

# **Policy & Performance Advisory Committee**

## **Responsibilities and Challenges**

**June 2015**

# **Corporate Support**

**Chief Officer: Jim Carrington-West**

## **Policy & Performance AC – Areas of Responsibility**

- **Customer Service Standards**
- **Digital**
- **Human Resources**

## **Issues and Future Challenges**

- **Meeting customer expectations**
- **Delivering a new website**
- **Providing more services online for those that want to access them**
- **Workforce planning and staff development**
- **Maintaining Investors in People Gold standard**

# **Communities & Business**

**Chief Officer: Lesley Bowles**

## **Policy & Performance AC – Areas of Responsibility**

- **Special Projects (Asset Acquisition, Disposal & Redevelopment)**

## **Issues and Future Challenges**

- **Swanley regeneration**
- **Car parking in Sevenoaks Town**
- **Self sufficiency**

# **Transformation & Strategy**

**Lead Officer: Lee Banks**

## **Policy & Performance AC – Areas of Responsibility**

- **Corporate Policy and Performance**
- **Communications**
- **Business Transformation**

## **Issues and Future Challenges**

- **Improving service performance**
- **Protecting and enhancing the Council's reputation**
- **Managing demand for services**