

19 February 2019 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks  
Despatched: 11.02.19



# Policy & Performance Advisory Committee

## Membership:

Chairman, Cllr. Fleming; Vice-Chairman, Cllr. Miss. Stack  
Cllrs. C. Barnes, Clark, Halford, Kelly, Krogdahl, Maskell, McGregor, Mrs. Morris, Parkin and Thornton

## Agenda

There are no fire drills planned. If the fire alarm is activated, which is a continuous siren with a flashing red light, please leave the building immediately, following the fire exit signs.

	Pages	Contact
Apologies for Absence		
1. <b>Minutes</b> To agree the Minutes of the meeting of the Committee held on 29 November 2018, as a correct record.	(Pages 1 - 4)	
2. <b>Declarations of Interest</b> Any interests not already registered		
3. <b>Actions from previous meeting (if any)</b>		
4. <b>Update from Portfolio Holder</b>		Cllr. Fleming
5. <b>Referrals from Cabinet or the Audit Committee (if any)</b>		
6. <b>Communications Strategy update</b>	(Pages 5 - 8)	Lee Banks Tel: 01732 227161
7. <b>IT Forward Plan update</b>	(Pages 9 - 18)	Matt Mitchell, Jim Carrington-West Tel: 01732 227156/7286
8. <b>Customer Experience Project</b>	(Pages 19 - 20)	Amy Wilton Tel: 01732 227280
9. <b>Work Plan</b>	(Pages 21 - 22)	

## EXEMPT INFORMATION

At the time of preparing this agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public.

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or [democratic.services@sevenoaks.gov.uk](mailto:democratic.services@sevenoaks.gov.uk).