

## Advisory Committee responsibilities

Special projects (asset acquisition, disposal and redevelopment)

### Objectives

- To support the Council's self-sufficiency by growing the Council's property portfolio in accordance with the approved Property Investment Policy
- Ensuring most effective use of Council property and land assets, including disposing of surplus land and buildings
- Progressing regeneration and redevelopment opportunities to support the economic development of the District

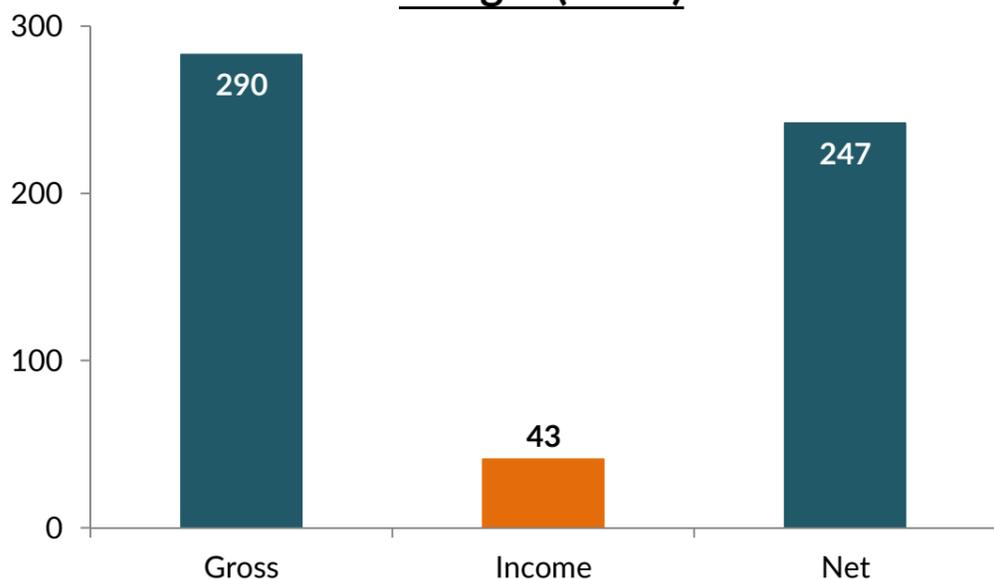
### Achievements & Opportunities

- Investment in property assets in Sevenoaks and Swanley generating a minimum return on investment of 6%, which contribute £450k per annum to Council budgets
- Commenced development of new decked car park in Sevenoaks town.
- Disposed of surplus assets generating an income in excess of £4m for the District Council
- Secured a development partner and submitted a planning application for a hotel development in Sevenoaks

### Challenges & Risks

- Delivering a hotel in Sevenoaks town
- Continuing to seek opportunities to dispose of surplus land
- Regeneration of Council owned sites at Meeting Point and Swanley Working Men's Club
- Delivering a new scheme for Buckhurst 2 car park and seeking a cost neutral solution for Swanley Leisure Centre

### Economic Development & Property Budget (£000)



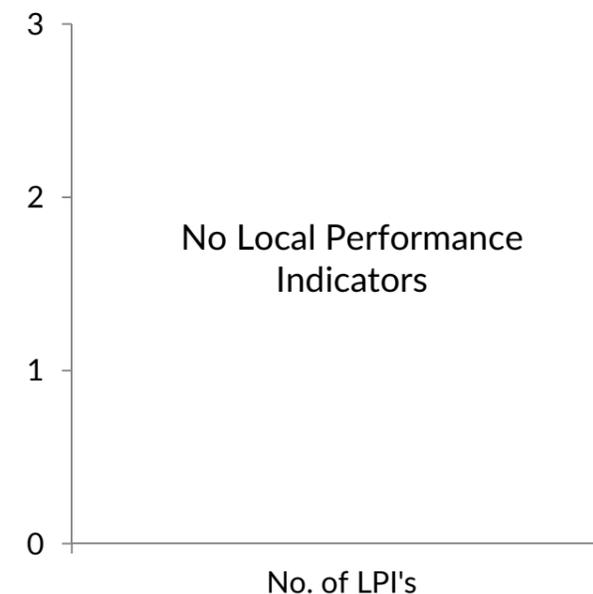
### Service contribution

- Statutory service
- Income generating
- Working in partnership

### Corporate priorities

- Self sufficiency ✓
- Value for Money ✓
- Safe district ✗
- Collect rubbish effectively ✗
- Green Belt ✗
- Local Economy ✓

### Performance



## Advisory Committee responsibilities

Customer Service standards, digital & Human Resources

### Objectives

- To support and deliver high quality customer service across the organisation and to co-ordinate and deliver service improvements from the complaints process
- To provide a comprehensive HR and payroll service to the organisation; supporting recruitment and retention, training and development, employee relations and staff wellbeing
- To provide high quality IT solutions for staff and customers; supporting improvements in the way the Council delivers its services and creating efficiencies and savings from the effective use of digital solutions

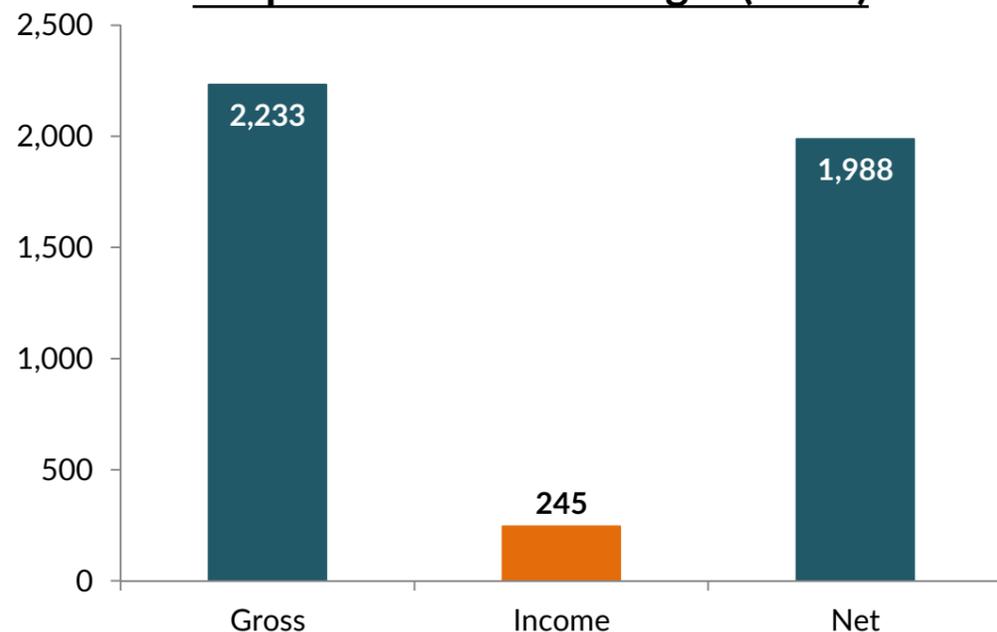
### Achievements & Opportunities

- Reduced customer complaints, with only three stage two complaints received in 2015/16 and a 27% reduction in stage one complaints
- Providing a new council website designed with a strong customer focus and providing a platform for more online services
- Supported the Council to achieve Platinum status through Investors in People – the only public sector organisation to hold this level of accreditation
- Supported the delivery of shared services and financial savings for the Council through the delivery of innovative IT solutions

### Challenges & Risks

- To deliver a new Council website that improves the experience for the customer and enables more services to be delivered online
- To maintain low levels of customer complaints and improve services by learning from customer feedback
- To maintain the Council's Investors in People status at Platinum level
- Through improved use of IT delivering innovative digital solutions that improve the service to the customer and create efficiencies for the Council

Corporate Services Budget (£000)



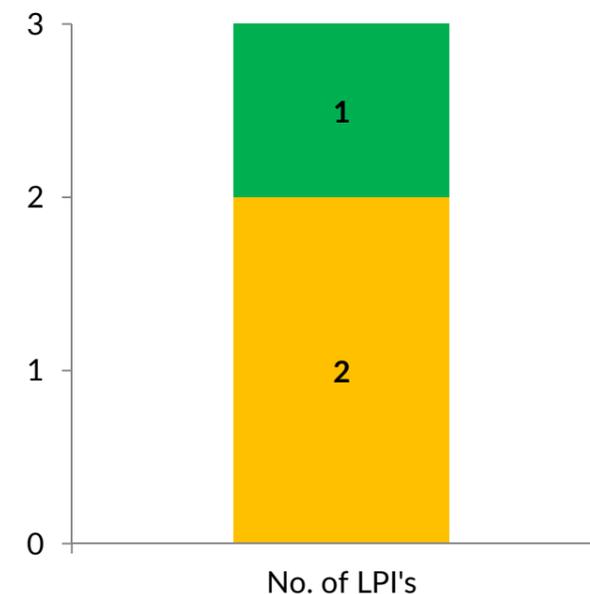
### Service contribution

- Statutory service
- Income generating
- Working in partnership

### Corporate priorities

- Self sufficiency ✓
- Value for Money ✓
- Safe district ✗
- Collect rubbish effectively ✗
- Green Belt ✗
- Local Economy ✗

Performance



## Advisory Committee responsibilities

Corporate policy & performance and communications

### Objectives

- To set out the Council's policy direction and monitor progress against it through the Corporate Plan
- To set the Council's performance management framework, review service performance and support Council services to improve
- To deliver the Council's Communications Strategy and action plan
- To respond to media enquiries, promote Council initiatives and services and produce and distribute InShape, the Council's magazine

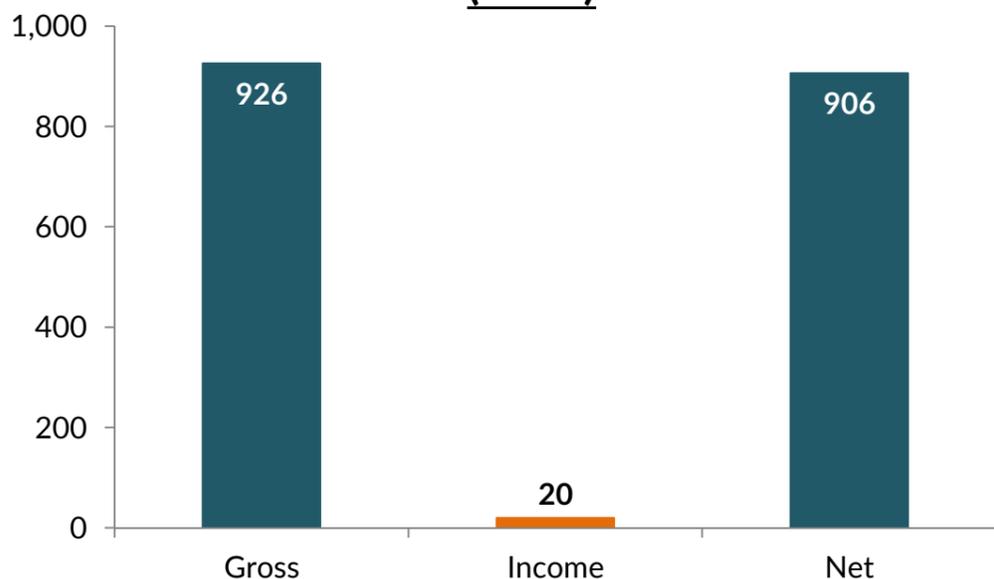
### Achievements & Opportunities

- Continued strong performance across Council services as recognised from performance monitoring, resident consultation, independent peer review and Award Schemes
- High values of trust and satisfaction amongst residents
- The delivery of a new Council website provides an opportunity to further improve Council services through greater adoption of digital services, transforming the way services approach the customer
- The Council's self-sufficient budget position provides an opportunity for new communications campaigns and marketing of Council services

### Challenges & Risks

- Supporting the ongoing improvement of services, with a focus on Council priorities such as paperless, online services and self-sufficiency
- Seeking to deliver initiatives that enable the Council to manage the increasing demand for its services within the resources available
- Seeking to protect and enhance the Council's reputation as it pioneers self-sufficiency and responds to changes to regulations

**Transformation & Strategy Budget (£000)**



### Service contribution

- Statutory service
- Income generating
- Working in partnership

### Corporate priorities

- Self sufficiency ✓
- Value for Money ✓
- Safe district ✗
- Collect rubbish effectively ✗
- Green Belt ✗
- Local Economy ✗

**Performance**

