

Improvement and Innovation Advisory Committee

Responsibilities and Challenges

June 2023

Customer & Resources

Jim Carrington-West

Information & Customer Solutions

Head of Information & Customer Solutions: Amy Wilton

Areas of Responsibility

- Digital
- Customer Solutions
- Customer Insights

Issues and Future Challenges

- Customer demand and expectations
- Improving customer journeys
- Developing use of technology

Workforce

Head of HR & Organisational Development: Diana Chaloner

Areas of Responsibility

- Human Resources
- Organisational Development
- Payroll

Issues and Future Challenges

- Wellbeing
- Recruitment and Retention
- Growing our own

Members

Head of Legal & Democratic Services: Martin Goodman

Areas of Responsibility

- Democratic Services
- Chairman

Issues and Future Challenges

- Supporting member requirements
- Servicing a significant number of Committee meetings

Assistant Chief Executives

Lee Banks

Service Managers

Communications & Consultation Manager: Daniel Whitmarsh

Policy & PA Team Manager: Margaret Carr

Areas of Responsibility

- Policy, Performance & Equalities
- Business Transformation
- Communications

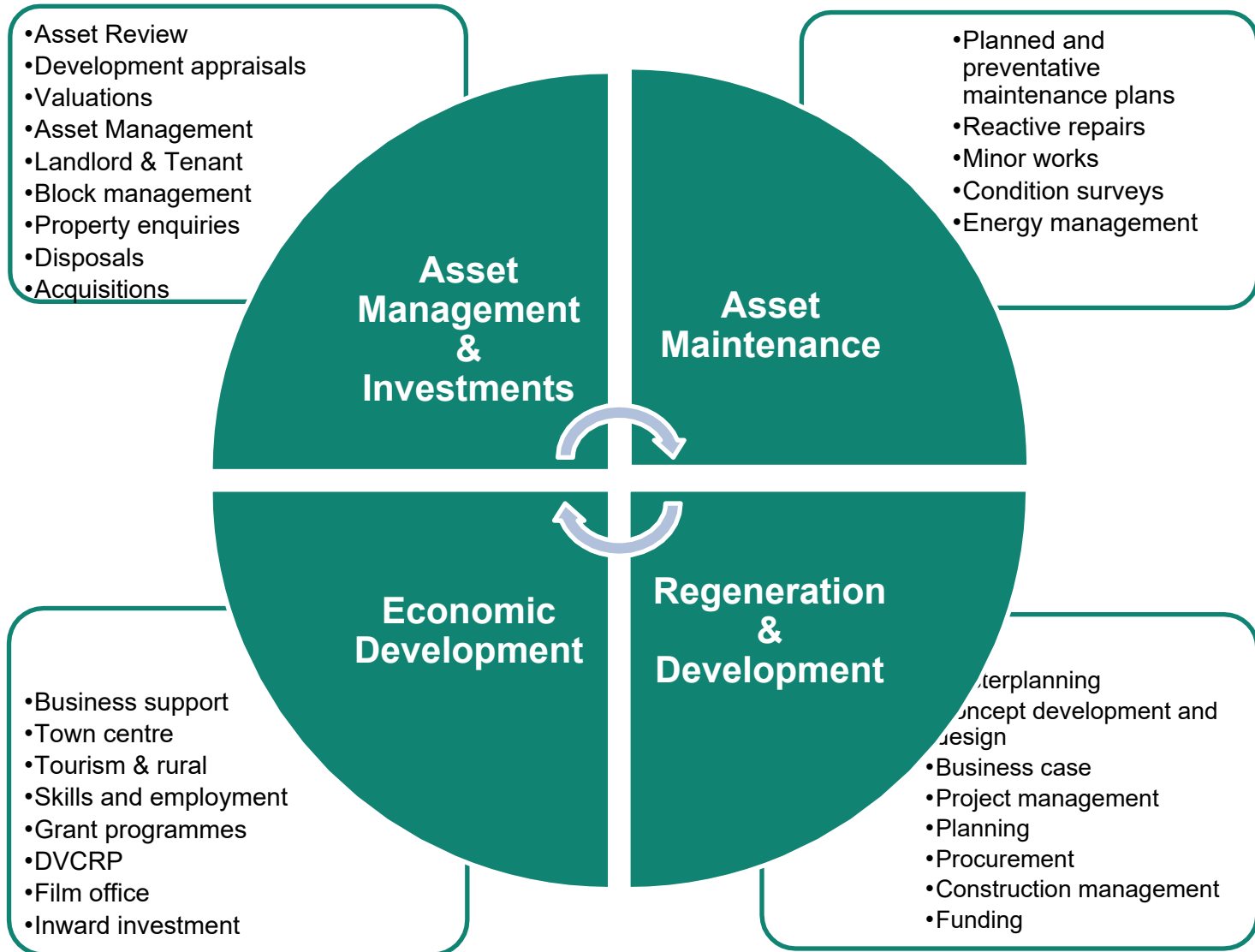
Issues and Future Challenges

- Delivering Council ambitions
- Maintaining high performance
- A new equalities policy and action plan
- Communicating with our residents & businesses

Commercial & Property

Detlev Munster

Property & Commercial



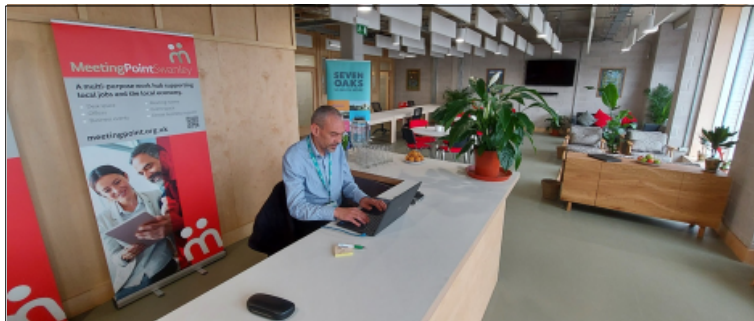
Key challenges

- Limited access to Government grants (not a priority area and ED and regeneration opportunity is limited)
- Alternative funding options limited and Govt has placed restrictions on investment portfolios
- Changing policy and regulatory framework
- Land availability for development heavily constrained by greenbelt and AONB status (Planning risk is high)
- High land values (limiting affordable housing)
- Cost of capital is high
- High construction costs
- Poor asset records across organisations and unresponsive utility providers



Key challenges (cont.)

- Corporate estate is old (modernisation and decarbonisation is needed)
- Out-dated leases and regularisation needed
- Existing businesses in urgent need for grow-on space
- Limited labour pool and changing labour market
- 21st century jobs (retrofit and upskilling agenda)
- Ability to attract inward investment is limited
- Pressure on agrarian economy and rural diversification



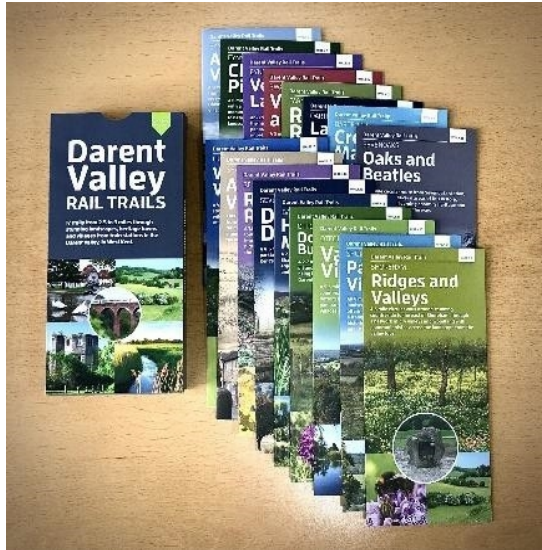
In progress ... (Property related)

- Stangrove: Completion of 13 new homes, replacement retail unit and enabling works to improve parking provision and enhanced open space landscaping (Nov 2023)
- Farmstead Drive: 23 New homes, fit-for-purpose community hall, parking provision and enhanced open space (in planning)
- White Oak Residential: 61 new homes using MMC (planning to be submitted shortly)
- Decarbonisation of estate
 - Argyle Road
 - Dunbrik
 - Edenbridge and Sevenoaks leisure centres
- Options study for Otford Road (depot site)
- Land East of High Street, Sevenoaks
- Tranche 2 disposals
- Asset management system
- Asset regularisation programme
- Lease modernisation
- EPC review and readiness
- Energy provider consolidation
- EVCP expansion



In progress (ED related)

- Implementation of EDS & UKSPF
- Team Around Your Business
- Green Grants Scheme
- WK Business Support Programme
- Business Directory
- WK Rural Business Grants
- Retrofit and upskilling agenda
- Dedicated tourism campaigns
- Inward investment strategy



Questions

A teal-tinted photograph of two hikers on a grassy ridge with mountains in the background. The hiker in the foreground is seen from behind, wearing a backpack and looking towards the horizon. Another hiker is visible further up the ridge. The word 'Questions' is overlaid in white text in the center of the image.