

Improvement & Innovation Advisory Committee

Responsibilities & Challenges

Corporate Services

Jim Carrington-West

Areas of responsibility & future challenges



Areas of responsibility

Customer Service

Complaints

- Corporate projects

- Digital

- Workforce

- Members

Future challenges

Delivering the Customer Redesign project

Maintain consistently low levels of customer complaints and high levels of satisfaction

Improve processes through the use of technology and better integration and use of data

Delivering services to residents, customers and businesses in a way that works for them

Protect and develop the culture of a high performing learning organisation

Introducing strategies to develop and support a more flexible and skilled workforce

Provide support to Members, committees and the democratic process

Transformation & Strategy

Lee Banks

Areas of responsibility & future challenges



Areas of Responsibility

- Policy
- Performance
- Business transformation
- Communications
- Equalities

Future challenges

- Delivering against the promises in the new Council Plan
- Promoting continuous improvement in the delivery of council services
- Supporting the delivery of the customer redesign project and implementing change
- Delivering the outcomes of the Communications Peer Review
- Ensuring the Council continues to meet its equalities duties
- Engaging with Government consultations and calls for evidence in relation to Council services
- Implementing policy change in response to Government guidance and legislation

Economic Development & Regeneration

Andrew Stirling

Areas of responsibility & future challenges



Areas of Responsibility

Special projects

- Regeneration

Economic development

Future challenges

Achieving the Council Plan promises on the Economy through:

- Delivering regeneration projects in our market towns
- Improving physical and digital connectivity
- Supporting diversification of the Rural Economy
- Enabling support for new and existing businesses
- Increasing 'dwell time' and spend by visitors to the District