



REPORT TO: FULL COUNCIL

DATE: 31 OCTOBER 2013

**SUBJECT: PART 'B' REFERRALS FROM COMMISSIONING BOARD ON
19 SEPTEMBER 2013**

22 Review of Visitor Information Services

Recommendation to Council

That Council is recommended to approve:

- (i) modernisation of the Council's visitor information services to provide face-to-face and telephone information through Pickering TIC only (thereby closing Malton and Helmsley TICs) alongside an expanded website and on-line presence; and
- (ii) the savings achieved from the implementation of the above to be considered as part of the Council's 2014/2015 budget strategy process.