

TONBRIDGE AND MALLING BOROUGH COUNCIL

CUSTOMER SERVICE IMPROVEMENT ADVISORY BOARD

Wednesday, 1st July, 2009

Present: Cllr Ms V Branson (Chairman), Cllr A G Sayer (Vice-Chairman), Cllr Mrs S J Boakes, Cllr Mrs M F Heslop and Cllr L A Withey.

Councillors Aikman, Mrs Anderson, Baldock, Bolt, Court, Coffin, Cure, Rhodes, Miss Sergison, Ms Spence and Worrall were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors M Davis, Mrs Oakley, Mrs Simpson and C Smith.

PART 1 - PUBLIC

**CSI
09/001 DECLARATIONS OF INTEREST**

Councillors Mrs Anderson and Cure declared a personal interest on the grounds that they represented the Tonbridge and Malling Citizens Advice Bureau and Tonbridge Volunteer Bureau which were potential partners.

**CSI
09/002 MINUTES**

RESOLVED: That the notes of the meeting of the Customer Service Improvement Advisory Board held on 20 November 2008 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

**CSI
09/003 TONBRIDGE GATEWAY**

Decision Notice D090096MEM

The joint report of the Central Services Director and the Cabinet Member for Innovation and Improvement set out progress in relation to the development of a Gateway service in Tonbridge in liaison with Kent County Council and other partners. The Gateway would be opening in July 2009 with partners being phased in thereafter.

There had been significant progress made since the last meeting of the Board with the Central Services Director anticipating that at least 20 partner organisations would be involved in the delivery of a wide range of services in the Gateway.

Members were reminded that staff consultation, training and

development were key to the delivery of the Gateway and that a programme of training would be delivered, to include partners, to ensure an integrated approach to service delivery across the various agencies. Further training would be undertaken as appropriate especially in relation to interaction with external partner organisations.

The Gateway had been developed with joint funding from this authority and Kent County Council which had enabled the provision of a wide range of high quality facilities and services on a partnership basis for the benefit of residents and users. Members were reminded that Kent County Council would contribute £250,000 towards the costs of capital works. It was noted that the capital costs could not be finalised until final contract payments had been made. The final costs would be reported to Members at a future meeting and would be discussed with Kent County Council to confirm their level of contribution. The Central Services Director reported that discussions regarding revenue costings were ongoing with the County and the outcome would be reported to a future meeting.

The Information Technology Manager explained the internet security measures in place, how users from either the Borough Council or external organisations could access the appropriate network and servers via a password and reassured Members that these IT measures were highly effective and secure and that information would remain confidential.

The Central Services Director reported that the Council's Customer Services staff would relocate to the offices and be operational from 3 July 2009. They would be joined by the core Kent County Council staff on 16 July 2009. It was envisaged that there would be an official launch event early in the autumn and consideration of this was currently being progressed.

Members recognised that the development of the Gateway had been a complex and challenging project for all concerned but welcomed the provision of an enhanced level of service for residents, enabling them to access a wide range of services. The Cabinet Member for Innovation and Improvement reminded Members that the completion of this project was a result of a long term vision and the fact that it had progressed on budget was due to the skill and dedication of everyone involved. Members asked that their thanks be recorded to all concerned, particularly the Central Services Director, the Information Technology Manager, the Building and Estates Manager, the Property Technician and the Systems Administrator for their dedication, commitment and contribution to the project. Gratitude was also extended to staff based at Tonbridge Castle for their patience and commitment to maintaining effective service delivery during the construction works. The role of the Cabinet Member for Innovation and Improvement in driving the project forward in a satisfactory and efficient manner was also recognised and Members expressed their appreciation of his commitment.

RECOMMENDED: That

- (1) progress on the Service Design model be noted and endorsed;
- (2) completion on the building works be noted;
- (3) dialogue continue with Kent County Council and other partners concerning the final details of all agreements;
- (4) the arrangements for the formal opening be finalised; and
- (5) the operation of the Gateway and further developments be monitored and reported to future meetings of the Advisory Board.

MATTERS FOR CONSIDERATION IN PRIVATE

**CSI
09/004**

EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 2010 hours
followed by a tour of the new facilities.

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

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

Decision No: **D090096MEM**

Date: **1st July 2009**

Decision(s) and Reason(s)

Tonbridge Gateway

(Report of Central Services Director and Cabinet Member for Innovation and Improvement)

The report set out progress in relation to the development of a Gateway service in Tonbridge in liaison with Kent County Council and other partners. The Gateway would open in July 2009 with partners being phased in thereafter.

Members recognised that the development of the Gateway had been a complex and challenging project and asked that their thanks be recorded to all concerned, particularly the Central Services Director, the Information Technology Manager, the Building and Estates Manager, the Property Technician and the Systems Administrator for their dedication, commitment and contribution to the project. Gratitude was also extended to staff based at Tonbridge Castle for their patience and commitment to maintaining effective service delivery during the construction works.

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

- 1) progress on the Service Design model be noted and endorsed;
- 2) completion of the building works be noted;
- 3) dialogue continue with Kent County Council and other partners concerning the final details of all agreements;
- 4) the arrangements for the formal opening be finalised; and
- 5) the operation of the Gateway and further developments be monitored and reported to future meetings of the Advisory Board.

Reasons: As set out in the report submitted to the Customer Service Improvement Advisory Board of 1 July 2009.

Signed Cabinet Member for O Baldock
Innovation and
Improvement:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 03 July 2009

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.