

Please ask for:  
Helen Johnson

\* Reporting to Cabinet

4 July 2019

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CAMPUS WEST CABINET PANEL to be held on Thursday 11 July 2019 at 5.30 pm in the Conference Room, Campus West, Welwyn Garden City, Herts

Yours faithfully



Corporate Director  
Public Protection, Planning and Governance

**AGENDA**  
**PART I**

1. **APPOINTMENT OF CHAIRMAN**

To note that Councillor T.Mitchinson was appointed Chairman of the Panel for the 2019/20 municipal year at the Cabinet meeting on 4 June 2019.

2. **SUBSTITUTIONS**

To note any substitution of Panel Members in accordance with Council Procedure Rules.

3. **APOLOGIES**

4. **MINUTES**

To confirm as a correct record the Minutes of the meeting held on 13 March 2019 (previously circulated).

5. **NOTIFICATION OF URGENT BUSINESS TO CONSIDERED UNDER ITEM 7**

6. DECLARATIONS OF INTEREST

To note any declarations of Members' disclosable pecuniary interests, non-disclosable pecuniary interests and non-pecuniary interests in respect of items on this Agenda.

7. SUCH OTHER BUSINESS AS, IN THE OPINION OF THE CHAIRMAN, IS OF SUFFICIENT URGENCY TO WARRANT IMMEDIATE CONSIDERATION

8. EXCLUSION OF THE PRESS AND PUBLIC

The Panel is asked to resolve:

That under Section 100(A) (2) and (4) of the Local Government Act 1972, the press and public be now excluded from the meeting for item 9 to 11 and 12 (if any) on the grounds that it involves the likely disclosure of confidential or exempt information as defined in Section 100A (3) and paragraph 3 (private financial or business information) of Part 1 of Schedule 12A of the said Act (as amended).

In resolving to exclude the public in respect of the exempt information, it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

**PART II**

9. INCOME AND EXPENDITURE REPORT: 1 APRIL - 31 MAY 2019 (Pages 5 - 20)

To consider an exempt income and expenditure report for Campus West to the end of 31 May 2019.

10. MARKETING UPDATE

To receive an exempt update via a presentation on recent marketing activity and priorities, and plans for coming months.

11. CUSTOMER SATISFACTION REPORT - NET PROMOTER SCORE (NPS): QUARTER 1 2019-20 (Pages 21 - 28)

To receive an exempt update report for Quarter 1 2019-20 on the Net Promoter Score (NPS), which is used as a means of accurately measuring customer feedback and satisfaction across all Campus West businesses.

12. ANY OTHER BUSINESS OF AN EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN

<u>Circulation:</u>	Councillors	T.Mitchinson (Chairman)	T.Kingsbury
		M.Cowan	M.Larkins
		S.Elam	S.Wrenn
		M.Holloway	

Corporate Management Team  
Press and Public (except Part II Items)

If you require any further information about this Agenda please contact Helen Johnson, Governance Services on 01707 357467 or email – [democracy@welhat.gov.uk](mailto:democracy@welhat.gov.uk)

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of the Local Government Act 1972.

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