

27 June 2019 at 7.00 pm

Conference Room, Argyle Road, Sevenoaks
Despatched: 19.06.19



Improvement & Innovation Advisory Committee

Membership:

Cllrs. Abraham, Andrews, Bayley, Clayton, Esler, Eyre, Fleming, Hogarth, Maskell, McGregor, Pearsall and Waterton

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 19 February 2019, as a correct record.	(Pages 1 - 4)	
4. Declarations of Interest Any interests not already registered.		
5. Actions from previous meeting	(Pages 5 - 6)	
6. Update from Portfolio Holder		
7. Referrals from Cabinet or the Audit Committee (if any)		
8. Role of the Advisory Committee and Key Challenges	(Pages 7 - 8)	Jim Carrington-West Tel: 01732 227286
9. GIS update	(Pages 9 - 16)	Matt Mitchell Tel: 01732 227156
10. Annual complaints report	(Pages 17 - 26)	Amy Wilton Tel: 01732 227280

11. **Customer Redesign**

(Pages 27 - 28)

Amy Wilton
Tel: 01732 227280

12. **Work Plan**

(Pages 29 - 30)

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.