

Campus West Cabinet Panel
14 October 2019

WELWYN HATFIELD COUNCIL

* Reporting to Cabinet

Minutes of a meeting of the CAMPUS WEST CABINET PANEL held on Monday 14 October 2019 at 6.00 pm in the Conference Room, Campus West, Welwyn Garden City, Herts.

PRESENT: Councillors T.Mitchinson (Chairman)

M.Cowan, 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)
Corporate Finance Business Manager (D.Williams)
Policy and Communications Manager (T.Burn)
Governance Services Officer (H.Johnson)

6. APOLOGY

An apology for absence was received from Councillor S.Elam.

7. MINUTES

The minutes of the meeting held on 11 July 2019 were approved as a correct record and signed by the Chairman.

8. BASEMENT FIRE RECOVERY

The General Manager, Campus West, briefed Members on the recovery from the basement fire which happened on 15 July 2019.

RESOLVED:

That the Panel note the update on the Campus West basement fire recovery.

(**Note:** A more detailed record of the Panel's decision is contained in exempt Minute 8)

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

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

RESOLVED:

That the Panel note the findings of the Net Promoter Score survey among Campus West customers for the period July to September 2019.

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 9)

10. MARKETING STRATEGY UPDATE

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

RESOLVED:

That the Panel note the recent marketing activity and priorities, and plan for coming months.

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 10)

11. BUDGET AND INCOME REPORT - QUARTER 2

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

RESOLVED:

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

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 11)

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

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

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RESOLVED:

That the Panel note the proposed fees and charges for Campus West to be implemented from April 2020.

(Note: A more detailed record of the Panel's decision is contained in the exempt Minute 12)

13. CAMPUS WEST BUDGET PROPOSAL (2020-21)

The presentation by the Corporate Director (Resources, Environment and Cultural Services) set out the budget proposal for Campus West for 2020-21.

RESOLVED

That the Panel note the budget proposal for Campus West for 2020-21.

(Note: A more detailed record of the Panel's decision is contained in the exempt Minute 13)

14. DATE OF NEXT MEETING

The next meeting of the Panel would be on Tuesday 14 January 2020.

Meeting ended at 7.13 pm
HJ