

## IMPROVEMENT & INNOVATION ADVISORY COMMITTEE

Minutes of the meeting held on 26 November 2020 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Bayley (Vice Chairman)

Cllrs. Abraham, Andrews, Clayton, Esler, Eyre, Hogarth, Maskell, McGregor, Nelson and Waterton

### 55. Minutes

Resolved: That the Minutes of the Improvement and Innovation Advisory Committee held on 8 October 2020, be approved and signed by the Chairman as a correct record.

### 56. Declarations of interest

There were no additional declarations of interest.

### 57. Actions from previous meeting

There were none.

### 58. Update from Portfolio Holder

The Portfolio Holder, and Chairman announced that Emilia Peters had been awarded “Rookie of the Year” by the Association of Democratic Services Officers, which was a fantastic achievement.

The Chairman advised that he had been involved in a meeting with other Kent Leaders and Chief Executives Scientists and Kent and Medway Health Officials to discuss the announcement of Kent being put into tier 3 following the end of the national lockdown on 3 December 2020 and the rationale. Despite being put into tier 3, it was encouraging to see that the District Level of confirmed cases were dropping in the District.

The Chairman went onto explain that tiers were determined by the overall infection rate, the numbers of those who were over 60, the number of cases rising and falling in the districts/boroughs, pressure on the hospitals and the positivity rate as a percentage of tests taken. The decision would be reviewed on 16 December 2020.

On 2 December the national lockdown would end and highstreets would be re-opening, with the four main Highstreets supported by EU funding and the council

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had agreed to support the re-opening with the revised parking scheme. In response to a question the Chairman advised that there was strict guidance for the use of the EU funding but there would be a plan for New Ash Green.

Members were advised that Council's projects were progressing with Swanley White Oak Leisure centre's groundworks complete and the swimming pool was being tanked. Funding was in place for 27-37 High Street, Swanley and a demolition contractor had been appointed. Work was continuing on Bevan Place and there was interest from Homes England. Conversations had also taken place with Locating Kent which brought companies into Kent for office space.

### 59. Referral from Cabinet or the Audit Committee

There were none.

### 60. Customer Redesign

Members considered the report detailing the progress made on the customer redesign project which was designed and implemented to prepare for what the council assessed to be the future of local government. The Chairman and Head of Information and Customer Solutions gave a presentation which informed Members of the areas that were now included under Customer Solutions, these changes had resulted in other officers being available to deal with more complex queries.

Members discussed what exceptional customer service looked like, including which companies offered good customer service and what could be learnt from these organisations. In response to questions Members conversed whether 9am - 5pm was effective for residents and businesses and the opportunity to move services to 7am to 7pm. This would open the work place to more people and enable services to be reached by more residents. Members discussed the opportunity of putting additional services online and services still being available to access face to face.

The future of what working looked like was discussed and how this could take place going forward following the Coronavirus Pandemic including, working from the office and from home and ensuring that staff's wellbeing was maintained.

Resolved: That the report be noted.

### 61. Work plan

The work plan was noted.

THE MEETING WAS CONCLUDED AT 8.52 PM

CHAIRMAN