

# COMMUNITY ENGAGEMENT COMMITTEE

TUESDAY 26 MARCH 2019

## DECISIONS



Set out below is a summary of the decisions taken at the meeting of THE COMMUNITY ENGAGEMENT COMMITTEE. The wording used does not necessarily reflect the actual wording that will appear in the minutes.

Decisions **1 to 3** may be called in for review by a minimum of 100 people who live, work, study, or own a property or business in the borough. A call-in must be submitted in writing and identify the decision to be called in and the reason for it being called in. It must be apparent from the document that each person who has subscribed to it is clear as to the decision being called in and the reasons for the call-in. Each person subscribing to the call-in document must sign it individually and include their name and address.

*Electronic signatures are acceptable but the organisers of call-ins are strongly advised to gather online signatures using the petitions tool on the Council's website linked below in order to help ensure compliance with the requirements of the call-in scheme.*

<https://moderngov.kingston.gov.uk/mgEPetitionListDisplay.aspx?VM=2>

**Call in deadline: 5pm on 9 APRIL 2019**

**For enquiries, please contact:**

**Gary Marson, Democratic Services Team Leader**

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### 1. **Customer Service Improvement Plan and Customer Access Strategy**

**Appendix A**

RESOLVED that –

- 1) work to improve the Council's responsiveness to the community through the implementation of the Customer Access Strategy be endorsed, including:
  - improving the Council's website [www.kingston.gov.uk](http://www.kingston.gov.uk) through co-design with residents, businesses, partners, Members and colleagues.
  - redesigning services end to end to ensure to improve responsiveness through all
  - channels including face to face, phone, website and through social media including Contact Kingston.

- focusing on performance to ensure we deliver a consistent service to the community we serve.
- 2) A further progress report be presented to the Committee in six months, prior to implementation of the new website.

## **2. Statement of Community Involvement**

**Appendix B**

RESOLVED that –

1. Authority be granted for a public consultation for a period of four weeks on the revised draft Statement of Community Involvement at Annex 1 to the agenda.
2. prior to consultation, the Assistant Director of Strategic Planning and Infrastructure, in consultation with the Portfolio Holders for Resident Engagement, Planning Policy & Culture and Heritage and the Chair of the Development Control Committee and the relevant Opposition spokespeople, be given delegated authority to make minor amendments to the revised Statement of Community Involvement.

## **3. Kingston BID 4 - Ballot**

**Appendix C**

RESOLVED that –

1. The Kingston First (BID 4) ballot process commence and the Returning Officer appoint the Electoral Reform Services to make ballot arrangements; and
2. The Director of Growth, in consultation with the Leader and relevant opposition spokesperson, be given delegated authority to vote 'yes' in the Kingston First (BID 4) ballot process subject to the ballot offer being satisfactory.