

TONBRIDGE & MALLING BOROUGH COUNCIL

COMMUNITIES ADVISORY BOARD

16 September 2015

Report of the Director of Street Scene, Leisure & Technical Services

Part 1- Public

Matters for Recommendation to Cabinet - Non-Key Decision (Decision may be taken by the Cabinet Member)

1 COUNTRY PARKS – CUSTOMER PANEL MEETINGS

Summary

This report seeks nominations for Member representatives to attend Customer Panel Meetings at the Council's two Country Parks until May 2016.

1.1 Background

- 1.1.1 Customer Panels have for many years played an important role in assisting Council facilities to continue to meet the needs of their customers. The purpose of the Panels is to seek views from a cross section of users on the services provided at each facility, and also to provide a "sounding board" for potential new initiatives.
- 1.1.2 Panels, ideally comprising approximately 10-12 customers, currently meet at a minimum twice per annum for both Haysden and Leybourne Lakes Country Parks. Meetings are attended by relevant officers and two Members nominated and appointed by this Board. Minutes of meetings can be made available to Members on request and are made available for public access on the Council's website. Panels are also in place for the Council's indoor leisure facilities and these are now managed by the Tonbridge & Malling Leisure Trust.
- 1.1.3 The Council also engages the community in the management of its facilities through a variety of other arrangements including:-
- Woodlands Walk, Tonbridge – assistance through an established local resident group.
 - Basted Mill, Borough Green – site managed and maintained by a local committee that includes the Parish Councils of Borough Green, Platt and Plaxtol.
 - Leybourne Lakes – management supported by Snodland Town Council and East Malling and Larkfield Parish Council.

- Holly Hill Woods – managed with the assistance of the Kent Woodland Employment Scheme.
- Country Park Volunteers – volunteer groups established at both Country Parks to assist in management and development.
- Platt Woods – site management by local Parish Council

In addition Members will be aware that the Council works in close partnership with Tonbridge Sports Association with regard to sports facilities and clubs in Tonbridge.

1.2 Current Member Representation

- 1.2.1 Members were appointed to the Country Park Customer Panels following the May 2014 meeting of previous Leisure and Arts Advisory Board to serve for a 12 month period as follows:

Facility	Representatives
Haysden Country Park	Councillors Peter Bolt and David Cure
Leybourne Lakes Country Park	Councillors Brian Luker, Russ Taylor and Timothy Bishop

- 1.2.2 In addition to the above, the Cabinet Member for Communities was approved as an ex-officio member of each Panel.

1.3 Future Member Representation

- 1.3.1 It is felt that the Panels provide a valuable means of keeping in close liaison with facility users and should be retained. Members are invited to make nominations at the meeting.

1.4 Legal Implications

- 1.4.1 None.

1.5 Financial and Value for Money Considerations

- 1.5.1 None.

1.6 Risk Assessment

- 1.6.1 None.

1.7 Equality Impact Assessment

- 1.7.1 The decisions recommended through this paper have a remote or low relevance to the substance of the Equality Act. There is no perceived impact on end users.

1.8 Policy Considerations

1.8.1 Communications, Customer Contact.

1.9 Recommendations

1.9.1 Members are **REQUESTED TO RECOMMEND** nominations to the Country Park Customer Panels.

The Director of Street Scene, Leisure and Technical Services confirms that the proposals contained in the recommendation(s), if approved, will fall within the Council's Budget and Policy Framework.

Background papers:

contact: Darren Lanes

Nil

Robert Styles
Director of Street Scene, Leisure
and Technical Services