

29 February 2024 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 21.02.24

This meeting will be livestreamed to YouTube [here](#):

[https://www.youtube.com/channel/UCIT1f\\_F5OfvTzxjZk6Zqn6g](https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZk6Zqn6g)



# Improvement & Innovation Advisory Committee

## Membership:

Chairman, Cllr. Bayley; Vice-Chairman, Cllr. Thornton

Cllrs. Abraham, Clayton, G. Darrington, Hogarth, Malone, Manamperi, James Morgan, Varley, Waterton and White

## 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. <b>Minutes</b> To agree minutes of the meeting of the Advisory Committee held on 5 December 2023, as a correct record.	(Pages 1 - 6)	
2. <b>Declarations of interest</b> Any declarations not already registered.		
3. <b>Actions form previous meeting (if any)</b>		
4. <b>Update from Portfolio Holder</b>		
5. <b>Referral from Cabinet or the Audit Committee (if any)</b>		
6. <b>Digital Transformation and Customer Insights - 6 month update</b>	(Pages 7 - 12)	Amy Wilton Tel: 01732 227280
7. <b>Communications Strategy</b>	(Pages 13 - 28)	Daniel Whitmarsh Tel: 01732 227414
8. <b>Work plan</b>	(Pages 29 - 30)	

## **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](mailto:democratic.services@sevenoaks.gov.uk).