

TONBRIDGE AND MALLING BOROUGH COUNCIL

CUSTOMER SERVICE IMPROVEMENT ADVISORY BOARD

Tuesday, 12th August, 2008

Present: Cllr H S Rogers (Chairman), Cllr F R D Chartres (Vice-Chairman), Cllr Mrs B A Brown, Cllr Mrs M F Heslop, Cllr M R Rhodes, Cllr Mrs E A Simpson and Cllr D W Smith.

Councillors Aikman, Mrs Anderson, Baldock, Bolt, Court, Mrs Murray, Thornevell and Worrall were also present pursuant to Council Procedure Rule 15.21.

Apologies for absence were received from Councillors Ms Branson, Dalton and Lancaster.

PART 1 - PUBLIC

**CS
08/010 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

**CS
08/011 MINUTES**

RESOLVED: That the notes of the meeting of the Customer Service Improvement Advisory Board held on 15 April 2008 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

**CS
08/012 TONBRIDGE GATEWAY**

Decision Notice D080143MEM

The joint report of the Customer Services Manager and the Cabinet Member for Innovation and Improvement set out the current position in relation to the development of a Gateway service in Tonbridge in liaison with Kent County Council.

RECOMMENDED: That

(1) the action taken to date in liaison with Kent County Council be endorsed;

(2) authority be granted to the Chief Executive, in consultation with the Cabinet Member for Innovation and Improvement, to sign the Memorandum of Understanding when it becomes available;

(3) the funding implications be noted and discussions continue with Kent County Council to confirm the full funding package;

(4) the proposed programme for building works be noted subject to the funding being in place; and

(5) the Service Model form the basis of a report to a future meeting of the Advisory Board.

MATTERS SUBMITTED FOR INFORMATION

**CS
08/013**

CUSTOMER CHOICE OF ACCESS CHANNELS

The report of the Customer Services Manager provided details of the type and volume of use of the ways through which customers contacted the Council.

MATTERS FOR CONSIDERATION IN PRIVATE

**CS
08/014**

EXCLUSION OF PRESS AND PUBLIC

The Chairman moved it was seconded and

RESOLVED: That as public discussion would disclose exempt information the following matters be considered in private.

PART 2 - PRIVATE

**CS
08/015**

ELECTRONIC BILLING FOR COUNCIL TAX (Reason: LGA 1972 Sch 12A Para 3 - financial or business affairs of any particular person)

The joint report of the Director of Finance, Customer Services Manager and Cabinet Member for Innovation and Improvement set out details of a proposal received for the provision of an e-billing facility for the Council Tax service.

RECOMMENDED: That the Director of Finance and the Customer Services Manager consider other options for the delivery of e-bills to customers, particularly those allowing delivery direct to e-mail addresses. Subject to the viability of an alternative solution, a further report be submitted to a future meeting of the Advisory Board.

***Referred to Cabinet**

The meeting ended at 2103 hours

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Innovation and Improvement**

Decision No: D080143MEM

Date: 12th August 2008

Decision(s) and Reason(s)

Tonbridge Gateway

**(Report of Customer Services Manager and Cabinet Member for
Innovation and Improvement)**

(Annex 1)

(Annex 2)

(Annex 3)

(Annex 4)

(Annex 5)

(Annex 6)

**The report set out the current position in relation to the
development of a Gateway service in Tonbridge in liaison with Kent
County Council.**

Following consideration by the Customer Service Improvement Advisory Board, the Cabinet Member for Innovation and Improvement resolved that:

- 1) the action taken to date in liaison with Kent County Council be endorsed;
- 2) authority be granted to the Chief Executive, in consultation with the Cabinet Member for Innovation and Improvement, to sign the Memorandum of Understanding when it becomes available;
- 3) the funding implications be noted and discussions continue with Kent County Council to confirm the full funding package;
- 4) the proposed programme for building works be noted subject to the funding being in place; and
- 5) the Service Model form the basis of a report to a future meeting of the Advisory Board.

Reasons: As set out in the report submitted to the Customer Service Improvement Advisory Board of 12 August 2008.

Signed Cabinet Member for O Baldock
Innovation and
Improvement:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 15 August 2008

This decision will come into force and may then be implemented on the expiry of 5 working days after publication unless it is called in.