

# TOURISM, COMMUNITIES, CULTURE & LEISURE COMMITTEE

Thursday, 25 January 2024

Present: Councillor H Cameron (Chair)

Councillors	P Martin	G Bennett
	P Jobson	J Johnson
	T Laing	C McDonald
	G McManus	R Molyneux
	K Stuart	M Redfern

## 56 WELCOME AND INTRODUCTION

The Chair welcomed attendees and viewers to the meeting and reminded everyone that the meeting was webcast and retained on the Council's website.

## 57 APOLOGIES

There were no apologies for absence.

## 58 MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST

Members are asked to consider whether they have any disclosable pecuniary interests and/or any other relevant interest in connection with any item(s) on this agenda and, if so, to declare them and state the nature of the interest. No interests were declared.

## 59 MINUTES

**Resolved – That, subject to Minute 52 paragraph 2 saying ‘could’ not ‘would’, the minutes of the meeting held on 30 November 2023 be approved and adopted as a correct record.**

## 60 PUBLIC AND MEMBER QUESTIONS

There were no questions, statements or petitions received.

## 61 TCCL BUDGET REPORT

The Director of Neighbourhood presented the report of the Director of Finance which provided an update on the budgets within the remit of the Committee in respect of forthcoming pressures and proposed savings that are being considered within the Medium Term Financial Plan. It was also for the

Committee to consider feedback and outcomes from the Budget Workshops which had been held. The Policy and Service Committees are responsible for those services being delivered under their operational headings within their annual budget envelope. The Policy and Resources Committee, in consultation with the respective Policy and Service Committees, has been charged by Council to formulate a draft Medium Term Financial Plan (MTFP) and budget to recommend to the Council. The Council was required to set a balanced budget each year and set a Medium-Term Financial Plan which considers the future pressures and savings options that will be taken forward to result in a balanced budget position. The Council faces a challenging financial outlook due to inflationary and demand pressures alongside the previous significant reductions in Government funding and uncertainty around the future financial settlements. It was noted that there were apparent pressures caused by achievement against targets for some areas of work but the targets themselves have been reconsidered ready for future budget proposals.

Members debated the implications of the proposals.

**Resolved - That:**

- 1. the indicative pressures and proposed savings detailed in Appendix 1 and 2 be noted; and**
- 2. the Budget Workshop feedback and outcomes, as detailed in exempt Appendix 3 be agreed.**

## 62 **CUSTOMER EXPERIENCE STRATEGY PROGRESS REPORT**

The Assistant Director for Leisure, Libraries and Engage introduced with the Senior Manager, Engagement, the report of the Director of Neighbourhoods which detailed the progress in the implementation of the Customer Experience Strategy.

Various graphs and narratives were presented which Members discussed and sought further detail on issues such as call waiting lengths, accessibility for people without digital access or who had alternative language needs, and the terminology.

**Resolved - That the progress made in delivering the Customer Experience Strategy be noted.**

## 63 **TOURISM, COMMUNITIES, CULTURE AND LEISURE COMMITTEE PERFORMANCE REPORT**

The Assistant Director of Neighbourhood Safety and Transport presented the report of the Director of Neighbourhood Services which provided performance information in relation to Community Safety, encompassing Community Safety delivered by the Council and partner organisations in Wirral. It was noted that

the overall performance was good and indicator arrows had been used to show progress. There had been a spike in acquisitive crimes and the Police had put a team in place to tackle that, such as encouraging locking vehicles as 40% of thefts from vehicles was from unlocked vehicles, and working with pawn brokers over stolen goods.

Members debated the format and scope of the statistics and the responses to identified issues such as the lack of identification of locations in reports. Officers noted the suggestions and queries.

**Resolved – That the content of the report be noted.**

## 64 **WORK PROGRAMME**

The Lead Consultant Lawyer introduced the report of the Director of Law and Governance Committee which presented the Work Programme for the Committee.

Members suggested additions including:

- A workshop on Community Asset Transfers
- An item on communication including consultation bias, social media, listening as well as broadcasting and audiences, as engagement was in the Committee's Terms of Reference

**Resolved – that, subject to the addition of the items noted at the meeting, the work programme be noted.**