

05 October 2017 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks



Policy & Performance Advisory Committee

At the above stated meeting the attached presentation was tabled for the following item

7. **Corporate Plan Update**

(Pages 1 - 56)

Lee Banks Tel:
01732 227161

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Managing the present and inventing the future

Managing the present and inventing ~~the~~ future

Managing the present and inventing the future

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OUT

Managing the present and

Page 4

re~~in~~venting the future

out

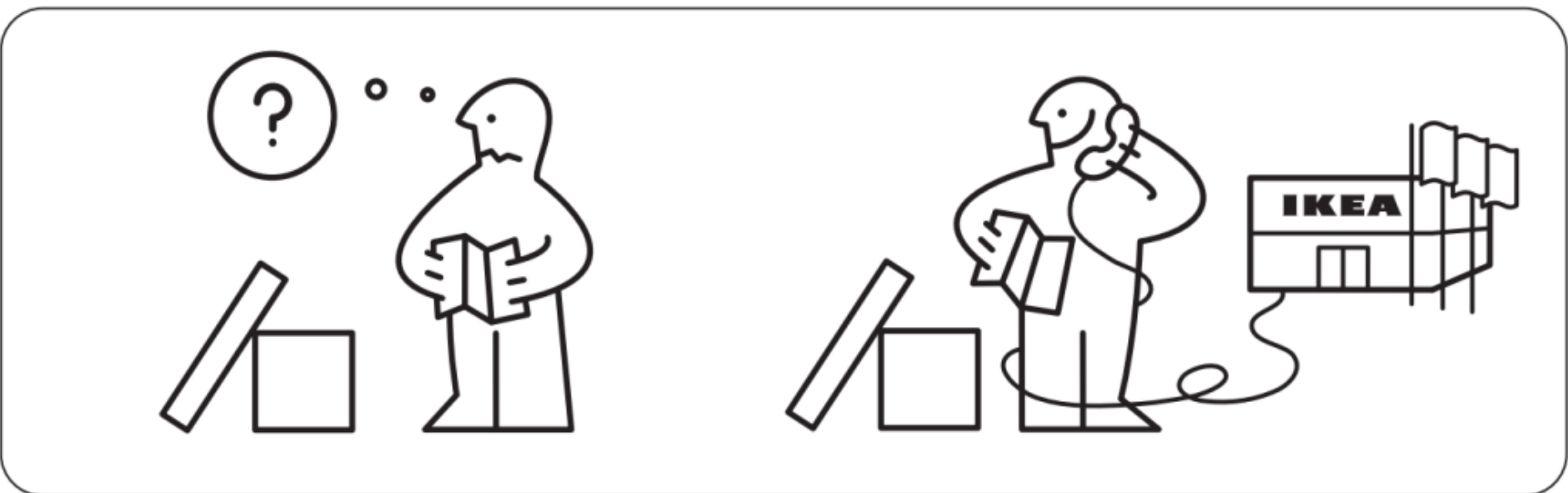
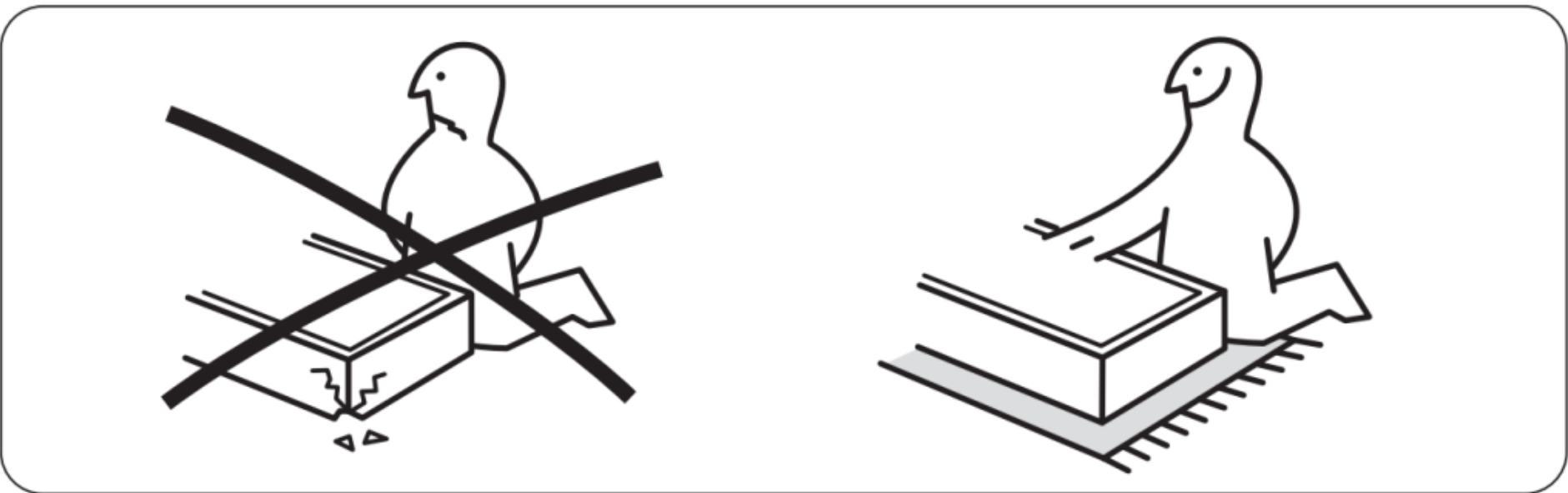
five

Page 9
moving forward - looking back











Sevenoaks
District
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Seriously *different* Council

Seriously *different* Council

Seriously
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well-being

wel'bi:ɪŋ

noun

noun: **wellbeing**

the state of being comfortable, healthy, or happy.

synonyms: welfare, health, good health, happiness, comfort, security, safety, protection, prosperity, profit, good, success, fortune, good fortune, advantage, interest, prosperousness, successfulness





Environment

Housing



A group of people, including children and adults, are holding hands in a circle, symbolizing community and safety. The image is slightly blurred and has a warm, orange-toned background.

Community Safety

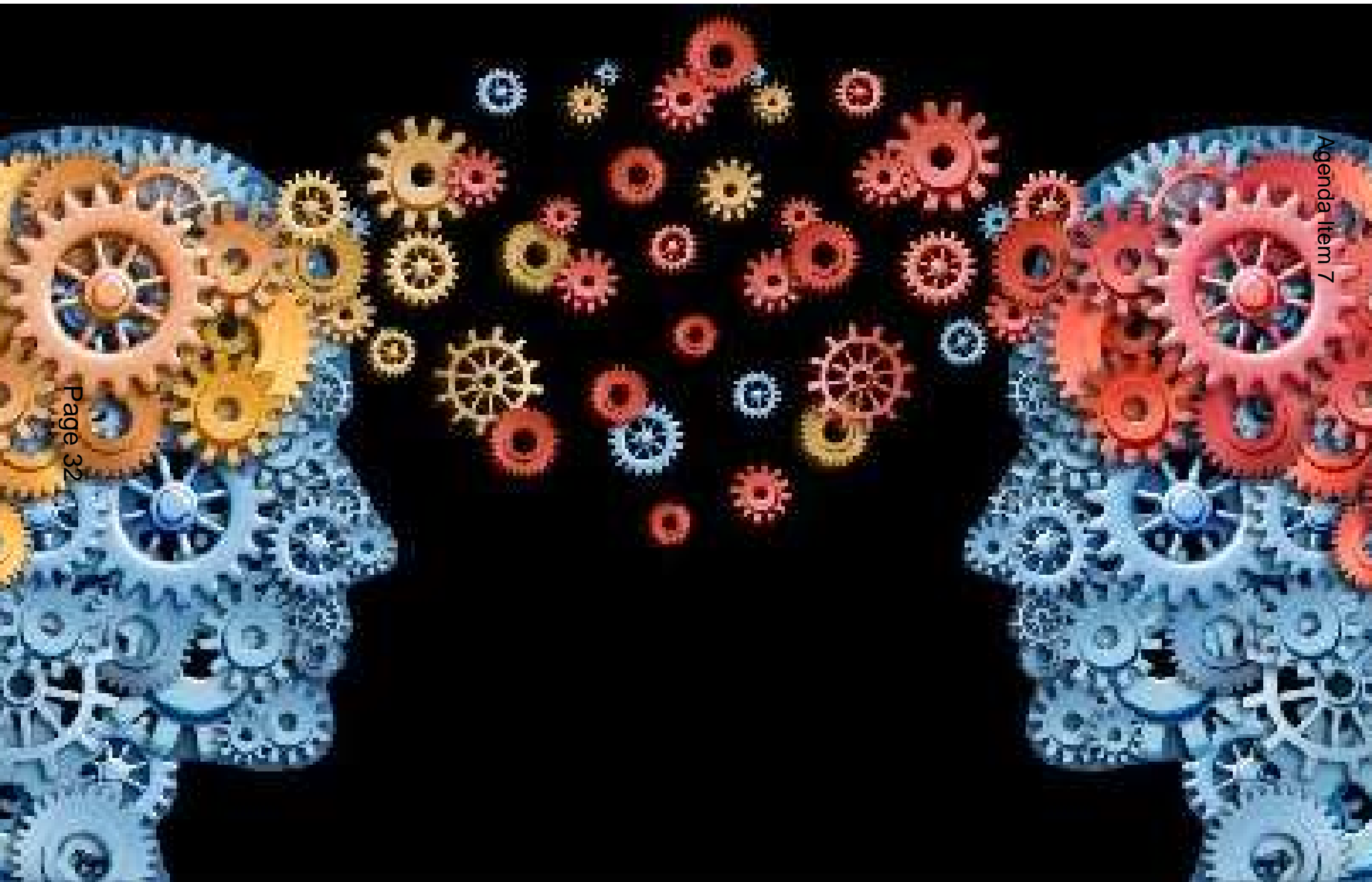
Economy

Health











Seriously *Different* Council

A9

Wellbeing

m 7

Environment

Housing

Economy

Health

Com. Safety

Excellence

Innovation

Value

NOW

WHAT

Seriously *Different* Council

A9

Wellbeing

m 7

Environment

Housing

Economy

Health

Com. Safety

Excellence

Innovation

Value

Environment

Housing

Economy

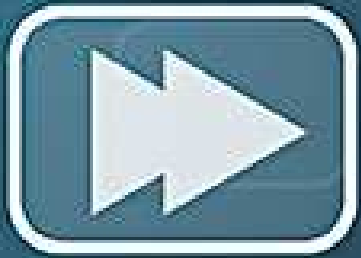
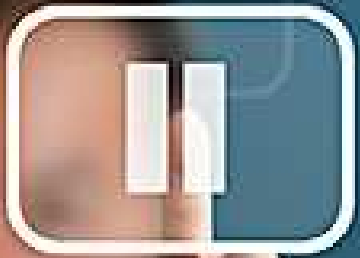
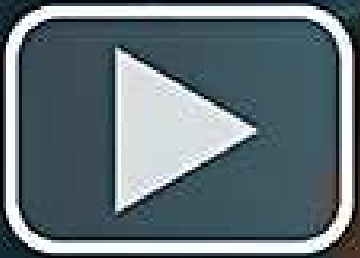
Health

Com. Safety









A decorative sign for an intermission. The word "INTERMISSION" is written in a bold, white, serif font inside a white rectangular frame. The frame is adorned with intricate, symmetrical scrollwork and floral patterns. The entire sign is centered on a solid black background. In the four corners of the black background, there are small, white, decorative flourishes that mirror the style of the main sign.

INTERMISSION

residentville
customerTMville
everyoneville





US

VS



THEM

“How can people tell you what they want if they haven’t seen it before? If we ask them what they want, we’ll end up doing Swan Lake every year!”

—Mario D’Amico, senior VP of marketing at Cirque du Soleil



REIMAGINING CUSTOMER EXPERIENCE

I am totally lost

How can I?

Do I need special permission?

What?





**Sevenoaks District Council,
how can I help you?**

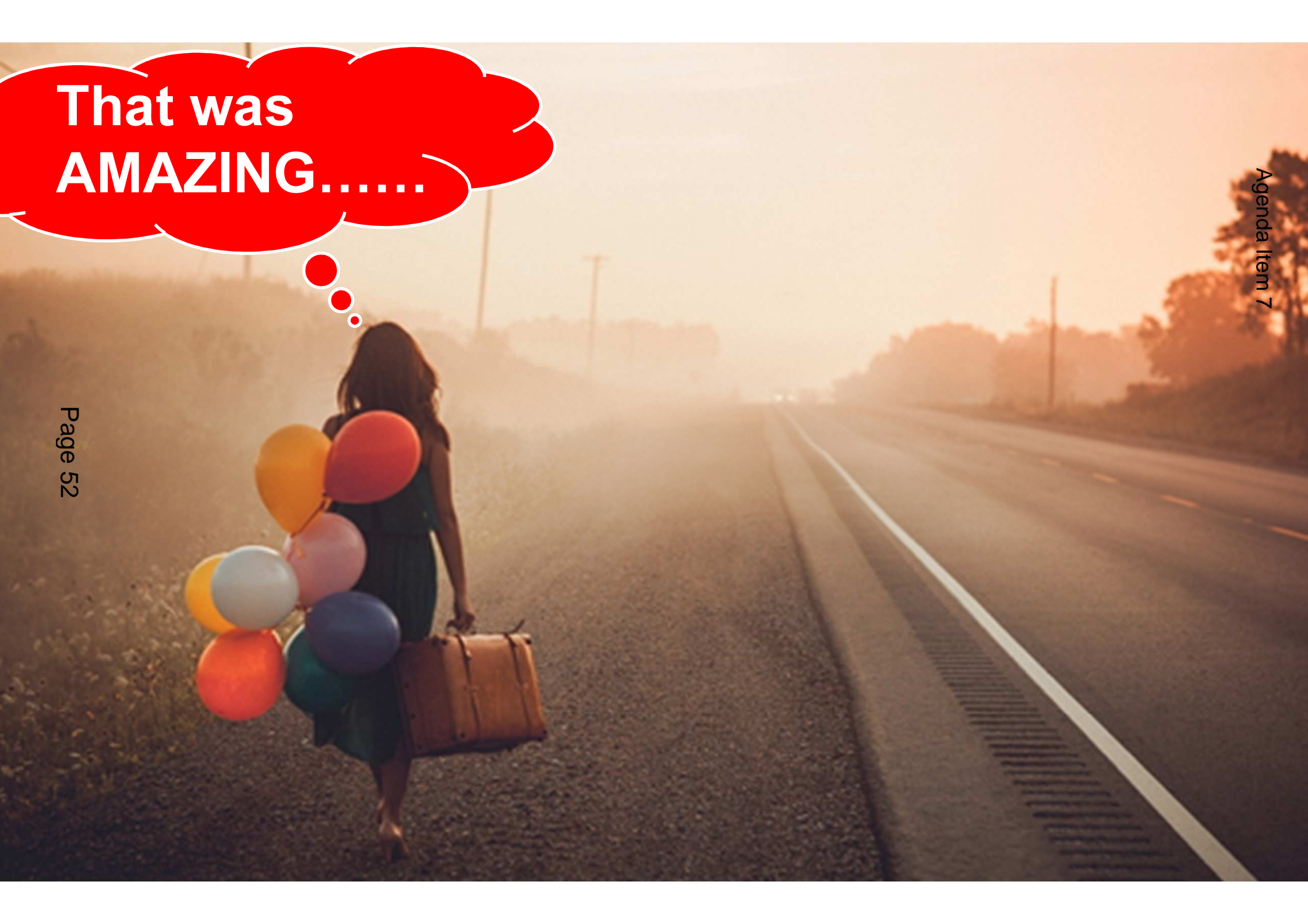
First impressions count



Thank you for
my umbrella



That was
AMAZING.....







That's all Folks!

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