

TONBRIDGE AND MALLING BOROUGH COUNCIL

INNOVATION AND IMPROVEMENT ADVISORY BOARD

Monday, 17th December, 2012

Present: Cllr C P Smith (Chairman), Cllr J A L Balcombe (Vice-Chairman), Cllr S M King, Cllr Mrs A S Oakley and Cllr R Taylor.

Councillors Mrs Anderson, Baldock, Balfour, Coffin, N Heslop, Rhodes, Rogers and Sayer were also present pursuant to Council Procedure Rule No 15.21.

Apologies for absence were received from Councillors Mrs Bellamy, Ms Branson, C Brown, Evans and Robins.

PART 1 - PUBLIC

**INN
12/009 DECLARATIONS OF INTEREST**

There were no declarations of interest made in accordance with the Code of Conduct. However with regard to the item on Future and Format of TMBC Customer Services Surgeries, Councillor Mrs Anderson advised that she was Chairman of the Tonbridge and Malling Citizens Advice Bureau.

**INN
12/010 MINUTES**

RESOLVED: That the notes of the meeting of the Innovation and Improvement Advisory Board held on 13 March 2012 be approved as a correct record and signed by the Chairman.

MATTERS FOR RECOMMENDATION TO THE CABINET

**INN
12/011 IT STAFF RESTRUCTURE REPORT**

Decision Notice D120169MEM

The report of the Central Services Director set out proposals to adjust the staffing structure within IT services to enable greater focus on developing self service on the new Council website and to improve service delivery and resilience in the GIS team. Attention was drawn to an error in the job descriptions annexed to the report regarding the designation of the Application Development and Support Manager. It was noted that full details of the proposed job descriptions, including correction of the typographical error, and costings would be submitted to the General Purposes Committee for approval.

RECOMMENDED: That the proposed structure set out in the report

and shown at Annex 4 thereto be endorsed for consideration by the General Purposes Committee.

**INN
12/012** **FUTURE AND FORMAT OF TMBC CUSTOMER SERVICES
SURGERIES**

Decision Notice D120170MEM

The report of the Central Services Director gave details of a review which had been undertaken of the Council's surgery operations in liaison with partner agencies to reflect the potential needs of local communities. Reference was made to the closure of the Twisden Road surgery and the decision to offer the Martin Square library surgery as a suitable alternative to East Malling residents. Details were also given of a trial arrangement to offer a customer services/Citizens' Advice Bureau surgery from Borough Green library.

RECOMMENDED: That the proposal to offer a customer services/Citizens' Advice Bureau surgery from Borough Green library be supported and approved.

**INN
12/013** **DATASET CODE OF PRACTICE: CONSULTATION**

Decision Notice D120171MEM

The Central Services Director's report advised that a consultation paper had been received from the Cabinet Office on a draft code of practice for the release of datasets by public authorities in a form enabling their reuse. In view of the tight timescales involved and the technical nature of the paper, a mechanism was suggested for meeting the consultation deadline of 10 January 2013.

RECOMMENDED: That authority be delegated to the Chief Solicitor to respond to the consultation in liaison with the Leader and the Cabinet Members for Finance and Innovation and Service Delivery.

MATTERS SUBMITTED FOR INFORMATION

**INN
12/014** **E-PAYSLIPS AND PERSONNEL AND PAYROLL E-FORMS**

The joint report of the Central Services Director and Director of Finance gave details of proposed arrangements for replacing the practice of issuing paper payslips with delivery by email as a cost saving opportunity and efficiency measure. The report outlined the timetable for implementation and gave assurances that consultation and support would be given to recipients who were currently unable to receive an e-payslip. Members suggested that the first phase of the transfer to e-payslips be tested on councillors.

Details were also given of a number of e-forms that had been introduced to improve efficiency in the personnel and payroll functions, the fifteen most frequently used forms now being available to use electronically.

**INN
12/015**

CUSTOMER CONTACT STATISTICS AND CHANNEL SHIFT

The report of the Central Services Director provided an update of the main customer contact statistics for April-September 2012 in the context of previous data. Details were given of a number of changes which had impacted significantly on the 2012/13 statistics including the relaunch of the main website in March and the different way in which website statistics were compiled due to a change in the monitoring software.

A summary was also given of initiatives to encourage channel shift including the development of full self- service web forms. An assurance was given that face to face support of customers would continue to be given where needed and a full report would be presented in due course explaining the definitions of each form of customer contact.

**INN
12/016**

WEBSITE UPDATE

The Advisory Board received an update following the introduction of a new website in March 2012 based upon a shared platform with three other West Kent authorities and hosted at Tonbridge and Malling. The report gave details of a number of new areas added to the website including mapping facilities and new electronic forms. The report also highlighted future areas of development.

Members commented on and asked a number of questions on the new website including possible enhancements for people with visual impairments which would be investigated by the officers.

**INN
12/017**

GEOGRAPHICAL INFORMATION SYSTEMS UPDATE

The report gave an update on the current Geographical Information Systems (GIS) service together with aspirations for the future. A demonstration was given of some of the applications to date including the availability of new maps to inform the public of parking restrictions and recycling information. Members acknowledged the benefits of mapping facilities and suggested the possible future use of GIS data at Area Planning Committee meetings.

**INN
12/018**

REPLACEMENT CASH RECEIPTING SYSTEM

The report of the Director of Finance provided an update on the implementation of the Council's replacement cash receipting system as reported to the Finance and Property Advisory Board on 18 July 2012. Formal notice of the Council's intention to terminate the current cash receipting system contract on 31 March 2013 had been issued and an overview of the project plan for the implementation of the new system was annexed to the report.

MATTERS FOR CONSIDERATION IN PRIVATE

**INN
12/019**

EXCLUSION OF PRESS AND PUBLIC

There were no matters considered in private.

The meeting ended at 2040 hours

TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

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

Decision No: D120169MEM

Date: 17th December 2012

Decision(s) and Reason(s)

IT Staff Restructure Report

(Report of Central Services Director)

(Annex 1)

(Annex 2)

(Annex 3)

(Annex 4)

The report set out proposals to adjust the staffing structure within IT Services to enable greater focus on developing self service on the new Council website and to improve service delivery and resilience in the GIS team. It was noted that full details of the proposed job descriptions (including correction of a typographical error) and costings would be submitted to the General Purposes Committee for approval.

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

The proposed structure set out in the report and shown at Annex 4 thereto be endorsed for consideration by the General Purposes Committee.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 17 December 2012.

Signed Cabinet Member for M Balfour
Innovation and Service
Delivery:

Signed Leader: N Heslop

Signed Chief Executive: D Hughes

Date of publication: 21 December 2012

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: D120170MEM

Date: 17th December 2012

Decision(s) and Reason(s)

Future and Format of TMBC Customer Services Surgeries

(Report of Central Services Director)

The report gave details of a review which had been undertaken of the Council's surgery operations in liaison with partner agencies to reflect the potential needs of local communities. Reference was made to the closure of the Twisden Road surgery and the decision to offer the Martin Square library surgery as a suitable alternative to East Malling residents.

Details were also given of a trial arrangement to offer a customer services/Citizens Advice Bureau surgery from Borough Green library.

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

The proposal to offer a customer services/Citizens Advice Bureau surgery from Borough Green library be supported and approved.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 17 December 2012.

Signed Cabinet Member for M Balfour
Innovation and Service
Delivery:

Signed Leader: N Heslop

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TONBRIDGE & MALLING BOROUGH COUNCIL

RECORD OF DECISION

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

Decision No: D120171MEM

Date: 17th December 2012

Decision(s) and Reason(s)

Dataset Code of Practice: Consultation

(Report of Central Services Director)

The report advised that a consultation paper had been received from the Cabinet Office on a draft code of practice for the release of datasets by public authorities in a form enabling their reuse. In view of the tight timescales involved and the technical nature of the paper, a mechanism was suggested for meeting the consultation deadline of 10 January 2013.

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

Authority be delegated to the Chief Solicitor to respond to the consultation in liaison with the Leader and the Cabinet Members for Finance and Innovation and Service Delivery.

Reasons: As set out in the report submitted to the Innovation and Improvement Advisory Board of 17 December 2012.

Signed Cabinet Member for M Balfour
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Signed Leader: N Heslop

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