

STRATEGY AND PERFORMANCE ADVISORY COMMITTEE

Minutes of the meeting held on 3 March 2015 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Dickins (Vice Chairman)

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

Cllrs. Fittock and Mrs. George were also present.

35. Minutes

Resolved: That the minutes of the previous meeting of the Strategy & Performance Advisory Committee held on 2 December 2014 be approved and signed by the Chairman as a correct record.

36. Declarations of Interest

There were no additional declarations of interest.

37. Actions from Previous Meeting

There were none.

38. Update from Portfolio Holder

The Chairman and Portfolio Holder for Strategy and Performance advised that the Council had been looking at ways for the Council to be self financing and how it could promote and deliver the services it provided once central government grants had ended. Currently the Council was receiving less than 1% interest on reserves and it was anticipated the return would be increased by recent property investments. The Council had recently purchased a site in Swanley. In response to a question it was hoped that by Summer 2015 there would be a timeline in place for the property.

39. Referrals from Cabinet or the Audit Committee

There were no referrals from the Cabinet or Audit Committee.

40. Customer Experience Update

The Customer Services Manager presented a report which detailed progress since the last update at the meeting in October 2014. The Customer Experience Project was one of the Council's key corporate projects including a new website and the building of a new Customer Relationship Management (CRM) System. The system would enable easier access to front line systems for staff that would be more effective to integrate with the

Strategy and Performance Advisory Committee - 3 March 2015

new website. This would enable customers to complete simple straight forward self service tasks. The CRM system was due to go live in the first quarter of 2015/16 with the new website following in the second quarter.

The Committee were advised that the Council was continuing to work with the Kent Channel Migration team which was made up of 8 Local Authorities who were looking at 'Chanel Shift' which was providing more online self servicing. By providing more services online it would allow more resources for those who required additional help. In response to a question, the Customer Services Manager informed Members that one of the changes that had already been made to the current website was refuse collection information which allowed the public to search by road name for their collection date.

Members discussed the successes of other Local Authority websites. Members were advised that other functionality was being considered for the new website, to include webchat and customer log in accounts.

Resolved: That the report be noted.

41. 'Dementia Friendly' Update

Cllr. Miss Stack advised Members that the report had been brought to the Committee to discuss the strategic side of the Council's involvement in the Dementia Friendly Communities Project and the positive impact the work could have to improve access to services for people with disabilities. Cllr. Miss Stack also gave a presentation which included a video from the Local Government Association titled 'Making a difference for those living with dementia'.

Members were advised that a lot of work was already taking place around Dementia within the Council and Cllrs Ms. Lowe and Mrs. Parkin were Dementia Champions. In total over 200 Officers, Members and the Council's partners had received Dementia training. Members discussed the importance of having the Civil Enforcement Officers and Refuse Collectors on the training.

Research had been undertaken into the number of people suffering with Dementia who used the Council's reception, however this was unquantifiable and instead in two weeks 144 people came to the reception area with a disability or with their carer. The benefits from the changes made for people suffering with Dementia would also benefit those with other disabilities. An audit would be taking place of the reception to see what could be improved. It was stressed that it would not be a complete refurbishment of the reception and an action plan would be looked into.

Members were advised that a stakeholder meeting had taken place which included people who were suffering with early Dementia and their carers. The Chairman used his discretion to allow Elaine from the Good Care Group to address the Committee.

Resolved: that the presentation and report be noted.

42. Members Communication Update

Cllr. Miss Stack updated the Committee on the Members Communication group. She advised Members the Governance Committee received a report on the Local Government

Strategy and Performance Advisory Committee - 3 March 2015

(Electronic Communications) (England) Order 2015 which explained the new legislation for electronic delivery of agendas.

A guide was being created for Members which provided information on how the Switch and Save scheme worked. The Chairman advised Members that it was hoped the Council would take the lead and provide information on the website for how the scheme worked for the Council and how the money was being used.

In response to questions it was unknown how many people had switched but good feedback had been received and it was estimated that £9,000 in total had been saved. On average per switch £200 to £250 was saved. The scheme was not only for residents of Sevenoaks but country wide. There had been an energy surgery at West Kingsdown to encourage and help older people use the Switch and Save and another surgery would be taking place at New Ash Green. The Switch and Save could also be carried out over the phone. The Housing Team, who had been involved with the scheme, were thanked for their work.

Resolved: that the update be noted.

43. Work Plan

The Chairman thanked the Committee for their work over the year. The work plan for the next year was noted.

THE MEETING WAS CONCLUDED AT 7.50 PM

CHAIRMAN