

Campus West Cabinet Panel
11 July 2019

WELWYN HATFIELD COUNCIL

* Reporting to Cabinet

Minutes of a meeting of the CAMPUS West Cabinet Panel held on 11 July 2019 at 5.30 pm in the Conference Room, Campus West, Welwyn Garden City, Herts.

PRESENT: Councillors T.Mitchinson (Chairman)

M.Cowan, S.Elam, M.Holloway, T.Kingsbury, M.Larkins
and S.Wrenn

OFFICIALS PRESENT: Corporate Director (Resources, Environment and Cultural Services) (K.Ng)
Head of Policy and Culture (P.Underwood)
General Manager - Campus West (M Woolman)
Policy and Communications Manager (T.Burn)
Corporate Finance Business Manager (D.Williams)
Governance Services Officer (H.Johnson)

1. APPOINTMENT OF CHAIRMAN

The Panel noted that Councillor T.Mitchinson was appointed as Chairman of the Panel for the 2019/20 municipal year at the Cabinet meeting on 9 June 2019.

2. MINUTES

The minutes of the meeting on 13 March 2019 were approved as a correct record and signed by the Chairman.

3. INCOME AND EXPENDITURE REPORT: 1 APRIL - 31 MAY 2019

The report of the Corporate Director (Resources, Environment and Cultural Services) briefed Members on the variances to budget and income targets for 2019-20 as at 31 May 2019.

Details for the period 1 April to 31 May 2019 were provided in the background paper to the report.

RESOLVED:

That the Panel note the financial position of Campus West as at 31 May 2019.

(Note: A more detailed record of the Panel's decision is contained in the exempt Minute 3)

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4. MARKETING UPDATE

The presentation by the Policy and Communications Manager updated Members on the recent marketing and promotional activity across the business of Campus West.

RESOLVED:

That the Panel note the recent marketing and promotional activity across Campus West.

(Note: A more detailed record of the Panel's decision is contained in the exempt Minute 4)

5. CUSTOMER SATISFACTION REPORT - NET PROMOTER SCORE (NPS):
QUARTER 1 2019-20

The report of the General Manager Campus West informed the Panel on the findings of the Net Promoter Score (NPS) customer satisfaction survey for the period 1 April to 30 June 2019.

RESOLVED:

That the Panel note the findings of the Net Promoter Score (NPS) survey among Campus West customers for the three months ending 30 June 2019

(Note: A more detailed record of the Panel's decision is contained in the exempt Minute 5)

Meeting ended at 6.30pm
(HJ)