

1 March 2016

<b>Committee</b>	Executive (Special)
<b>Date</b>	Wednesday, 9 March 2016
<b>Time of Meeting</b>	2:00 pm
<b>Venue</b>	Committee Room 1

**ALL MEMBERS OF THE COMMITTEE ARE REQUESTED TO ATTEND**



**for Sara J Freckleton  
Borough Solicitor**

## **Agenda**

### **1. ANNOUNCEMENTS**

When the continuous alarm sounds you must evacuate the building by the nearest available fire exit. Members and visitors should proceed to the visitors' car park at the front of the building and await further instructions (staff should proceed to their usual assembly point). Please do not re-enter the building unless instructed to do so.

In the event of a fire any person with a disability should be assisted in leaving the building.

### **2. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

To receive apologies for absence and advise of any substitutions.



Item	Page(s)
<b>3. DECLARATIONS OF INTEREST</b>	
<p>Pursuant to the adoption by the Council on 26 June 2012 of the Tewkesbury Borough Council Code of Conduct, effective from 1 July 2012, as set out in Minute No. CL.34, Members are invited to declare any interest they may have in the business set out on the Agenda to which the approved Code applies.</p>	
<b>4. ITEMS FROM MEMBERS OF THE PUBLIC</b>	
<p>To receive any questions, deputations or petitions submitted under Rule of Procedure 12.</p> <p><i>(The deadline for public participation submissions for this meeting is 3 March 2016).</i></p>	
<b>5. USE OF SPRING GARDENS AND OLDBURY ROAD</b>	1 - 8
<p>To agree the way forward for the Spring Gardens/Oldbury Road site, including the preparation of development proposals, and to identify any areas that may be declared surplus to service requirements whilst taking account of the current and future requirements for car parking in the Town Centre and the Tewkesbury Town Centre Masterplan: Strategic Framework Document.</p>	
<b>6. CUSTOMER CARE STRATEGY</b>	9 - 23
<p>To approve the Customer Care Strategy and action plan.</p>	

**DATE OF NEXT MEETING**  
**WEDNESDAY, 6 APRIL 2016**  
**COUNCILLORS CONSTITUTING COMMITTEE**

Councillors: R E Allen, Mrs K J Berry, R A Bird, D M M Davies, M Dean, Mrs E J MacTiernan, J R Mason, R J E Vines (Chair) and D J Waters (Vice-Chair)

### **Substitution Arrangements**

The Council has a substitution procedure and any substitutions will be announced at the beginning of the meeting.

### **Recording of Meetings**

Please be aware that the proceedings of this meeting may be recorded and this may include recording of persons seated in the public gallery or speaking at the meeting. Please notify the Democratic Services Officer if you have any objections to this practice and the Chairman will take reasonable steps to ensure that any request not to be recorded is complied with.

Any recording must take place in such a way as to ensure that the view of Councillors, Officers, the public and press is not obstructed. The use of flash photography and/or additional lighting will not be allowed unless this has been discussed and agreed in advance of the meeting.