

AGENDA

STRATEGIC LEADERSHIP AND CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 8 July 2014
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors: Black (Vice-Chairman), Butler, Edwards-Daem,
Mrs Gooch (Chairman), Mrs Grigg, Long, Mrs Parvin,
Pickett and Mrs Stockell

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1. **Apologies**
2. **The Committee to consider whether all items on the agenda should be webcast**
3. **Notification of Substitute Members**
4. **Notification of Visiting Members/Witnesses**
5. **Disclosures by Members and Officers**
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 June 2014** 1 - 2
8. **Complaints Report Quarter 4 2013/2014** 3 - 15
Interview with Angela Woodhouse, Head of Policy and Communications
9. **Annual Review of Complaints 2013/2014** 16 - 35
Interview with Angela Woodhouse, Head of Policy and Communications

Continued Over/:

Issued on 27 June 2014

Alison Broom

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

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| 10. Discretionary Housing Payments | 36 - 47 |
| Interview with Stephen McGinnes, Head of Revenues and Benefits Shared Service | |
| 11. Local Council Tax Discount Scheme | 48 - 53 |
| Interview with Stephen McGinnes, Head of Revenues and Benefits Shared Service | |
| 12. The Use of Revenue Under Spend - Update | 54 - 96 |
| Interview with Paul Riley, Head of Finance and Resources | |
| 13. Draft Future Work Programme and SCRAIP Update | 97 - 123 |
| Report attached for consideration | |

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 Christian Scade on 01622 602523**. To find out more about the work of the Overview and Scrutiny Committees, please visit www.maidstone.gov.uk/osc