

* Reporting to Cabinet

9 March 2020

Dear Councillor

You are requested to attend a meeting of the WELWYN HATFIELD BOROUGH COUNCIL CAMPUS WEST CABINET PANEL to be held on Monday 16 March 2020 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. **WELCOME AND SUBSTITUTION OF PANEL MEMBERS**

To note any substitutions of Panel Members.

2. **APOLOGIES**

To note any apologies from Panel Members.

3. **MINUTES OF THE LAST MEETING**

To confirm as a correct record the minutes of the meeting held on 14 January 2020.

4. **INCOME AND EXPENDITURE REPORT (Pages 3 - 16)**

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

5. CUSTOMER SATISFACTION REPORT - NET PROMOTER SCORE (NPS) SYSTEM (Pages 17 - 20)

The report of the Corporate Director (Resources, Environment and Cultural Services) provides an update to the Panel on the Net Promoter Score (NPS) System up until 31 January 2020, which is used as a means of accurately measuring customer feedback and satisfaction across all Campus West businesses.

6. MARKETING UPDATE REPORT

The presentation by the Policy and Communications Managers provides an update to the Panel on the recent marketing activity and plans for coming months including the key areas of branding, signage, website, box office and pantomime.

7. ANY OTHER BUSINESS

To consider any other items of business relevant to this Cabinet Panel at this meeting.

8. DATE OF NEXT MEETING

<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

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of the Local Government Act 1972.

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