



* Reporting to Cabinet

7 October 2019

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CAMPUS WEST CABINET PANEL to be held on Monday 14 October 2019 at 6.00 pm in the Conference Room, Campus West, Welwyn Garden City, Herts

Yours faithfully

Corporate Director
Public Protection, Planning and Governance

AGENDA **PART I**

1. **SUBSTITUTION OF MEMBERS**

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

2. **APOLOGIES**

3. **MINUTES**

To confirm as a correct record the minutes of the meeting held on 11 July 2019 (previously circulated).

4. **NOTIFICATION OF URGENT BUSINESS TO BE CONSIDERED UNDER ITEM 14**

5. **DECLARATIONS OF INTERESTS BY MEMBERS**

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

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

7. EXCLUSION OF 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 8 to 13 and 14 (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 - PRIVATE AND CONFIDENTIAL ITEMS

8. BASEMENT FIRE RECOVERY

The presentation from the General Manager, Campus West, briefs Members on the recovery from the Campus West basement fire.

9. CUSTOMER SATISFACTION REPORT - NET PROMOTER SCORE (NPS) SYSTEM (Pages 5 - 8)

The report of the Corporate Director (Resources, Environment and Cultural Services) updates Members on the latest findings of the Net Promoter Score customer satisfaction survey for the business.

10. MARKETING STRATEGY UPDATE

The presentation by the Policy and Communications Manager updates Members on recent marketing activity and priorities, and plans for coming months.

11. BUDGET AND INCOME REPORT - QUARTER 2 (Pages 9 - 24)

The report of the Corporate Director (Resources, Environment and Cultural Services) sets out the variance to budget and income targets for 2019-20 as at 31 August 2019.

12. CAMPUS WEST - FEES AND CHARGES (2020-21) (Pages 25 - 28)

The report of the Corporate Director (Resources, Environment and Cultural Services) sets out the proposed fees and charges for all Campus West services to take effect from April 2020.

13. CAMPUS WEST BUDGET PROPOSAL (2020-21)

The presentation by the Corporate Finance Business Manager sets out the budget proposal for Campus West for 2020-21.

14. ANY OTHER BUSINESS OF AN EXEMPT NATURE AT THE DISCRETION OF THE CHAIRMAN
15. DATE OF NEXT MEETING

Circulation: 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