



MINUTES OF A MEETING OF THE CABINET HELD ON 14th DECEMBER 2017

PRESENT: Councillor D Cook (Chair), Councillors R Pritchard (Vice-Chair), S Claymore and M Thurgood

The following officers were present: Rob Barnes (Executive Director Communities), Andrew Barratt (Chief Operating Officer), Anica Goodwin (Head of Paid Service), Tracey Tudor (Head of Customer Services) and Janine Bryant (Scrutiny and Corporate Support Officer)

83 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor S Doyle and J Goodall.

84 MINUTES OF PREVIOUS MEETING

The Minutes of the meeting held on 30th November 2017 were approved and signed as a correct record.

(Moved by Councillor R Pritchard and seconded by Councillor M Thurgood)

85 DECLARATIONS OF INTEREST

There were no Declarations of Interest.

86 QUESTION TIME:

None.

87 MATTERS REFERRED TO THE CABINET IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULES

None.

88 MANAGING UNREASONABLE CUSTOMER BEHAVIOUR POLICY

The Report of the Portfolio Holder for Assets and Finance to update Cabinet in relation to the introduction of a new policy designed to effectively manage unreasonable customer behaviour.

RESOLVED: That Cabinet endorse and approve the new Managing Unreasonable Customer Behaviour Policy.

(Moved by Councillor R Pritchard and seconded by Councillor D Cook)

89 REVISED TELL US POLICY

The Report of the Portfolio Holder for Assets and Finance to update Cabinet of the changes to the existing Tell Us Policy. The introduction of these changes will:

- Seek to remove one stage of the complaints process - Tell Us Policy (stage 3)
- Put the ownership of more serious case/complaint reviews (current stage 3 complaints) back to the appropriate Heads of Service and service areas.
- Ensure that member's complaints follow the same recording process as all other complaints.

RESOLVED: That Cabinet endorsed the changes to the Tell Us Policy.

(Moved by Councillor R Pritchard and seconded by Councillor D Cook)

90 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That members of the press and public be now excluded from the meeting during consideration of the following item on the grounds that the business involves the likely disclosure of exempt information as defined in Paragraph 3 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

(Moved by Councillor D Cook and seconded by Councillor R Pritchard)

91 REVISIONS TO THE HARASSMENT, ASSAULT AND THREATS POLICY

The Report of the Portfolio Holder for Assets and Finance to update Cabinet in relation to changes to the Harassment, Assaults and Threats (HAT) Policy.

RESOLVED: That Cabinet

1. Endorsed the recommendations contained within the report.

(Moved by Councillor R Pritchard and seconded by Councillor D Cook)

92 SNOWDOME SWIMMING PROVISION

The Report of the Portfolio Holder for Environment and Culture to seek permission to extend the current partnership swimming provision by providing a monetary grant via a funding arrangement to Snowdome Swim and Fitness Ltd for a further 5 years with a review after 3 years in conjunction with Snowdome Swim and Fitness that is linked to the communities leisure provision post 2022 across the Borough to be shaped via the Local plan / Indoor and Outdoor Sports Strategy and ringed fenced 106 payments to Tamworth Borough Council.

RESOLVED: That Cabinet:

1. Endorsed the recommendations contained within the report.
2. The Council to promote the funding support for public swimming within Tamworth.

(Moved by Councillor R Pritchard and seconded by Councillor S Claymore)

Leader