

## **POLICY & PERFORMANCE ADVISORY COMMITTEE**

Minutes of the meeting held on 15 September 2015 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman) (Chairman)

Cllr. Miss Stack (Vice-Chairman)

Cllrs. Abraham, Clark, Eyre, Kelly, Maskell, McGregor, Mrs. Morris, Parkin, Miss. Stack and Thornton

An apology for absence was received from Cllr. Krogdahl

### 11. Minutes

Resolved: That the minutes of the meeting held on 9 June 2015, be approved and signed by the Chairman as a correct record.

### 12. Declarations of Interest

There were no additional declarations of interest.

### 13. Actions from previous meeting

There were none.

### 14. Update from Portfolio Holder

The Chairman and Portfolio Holder for Policy & Performance updated the Committee that the Council's budget setting process for 2016/17 had begun with the Finance Advisory Committee considering the Financial Prospects report. The report built on the strong foundations built over recent years and started to move the Council forward in its aim to be self-sufficient and would be considered by Cabinet at the meeting on 17 September 2015. The Chairman noted the excellent feedback he had heard on the finance training provided by officers to assist Members with the budget setting process that would shortly be considered by each Advisory Committee.

The Chairman advised that the Audit Letter was considered at the last meeting of the Audit Committee and that the external auditors had shown support for the Council's financial strategy.

### 15. Referrals from Cabinet or the Audit Committee

There were none.

### 16. Customer Experience Project - Update

The Customer Services Manager presented a report updating Members on the Council's customer experience project. During 2014 the Council set out a number of corporate

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projects that it wanted to achieve to support the commitments it made within its Corporate Plan. The Customer Experience Project incorporated the delivery of a new council website and improved consistency of the Council's visual identity.

Since the last update in March 2015, the Council had implemented a new Customer Relationship Management (CRM) system, which was the IT system that supported the running of the customer contact centre and reception area. The new system provided a more effective platform to integrate with the new website to enable straight forward and simple self service tasks for customers.

The Customer Service Manager provided Members with a [presentation](#) which gave an update on the progress of the new website and the visual identity guide that would inform the design and content of all future Council publications, including the website.

Resolved: That the progress on the Council's Customer Experience project be noted.

### **17. Asset Management Strategy**

The Head of Economic Development and Property presented a report seeking the views of Members on the development of a new Asset Management Strategy following the establishment of the Economic Development and Property Team and the delivery of the Council's Property Investment Strategy.

Members were advised of the new categories and what these would include for the new strategy. The Head of Economic Development and Property explained that the new strategy would allow for more effective asset management to deliver a mix of capital receipts, increased income and reduced costs to the Council. When supported by a clear asset management plan it would enable the Council to accurately budget for receipts and savings.

Members were advised that, subject to their approval, a draft Asset Management Strategy together with a supporting annual Asset Management Plan would then be prepared for consideration by the Committee and Cabinet.

Resolved: That the proposed scope and parameter of a proposed Asset Management Strategy be prepared and brought back to a future meeting of the committee for consideration prior to the Strategy being presented to Cabinet for approval.

### **18. Corporate Projects - Update**

The Head of Economic Development & Property presented a report and updated Members on the Council's Corporate Projects and the progress of earning income from Council owned assets.

Resolved: That the progress on the Council's Corporate Projects and proposed timescale for future recommendations and decisions be noted.

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19. Work Plan

Members noted and agreed the current work plan.

THE MEETING WAS CONCLUDED AT 8.34 PM

CHAIRMAN