

COUNCIL MEETING – 19 NOVEMBER 2009

Recommendations to Council from the Executive: 13 October 2009 and 10 November 2009

(a) 13 October 2009

Minute No E/09/81 **CUSTOMER SERVICES STRATEGY**

The Executive considered a report from Councillor Richard Stay, Portfolio Holder for Business Transformation proposing a Customer Services Strategy.

Councillor Stay advised that the strategy provided an overview of customer contact development for Central Bedfordshire Council and its ambition to deliver services jointly to its customers with other public sector partners. It was proposed that The Customer Service Strategy will play a key role in how the Council responds to local challenges and aligns fully with the Community Engagement Strategy, the Local Strategic Partnership and the Council's role in national projects such as "Total Place" and "Tell Us Once", as well as the overall Business Transformation Strategy.

As part of its deliberations the Executive considered the comments and recommendations in relation to the report from the Business Transformation Overview and Scrutiny Committee from its meeting on 28 September 2009. The Executive having considered the recommendation from the Overview and Scrutiny Committee which sought a revised vision for the Customer Services Strategy agreed not to accept the recommendation. The Executive agreed it was right that the Council's vision should be to consistently meet and exceed customers' expectations through service excellence.

Reason for decisions: So that the Council is able to effectively implement Customer Services in line with its and its public sector partners strategic priorities.

RECOMMENDED:

That the Customer Services Strategy for Central Bedfordshire Council, as set out in Appendix A, be approved.

RESOLVED:

- 1. The Executive notes that progress against the Customer Services Strategy will be monitored via the Business Transformation Overview and Scrutiny Committee.**

2. **Noted that the Customer Services Strategy will take at least two years to fully enact and progress will be overseen by the Portfolio Holder for Business Transformation in conjunction with the Director of Business Transformation.**

**Minute
No
E/09/86**

REVIEW OF FEES AND CHARGES POLICY

The Executive considered a report from Councillor Maurice Jones, Portfolio Holder for Corporate Resources proposing a new policy for the Council in respect of Fees and Charges for services provided. It was noted an additional category 'people in receipt of higher rate disability living allowance' had been added to the list of groups on paragraph 1.3 on page 245 and paragraph 7.4 on page 251 where it states that the policy of the Council when charges are reviewed will be to consider concessions for the following groups as detailed in the Chairman's briefing note.

The Executive was reminded that the Council had set up a Member Working Group to consider and recommend a new Fees and Charges Policy to the Council as well as review proposals for Fees and Charges that will apply for 2010/11. The Working Group had produced a recommended policy and Executive approval was being sought for the document to be forwarded onto Council for approval at its meeting on 19 November 2009.

It was noted that whilst the adoption of the Policy was a matter for Council, consideration of the document would enable the Executive to subsequently agree a proposed Fees and Charges schedule for 2010/11, subject to approval of the Fees and Charges Policy by Council at its November meeting.

Reason for decision: So that the Council has an agreed policy in place when agreeing Fees and Charges to apply in 2010/11

RECOMMENDED:

That the Fees and Charges Policy, as set out in Appendix B, be approved.

A copy of the Executive agenda for the 13 October 2009 can be found at:

<http://mod.gov:9071/ieListDocuments.asp?CId=577&MId=3201&Ver=4>

(b) 10 November 2009

- (i) LDF (North): Core Strategy and Development Management Policies Development Plan Document**
- (ii) LDF (North): Site Allocations Development Plan Document**
- (iii) Review of Capital Programme**

This Agenda has been despatched on the day of the Executive meeting on 10 November 2009. The agenda for this meeting can be found at:

<http://mod-gov:9071/ieListDocuments.asp?CId=577&MId=3228&Ver=4>

Therefore the recommendations will be to follow.