

POLICY & PERFORMANCE ADVISORY COMMITTEE

Minutes of the meeting held on 21 June 2018 commencing at 7.30 pm

Present: Cllr. Fleming (Chairman)

Cllr. Miss Stack (Vice Chairman)

Cllrs. C. Barnes, Clark, Halford, Parkin, Miss. Stack and Thornton

Apologies for absence were received from Cllrs. Kelly, Krogdahl, Maskell, McGregor and Mrs. Morris

Cllr. Eyre was also present.

1. Appointment of Chairman

Resolved: That Cllr. Fleming be appointed as Chairman of the Advisory Committee for 2018/19.

2. Appointment of Vice Chairman

Resolved: That Cllr. Miss Stack be appointed as Vice Chairman of the Advisory Committee for 2018/19.

3. Minutes

Resolved: That the Minutes of the meeting of the Advisory Committee held on 22 March 2018 be approved and signed by the Chairman as a correct record.

4. Declarations of Interest

There were no additional declarations of interest.

5. Actions from previous meeting (if any)

There were none.

6. Update from Portfolio Holder

The Portfolio Holder, and Chairman advised that he had met with Swanley Town Council some months ago and had spoken about the plans for Bevan Place and Meeting Point and that he expected “spades in ground” early next year.

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He also confirmed that the two other major development sites in the District, Buckhurst 2 Car Park and the hotel were both on schedule, and the hotel had said it would be taking bookings from 6 September 2018, subject to staff being hired and trained by that time.

7. Referrals from Cabinet or the Audit Committee (if any)

There were none.

8. Annual Complaints report 2017/18

The Corporate Customer Services & Delivery Manager introduced the Annual Complaints Report for 2017/18, which updated Members on customer complaints and feedback monitoring for the past year, compared to 2016/17.

In response to questions by Members about whether service requests had increased because Stage 1 and 2 complaints had fallen, the Corporate Customer Services & Delivery Manager confirmed that this was not the case and there had been no increase in service requests.

She also advised Members that despite the increased digital service that the Council provided, customer contact with Reception and the Contact Centre had increased, with many still wanting person-to-person contact. This was said to be similar across the county.

The Chairman commended the work that had been put in across the Council, and thanked the Corporate Customer Services & Delivery Manager for the report.

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. Work Plan

The following amendments were made to the work plan:

20 September 2018

Update on the reorganising of the Council

Update on Health in All policies

THE MEETING WAS CONCLUDED AT 8.05 PM

CHAIRMAN