

24 February 2022 at 7.00 pm

Council Chamber, Argyle Road, Sevenoaks

Published: 16.02.22

The meeting will also be livestreamed to YouTube here:

[https://www.youtube.com/channel/UCIT1f\\_F5OfvTzxjZ6Zqn6g](https://www.youtube.com/channel/UCIT1f_F5OfvTzxjZ6Zqn6g) Members of the public who wish to attend in person are requested to wear face masks and observe social distancing procedures. For Health and safety reasons access may be limited and will be on a first come first served basis.



## Improvement & Innovation Advisory Committee

### Membership:

Chairman, Cllr. Fleming; Vice-Chairman, Cllr. Bayley  
Cllrs. Abraham, Andrews, Clayton, Eyre, Hogarth, McGregor, Nelson, Pett and Waterton

### 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. Minutes	(Pages 1 - 4)	
To agree minutes of the meeting of the Advisory Committee held on 25 November 2022, as a correct record.		
2. Declarations of interest		
Any declarations not already registered.		
3. Actions from previous meeting	(Pages 5 - 6)	
4. Update from Portfolio Holder		
5. Referral from Cabinet or the Audit Committee (if any)		
6. LGA Corporate Peer Challenge Feedback Report	(Pages 7 - 36)	Lee Banks Tel: 01732 227161
7. Data analysis on Customer Interactions	(Pages 37 - 38)	Amy Wilton Tel: 01732 227280

8. **Work plan**

(Pages 39 - 40)

**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).