

Campus West Cabinet Panel
16 March 2020

WELWYN HATFIELD COUNCIL

* Reporting to Cabinet

Minutes of a meeting of the CAMPUS WEST CABINET PANEL held on Monday 16 March 2020 at 6.00 pm in the Conference Room, Campus West, Welwyn Garden City, Herts.

PRESENT: Councillors T.Mitchinson (Chairman)
S.Elam, F.Marsh (substituting for M.Cowan),
T.Kingsbury, M.Larkins and S.Wrenn

OFFICIALS Corporate Director (Resources, Environment and Cultural Services)
PRESENT: Head of Policy and Culture (P.Underwood)
Policy and Communications Manager (T.Burn)
Financial and Technical Accountant (D.Williams)
Governance Services Officer (H.Johnson)

20. WELCOME AND SUBSTITUTION OF PANEL MEMBERS

The following substitutions of Panel Members had been made in accordance with Council Procedure Rules:

Councillor F. Marsh for Councillor M.Cowan.

21. APOLOGIES

An apology for absence was received from Councillors M.Cowan and M.Holloway.

22. MINUTES OF THE LAST MEETING

The minutes of the last meeting held on 14 January 2020 were approved as a correct record and signed by the Chairman.

23. INCOME AND EXPENDITURE REPORT

The report of the Corporate Director (Resources, Environment and Cultural Services) set out the income and expenditure for Campus West to the end of 31 January 2020.

RESOLVED:

- (1) That the Campus West Cabinet Panel note the financial position of Campus West as at 31 January 2020.

Campus West Cabinet Panel
16 March 2020

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 23)

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

The report of the Corporate Director (Resources, Environment and Cultural Services) provided an update to the Panel on the Net Promoter Score (NPS) System from the period 1 October 2019 to 31 December 2019. The NPS System was used as a means of accurately measuring customer feedback and satisfaction across all Campus West businesses.

RESOLVED:

- (1) That the Campus West Cabinet Panel note the customer satisfaction and feedback across all Campus West businesses from 1 October 2019 to 31 December 2019.

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 24)

25. MARKETING UPDATE REPORT

The presentation by the Policy and Communications Manager provided an update to the Panel on the recent marketing activity and plans for coming months.

RESOLVED:

- (1) That the Campus West Cabinet Panel note the update on the recent marketing activity and plans for coming months.

(Note: A more detailed record of the Panel's decision is contained in exempt Minute 25)

26. ANY OTHER BUSINESS

Members received an update regarding the impact of Covid-19.

Meeting ended at 6.26pm
HJ