

POLICY & PERFORMANCE ADVISORY COMMITTEE

Minutes of the meeting held on 25 May 2017 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Miss Stack (Vice Chairman)

Cllrs. C. Barnes, Clark, Maskell, McGregor, Mrs. Morris, and Thornton

Apologies for absence were received from Cllrs. Kelly, Krogdahl and Parkin

1. Appointment of Chairman

Resolved: That Cllr. Fleming be appointed as Chairman of the Advisory Committee for the ensuing municipal year.

(Cllr. Fleming in the Chair)

2. Appointment of Vice Chairman

Resolved: That Cllr. Miss Stack be appointed as Vice Chairman of the Advisory Committee for the ensuing municipal year.

3. Minutes

Resolved: That the Minutes of the meeting of the Committee held on 23 March 2016 be approved and signed by the Chairman as a correct record.

4. Declarations of Interest

There were not additional declarations of interest.

5. Actions from previous meeting

There were none.

6. Update from Portfolio Holder

The Portfolio Holder, and Chairman, updated Members on some of the Council projects. The Bradbourne car park was completed on 7 April 2017 and in total cost £5.3 million. Out of the 20 premium bays available 14 had already been allocated. At the planning application process 450 individual responses had been received against the planning application, however since opening only 1 letter of complaint

Policy & Performance Advisory Committee - 25 May 2017

had been received. Work on the hotel had started and it was anticipated to open in April 2018.

It was expected that the planning application for the Buckhurst 2 Car park would go to committee in September or October 2017. There were three stages around the development and some comments from the first consultation had been taken into consideration. Different options were being explored for the White Oak Swimming Centre and the three other sites owned in Swanley.

7. Referrals from Cabinet or the Audit Committee

There were none.

8. Annual Complaints Report 2016/17

The Corporate Customer Services & Delivery Manager presented a report which updated Members regarding formal customer complaints received for the year 2016/17, as compared to 2015/16. She responded to questions of clarification. Members requested information regarding lessons learned and the Ombudsman annual letter be brought to a future meeting.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That the report be noted.

9. Customer Experience Project

The Corporate Customer Services & Delivery Manager presented a report which updated Members on the Council's new website, which was the most improved public sector website in the last quarter. A demonstration of some of the new features on the website, including: pay, apply, report and book which were some of the features it was expected that customers would be looking for. The Corporate Customer Services & Delivery Manager responded to questions, and advised that a post implementation review would take place in 6 months when more detailed analytics would be received.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That the report be noted.

Policy & Performance Advisory Committee - 25 May 2017

10. Work Plan

Members were advised of the following additions to the work plan:

5 October 2017 - Corporate Plan

30 November 2017 - Customer Experience Project and Customer complaints

THE MEETING WAS CONCLUDED AT 8.03 PM

CHAIRMAN