

POLICY & PERFORMANCE ADVISORY COMMITTEE

Minutes of the meeting held on 20 September 2018 commencing at 7.30 pm

Present: Cllr. Fleming (Chairman)

Cllr. Miss Stack (Vice Chairman)

Cllrs. C. Barnes, Clark, Fleming, Kelly, Mrs. Morris, Miss. Stack and Thornton

Apologies for absence were received from Cllrs. Halford, Krogdahl, Maskell, McGregor and Parkin

Cllrs. Dr. Canet, Carroll and Eyre were also present.

10. Minutes

Resolved: That the Minutes of the meeting of the Advisory Committee held on 21 June 2018 be approved and signed by the Chairman as a correct record.

11. Declarations of Interest

There were no additional declarations of interest.

12. Actions from previous meeting

There were none.

13. Update from Portfolio Holder

The Portfolio Holder, and Chairman, reported that the Premier Inn was now open for trading and the feedback had been positive.

He also confirmed that the Buckhurst 2 car park was on schedule, but road works on the junction in the town centre had been delayed by two weeks.

The Portfolio Holder also reaffirmed to Members that the Swanley sites were moving forward and plans for the site would be set out by the end of the year. He also explained that Officers continued to assess options for the White Oak leisure centre.

The newly developed artist studios above M&Co on Sevenoaks High Street were 85% full, with most customers coming from the Sevenoaks and Tonbridge areas.

Finally, the Portfolio Holder advised Members that the Tesco Metro in the High Street would close in October. He explained that the supermarket was important to the local area and members of the Economic Development team had approached

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the owners of the site to better understand if any operators would be interested in the site and what their requirements would be.

14. Referrals from Cabinet or the Audit Committee

There were none.

15. Customer Redesign

The Corporate Customer Services & Delivery Manager presented the report and gave a [presentation](#) on the customer redesign project. The project was delivered by officers to focus on the improving the customer experience across the organisation.

The project looked at services with high customer contact and identified how to give customers the information they required first time, without the need to pass the caller on elsewhere across the Council. A new operating model was introduced, to build a new Customer Solutions centre, which provided staff with a clear career path to build their skills and knowledge and improve the customer experience.

She explained that the company IESE shared their knowledge around training, putting the customer at the centre. Members were advised that this was a way to achieve and the future operating model would mean all staff have a core set of skills.

The Chairman advised that as part of the customer redesign, the Customer Solutions team as they will be called, would have a “golden conversation”. This means that the team would use previous knowledge to ask further questions in order to complete further tasks the customer may have down the line, so instead of four phone calls for four separate issues, one phone call could answer all four issues at one time.

In response to questions by Members regarding timeframes for this redesign, the Chief Officer Corporate Services confirmed that the team would be relocated in the Argyle Road Offices and would be taking calls from the middle of October.

Resolved: That the report be noted.

CHANGE IN ORDER OF AGENDA ITEMS

With the Committee’s agreement, the Chairman brought forward the consideration of agenda item 9.

16. Corporate Plan Update

The Head of Transformation & Strategy advised Members that the aims of the Council’s last Corporate Plan had been achieved in 2013.

Over the last 12 months, Officers have worked with Members to set out what the Council wanted to achieve for its residents, to form a new Corporate Plan. The Chairman tabled some [draft wording](#) of the Corporate Plan, which was worked on by the working group.

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The Chairman explained that a working group had spent time reading other Corporate Plans and explained that the Sevenoaks District Council Corporate Plan would be split into five separate themes, underpinned with three “pillars”, excellent services, innovation and quality, and delivering the best value.

He informed Members that the wording for the Corporate Plan provided would be submitted to Full Council in November for adoption.

Resolved: That the report be noted.

17. Health in All policies

The Vice Chairman for Policy & Performance Advisory Committee gave a [presentation](#) on the Health in All policies, which would be an essential part of the wellbeing of the new Corporate Plan being compiled by Sevenoaks District Council.

She explained to Members that all aspects of work carried out by Sevenoaks District Council could have a positive impact on people’s health and wherever possible, preventative measures should be put in place to make sure health runs through all policies within the Council.

Resolved: That the report be noted.

18. Work Plan

The work plan was noted and “Communications review” and “Budget setting” were added to the 29 November 2018 meeting.

THE MEETING WAS CONCLUDED AT 8.37 PM

CHAIRMAN

