

AGENDA

CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 6 March 2012
Time: 6.30 pm
Venue: Town Hall, High Street,
Maidstone

Membership:

Councillors: Mrs Wilson, Mrs Gooch (Chairman),
Yates, English, Mrs Gibson, Hogg,
Paine (Vice-Chairman), Pickett and
de Wiggondene

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1. **The Committee to consider whether all items on the agenda should be web-cast.**
2. **Apologies.**
3. **Notification of Substitute Members.**
4. **Notification of Visiting Members.**

Continued Over/:

Issued on 27 February 2012

The reports included in Part I of this agenda can be made available in **alternative formats**. For further information about this service, or to arrange for special facilities to be provided at the meeting, **please contact Orla Sweeney on 01622 602524**. To find out more about the work of the Overview and Scrutiny Committees, please visit www.maidstone.gov.uk/osc

Alison Broom

**Alison Broom, Chief Executive, Maidstone Borough Council,
Maidstone House, King Street, Maidstone Kent ME15 6JQ**

5. Disclosures by Members and Officers:	
a) Disclosures of interest.	
b) Disclosures of lobbying.	
c) Disclosures of whipping.	
6. To consider whether any items should be taken in private because of the possible disclosure of exempt information.	
7. Minutes of the meeting held on 10 January 2012	1 - 8
8. Quarter 3 Complaints Monitoring	9 - 17
Interviews with:	
• Ellie Kershaw, Policy and Performance Manager; and	
• Catherine Negus, Policy and Research Assistant	
9. Equalities Objectives	18 - 62
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• Ellie Kershaw, Policy and Performance Manager; and	
• Catherine Negus, Policy and Research Assistant	
10. Residents Satisfaction Survey	63 - 113
Interview with Roger Adley, Head of Communications.	
11. Future Work Programme and Forward Plan of Key Decisions	114 - 121