

MINUTES of a meeting of the CABINET held in the Board Room, Council Offices, Coalville on WEDNESDAY, 14 NOVEMBER 2018

Present: Councillor R Blunt (Chairman)

Councillors R D Bayliss, T Gillard, T J Pendleton, N J Rushton and A V Smith MBE

In Attendance: Councillors J Clarke, J Geary and G Houlton

Officers: Mr J Arnold, Mrs T Bingham, Mr G Jones, Mr T Shardlow, Mrs B Smith and Miss E Warhurst

45. APOLOGIES FOR ABSENCE

There were no apologies.

46. DECLARATION OF INTERESTS

There were no interests declared.

47. PUBLIC QUESTION AND ANSWER SESSION

There were no questions received.

48. MINUTES

Consideration was given to the minutes of the meeting held on 9 October 2018.

It was moved by Councillor R Blunt, seconded by Councillor A V Smith and

RESOLVED THAT:

The minutes of the meeting held on 9 October 2018 be approved and signed by the Chairman as a correct record.

Reason for decision: To comply with the Constitution.

49. CUSTOMER EXPERIENCE STRATEGY

The Leader presented the report to Members.

He reminded Cabinet that the Council had made a commitment in the current Council Priorities to establish a Customer First Programme, as there had been an uneven culture of customer service across the authority. He advised that the result was different levels of service across the Council. The corporate customer service team were receiving several hundred thousand contacts per annum with many customers having long wait times or failed calls.

He informed Members that the service was now improving, and following the appointment of the new Head of Customer Services, a 'Customer Experience Strategy' had been produced which outlined the scope and ambition of the work required to deliver against the customer first commitment. He highlighted that the strategy would provide a clear vision for all officers, members, partners and customers around how the Council will interact with its customers and that it would embrace technological opportunities, new working practices and changing customer expectations. He outlined the six themes and principles in the strategy as detailed in the report.

Chairman's initials

Councillor A V Smith acknowledged the excellent progress with the work so far and that the website was working well.

Councillor R D Bayliss advised that the tenants' forum worked well for the housing service in obtaining customer feedback which had helped to shape policies.

The Leader invited the Head of Customer Services to join the meeting and provide Members with further background and information on the work required.

The Head of Customer Services advised Members that when he first arrived some service areas were performing better than others and that some customers were waiting up to 10-15 minutes for calls to be answered and up to 1 in 3 calls were abandoned. He stated that work in front of them would require officers to look at how the information was being presented to customers and then tailoring each service to meet their needs.

In response to questions from Councillor N J Rushton, the Head of Customer Services advised that the digital transformation team were working with other authorities to look at how they connect with their residents. They would then be looking at tailoring the proposals in the Strategy to meet the needs of the residents of North West and that the strategy would be an ongoing piece of work that would need to be reviewed after 2 years to then look at the next 3 years.

Councillor R Blunt felt that the three things that annoyed customers the most needed to be identified and a process to deal with the issues prepared.

The Leader requested that quarterly reports be brought to Cabinet on the progress of the strategy and how each service area is changing its approach to customer service.

It was moved by Councillor R Blunt, seconded by Councillor A V Smith and

RESOLVED THAT:

The delivery of the strategy to transform the customer experience of NWLDC customers be approved.

Reason for decision: To mobilise a programme that delivers against the themes and principles of the Customer Experience Strategy to improve the customer experience.

50. DISPOSAL OF PROPERTY - CONFIRMATION OF URGENT ACTION

The Housing Portfolio Holder presented the report to Members.

He reminded Members that they had previously considered the disposal of the property in September, however, prior to the exchange of contracts, the original purchaser reduced their offer significantly and the decision was made to re-advertise the property. He advised that a new offer was received which was considered reasonable, and Cabinet was being asked to confirm the action that had been taken.

It was moved by Councillor R D Bayliss, seconded by Councillor N Rushton and

RESOLVED THAT:

The decision of the Strategic Director of Housing and Customer Services (acting as Chief Executive) and the Leader of the Council to accept an offer of £65,000 for the freehold sale of 58 Ramscliffe Avenue, Donisthorpe be confirmed.

Reason for decision: The proposal to dispose of the property was in accordance with the HRA Disposal Policy, which was approved by Cabinet on 3 March 2015, to generate a capital receipt to meet the needs of the HRA Business Plan.

51. MINUTES OF THE COALVILLE SPECIAL EXPENSES WORKING PARTY

The Community Services Portfolio Holder presented the report to Members.

She noted the excellent work of the working party and the events that had been held in the summer that had been well attended. She supported the work that had already begun in relation to the options for Christmas lights when considering the new contract in 2020. She stated that she was pleased to see that the working party recommended that the full traffic management plan be commissioned to further explore the suitability of hosting events along the high street. She recognised the excellent commemorative artwork that had been installed at Memorial Square, and that both the work to the floodlights at the Owen Street Recreation Ground and the play equipment at the Coalville Forest Adventure Park had been completed.

Councillor A V Smith was pleased to advise Members that the Fields in Trust status had now been granted for Coalville Park and that she supported that both Councillors J Legrys and J Cotterill be appointed as representatives on the Coalville Park Community Group. She also informed Members that the MUGA had been removed from Lillehammer Drive and future landscaping options were being considered.

Councillor T Gillard congratulated all staff that had been involved in the organisation of the Remembrance Day parade as the event had gone very well.

In response to a question from Councillor T J Pendleton, Councillor A V Smith stated that she did not have the information to hand in relation to the future use of the former MUGA site but would find out and respond to him.

It was moved by Councillor A V Smith, seconded by Councillor T Gillard and

RESOLVED THAT:

The recommendations made by the Coalville Special Expenses Working Party as detailed within the minutes be noted and the recommendations as summarised at 3.0 be approved.

Reason for decision: To progress Coalville Special Expenses projects and programmes.

The meeting commenced at 5.00 pm

The Chairman closed the meeting at 5.27 pm

Chairman's signature