



# Sevenoaks

DISTRICT COUNCIL

Despatched: 17.06.13

## **STRATEGY AND PERFORMANCE ADVISORY COMMITTEE**

**25 June 2013 at 7.00 pm**

**Conference Room, Argyle Road, Sevenoaks**

### **PRESENTATION**

	<b><u>Pages</u></b>	<b><u>Contact</u></b>
6. <b>Scope of Officer Responsibilities</b>	(Pages 1 - 6)	
Verbal Presentation		

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# Strategy and Performance Advisory Committee

## Scope of Officer Responsibilities

25 June 2013

# Corporate Support

## Chief Officer: Jim Carrington-West

### SPAC Areas of Responsibility

- Customer Service Standards
  - Customer Services
  - Complaints

### Key Issues and Future Challenges

- Corporate approach to Customer Service
- Corporate Complaints – minimising/improving

# Environmental & Operational Services

## Chief Officer: Richard Wilson

### **SPAC Areas of Responsibility**

- Corporate Health & Safety

### **Key issues and future challenges**

- Corporate and individual responsibility
- Risk Assessments
- Review of H&S Corporate Policies

# Human Resources

## Lead Officer: Syreeta Gill

### SPAC Areas of Responsibility

- Human Resources
  - Health and Well Being
  - Recruitment and Retention
  - Talent Management

### Key Issues and Future Challenges

- Work/Life balance
- Increasing capacity during difficult times
- Supporting the new structure

# Legal and Governance

## Chief Officer: Christine Nuttall

### **SPAC Areas of responsibility**

- Democratic Services
  - Clerking all Council meetings
  - FOI Requests
  - Data Protection
  - Support Chairman of Council

### **Key issues and Future Challenges**

- New Governance
- FOI Requests

# Transformation & Strategy

## Head of Service: Lee Banks

### **SPAC Areas of Responsibility**

- Business Transformation
- Corporate Policy
- Communications
- Equality
- Performance Management Framework

### **Key Issues and Future Challenges**

- Reduced resources
- Service improvement