

**MINUTES** of a meeting of the **CABINET MEMBER FOR STRATEGIC LEADERSHIP, CULTURE AND TOURISM** held on 28 April 2020.

**PRESENT**

Cabinet Member – Councillor B Lewis

Also in attendance – Councillor R Flatley

**Declarations of interest**

Councillor B Lewis declared a personal interest in agenda item no.4 (minute no.15/20) as the Chairman of Derwent Valley Mills World Heritage Site.

**13/20** **MINUTES RESOLVED** that the minutes of the meeting held on 7 February 2020 be confirmed as a correct record and signed by the Cabinet Member.

**14/20** **CUSTOMER CHARTER** Customer Charters were common across the public and private sectors and formed part of the ‘brand promise’ an organisation makes to its customers. They were usually an integral part of a Customer Experience strategy, and the Charters themselves were generally high-level, reflecting the varied nature of services within complex organisations. Customer Charters should be backed up by a set of Service Standards, which provided the customer with detail around what they could expect from the organisation and provide measures against which both staff can deliver and customers can hold the organisation to account.

The County Council wished to revise the current Customer Charter, having reviewed examples from other organisations and engaged with the Derbyshire Citizen’s Panel Reader Panel over a three week period in 2019. Feedback had been received from over 200 residents and was largely constructive, positive and supportive of the proposed Charter.

The Customer Charter was explicitly referred to in the Commissioning, Communities and Policy Service Plan 2019-2020. The launch of the revised Customer Charter will support the process of a culture shift towards enhanced customer service and act as a forerunner to the Customer Experience Strategy.

**RESOLVED** to (1) approve the revised Customer Charter; and

(2) note the integration with the forthcoming Customer Experience Strategy and the need for Service Standards to underpin the Customer Charter.

**15/20 DERWENT VALLEY MILLS WORLD HERITAGE SITE MANAGEMENT PLAN** The Derwent Valley Mills World Heritage Site (DVMWHS) extended from Cromford, along the Derwent river valley to Derby Silk Mill. It sits within the administrative boundaries of five local authorities: Derbyshire County Council, Derbyshire Dales District Council, Amber Valley Borough Council, Erewash Borough Council and Derby City Council.

As set out in the World Heritage Convention, world inscription comes with a responsibility to ensure that the relevant sites - and surrounding landscape - are 'protected, conserved, presented and transmitted to future generations' and that there was an appropriate and comprehensive management system in place to secure good stewardship and fulfil the Convention's requirements. The Government had delegated responsibility for production of the DVMWHS Management Plan, and the oversight of its implementation, to the DVMWHS Partnership.

This revised version of the Management Plan, which was attached at Appendix 1 to the report, had been developed by the Partnership in consultation with key stakeholders, including a number of public engagement events. The purpose of the Management Plan was to uphold the DVMWHS's Inscription to:

"Maintain the Outstanding Universal Value of the Derwent Valley Mills World Heritage Site by protecting, conserving, presenting, enhancing and transmitting its culture, economy, unique heritage and landscape in a sustainable manner."

The Vision for the Plan was distinct to the Management Plan and was informed by the overwhelming feedback from the stakeholder engagement that the DVMWHS now needs to be promoted as a cohesive and coherent whole. The Plan also expressed aims in the delivery of its purpose and vision, which included protecting and conserving the Outstanding Universal Value, promoting sustainable development and monitoring the DVMWHS to the standard required by UNESCO.

In November 2019, a draft of the Management Plan was published for consultation to which Derbyshire County Council had provided a formal consultation response, coordinated by its Planning Service, to the DVMWHS Partnership. The Final version of the Management Plan adopted all the points raised in the consultation response where they did not conflict with the DVMWHS's core purpose. It was likely that Derbyshire County Council would be approached by the DVMWHS Partnership to ensure that the Management

Plan was appropriately referenced within its core strategic documents and development plans.

Derbyshire County Council, along with the other local authorities covered by the DVMWHS and Historic England, had made a commitment to HM Government and UNESCO, through the inscription documents that were submitted to the World Heritage Committee, to the continued provision of staff time and financial resources to ensure the good stewardship of the nominated site. The Plan had now been authorised by the Chair of the DVMWHS Partnership for submission to Historic England and the Department of Digital, Culture, Media and Sport for adoption by Government, and will run from 2020 to 2025.

Councillor Lewis wished to thank all the officers concerned for the huge amount of work they had undertaken in producing the document.

**RESOLVED** to note that the Derwent Valley Mills World Heritage Site Management Plan has now been submitted to Government for adoption and that the Plan sets out the appropriate stewardship of the World Heritage Site for the next five years.

**16/20**      **EXCLUSION OF THE PUBLIC RESOLVED** to exclude the public from the meeting during the consideration of the remaining items on the agenda to avoid the disclosure of exempt or confidential information

**SUMMARY OF PROCEEDINGS CONDUCTED AFTER THE PUBLIC WERE EXCLUDED FROM THE MEETING**

1. To confirm the exempt minutes of the meeting held on 7 February 2020 (contains exempt information)

**17/20**      **MINUTES RESOLVED** that the exempt minutes of the meeting held on 7 February 2020 be confirmed as a correct record and signed by the Cabinet Member.