

25 May 2017 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks
Despatched: 17.05.17



Policy & Performance Advisory Committee

Membership:

Cllrs. C. Barnes, Clark, Fleming, Halford, Kelly, Krogdahl, Maskell, McGregor, Mrs. Morris, Parkin, Miss. Stack 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. Appointment of Chairman | | |
| 2. Appointment of Vice Chairman | | |
| 3. Minutes To agree the Minutes of the meeting of the Committee held on 23 March 2017, as a correct record. | (Pages 1 - 4) | |
| 4. Declarations of Interest Any interests not already registered. | | |
| 5. Actions from previous meeting (if any) | | |
| 6. Update from Portfolio Holder | | Cllr. Fleming |
| 7. Referrals from Cabinet or the Audit Committee (if any) | | |
| 8. Annual Complaints Report 2016/17 | (Pages 5 - 12) | Amy Wilton Tel: 01732 227280 |
| 9. Customer Experience Project | (Pages 13 - 14) | Amy Wilton Tel: 01732 227280 |
| 10. Work Plan | (Pages 15 - 16) | |

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.