

TONBRIDGE AND MALLING BOROUGH COUNCIL

INNOVATION AND IMPROVEMENT ADVISORY BOARD

Thursday, 23rd June, 2011

Present: Cllr C P Smith (Chairman), Cllr J A L Balcombe (Vice-Chairman), Cllr Mrs J M Bellamy, Cllr Ms V M C Branson, Cllr C Brown, Cllr Miss J R L Elks, Cllr T J Robins and Cllr R Taylor.

Councillors Baldock, Balfour, Mrs Murray, Rhodes and Worrall were also present pursuant to Council Procedure Rule No. 15.21.

Apologies for absence were received from Councillors Mrs Anderson, Chartres, Evans and King.

PART 1 - PUBLIC

**INN
11/001 DECLARATIONS OF INTEREST**

There were no declarations of interest made.

MATTERS FOR RECOMMENDATION TO THE CABINET

**INN
11/002 SCOPE OF WORK**

Decision Notice D110094MEM

The joint report of the Central Services Director and Cabinet Member for Innovation and Service Delivery set out the scope of the work for the Advisory Board and highlighted a diverse range of work strands. It was noted that the key themes would lead to an interesting and varied work programme for the Board

Members were shown a short PowerPoint presentation highlighting a number of issues facing local authorities today.

It was agreed that it would be useful for the Improvement and Development Manager to attend a future meeting of the Advisory Board to inform Members of the current public consultative processes in place and mechanics of the Citizens Panel.

RECOMMENDED: That the key themes identified for the Advisory Board be noted and endorsed.

**INN
11/003**

SHARED SERVICES

Decision Notice D110095MEM

The joint report of the Central Services Director and Cabinet Member for Innovation and Service Delivery advised Members of the ongoing dialogue with a number of local authorities, in particular Gravesham Borough Council, and noted potential areas for shared services and the key principles underpinning such discussions.

It was noted that a wide variety of shared services were in place, driven by the guiding principles set out in the report. In addition, the significant financial benefit from this approach and the potential for service improvement was noted.

RECOMMENDED: That the approach to shared services, set out in the report, be noted and endorsed.

**INN
11/004**

BUILDING CONTROL SHARED MANAGEMENT ARRANGEMENTS

Decision Notice D110096MEM

The Director of Planning, Transport and Leisure's report outlined a proposal to put in place a shared management arrangement for the Building Control service with Sevenoaks District Council.

It was discussed and noted that this initiative was currently shared management and other aspects of the service would remain unchanged. It was recognised that potential service improvements and greater resilience could arise from the more flexible use of skills and resources. Members were assured that the opportunity had been considered on its merits to increase efficiency in terms of performance and costs whilst retaining the soundness of the service.

RECOMMENDED: That the proposal to share Building Control Management with Sevenoaks District Council be supported, subject to the approval of the personnel issues involved by the General Purposes Committee.

**INN
11/005**

REDESIGN OF WEBSITE

Decision Notice D110097MEM

The joint report of the Information Technology Manager and Cabinet Member for Innovation and Service Delivery advised Members of a partnership project to redesign the main website and implement a new content management system in order to enhance customer access, meet accessibility requirements and improve internal efficiency.

Members were given the opportunity to look at the draft new templates for the Council's web page.

RECOMMENDED: That the partnership approach to the

implementation of a new content management system and development of a new website design be supported.

**INN
11/006**

CUSTOMER CHOICE OF ACCESS CHANNELS

Decision Notice D110098MEM

The Central Services Director's report invited Members to consider the report 'Contacts by Customers – Statistics (2007/11)' which set out the range of ways customers were choosing to contact the Council and the volume and trends of those contacts in recent years. Members were recommended to approve its format for regular annual reporting to the Board and its use to inform future investment and service redesign to improve services to customers and to do this more efficiently.

RECOMMENDED: That

1) the format of the Contacts by Customers - Statistics (2007/11) report be approved for annual reporting to the Advisory Board; and

2) the Contacts by Customers - Statistics (2007/11) report be approved as a basis for improving services to the Borough Council's customers, and for doing this more efficiently, by informing future investment and service redesign.

MATTERS SUBMITTED FOR INFORMATION

**INN
11/007**

TONBRIDGE GATEWAY UPDATE

The Central Services Director's report gave an update on the Tonbridge Gateway.

Members were advised that for the third year in a row 96% customer satisfaction had been achieved and full details of the May 2011 Customer Satisfaction results would be reported to the next meeting of the Advisory Board. Members congratulated all staff involved.

**INN
11/008**

DEVELOPMENT OF GEOGRAPHIC INFORMATION SYSTEMS

The joint report of the Information Technology Manager and the Cabinet Member for Innovation and Service Delivery informed Members of the progress being made on the implementation and development of software and services relating to the use of spatial data and mapping, commonly known as Geographic Information Systems (GIS). The Information Technology Manager advised that he was looking into making a GIS page available to Members on the intranet following a suggestion made by a member of the Advisory Board outside the meeting. It was agreed that external agencies such as Russet Homes be approached to find out what mapping information they may have that could be shared.

**INN
11/009**

INTRANET FOR MEMBERS

The Information Technology Manager's report reminded Members that they could request access to the Council's intranet to enable them to access the complete committee management system as well as a wealth of other valuable information.

MATTERS FOR CONSIDERATION IN PRIVATE

**INN
11/010**

EXCLUSION OF PRESS AND PUBLIC

There were no items considered in private.

The meeting ended at 2144 hours

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Innovation and Service Delivery**

Decision No: D110094MEM

Date: 23rd June 2011

Decision(s) and Reason(s)

Scope of Work

(Joint report of Central Services Director and Cabinet Member for Innovation and Service Delivery)

The scope of the work of the Innovation and Improvement Advisory Board was set out in the report and a diverse range of work strands highlighted. It was noted that the key themes would lead to an interesting and varied work programme.

Following consideration by the Innovation and Improvement Advisory Board, the Cabinet Member for Innovation and Service Delivery resolved that the key themes identified for the Advisory Board be noted and endorsed.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 23 June 2011.

Signed Cabinet Member for M Balfour
Innovation and Service
Delivery:

Signed Leader: M Worrall

Signed Chief Executive: D Hughes

Date of publication: 24 June 2011

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 Service Delivery**

Decision No: D110095MEM

Date: 23rd June 2011

Decision(s) and Reason(s)

Shared Services

(Joint report of Central Services Director and Cabinet Member for Innovation and Service Delivery)

The reported advised of the ongoing dialogue with a number of local authorities, in particular Gravesham Borough Council, and noted potential areas for shared services and the key principles underpinning such discussions.

It was noted that a wide variety of shared services were in place, driven by the guiding principles set out in the report. In addition, the significant financial benefit from this approach and the potential for service improvement was noted.

Following consideration by the Innovation and Improvement Advisory Board, the Cabinet Member for Innovation and Service Delivery resolved that the approach to shared services, set out in the report, be noted and endorsed.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 23 June 2011.

Signed Cabinet Member for M Balfour
Innovation and Service
Delivery:

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**Decision Taken By: CABINET MEMBER FOR
Innovation and Service Delivery**

Decision No: D110096MEM

Date: 23rd June 2011

Decision(s) and Reason(s)

Building Control Shared Management Arrangements

(Report of Director of Planning, Transport and Leisure)

The report outlined a proposal to put in place a shared management arrangement for the Building Control service with Sevenoaks District Council.

Following consideration by the Innovation and Improvement Advisory Board, the Cabinet Member for Innovation and Service Delivery resolved that the proposal to share Building Control Management with Sevenoaks District Council be supported, subject to the approval of the personnel issues involved by the General Purposes Committee.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 23 June 2011.

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RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Innovation and Service Delivery**

Decision No: D110097MEM

Date: 23rd June 2011

Decision(s) and Reason(s)

Redesign of Website

(Joint report of Information Technology Manager and Cabinet Member for Innovation and Service Delivery)

The report advised of a partnership project to redesign the main website and implement a new content management system in order to enhance customer access, meet accessibility requirements and improve internal efficiency.

Following consideration by the Innovation and Improvement Advisory Board, the Cabinet Member for Innovation and Service Delivery resolved that the partnership approach to the implementation of a new content management system and development of a new website design be supported.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 23 June 2011.

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RECORD OF DECISION

**Decision Taken By: CABINET MEMBER FOR
Innovation and Service Delivery**

Decision No: D110098MEM

Date: 23rd June 2011

Decision(s) and Reason(s)

Customer Choice of Access Channels

(Report of Central Services Director)

Consideration was given to the Contacts by Customers - Statistics (2007/11) report, circulated under separate cover, which set out the range of ways customers chose to contact the Borough Council and the volume and trends of those contacts in recent years.

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

- (1) the format of the Contacts by Customers - Statistics (2007/11) report be approved for annual reporting to the Advisory Board; and
- 2) the Contacts by Customers - Statistics (2007/11) report be approved as a basis for improving services to the Borough Council's customers, and for doing this more efficiently, by informing future investment and service redesign.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 23 June 2011.

Signed Cabinet Member for M Balfour
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