

TONBRIDGE AND MALLING BOROUGH COUNCIL

CUSTOMER SERVICE IMPROVEMENT ADVISORY BOARD

Thursday, 20th November, 2008

Present: Cllr H S Rogers (Chairman), Cllr Mrs B A Brown, Cllr Mrs M F Heslop, Cllr M R Rhodes and Cllr L A Withey.

Councillors Aikman, Baldock, Bolt, Cure and Worrall were also present pursuant to Council Procedure Rule 15.21.

Apologies for absence were received from Councillor Chartres (Vice-Chairman) and from Councillors Ms Branson, Dalton, Lancaster, Mrs Simpson and D Smith.

PART 1 - PUBLIC

**CS
08/016 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

**CS
08/017 MINUTES**

RESOLVED: That the notes of the meeting of the Customer Service Improvement Advisory Board held on 12 August 2008 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

**CS
08/018 TONBRIDGE GATEWAY**

Decision Notice D080203MEM

The joint report of the Customer Services Manager and the Cabinet Member for Innovation and Improvement set out progress made in relation to the development of a Gateway service in Tonbridge in liaison with Kent County Council. The supplementary report circulated at the meeting and containing exempt information (LGA 1972 Sch 12A Para 3 - Financial or business affairs of any particular person) set out the results of the tendering exercise undertaken for the building works at Tonbridge Castle being commissioned as part of the Gateway project.

RECOMMENDED: That

(1) the ongoing dialogue with Kent County Council and development of the various agreements referred to in the report be noted;

(2) the Capital funding position be noted and the appointment of Goodsells be endorsed;

(3) the programme for the building works, including the temporary re-location of the services, be endorsed; and

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

**CS
08/019**

ADVERTISING ON WEBSITE

Decision Notice D080204MEM

The joint report of the Information Technology Manager and the Cabinet Member for Innovation and Improvement recommended the use of advertising on the Council's main website as an opportunity for income generation. Attention was drawn to the initial set up fee of £1,850 which was effectively an advance on the company fees of 20% of advertising revenue.

RECOMMENDED: That the use of the service outlined in the report for displaying paid-for advertising on the Council's website be approved.

MATTERS SUBMITTED FOR INFORMATION

**CS
08/020**

CUSTOMER CHOICE OF ACCESS CHANNELS

The report of the Customer Services Manager set out details of the range of ways through which the Council was contacted by customers. The report provided an indication of the usage patterns and volume of use for each type of contact.

**CS
08/021**

DATA PROTECTION AND NETWORK SECURITY

The report of the Information Technology Manager set out details of action taken to meet compliance requirements and to enhance privacy and security of the IT network infrastructure.

**CS
08/022**

DATA AND VOICE LINKS BETWEEN OFFICES

The report of the Information Technology Manager set out details of a proposal to replace most of the existing data and voice links between council offices with enhanced links at a reduced cost.

MATTERS FOR CONSIDERATION IN PRIVATE

**CS
08/023**

EXCLUSION OF PRESS AND PUBLIC

The Chairman moved, it was seconded and

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

PART 2 - PRIVATE

MATTERS SUBMITTED FOR INFORMATION

**CS
08/024**

**TONBRIDGE GATEWAY - RESULTS OF TENDERS
(Reason: LGA 1972 Sch 12A Para 3 - Financial or business affairs
of any particular person)**

Further to the item on Tonbridge Gateway considered in the public part of the meeting the joint report of the Customer Services Manager and the Cabinet Member for Innovation and Improvement set out the results of the tendering exercise undertaken for the building works at Tonbridge Castle (Minute CS 08/018 refers).

The meeting ended at 2021 hours

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

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

Decision No: D080203MEM

Date: 20th November 2008

Decision(s) and Reason(s)

Tonbridge Gateway

(Joint report of Customer Services Manager and Cabinet Member for Innovation and Improvement)

The report set out progress made in relation to the development of a Gateway service in Tonbridge in liaison with Kent County Council. The supplementary report circulated at the meeting and containing exempt information (LGA 1972 Sch 12A Para 3 - Financial or business affairs of any particular person) set out the results of the tendering exercise undertaken for the building works at Tonbridge Castle being commissioned as part of the Gateway project.

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

- 1) the ongoing dialogue with Kent County Council and development of the various agreements referred to in the report be noted;
- 2) the Capital funding position be noted and the appointment of Goodsells be endorsed;
- 3) the programme for the building works, including the temporary relocation of the services, be endorsed; and
- 4) the Service Model form the basis of a report to a future meeting of the Advisory Board.

Reasons: As set out in the reports submitted to the Customer Service Improvement Advisory Board of 20 November 2008. (Supplementary report contains exempt information).

Signed Cabinet Member for O Baldock
Innovation and
Improvement:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 21 November 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.

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

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

Decision No: D080204MEM

Date: 20th November 2008

Decision(s) and Reason(s)

Advertising on Website

**(Joint report of Information Technology Manager and Cabinet Member for Innovation and Improvement)
(Annex 1)**

The report recommended the use of advertising on the Council's main website as an opportunity for income generation. Attention was drawn to the initial set up fee of £1,850 which was effectively an advance on the company fees of 20% of advertising revenue.

Following consideration by the Customer Service Improvement Advisory Board, the Cabinet Member for Innovation and Improvement resolved that the use of the service outlined in the report for displaying paid-for advertising on the Council's website be approved.

Reasons: As set out in the report submitted to the Customer Service Improvement Advisory Board of 20 November 2008.

Signed Cabinet Member for O Baldock
Innovation and
Improvement:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 21 November 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.