



TONBRIDGE & MALLING BOROUGH COUNCIL

EXECUTIVE SERVICES

Chief Executive
Damian Roberts

Gibson Building
Gibson Drive
Kings Hill, West Malling
Kent ME19 4LZ
West Malling (01732) 844522

NB - This agenda contains proposals, recommendations and options. These do not represent Council policy or decisions until they have received proper consideration through the full decision making process.

Contact: Democratic Services
committee.services@tmbc.gov.uk

9 September 2024

To: MEMBERS OF THE FINANCE, REGENERATION AND PROPERTY
SCRUTINY SELECT COMMITTEE
(Copies to all Members of the Council)

Dear Sir/Madam

Your attendance is requested at a meeting of the Finance, Regeneration and Property Scrutiny Select Committee to be held in the Council Chamber, Gibson Drive, Kings Hill on Tuesday, 17th September, 2024 commencing at 7.30 pm.

Members of the Committee are required to attend in person. Other Members may attend in person or participate online via MS Teams.

Information on how to observe the meeting will be published on the Council's website.

Yours faithfully

DAMIAN ROBERTS

Chief Executive

A G E N D A

1. Guidance for the Conduct of Meetings

5 - 8

PART 1 - PUBLIC

2. Apologies for Absence
3. Notification of Substitute Members 9 - 10
4. Declarations of interest 11 - 12

Members are reminded of their obligation under the Council's Code of Conduct to disclose any Disclosable Pecuniary Interests and Other Significant Interests in any matter(s) to be considered or being considered at the meeting. These are explained in the Code of Conduct on the Council's website at [Code of conduct for members – Tonbridge and Malling Borough Council \(tmbc.gov.uk\)](https://www.tmbc.gov.uk/code-of-conduct-for-members).

Members in any doubt about such declarations are advised to contact Legal or Democratic Services in advance of the meeting.

5. Minutes 13 - 18

To confirm as a correct record the Minutes of the meeting of the Finance, Regeneration and Property Scrutiny Select Committee held on 12 March 2024.

Matters for Corporate Monitoring

6. Corporate Key Performance Indicators 19 - 26

This report provides data on Key Performance Indicators (KPIs) that are aligned to the Corporate Strategy 2023-2027 and monitored on a quarterly or annual basis. The data provided in this report relates to the period up to the end of June 2024.

Matters for Recommendation to the Cabinet

7. Customer Contact Centre - Enhanced Facilities 27 - 34

This report advises Members of the Committee of the additional functionality through the Customer Contact system to enable automated webchat as an enhancement to our current facility. It is recommended that the licences to enable automated webchat are purchased and funded from the Transformation Reserve.

Matters submitted for Information

8. July 2024 Budgetary Control 35 - 50

This report informs Members of the current financial position to the end of July 2024 for the 2024/25 Financial Year and advises on the position relating to savings achieved since the budget was set in February 2024.

9. Identification of Saving Options 51 - 52

Following discussion at Cabinet on 3 September 2024, Members of the three Scrutiny Select Committees and the Overview & Scrutiny Committee are invited to propose options for evaluation in the forthcoming months to assist in bridging the current funding gap identified in the Medium Term Financial Strategy.

10. Work Programme 2024/25 53 - 54

The Work Programme setting out matters to be scrutinised during 2024/25 is attached for information. Members can suggest future items by liaising with the Chair of the Committee.

11. Urgent items 55 - 56

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

Matters for consideration in Private

12. Exclusion of Press and Public 57 - 58

The Chairman to move that the press and public be excluded from the remainder of the meeting during consideration of any items the publication of which would disclose exempt information.

PART 2 - PRIVATE

13. Urgent items 59 - 60

Any other items which the Chairman decides are urgent due to special circumstances and of which notice has been given to the Chief Executive.

MEMBERSHIP

Cllr D Harman (Chair)
Cllr A Mehmet (Vice-Chair)

Cllr L Athwal
Cllr T Bishop
Cllr P Boxall
Cllr C Brown
Cllr R I B Cannon
Cllr J Clokey

Cllr W J Mallard
Cllr W E Palmer
Cllr B A Parry
Cllr M R Rhodes
Cllr C J Williams