

TONBRIDGE AND MALLING BOROUGH COUNCIL

CUSTOMER SERVICE IMPROVEMENT ADVISORY BOARD

Wednesday, 2nd December, 2009

Present: Cllr Ms V Branson (Chairman), Cllr A G Sayer (Vice-Chairman), Cllr Ms J A Atkinson, Cllr J A L Balcombe, Cllr Mrs S J Boakes, Cllr M O Davis, Cllr T J Robins and Cllr L A Withey.

Councillors Coffin, Cure and Worrall were also present pursuant to Council Procedure Rule No 15.21

Apologies for absence were received from Councillors Mrs Helsop, Mrs Oakley and Mrs Simpson.

PART 1 - PUBLIC

**CSI
09/005 DECLARATIONS OF INTEREST.**

Councillor Cure declared a personal interest in the items relating to the Tonbridge Gateway on the grounds that he was a Trustee of the Tonbridge Volunteer Bureau who were an external partner.

**CSI
09/006 MINUTES**

RESOLVED: That the notes of the meeting of the Customer Service Improvement Advisory Board held on 1 July 2009 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

**CSI
09/007 ENHANCING ACCESS TO SERVICES**

The report of the Central Services Director set the context for a presentation by Tanya Oliver, Director of Strategic Development and Public Access at Kent County Council, giving an overview to a county-wide, multi-agency partnership approach to enhancing customer access to public services together with details of an enhanced Gateway programme.

Members welcomed the developments being made but encouraged consideration of a mobile Gateway to offer residents along the M20/A20 corridor a similar service. The Central Services Director reminded the Advisory Board that sharing premises at Larkfield Library, Martin Square and at Twisden Road, East Malling had enabled the Borough Council to target areas of need and that an agenda to spread appropriate services across the borough was in place.

Members were reassured that face-to-face assistance would be available to enable vulnerable people, and those who preferred this approach, to access services. It was noted that individual organisations would continue to retain a degree of ownership over certain issues and that personal contact with regular users and the more complicated enquiries would be maintained. Ms Oliver explained that this was an opportunity to review, rationalise and make processes simpler for customers, reminding Members that Gateway was a learning partnership looking at providing an efficient and effective way forward for customers and partner agencies.

The Advisory Board recognised that customer choice was an important element of the Customer Service Strategy and Members were pleased that Kent County Council was open to encouraging all types of contact.

RECOMMENDED: That

(1) the contents of the presentation given by Tanya Oliver, Director of Strategic Development and Public Access at Kent County Council, and the enhanced Gateway programme be noted; and

(2) progress be reported to future meetings of the Advisory Board as appropriate.

***Referred to Cabinet**

**CSI
09/008**

TONBRIDGE GATEWAY - PROGRESS REPORT

The Central Services Director provided an update on progress on the Tonbridge Gateway outlining the current position and future plans. It was noted that the contribution of £250,000 towards capital costs had been agreed by Kent County Council and an invoice submitted, whilst discussions regarding revenue costs continued.

Examples of how joined-up services at the Gateway had benefited customers, demonstrating an effective service delivery and good practice, were shared with Members.

RECOMMENDED: That the progress made in respect of Tonbridge Gateway be noted and endorsed.

***Referred to Cabinet**

**CSI
09/009**

DATA PROTECTION POLICY

Decision Notice D090167MEM

Members considered the Data Protection Policy and a set of Guidance Notes for Staff on Data Protection presented by the Information Technology Manager.

RECOMMENDED: That the Data Protection Policy and Guidance Notes for Staff be approved.

**CSI
09/010**

INFORMATION SECURITY POLICY

Decision Notice D090168MEM

The report of the Information Technology Manager presented an updated and extended Information Security Policy for endorsement.

RECOMMENDED: That the overall Information Security Policy be endorsed and responsibility be delegated to the Information Technology Manager to make minor amendments to the policy on an ongoing basis.

MATTERS SUBMITTED FOR INFORMATION

**CSI
09/011**

CUSTOMER CHOICE OF ACCESS CHANNELS

The Central Services Director set out the range of ways customers were choosing to contact the Borough Council and indicated the relative volumes.

Members noted the high levels of customer contact received through a broad range of channels reflecting customer choice and convenience. These patterns and services would continue to be monitored so that customer expectations were met.

MATTERS FOR CONSIDERATION IN PRIVATE

**CSI
09/012**

EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 2046 hours

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Leisure, Youth and Arts**

Decision No: D090167MEM

Date: 2nd December 2009

Decision(s) and Reason(s)

Data Protection Policy

(Report of Information Technology Manager)

(Annex 1)

(Annex 2)

**The report presented a Data Protection Policy and a set of
Guidance Notes for Staff on Data Protection for approval.**

Following consideration by the Customer Service Improvement Advisory Board, the Cabinet Member for Leisure, Youth and Arts resolved that the Data Protection Policy and Guidance Notes for Staff be approved.

Reasons: As set out in the report submitted to the Customer Service Improvement Advisory Board of 2 December 2009.

Signed Cabinet Member for M Coffin
Leisure, Youth and Arts:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 04 December 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.

In accordance with Paragraph 2, Annex 1 of the Executive Procedure Rules, the Leader nominated the Cabinet Member for Leisure, Youth and Arts to take this decision in the absence of the Cabinet Member for Innovation and Improvement.

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Leisure, Youth and Arts**

Decision No: D090168MEM

Date: 2nd December 2009

Decision(s) and Reason(s)

Information Security Policy

(Report of Information Technology Manager)

(Annex 1)

(Annex 2)

(Annex 3)

(Annex 4)

(Annex 5)

(Annex 6)

(Annex 7)

(Annex 8)

(Annex 9)

(Annex 10)

The report presented an updated and extended Information Security Policy for endorsement.

Following consideration by the Customer Service Improvement Advisory Board, the Cabinet Member for Leisure, Youth and Arts resolved that the overall Information Security Policy be endorsed and responsibility be delegated to the Information Technology Manager to make minor amendments to the policy on an ongoing basis.

Reasons: As set out in the report submitted to the Customer Service Improvement Advisory Board of 2 December 2009.

Signed Cabinet Member for M Coffin
Leisure, Youth and Arts:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

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