

## **Minutes**

Cabinet

20<sup>th</sup> April 2009

Meeting held at the Civic Centre, Uxbridge



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	<p><b>Members Present:</b> Cllrs Kay Willmott-Denbeigh (Chairman), John Hensley, Graham Horn, Judy Kelly, and Avtar Sandhu</p> <p><b>Apologies:</b> Cllr Janet Duncan (Cllr Tony Eginton substitutes) and Cllr Michael Markham (Cllr Judy Kelly substitutes).</p> <p><b>Officers Present:</b> Aileen Carlisle, Stephen Timms and Natasha Dogra</p>
	<p><b>Declarations of Interest:</b> Cllrs John Hensley and Graham Horn declared an interest in Item 2: RAF Uxbridge Supplementary Planning Document and did not attend this item.</p>
	<p><b>Notes of the meetings held on 11<sup>th</sup> March 2009 agreed as an accurate record</b></p>
	<p><b>Exclusion of the press and public:</b> It was agreed that all items of business were considered in public.</p>
	<p><b>Consideration of Reports:</b> Reports were considered as set out below.</p>

1.	<p><b>Planning and Community Services – whole service review</b></p> <p>The Chairman welcomed the E-planning and interim aviation manager Aileen Carlisle and asked her to begin the update.</p> <p>Officers said that the Planning and Community Services department continues to work on the restructure, with the Heads of Service taking control of the various service areas. As the Government will be implementing new initiatives and practical recommendations, such as planning enforcement agreements and extending development right, further consultation will be taking place over the next six months.</p> <p>The Expert Enquiry System will be introduced to the Customer Contact Centre in June 2009. Officers believe this system will establish a level of consistency when dealing with planning enquiries. Staff in the Customer Contact Centre and in the main reception will be trained to use the system. The system will also be available online to decrease the number of people bringing their queries to the planning reception. Officers said as the system will be widely used it is very important that it is very up to date.</p> <p>The Chairman opened the floor to questions from the Committee.</p> <p>Members said they had noticed an improvement in the way the Planning and Community Services department professionally functions. Members agreed that the service review had positively resulted in less pressure being put on staff to deal.</p> <p>Officers said departmental targets were now being achieved due to better time management by staff. Less enquiries are coming in for individual members of staff, as there is now one ‘golden number’ for planning enquiries. Officers said there are still a high number of planning enquiries coming in, but this is where the Expert Enquiry System will be very helpful in the coming months.</p> <p>Members asked if telephone conversations between staff and the public are recorded. Officers said as of February 2008 telephone queries and actions to these queries are logged. Some calls are listened in on, but not all. Officers said they are very careful with what they say to agents and clients on the phone when determining applications.</p> <p>Members said that all enquiries from members of public should be dealt in the same way and with equal importance.</p>	
	<p><b>Members asked if other service areas will be using the Customer Contact Centre. Officers said that there are four staff in the centre, and until the centre meets the department’s</b></p>	

	<p>expectations other service areas will not be introduced to the centre.</p> <p>The Chairman thanked the Officer for attending and offered her the opportunity to leave.</p> <p><b>Resolved –</b></p> <p>1 To note a report</p>	
2	<p><b>Heritage in Hillingdon – RAF Uxbridge Supplementary Planning Document (SPD)</b></p> <p>The Chairman welcomed Lead Officer Stephen Timms and requested that he begin by explaining what the document was.</p> <p>Officers said that the RAF Uxbridge SPD has been developed over 18 months and was adopted in January 2009. The framework of the report is fairly general; the site covers 44 hectares of land and is the largest site in the borough, as well as being the third largest in London. The SPD aims to link the town centre with the RAF Uxbridge site. The document includes aspirations for a military museum or a cultural museum within the site.</p> <p>Officers informed the Committee that developers would be invited to meet with Officers regarding the development of the site over the next couple of months. A Community Consultation event is due to take place.</p> <p>Officers said in this economic climate it is very difficult to assess financial viability, but specialist consultants from Brunel University have been and will continue to be involved in this process.</p> <p>The Chairman thanked the Officer and gave him the opportunity to leave.</p> <p><b>Resolved:</b></p> <p>1 To include a recommendation in the Heritage in Hillingdon final report concerning the RAF Uxbridge SPD.</p>	<p><b>Action By:</b></p> <p>Natasha Dogra</p>
3	<p><b>Heritage in Hillingdon – final report</b></p> <p>The Chairman directed the Committee to the Heritage in Hillingdon final report. Members were pleased with the report, and following some grammatical changes were happy to agree the report.</p> <p><b>Resolved:</b></p> <p>1. To amend the report as necessary</p> <p>2. To send the Report to Cabinet in July</p> <p>3. The Committee agreed the report.</p>	<p><b>Action By:</b></p> <p>Natasha Dogra</p>

