

# Service Dashboard

## Portfolio for Improvement & Innovation

### The services we provide

Policy, performance, communications, customer service, business transformation, special projects, digital, workforce, economic development & regeneration, equalities, members, wellbeing

#### Service contribution

Statutory service



Income generating



Working in partnership



#### Council Plan

Wellbeing ✓

Environment ✗

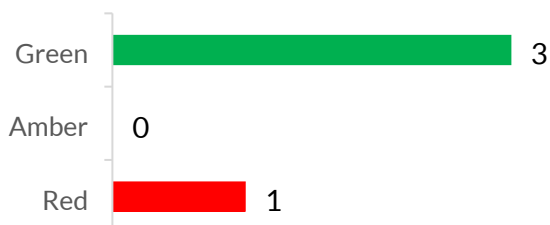
Economy ✓

Housing ✓

Community Safety ✗

Health ✗

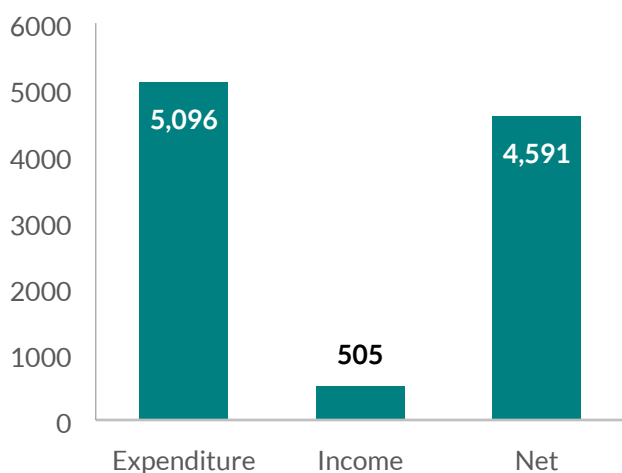
#### Performance



#### Achievements & Opportunities

- Maintained the Council's Platinum Investors in People status
- Continuing to grow the new Customer Solutions model through the customer redesign project
- Continued to make progress with the Council's Property Investment Strategy, completing the Sevenoaks Town car park & residential units on target
- Implementing the outcomes of the communications Peer Review across the Council.

#### Revenue Budget (£000)



#### Challenges & Risks

- To deliver the promises set out in the new Council Plan.
- To deliver a new Workforce Strategy for the Council.
- To continue to develop the use of technology and the customer solutions model to improve the customer experience
- To continue to deliver projects within the Council's Property Investment portfolio.