

**STRATEGY AND PERFORMANCE ADVISORY COMMITTEE**

**24 June 2014 at 7.00 pm**

**Conference Room, Argyle Road, Sevenoaks**

**AGENDA**

**Membership:**

Cllrs. Abraham, Mrs. Bayley, Clark, Dickins, Eyre, Fleming, Mrs. George, Mrs. Parkin,  
Mrs. Purves, Raikes, Miss. Stack and Miss. Thornton

|  | <b><u>Pages</u></b> | <b><u>Contact</u></b>                  |
|--|---------------------|--|
| <b>Apologies for Absence</b>   |                     |  |
| 1. <b>Appointment of Chairman</b>  |                     |  |
| 2. <b>Appointment of Vice Chairman</b>   |                     |  |
| 3. <b>Minutes</b>  | (Pages 1 - 4)       |  |
| To agree the Minutes of the meeting of the Committee held on 3 April 2014, as a correct record |                     |  |
| 4. <b>Declarations of Interest</b>   |                     |  |
| Any interests not already registered   |                     |  |
| 5. <b>Actions from Previous Meeting</b>  |                     |  |
| None   |                     |  |
| 6. <b>Update from Portfolio Holder</b>   |                     | Cllr Fleming<br>Tel: 01732 227180      |
| 7. <b>Referrals from Cabinet or the Audit Committee</b>  |                     |  |
| None   |                     |  |
| 8. <b>Confirmation of Working Groups</b>   | (Pages 5 - 6)       | Vanessa Etheridge<br>Tel: 01732 227199 |
| 9. <b>Annual Complaint Monitoring 2013/14</b>  | (Pages 7 - 14)      | Amy Wilton<br>Tel: 01732 227280        |
| 10. <b>Customer Experience Project - Presentation</b>  | (Pages 15 - 16)     | Amy Wilton<br>Tel: 01732 227280        |
| 11. <b>Communications strategy and 2013/14 work plan</b>                                       | (Pages 17 - 34)     | Lee Banks<br>Tel: 01732 227161         |

12. **Performance Indicators & Targets for 2014/15**

(Pages 35 - 50)

Lee Banks  
Tel: 01732 227161

13. **Work Plan**

(Pages 51 - 52)

**EXEMPT ITEMS**

(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.)

To assist in the speedy and efficient despatch of business, Members wishing to obtain factual information on items included on the Agenda are asked to enquire of the appropriate Contact Officer named on a report prior to the day of the meeting.

Should you require a copy of this agenda or any of the reports listed on it in another format please do not hesitate to contact the Democratic Services Team as set out below.

For any other queries concerning this agenda or the meeting please contact:

**The Democratic Services Team (01732 227241)**