

Maidstone Borough Council

Regeneration & Economic Development Overview & Scrutiny Committee

Tuesday 27 November 2012

Visitor Information Centre Review

Report of: Performance & Scrutiny Officer

1. Introduction

- 1.1 At the Regeneration & Economic Development Overview and Scrutiny Meeting on 23 May 2012 to committee considered their work programme for the 2012 municipal year and agreed that the their initial review would be on the Visitor Information Centre. The original scope is included for reference at Appendix A
- 1.2 The Committee has already interviewed the Laura Dickson, Tourism Manager and Simon Lace, Museums manager. They have also been to see the new arrangement for provide visitor information at the Museum and visited Bexley and Rochester Visitor Centre's to look at different delivery models.
- 1.3 The Visitor Information Centre was previously located at the Town hall and was moved to the Museum as it was included in the Heritage Lottery Fund bid for the East Wing Extension.

2. Recommendation

- 2.1 That the Committee considers the verbal reports from the Cabinet Member for Corporate Services, Head of Democratic Services and Property & Procurement Manager on the future use of the Town Hall.
- 2.2 That based on the update given agree next steps in the review.

3. Reasons for Recommendation

- 3.1 The Committee created a work programme for the municipal year 2012. At their fist meeting held on 28 May 2012 Members resolved that:
 - a) The Committee's first review topic for the year would be Events & Tourism at the Visitor Information Centre and the second topic agreed for review was Empty Properties subject to consideration by the Scrutiny Coordinating Committee, the Planning Process will be held as a reserve item.

4. Impact on Corporate Objectives

- 4.1 The Committee will consider reports that deliver against the following Council priority:
- For Maidstone to have a growing economy.
- 4.2 The Strategic Plan sets the Council's key objectives for the medium term and has a range of objectives which support the delivery of the Council's priorities. Actions to deliver these key objectives may therefore include work that the Committee will consider over the next year.