

IMPROVEMENT & INNOVATION ADVISORY COMMITTEE

Minutes of the meeting held on 25 November 2021 commencing at 7.00 pm

Present: Cllr. Fleming (Chairman)

Cllr. Bayley (Vice Chairman)

Cllrs. Abraham, Andrews, Bonin, Clayton, Eyre, McGregor, Pett and Waterton

Apologies for absence were received from Cllrs. Hogarth and Nelson

Cllrs. Dr Canet and Osborne-Jackson were also present.

22. Minutes

Resolved: That the Minutes of the Improvement and Innovation Advisory Committee held on 7 October 2021, be approved and signed by the Chairman as a correct record.

23. Declarations of interest

There were no additional declarations of interest.

24. Actions from previous meeting

There were none.

25. Update from Portfolio Holder

The Portfolio Holder, and Chairman updated Members on a number of projects in Swanley. He advised that 27 - 37 High Street was progressing well and it was hoped this would be completed on time. The new operators for White Oak Leisure Centre were taking on new memberships for the Centre, and the public consultation of Bevan Place, which was previously the working men's club would be taking place shortly.

26. Referral from Cabinet or the Audit Committee (if any)

There were none.

CHANGE IN ORDER OF AGENDA ITEMS

The Chairman, with the Committee's agreement, brought forward consideration of agenda item 9 - Place Campaign for the District.

27. Place Campaign for the District

The Strategic Head - Commercial and Property presented the report which updated Members on the emerging Place Campaign for the District. The Chairman welcomed Miranda Chapman and Kelly Castle to the meeting who gave a presentation which set out the brand book. Members were advised that the brand book was currently in its beta testing stage, and it was expected to be formally adopted by Council in April 2022.

Members discussed the presentation and there was a focus on the Darent Valley businesses and sustainability. It was explained that the strapline 'so much more' enabled the branding to develop as themes could change and progress.

Resolved: That the report be noted.

28. Street Naming and numbering

The Head of Information and Customer Solutions presented the report which set out the revised Street Naming and Numbering Policy. The current policy was limited in scope and was not robust enough to support officers in some of the more complex decisions that were required, and so the revised policy aimed to provide a more robust and user-friendly document that guided applicants and officers, and supported the Street Naming and Numbering function. It detailed the decision making process, routes for appeal and issues of responsibility.

Members discussed the revised policy and noted some typographical and consistency errors which would need to be amended, and discussed terminology relating to 'title deeds'. Members also discussed that numbers and names should be clearly visible from the highway.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That it be recommended to Cabinet that subject to the typographical and consistency changes as discussed, the revised Street Naming and Numbering policy, be adopted.

29. Residents' Survey Presentation

The Communications and Consultation Manager presented the report which detailed the recent residents' survey carried out during September 2021. The purpose of the survey was to understand residents' satisfaction with their local area and Council services and to evaluate the effectiveness of the Council's Communications. The data was collected by way of a telephone survey of 300 residents that collectively formed a representative sample of the District population.

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Members were given a presentation, which summarised the results of the survey and asked questions of clarification and discussed the findings. Members were advised that following the publication of the overall survey results, a deeper analysis of the data was being undertaken. A report on data analysis on customer interactions would be brought to a future meeting.

Public Sector Equality Duty

Members noted that consideration had been given to impacts under the Public Sector Equality Duty.

Resolved: That the report be noted.

30. Council Plan

The Assistant Chief Executive presented the report which set out the progress made against the Council's promises following the adoption of the Council plan in November 2018. The Council was able to demonstrate good progress against each of the five Council Plan themes; Environment, Economy, Housing, Health and Community Safety and set out future focus areas for the remaining two-years of the Council Plan. Appendix A summarised particular successes over the last year and included an indication of some of the additional measures that would be taken in the coming year.

Members discussed the report and discussed mental health as a whole, as well as the Council's ambition for Net Zero by 2030. In response to discussion the Mental Health Strategy would be shared with Members.

Action 1: For Assistant Chief Executive to share the Council's Mental Health Strategy.

Resolved: That the report be noted.

31. Work plan

The following items were added to the work plan for the February 2022 meeting:

- Corporate Peer Challenge feedback report
- Data analysis on Customer Interactions

THE MEETING WAS CONCLUDED AT 8.20 PM

CHAIRMAN

