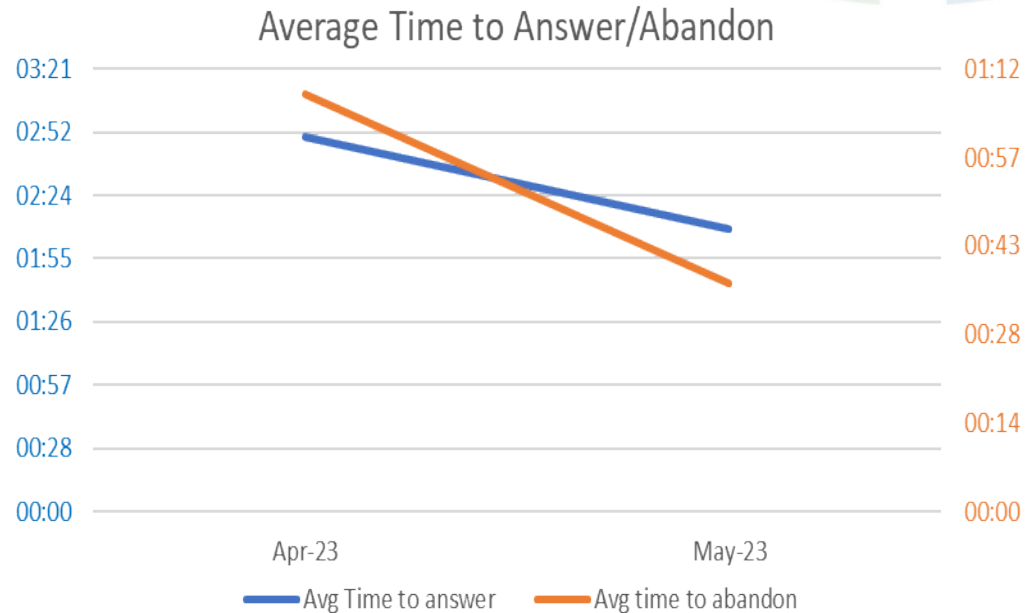
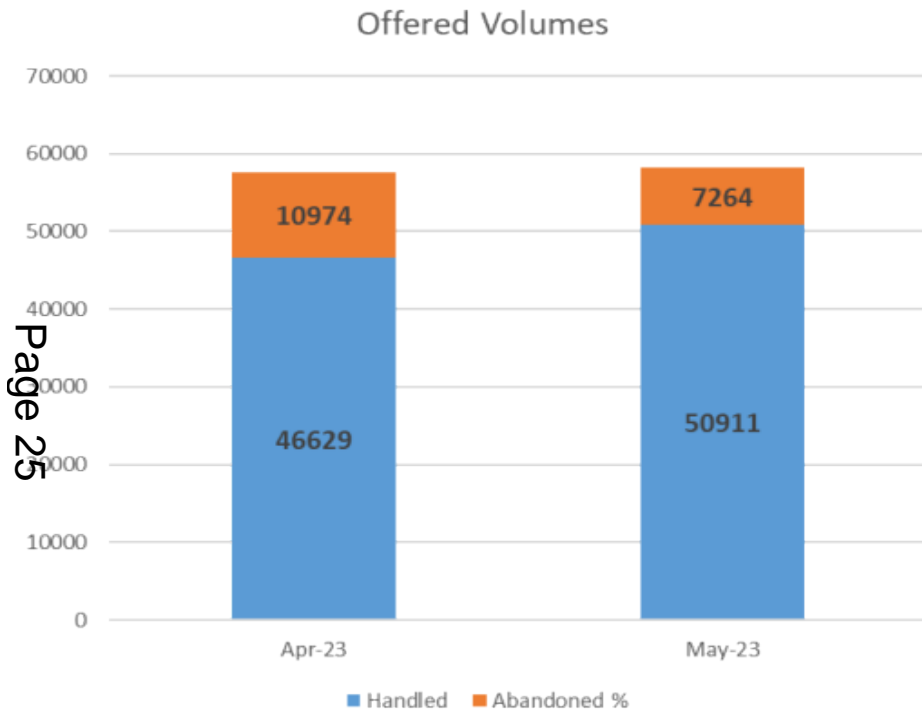


What are customers asking for on the Phone

Top Demands

- Council Tax
- Bins, Recycling and Waste
- Road, parking and travel
- Adult care
- Planning and conservation
- Housing and homelessness

Telephony performance from 1st April – 31st May



Offered 1% more calls in May, NB 1 extra bank holiday.

Handled 8% more calls

Abandoned Rate dropped by 34% - May outturn was 12.48%

Average Time to answer 42 seconds quicker

Average time to abandon 31 seconds quicker suggesting customer patience is shorter in May as it

was in April.

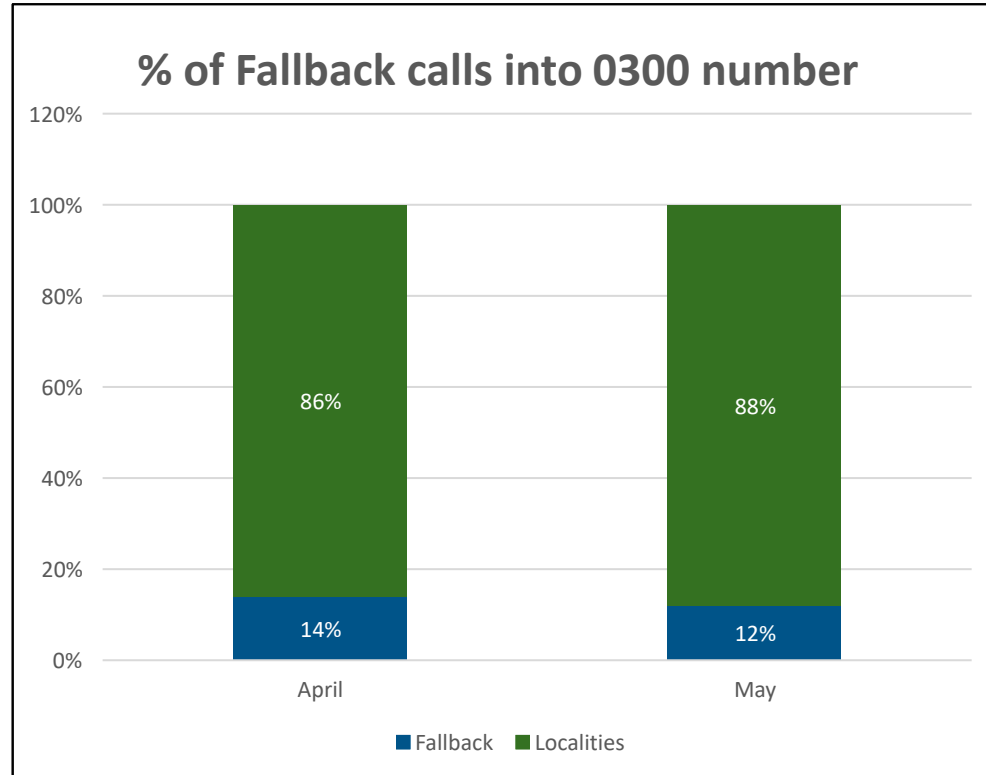
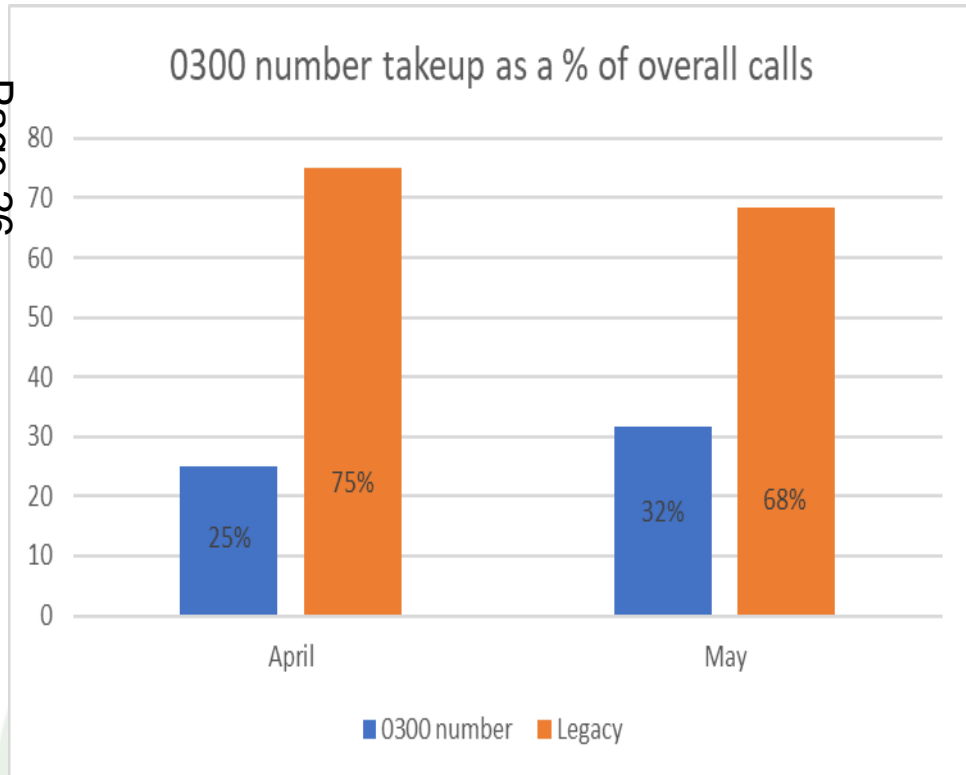
OFFICIAL



Customers using the 0300 number

- All legacy council numbers are still in place with the exception of Craven who was moved across fully to support customer service due to demand.
- Over time all legacy numbers will move across to the new system but number will remain in place until customers calling these are low. This will be tracked over time

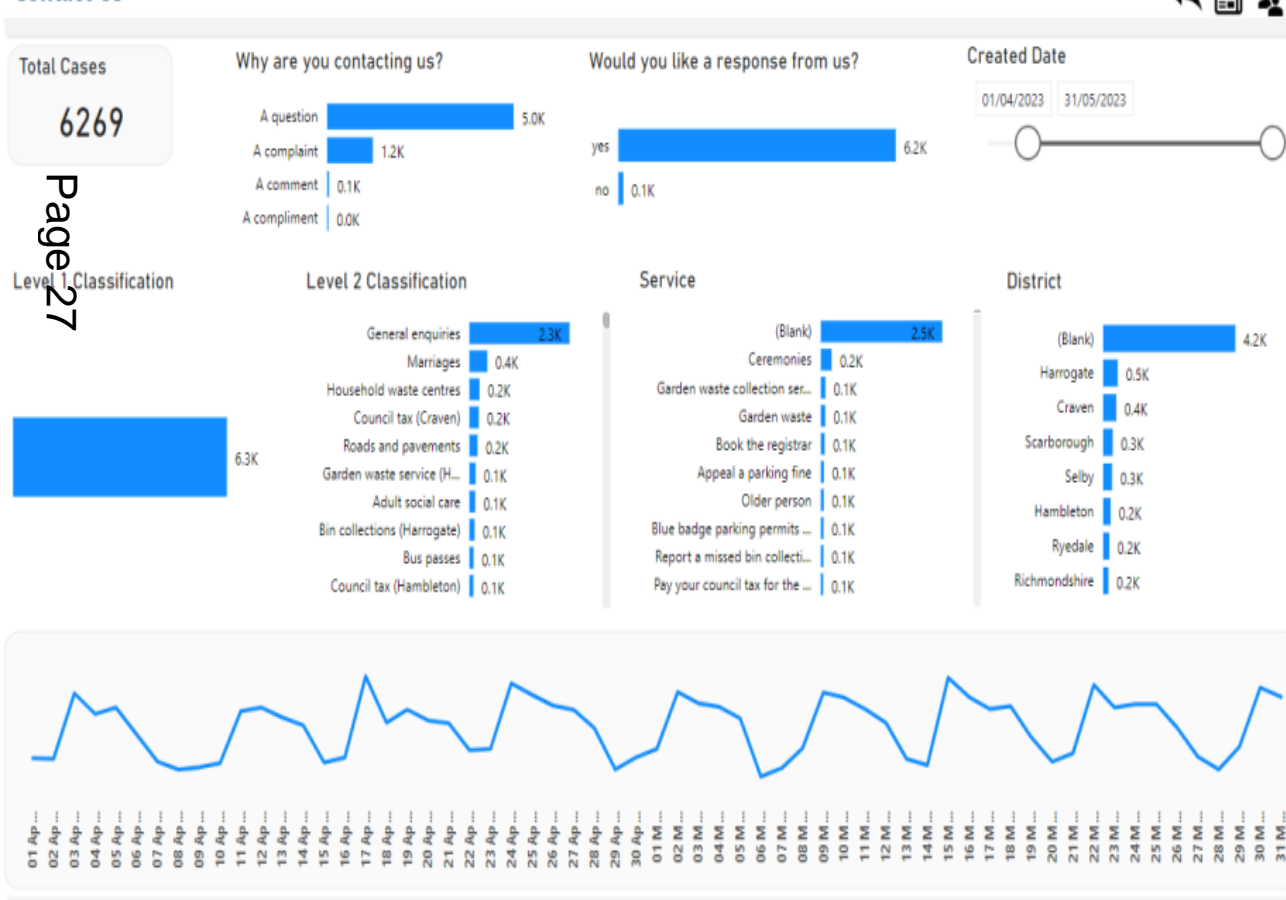
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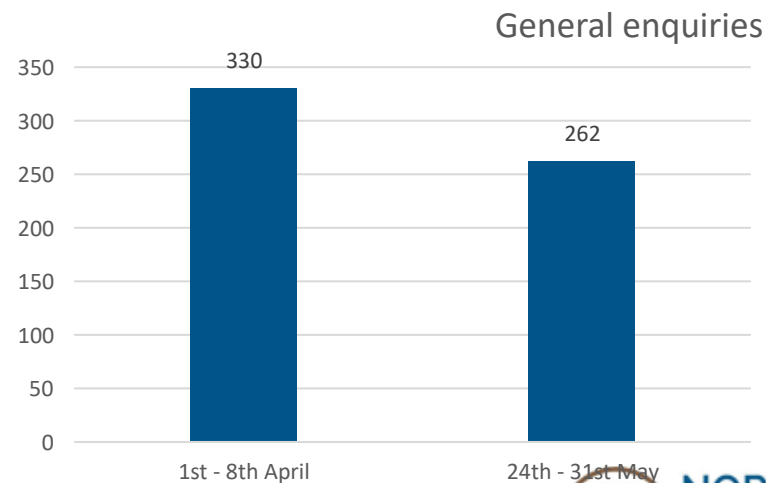
Contact Us

A new contact us form has been developed on the website for customers to send a structured e-mail and, where a service is selected, it allows the form to be routed to the correct team. It also helps to signpost customers to self-service options available on-line. The information from the contact us form provides vital customer data insight for us to make changes to services. Since we launched this has allowed us to make over 900 changes making the customer journey through the system easier

Contact Us



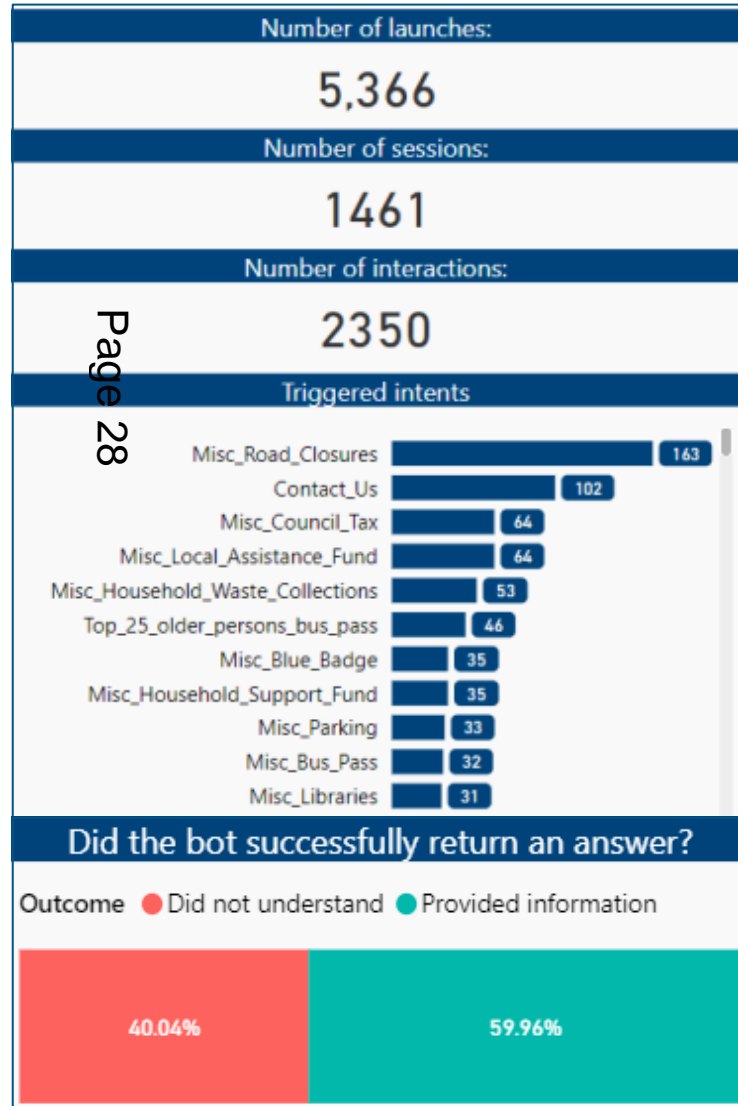
we are now starting to see the number of forms received without a service selected fall. meaning forms are going direct to the correct teams without the need to be triaged.



How are Customers Using Chat Bot 1st April – 31st May

2 months Pre-vesting day

April 1st 2023 – May 31st 2023



Prior to vesting day

- 1461 Chatbot sessions
- Top 5 intents: Road closures, Contact us, Council Tax, Local Assistance Fund, HWRC

Post vesting day

- 10,856 Chatbot sessions
- Top 5 intents: Bin collection day, Garden waste service, Contact us, Council tax, Bins recycling and waste
- 743% increase in sessions post vesting day
- 14% increase in the Bot successfully returning an answer

Increase could be due to an impact in seasonal demand – this data is being used to continually improve content on the website.

The chat bot supports customers 24/7 on-line



How are Customers Using the New Website 1st April – 31th May

Sessions

1,084,418

Pageviews

3,841,313

Unique Pageviews

3,096,075

Searches

119,497

Popular launches of transactional services (button launches)

Button text	Unique Events
Find your collection day	130,485
Visit our new website homepage now	68,172
Contact us	27,512
Pay council tax now	20,775
Launch interactive roadworks map	9,756
More about Craven Leisure Centre	8,864
Apply for this job	8,765
Enter now	8,442
Apply for or renew a blue badge	7,523

Popular search terms

Search Term	Unique searches
Planning	1,055
Jobs	1,036
Bin collection	893
Garden waste	886
Council tax	776
Harrogate	703
planning	564
council tax	477
Bus pass	452
Bins	423

Number of customer sessions is in line with the demand across all 8 websites prior to day 1

Customers are continuing to use the website in the volumes that they have before



Key drivers - customer voice



Customer was able to get access to a bus pass and while providing evidence for eligibility was able to also get a council tax reduction



Customer was thrilled that he has been answered quickly and was able to access Information about Council Tax, bin collections and their nearest HWRC all in one contact

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Customer was able to raise a concern about an over hanging tree via face to face and get an update face to face the following week



Customer had lost wallet stolen and the NYC advisor helped be block my bank card, order a new driving licence and ordered me a replacement bus pass.

We will act as one council with one front door from day one so that the customer's experience is as seamless as possible

The front door will add value for customers and the new council



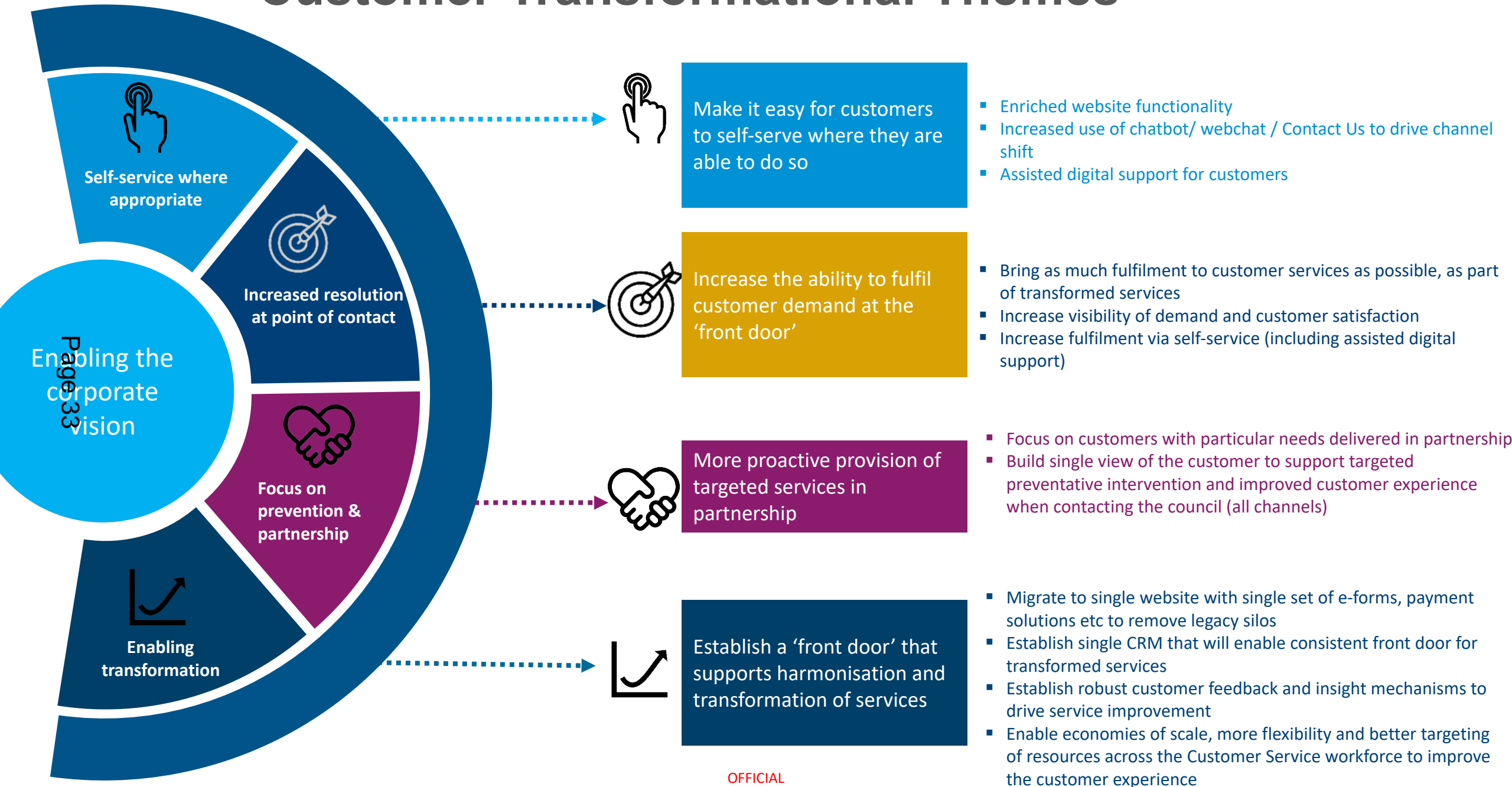
Benefits for the New Organisation

- Increased opportunities for customers to access services in one contact-meaning better connected services
 - Using expertise from different area's to problem solve and work together on customer journey mapping and developing new services offers.
 - Understanding customer insight and the impacts on the customer service function from both internal and external customer.
- Intelligence led – insight from data and customer feedback
- Starting to build and develop relationships across services “One Team”
- New Career opportunities for staff.
 - Opportunities to flex as a function to better meet customer changing and evolving demands
 - Holistic view from customer function enables us to better join up customer

Challenges for the New Service

- Each centre operates differently using different technology and offer different services through the customer service function
- The launched of the new organisation came at the time of the year when we see seasonal high demand across locality area's in the customer service function. (Council Tax, Garden waste)
- Technology – No one centralised CRM system for customer service
- Telephony – challenges
- Culture change, customers were used to accessing their own legacy websites and the new NYC website looks and feels different due to brining 8 legacy site together.

Customer Transformational Themes



What's Next

- Look at options for one CRM system
 - Work with service area to continue to improve the customer journeys across all channels
 - Use insight and data to identify area's that are a priority for improvement
- Simplify service information on the website and join up customer journeys – This will become easier as services transform
- Use customer feedback to refine some tools that have been develop to get customers to the right team or right information on the website
 - Consistency of customer offer across all of the customer function
 - Vision of customer experience in the future and what building blocks we need to deliver that

Customer Service

Customer First- Customer focused council

- First point of contact- resolution

Connected Council- joining up customer journeys

- Corporate approach to customer excellence

Smarter Council- customer insight- intelligence led services

- Designing service with the customer at the heart of service delivery

Improving Council-

- Common service principle and standards

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North Yorkshire Council

Transition (LGR) Overview and Scrutiny Committee

19 June 2023

Work Programme 2023/2024

1.0 Purpose of Report

- 1.1 This report invites Members to consider the Committee's Work Programme for 2023/2024, considering the outcome of discussions on previous Agenda Items and any other developments taking place across the County.
- 1.2 The Work Programme schedule is enclosed at Appendix 1.

2.0 Introduction

- 2.1 The role of the Transition (LGR) Overview and Scrutiny Committee is to scrutinise Leisure, Culture, Tourism, Arts, Waste Collection, Bereavement Services and Licensing, as well as the significant decisions made by the Executive regarding the new unitary authority and Local Government Reorganisation.
- 2.2 The Committee has been retained until 31 March 2026 with a review after two years (i.e. after 31 March 2025).

3.0 Scheduled Committee dates for 2023/2024

3.1 Committee Meetings

- Monday 19th June 2023 at 10am
- Monday 4th September 2023 at 10am
- Monday 4th December 2023 at 2pm
- Monday 11th March 2024 at 10 am

3.2 Mid Cycle Briefing Dates

To be confirmed

- 3.3 Please note that the Mid Cycle Briefings are not public meetings and are attended by the Chair, Vice-Chair and Spokespersons for the political groups. These meetings are used to develop the committee work programme and determine the scheduling of key items.

4.0 Recommendation

- 4.1 The Committee is asked to confirm, comment, or add to the areas listed in the Work Programme Schedule.

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8 June 2023

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**Transition (LGR) Overview and Scrutiny Committee
Work Programme 2023/24**

Monday 19 June 2023 at 10am

Subject	Description
Verbal Update from the Director of Transformation	A verbal update from Robert Ling, Director of Transformation on work that took place in the run up to vesting day for North Yorkshire Council, and the transformation plans for the future.
Customer Services	An overview of the work of customer facing services at North Yorkshire Council – Margaret Wallace, Assistant Director – Customer, Revenue and Benefits
HR Update	Details of the HR initiatives that have taken place to date and future plans to support the development of a staff identity and culture within North Yorkshire Council – Trudy Forster, Assistant Chief Executive - HR and Business Support)

Monday 4 September 2023 at 10am

Subject	Description
LGR Savings Update	TBC
Verbal Update from the Corporate Director - Community Development	An update from Nic Harne, Corporate Director – Community Development on work taking place within the directorate in the run up to vesting day ahead of LGR, and transformation plans for the future

Monday 4 December 2023 at 2pm

Subject	Description
Member Working Group - Sport and Leisure Review Recommendations	To present the draft report on the review of the provision of sport and leisure facilities across North Yorkshire – Jo Ireland, Assistant Director Culture, Arts and Leisure (Community Development)

Monday 11 March 2024 at 10am

Subject	Description
Double devolution process	Reviewing town / parish council pilots (TBC)

Other topics to be considered: (from discussions and Forward Plan)

Double devolution process – Reviewing town / parish council pilots

IT Systems Improvements

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