

TONBRIDGE & MALLING BOROUGH COUNCIL
COMMUNITIES and HOUSING ADVISORY BOARD

23 July 2019

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 the Customer Panels for the Council's two Country Parks.

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 all Members on request. Panels are also in place for the Council's indoor leisure facilities and these are managed by the Tonbridge & Malling Leisure Trust.

1.2 Member Representation

- 1.2.1 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.
- 1.2.2 In addition to the above, it is proposed that the Cabinet Member for Community Services is also approved as an ex-officio member of each Panel.

1.3 Legal Implications

- 1.3.1 None.

1.4 Financial and Value for Money Considerations

- 1.4.1 None.

1.5 Risk Assessment

1.5.1 None.

1.6 Equality Impact Assessment

1.6.1 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.

1.7 Policy Considerations

1.7.1 Communications, Customer Contact.

1.8 Recommendations

1.8.1 Members are **REQUESTED TO RECOMMEND** nominations to the Council's 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 & Technical Services