

AGENDA

STRATEGIC LEADERSHIP AND CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 2 September 2014
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

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

Page No.

1. **The Committee to consider whether all items on the agenda should be webcast**
2. **Apologies**
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 5 August 2014** 1 - 8
8. **Complaints Report Quarter 1 2014/2015** 9 - 34
Interview with Clare Wood, Policy and Performance Officer
9. **Future Work Programme and SCRAIP Update** 35 - 65
Report attached for consideration.

Continued Over/:

Issued on 20 August 2014

Alison Broom

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

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MAIDSTONE BOROUGH COUNCIL

Strategic Leadership and Corporate Services Overview and Scrutiny Committee

MINUTES OF THE MEETING HELD ON TUESDAY 5 AUGUST 2014

Present: Councillor Mrs Gooch (Chairman), and
Councillors Butler, Mrs Grigg, Long, Pickett, Powell,
Mrs Stockell and J.A. Wilson

Also Present: Councillor Mrs Blackmore and
Councillor McLoughlin

33. THE COMMITTEE TO CONSIDER WHETHER ALL ITEMS ON THE AGENDA SHOULD BE WEBCAST

RESOLVED: That all items on the agenda be webcast.

34. APOLOGIES

It was noted that apologies for absence had been received from Councillor Ash, Councillor Edwards-Daem and Councillor Mrs Parvin.

35. NOTIFICATION OF SUBSTITUTE MEMBERS

The following substitute members were noted:

Councillor Powell for Councillor Edwards-Daem

Councillor JA Wilson for Councillor Mrs Parvin

36. NOTIFICATION OF VISITING MEMBERS/WITNESSES

Councillor Mrs Blackmore, the Leader of the Council, and Councillor McLoughlin, the Cabinet Member for Corporate Services, were in attendance.

37. ELECTION OF VICE-CHAIRMAN

RESOLVED: That Councillor Mrs Stockell be elected as Vice-Chairman of the Committee for the remainder of the Municipal Year 2014-15

38. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members or Officers.

39. EXEMPT ITEMS

RESOLVED: That the items on the agenda be taken in public as proposed.

40. MINUTES OF THE SPECIAL MEETING HELD ON 7 JULY 2014

RESOLVED: That the minutes of the special meeting held at Tunbridge Wells BC on 7 July 2014 be approved as a correct record and signed.

It was noted that Ashford BC were no longer part of MKIP although they continued to be in a strong partnership with Maidstone BC for the Audit Shared Service. In response to a question the Head of Finance and Resources explained that the Audit Shared Service had been established prior to MKIP.

41. MINUTES OF THE MEETING HELD ON 8 JULY 2014

RESOLVED: That the minutes of the meeting held on 8 July 2014 be approved as a correct record and signed.

42. LOCAL COUNCIL TAX DISCOUNT SCHEME

The Head of Revenues and Benefits Shared Service, Stephen McGinnes, introduced a report on the findings of the Committee's sub group regarding the options for the local council tax discount scheme to be introduced from April 2015. He explained that:

- Six scenarios had been discussed at the sub group, of which two had been recommended for consideration at Committee, namely:
 - a. Option One: to maintain the current 13% reduction for working age households;
 - b. Option Five: to reduce the level of reduction for working age household to 9.5% with the additional cost met through the removal of the discount available for 2nd adult rebate, provision for backdated awards and reduction of the capital limit to £6000.
- The Committee were to take a majority view on the sub group's recommendations

During the discussion reference was made to the Debt Recovery Policy, and the Committee requested that this come to the Committee on completion.

RESOLVED:

1. That the Cabinet be recommended to consider the following options when making the recommendation to Full Council as to the Local Council Tax Discount Scheme to be implemented in 2015/16:
 - a) Maintaining the current 13% reduction for working age households

- b) Reducing the level of reduction for working age households to 9.5% with the additional cost met through the removal of the discount available for 2nd adult rebate, provision for backdated awards and reduction in the capital limit to £6000
2. That an update on how best to approach the wider review of the Local Council Tax Discount Scheme at the end of the current three year agreement be considered at Committee during November;
3. That the Debt Recovery Policy be included within the Committee's future work programme.

43. CABINET MEMBER PRIORITIES FOR 2014/15

Councillor Blackmore, the Leader of the Council, and Councillor McLoughlin, the Cabinet Member for Corporate Services, informed the Committee of their priority areas for the 2014/15 Municipal Year. Councillor McLoughlin stated that his priorities include improving efficiency, extending current activities and investing in new activities, and made reference to the following issues:

- Asset Management and the identification of opportunities, however it was stressed that this was separate from the Commercialisation Strategy.
- The MKIP Shared Services and the establishment of procedures for reporting and monitoring performance levels, to which end meetings had been scheduled to include members at Swale BC, Tunbridge Wells BC and the Mid Kent Services Director, Paul Taylor, and for which dialogue would be on-going.
- Staff motivation and excellence, with it noted that the staff of the Planning Shared Service had shown exemplary enthusiasm in working hard to overcome recent problems and improve services.
- The procurement of a public Gypsy and Traveller site which, although not included on the written report, was considered as a priority for strengthening the Council's position in relation to the planning enforcement of illegal encampments.

In response to questions the Committee heard that;

- The Cabinet Member for Planning, Transport and Development, Councillor Burton, would be the Member to whom queries regarding the performance of the Planning Shared Service should be addressed, and that the terms of

reference of the Committee included scrutinising the financial and customer complaint elements of the service.

- The Kent County Council Pension Fund Committee had two district council memberships but no vacancies, and that this would be the only direct method of influencing decisions with regard to pensions. There had been discussion within Central Government regarding larger regional pension funds but these were considered to provide less value for money.
- With regard to the long term plan to vacate Maidstone House, vacating the first floor would be estimated to incur a cost of £300,000 but make a saving of £80,000 per annum. The move would be used as an opportunity to make more efficient use of space across the other floors through implementation of desk and room booking systems. It was explained that there would be no benefit to vacating Maidstone House before 2023 due to contractual obligations.
- There were no specific timescales built into the separate objectives as some, such as motivation of staff, were not time bound, but an overarching deadline was given as the end of the financial year.

Previous Committee recommendations on asset management were noted, and the Committee suggested that these be circulated to Councillor McLoughlin.

Councillor Blackmore highlighted the following priorities:

- Representing Maidstone BC at Parish and County level;
- Forging strong links between the three levels of Local Government and outside organisations with a focus on collaboration.

Councillor Blackmore explained that Cabinet coffee meetings were to be established from September onwards in order to provide an informal meeting place for discussion. Further details would be communicated in due course.

In responses to questions Councillor Blackmore explained that:

- Achieving a balance of making savings versus providing excellent service was a clear priority, and would be monitored using Key Performance Indicators and cost benefit analysis.

- A key element of the new Strategic Plan would be to put Maidstone at the forefront of the Kent agenda as its County Town.
- With regard to the discussion on Kent County Council Pension Fund, Councillor Blackmore would enquire as to when the next vacancy would be advertised for the Superannuation Committee, and the substitution procedure for this, and report back to the Committee.

RESOLVED:

1. That the Priorities set by the Leader of the Council and Cabinet Member for Corporate Services for the Municipal year 2014/15 be noted;
2. That the details of the next vacancy for district members on the Kent County Council Superannuation Committee and the procedures for substitution be circulated to the Committee by Councillor Blackmore;
3. That the previous SCRAIPS regarding Asset Management be circulated to Councillor McLoughlin.

44. ANNUAL PERFORMANCE REPORT

Policy and Performance Officer, Clare Wood, introduced the Annual Performance report and asked the Committee to consider the end of year Strategic Plan action updates and Key Performance Indicator turn outs for 2013/14.

The following highlights were noted:

- The number of Job Seekers Allowance claimants had reduced and comprised only 1.8% of the Maidstone population.
- Private Sector Housing had exceeded their annual target for the improvement of private residential accommodation.
- Customer satisfaction with the Borough's parks had increased

The following low lights were noted:

- Customer satisfaction with street cleansing had declined, although this constituted a perceptual dissatisfaction as the actual figures for litter and detritus clearing had improved. Officer and Member walks were scheduled to take place within the least satisfied areas in order to meet and speak with residents.

- Although missed bin reports increased at the time of the waste contract change, these numbers were steadily declining and on track to reach a standard rate by the end of the financial year.

In response to questions the Committee were advised that:

- With regard to the turn-around time for planning applications, staffing issues were in the process of being resolved as three management positions and two spatial planning policy positions had been accepted by candidates. It was noted that, due to notice period obligations, the start dates for each employee could not be provided but that all were expected to be in post by January.
- The decrease in the number of customers using the Park and Ride service was easing year on year, and that changes to the bus timetable would be reported to the Committee.
- In order to improve the rate of recycling a programme of public information would start later in the year. The Waste Department was asked to provide details of whether any symbols or language changes would be placed on the bins.

It was explained that the Corporate Improvement Plan had been reported to the Committee every 6 months as an appendix to the Annual Performance report. During discussion it was agreed that moving forward the Corporate Improvement Plan should be considered as a stand-alone report, due to the clarity and value of the information contained in the document.

RESOLVED:

1. That:
 - a) The Performance Out-Turns and end of year Strategic Plan action updates be noted;
 - b) The targets for the Strategic Plan 2014/15 refresh for the Key Performance Indicators for 2014-17 be noted;
 - c) The amendments to the Key Performance Indicators be noted;
 - d) The progress made on the Corporate Improvement Plan work streams and projects be noted.
2. That any changes made to the bus timetables of the Park and Ride service be reported back to the Committee;

3. That the Corporate Improvement Plan be considered in 6 months as a stand-alone report;
4. That the Waste Section's programme of public information, including the implementation of symbols or languages on bins, be reported back to the Committee.

45. CAPITAL PROGRAMME UPDATE 2014-15

The Capital Programme Update was introduced by the Head of Finance and Resources, Paul Riley. The report noted the programme considered by Council in March 2014 and provided further detail on infrastructure expenditure and the predicted level of funding for 2019/20.

It was noted that a previous SCRAIP on Asset Management had recommended that the cross party Budget Working Group consider the Capital Programme within its terms of reference.

In response to questions the Head of Finance and Resources explained that:

- The minus figure for Asset Management / Corporate Property was due to projects that were allowed to progress where the budget will accommodate them at a later date.
- The River Medway cycle path plan was designed by Kent County Council and was to be implemented by Maidstone BC, and was expected to benefit residents by providing an alternative method of travelling to employment areas other than by car.

RESOLVED:

1. That the changes to the Capital Programme be noted;
2. That the Capital projects review be included within the terms of reference of the Budget Working Group.

46. FUTURE WORK PROGRAMME

The Committee considered its future work programme and heard that the Budget would go before Cabinet and come to Committee in January.

RESOLVED:

1. That the Future Work Programme be agreed subject to the inclusion of the following items: Local Council Tax Discount Scheme Update (Nov 2014); Debt Recovery Policy (Date TBC); Corporate Improvement Plan (Feb 2015);

2. That the List of Forthcoming Decisions be noted;
3. That it be agreed that the Chairman and the Vice-Chairman meet to discuss an update to the terms of reference for the Budget Working Party and return recommendations to the Committee for approval;
4. That the Mid Kent Planning Support update be noted;
5. That the continuous professional development of the Committee be considered and noted.

47. DURATION OF MEETING

6.35 p.m. to 8.41 p.m.

Maidstone Borough Council

Strategic Leadership and Corporate Services Overview and Scrutiny Committee

Tuesday 2 September 2014

Complaints Report Quarter 1 – 2014/2015

While reading the following report you may want to think about:

- What you want to know from the report;
- What questions you would like answered.

Make a note of your questions in the box below.

As you read the report you may think of other questions .

Questions I would like to ask regarding this report:

-
-
-
-
-

MAIDSTONE BOROUGH COUNCIL

**STRATEGIC LEADERSHIP AND CORPORATE SERVICES OVERVIEW
AND SCRUTINY COMMITTEE**

2ND SEPTEMBER 2014

REPORT OF THE HEAD OF POLICY AND COMMUNICATIONS

Report prepared by Sam Bailey

1. **REVIEW OF COMPLAINTS APRIL-JUNE 2014 (QUARTER 1)**

1.1 Issue for Decision

1.1.1 To consider the Council's performance in dealing with complaints during April to June 2014 (quarter 1).

1.2 Recommendation of the Head of Policy and Communications

1.2.1 It is recommended that the Committee notes the performance in relation to complaints, in particular:

- i. The high number of complaints received about the 'Landed Festival' held on Easter Sunday at Whatman Park;
- ii. The increase in overall numbers of complaints as a result of this festival;
- iii. The higher than usual number of complaints received about electoral registration, including the high proportion of complaints responded to outside of target time for this service; and
- iv.

makes recommendations as appropriate.

1.2.2 That the Committee note the compliments received by teams and individual officers within the Council.

1.2.3 That the Committee notes the prominent themes mentioned on social media during quarter 1 (attached at Appendix E)

1.3 Reasons for Recommendation

1.3.1 One of the Council's key corporate values is superb customer service; as such Maidstone Borough Council is focused on improving services for customers.

The Council's complaints policy recognises "that we will not always get it right and complaints are not only a way of customers telling us when they are dissatisfied but also provide useful information that can help us to improve our services."

1.3.2 In order to ensure that complaints are being dealt with effectively and within corporate timescales it is important that a monitoring mechanism is in place.

1.3.3 Details of the complaints received broken down by service area, timeliness and category can be found at Appendix A. Complaints have been categorised, but many complaints will be about more than one element (e.g. both policy and staff attitude).

1.3.4 As requested by the Committee at the meeting of 8th July 2014, any issues picked up by the Committee will be recorded and included in the annual review of complaints.

1.4 Quarter 1 Performance

1.4.1 Details of quarter 1 complaints handling performance can be found in Appendix A.

1.4.2 During quarter 1, 250 stage 1 complaints were closed, of which 239 (95.6%) were closed on time. There was a 112% increase in the overall number of complaints received this quarter compared to the previous quarter. Performance in responding to complaints on time decreased by 2.7% compared to quarter 4 of 2013/2014. However performance was 0.2% higher than the figure for 2013/2014 as a whole. A table showing the comparison can be found in Appendix F- Charts and Graphs. The figure of 67.2% of complaints being justified appears high, however it must be noted that all 108 complaints about the Landed Festival were treated as justified, pushing this percentage up.

1.4.3 A table showing headline complaints performance can be found in Appendix F, Figure 1. The number of complaints received was high this quarter, significantly higher than Quarter 2 of 2013/2014 when the new waste contract was implemented. Performance in terms of responding to complaints on time is down by 1.4% compared to the overall figure for 2013/2014. The number of stage 2 complaints received was relatively high compared to the numbers received quarterly last year, however the percentage of those escalated to stage 2 was low compared to the previous year. The percentage of stage 2 complaints that were justified was also lower than the 2013/2014 overall figure. However these figures should be treated with caution, as 108 stage 1 complaints were about the Landed Festival and only four complaints for the Landed

Festival were escalated to stage 2.

1.4.4 The Landed Festival accounted for 108 of the complaints received this quarter. All of these were responded to in time. This suggests that the increase in complaints responded to outside of target time was not related to the increase in number of complaints, and is a genuine decline in performance.

1.4.5 Of the complaints responded to outside the target time:

- One was about Benefits
- One was about Development Management
- Three were about Electoral Registration
- One was about Environmental Services
- One was about Finance
- Two were about Housing Options
- One was about Planning Enforcement
- One was about Private Sector Housing

1.4.6 The reasons for these complaints being responded to out of time included:

- Two complaints were closed late as further information was requested from the complainant; and
- For two of the complaints that were late, the customers were kept updated on the progress of their complaint.

1.4.7 It is worth noting the complaints policy states that:

'All stage 1 complaints will be responded to within 10 working days. If we are unable to do this we will contact you to let you know the reasons why and keep you informed of progress.'

Therefore those complaints that were closed later than ten working days mentioned in paragraph 1.4.6 above should be considered as being late but were still dealt with appropriately according to the complaints policy.

1.4.8 However this leaves seven complaints that were closed late without a valid reason, and without the customer being kept updated. These complaints were for the following services:

- Private Sector Housing (1)
- Electoral Registration (3)
- Finance (1)
- Planning Enforcement (1)
- Benefits (1)

1.5 Complaints by Service

1.5.1 The services which dealt with the highest number of complaints were:

- Parks and Leisure (118);
- Environmental Services (which includes waste, recycling and street scene) (33);
- Housing Options (16);
- Development Management (15);
- Parking Services (15); and
- Environmental Enforcement (11).

1.5.2 Other than Parks and Leisure, the numbers of complaints received by these services is around the level that we would expect when there were no major incidents, policies or problems that generate large numbers of complaints. Comparative data for these services in the form of a bar chart can be found in figure 2 of Appendix F.

1.5.3 Parks and Leisure received the highest number of complaints this quarter (118). 108 of these complaints were as a result of an event that was held at the Easter weekend called 'The Landed Festival', which was held in Whatman Park. Common themes of the complaints can be summarised below:

- That the festival was too loud, and could be heard as far away as Allington;
- The festival was held on an inappropriate day, as it was a religious holiday (Easter Sunday);
- The bass sound from the festival was disruptive;
- The impact on wildlife in the park;
- Residents were not given enough forewarning for the event; and
- Residents were not able to get through to the council's contact centre as well as the council's Environmental Enforcement officers who were on site monitoring sound levels.

1.5.4 In response to complaints about the Landed Festival, the council apologised and assured residents of the following:

- That the council would be more sensitive to religious holidays when future events of this type were proposed;
- The impact on wildlife was monitored throughout the day, however no adverse impact was observed;
- That the event organiser had adhered to terms of the licence, and that MBC Environmental Enforcement Officers were on site throughout the day to ensure compliance; and

- The event organiser followed the correct procedures in notifying residents by advertising in the local press, as well as placing notices in the park 28 days prior to the event.
- 1.5.5 A copy of the letter sent to those who made complaints about the festival can be found in Appendix G.
- 1.5.6 The lessons learned from this event, and the complaints generated by it, have been incorporated into the borough's festivals and events strategy. This strategy will be considered by the Economic and Commercial Development Overview and Scrutiny Committee on 26th August 2014.
- 1.5.7 Despite the high number of stage 1 complaints (108) about the Landed Festival, only 4 stage 2 complaints were received. This represents 3.7% of stage 1 complaints leading to a stage 2 complaint. This, along with a high satisfaction rate (63%, according to the satisfaction survey) for these complainants, suggests that complainants were satisfied with the council's response to their complaint.
- 1.5.8 As can be seen in Appendix E, the Landed Festival also generated feedback on social media. Social media gives residents the opportunity to make positive as well as negative comments. On balance, across MBC social media sites, feedback about the festival was overwhelmingly positive. Of the 42 comments received:
- 28 were positive (66%);
 - 12 were negative (29%); and
 - 2 were neutral (5%).
- 1.5.9 Despite high number of complaints for Parks and Leisure this quarter, all complaints were closed on time for this service.
- 1.5.10 Environmental Services received the second highest number of complaints this quarter (33). Of these complaints:
- Seven were about missed general waste, recycling or food waste collections;
 - Two were about missed green waste collections;
 - Three were about problems with delivery of green waste bins;
 - Six were about bins not being returned to the appropriate place or bins causing an obstruction; and
 - Three were about problems experienced with bulky collections.

- 1.5.11 There were no other trends in complaints for Environmental Services.
- 1.5.12 Housing Options received 16 complaints this quarter. Of these complaints:
- Eleven were about Service;
 - One was about Policy;
 - Two were about Staff; and
 - Two were about Time Taken.
- 1.5.13 Trends noticed in complaints for Housing Options:
- Two complaints this quarter were received about problems that users had experienced with Kent Homechoice, the council's bidding system for social housing.
 - The complaint about policy was about the way the banding system works in the Housing Allocations Policy.
 - For the two complaints about time taken, one was about time taken to deal with a housing application and the other was about the time taken to respond to an enquiry. Whilst there were only two complaints solely about time taken this quarter, other complaints about service also had an element of complaints about time taken within them:
 - Two complaints about service also raised the time taken to process housing register applications; and
 - Two complaints about service also raised the time taken to rehouse those on the Housing Register.
- 1.5.14 Development Management received fifteen complaints this quarter. Of these complaints:
- Seven were about service;
 - Three were about policy;
 - Three were about time taken; and
 - Two were about lack of contact.
- 1.5.15 Whilst there were no particular issues that generated a high number of complaints for Development Management, the following general themes emerged:
- Frustration with the lack of contact from Planning Officers around live planning applications; and
 - Policy complaints were expressions of dissatisfaction with the outcome of planning decisions.

1.5.16 However it should be noted that three of the fifteen complaints for development management were upheld (one each for service, lack of contact and time taken).

1.5.17 Parking Services received fifteen complaints this quarter. Of these complaints:

- Six were about policy;
- Five were about service;
- One was about discrimination; and
- Three were about staff.

1.5.18 Of the six policy complaints:

- Two were requesting that CEOs use discretion when observing contraventions, however the customers were informed that this would be unfair and that any mitigating circumstances would be taken into account on appeal;
- One was about the increase in parking charges at Lockmeadow car park;
- Two were about the way in which the visitor/resident permit system works, particularly if the resident pays for a full year's permit but has to renew in year due to the renewal dates being phased; and
- One policy complaint was about how renewal letters are sent out to multiple permit holders within a household, despite permits being limited on a per household basis.

1.5.19 Of the remaining complaints for parking services:

- There were two complaints that the appeals section of the website was not working. In both of these cases, the complainant was directed to submit their appeal by email instead. The issue has not been fully resolved. However a message has been placed on the website to advise those making an appeal to send their appeal via email instead;
- The two complaints about staff conduct were both about Civil Enforcement Officers who were on patrol, neither of which were upheld; and
- The one complaint about discrimination was that there were not enough disabled bays in the town centre. The response informed the complainant that those with a disabled badge may park on single, or double yellow lines, as well as any town centre car park in addition to specified disabled spaces.

1.5.20 Environmental Enforcement received eleven complaints this quarter. Of these complaints, seven were about the issuing of litter fines or the litter enforcement policy and the other complaints were

about unrelated issues.

1.5.21 Electoral Registration received eight complaints this quarter, which is high for this service. For comparison, Electoral Registration only received five complaints during the whole of 2013/2014. Electoral Registration also closed three of their complaints late. However it is worth noting that quarter 1 of 2013/2014 was a busy period for Electoral Registration as it was around the time of the borough election.

1.5.22 Of the complaints against Electoral Registration, five of these were from residents who experienced problems with registering to vote before the election. In response it was explained that, especially during busy periods, occasionally forms can be mislaid. The response apologised for any inconvenience caused.

1.6 Stage 2 Complaints

1.6.1 32 stage 2 complaints were received this quarter. This is a high number compared to the numbers received each quarter in 2013/2014.

1.6.2 However the percentage of complaints escalated to stage 2 was comparatively low, at 12.8% (32 stage 2 complaints out of 250), compared to last year (17.4% of complaints were escalated to stage 2 in 2013/2014- 95 stage 2 complaints out of 548). The percentage of complaints escalated to stage 2 this quarter appears low compared to quarterly figures and the overall figure for 2013/2014. This was because there were many complaints about the Landed Festival that didn't go to stage 2 this quarter. Full comparative figures can be found in Appendix F under figure 1.

1.6.3 If the four complaints that were received for the Landed Festival (all classified as justified) are removed from the justified complaints category, the percentage of justified stage 2 complaints reduces to 21.4%, from 31.3%. This, along with the fact that no compensation, payments or refunds were offered as a result of stage 2 complaints suggests that whilst the number of stage 2s received was high compared to previous quarters, this was not as a result of stage 1 complaints not being investigated properly.

1.6.4 There were no major issues that generated a high number of stage 2 complaints this quarter, other than the four stage 2 complaints about the Landed Festival.

1.6.5 Development Management received a higher than usual number of stage 2 complaints this quarter. Only one of these complaints was found to be justified. Four complaints for Development

Management were policy complaints, where a complainant was dissatisfied with a planning decision or a particular planning policy.

1.6.6 The percentage of stage 2 complaints that were justified in quarter 1 of 2014-2015 (31.3%- 10 justified out of 32 complaints) was lower than the overall result for 2013-2014 (38.9%- 37 justified out of 95 complaints). However this indicator has increased since quarter 4 of 2013-2014 when just 23.5% (4 justified out of 17 complaints) of all stage 2 complaints were justified.

1.6.7 Of the 32 stage 2 complaints received this quarter, three were answered late. The reasons for these complaints being answered late were:

- One complaint was closed late but only by one day;
- One complaint was closed late (by four days), but the complaint had been missed and only escalated to stage 2 after the due date; and
- One complaint was closed late (by five days) because the investigating officer was awaiting further evidence from the complainant before the investigation could be concluded.

1.7 Complaints Handling Satisfaction

1.7.1 A breakdown of complaints satisfaction surveys can be found at Appendix B. For quarter 1, 58 complaints satisfaction surveys were returned. This represents a response rate of 23.2%.

1.7.2 54.4% of respondents were satisfied or very satisfied with the way their complaint was handled. 7.0% of respondents were neither satisfied nor dissatisfied. 38.6% of respondents were dissatisfied or very dissatisfied with the way in which their complaint was handled.

1.7.3 Despite the large number of complaints for Parks and Leisure following the Landed Festival, 58.3% of complaints satisfaction survey respondents stated that they were satisfied with the way the complaint was handled.

1.8 Safety

1.8.1 Nine complaints were received this quarter regarding safety concerns. Of these, four were considered as justified:

- One was a complaint that an Environmental Enforcement Officer parked on double yellow lines to issue a littering Fixed Penalty Notice. The Enforcement Officer in question was reminded of their responsibilities when driving a council

vehicle, and cautioned about future conduct;

- One complaint was about waste crews leaving bins in a position that put a resident in a potentially dangerous position when returning home in their car. The complainant's property was put on a hotspot list, and no further complaints have been received on this matter;
- A complaint was made after a child cut themselves in Mote Park and a café operator refused use of their first aid kit. In the response it was stated that the contractors in the café were not responsible for giving first aid, but that the matter would be raised at the next meeting between the Parks team and the contractors; and
- A complaint was made about the way in which a fall was dealt with by a hirer of the market hall. The complaint response agreed that the incident was handled poorly and that the Market Manager would take steps to ensure the hall hirers are aware of correct procedures around accidents and near misses.

1.9 Discrimination

1.9.1 One complaint was *primarily* about alleged discrimination or unfair disadvantage for people with protected characteristics. The complaint was against Parking Services. The complaint was that there was not enough parking for disabled people in the town centre. The complaint response didn't support this assertion, and outlined several areas throughout the town centre where disabled people were allowed to park, including designated parking bays and single and double yellow lines.

1.9.2 A further two complaints were not primarily about discrimination, but contained claims of discrimination. However neither of these complaints were upheld.

1.9.3 Ten complaints were from, or on behalf of, complainants with protected characteristics under equalities legislation. These complainants are identified through what they tell us during the complaint process. For example, in the age category a complainant may mention that they are elderly and that a policy discriminates against them. It is worth noting that some complainants had more than one protected characteristic:

Characteristic	Disability	Maternity/ Pregnancy	Age	Sex
Complainants	7	1	6	1

1.10 Improvements made as a result of complaints

1.10.1 The table below shows improvements made as a result of complaints this quarter:

Service	Complaint	Improvement
Council Tax	No tickbox available for self-employed on a form	Form was changed following complaint
Grounds Maintenance	Overhanging trees and foliage onto a footpath	Trees and foliage cut back following site visit.
Depot Operations	A broken road sign had not been replaced, despite being informed it would be	A new road sign was ordered and fitted.
Customer Services	A customer arrived at the Gateway at 17.30 to drop off some documents. However the officer would not accept the envelope as the Gateway was closed.	The Gateway Team were informed that they should accept documents presented in this way.

1.11 Compliments

1.11.1 Many compliments have also been received by the Council this quarter. Compliments are classified by service and can be found below, along with numbers of compliments received this quarter.

Service	Number of Compliments	Number of Complaints
Parks & Leisure	1	118
Grounds Maintenance	4	2
Customer Services	5	6
Environmental Services	7	33
Parking Services	2	15
Depot Operations	3	1
Economic Development	2	1
Housing Options	1	16

1.11.2 Many of the compliments received were thanking individual officers for helping customers with their enquiries.

- 1.11.3 Several compliments were received for the waste crews giving exceptional customer service by, for example:
- Asking residents whether their garden waste bin needed emptying when it was not out for collection, rather than not attempting to make a collection;
 - Collecting household waste bins when they were not put out for collection; and
 - Waste crews ensuring their vehicle did not block the road for a funeral procession, and bowing their head whilst the funeral procession passed.
- 1.11.4 Many of the compliments received were about the speed in which officers resolved problems.
- 1.11.5 It is worth noting that those services with the highest number of complaints also in the main seemed to receive the highest number of compliments and are the services with high levels of customer contact.
- 1.12 Methods of Contact
- 1.12.1 Complaints were received by the following methods of contact this quarter:
- 88 (35.2%) were made by email
 - 15 (6%) were made face to face
 - 16 (6.4%) were made by post
 - 131 (52.4%) were made by telephone
- 1.13 Payments, refunds and compensation
- 1.13.1 In total, £1026.42 was offered to justified complainants in refunds, compensation and offers of free services. This was all offered at stage 1.
- 1.13.2 Full Details of payments, refunds or compensation can be found in Appendix D.
- 1.14 Social Media Themes
- 1.14.1 Appendix E outlines the prominent themes that were mentioned on social media during quarter 1. This appendix was prepared by the Communications team. The pictures show how many mentions each topic received, with words in larger text receiving proportionately more mentions than words in smaller text. The information is picked up by searching all social media posts for any comments or tweets with the word 'Maidstone' in. Those words with the text so small as to be unable to read it received so few

mentions there is little value in being able to read them.

1.14.2 The value of including this is that it can give a wider context to the issues raised in the complaints report, by showing what is being mentioned online other than complaints.

1.14.3 It must be noted that this is a crude tool to demonstrate the major themes, and not positive and negative publicity on social media.

1.15 Unreasonable or unreasonably persistent complainants

1.15.1 There were no complaints received by unreasonable or unreasonably persistent complainants this quarter. However a large amount of correspondence was received by the council from such complainants. For example in May and June, one unreasonably persistent complainant sent 69 emails to the council.

1.16 Alternative Action and why not Recommended

1.16.1 The Council could choose not to monitor complaints handling but this would impact severely on the Council's ability to use complaints as a business improvement tool.

1.17 Impact on Corporate Objectives

1.17.1 Customer service is a core value and one of the Council's priorities is Corporate and Customer Excellence. Management, and effective resolution, of complaints is crucial to the success of this objective.

1.18 Risk Management

1.18.1 Failure to manage complaints in a robust fashion represents a service, financial and reputational risk to the Council. Regular reports are produced for CLT and also presented to the Corporate Services and Strategic Leadership Overview and Scrutiny Committee. Monitoring is carried out by the Policy and Information Team.

1.19 Other Implications

1. Financial
2. Staffing
3. Legal
4. Equality Impact Needs Assessment
5. Environmental/Sustainable Development
6. Community Safety
7. Human Rights Act
8. Procurement
9. Asset Management

x

1.19.1 Financial Implications

All financial implications are set out in Appendix D

1.20 Appendices

- Appendix A- Complaint Categorisation and Timeliness
- Appendix B- Complaint Satisfaction Surveys
- Appendix C- Stage 2 Complaints
- Appendix D- Payments
- Appendix E- Social Media Themes
- Appendix F- Charts and Graphs
- Appendix G- Landed Festival Response

IS THIS A KEY DECISION REPORT?

Yes

No

If yes, when did it first appear in the Forward Plan?

.....

This is a Key Decision because:

.....

Wards/Parishes affected:

.....

Appendix A: 2014-2015 Quarter 1 Complaints Categorisation and Timeliness

Service	Number	On time	Late	% on time	Service	Policy	Staff	Time taken	Lack of contact	Discrimination
Benefits	3	2	1	67%	3	0	0	0	0	0
Bereavement Services	1	1	0	100%	0	0	1	0	0	0
Community Safety	1	1	0	100%	1	0	0	0	0	0
Council Tax	8	8	0	100%	6	1	0	1	0	0
Customer Services	6	6	0	100%	4	0	2	0	0	0
Depot Operations	1	1	0	100%	1	0	0	0	0	0
Development Management	15	14	1	93%	7	3	0	3	2	0
Economic Development	1	1	0	100%	1	0	0	0	0	0
Electoral Registration	8	5	3	63%	5	3	0	0	0	0
Environmental Enforcement	11	11	0	100%	4	6	1	0	0	0
Environmental Services	33	32	1	97%	28	1	3	1	0	0
Finance	1	0	1	0%	1	0	0	0	0	0
Grounds Maintenance	2	2	0	100%	2	0	0	0	0	0
Housing Options	16	14	2	87.5%	11	1	2	2	0	0
Licensing	1	1	0	100%	0	0	1	0	0	0
Market	1	1	0	100%	1	0	0	0	0	0
Parking Services	15	15	0	100%	5	6	3	0	0	1
Parks and Leisure	118	118	0	100%	7	109	0	2	0	0
Planning Enforcement	3	2	1	67%	2	1	0	0	0	0
Policy and Communications	2	2	0	100%	0	2	0	0	0	0
Private Sector Housing	3	2	1	67%	1	0	1	1	0	0
TOTAL	250	239	11	96%	90	133	14	10	2	1

Appendix B: 2014-2015 Quarter 1 Complaint Handling Satisfaction Survey Responses

Service	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Development Management	4	0	1	1	0	2
Electoral Registration	1	0	0	0	0	1
Environmental Enforcement	2	0	0	0	0	2
Environmental Services	6	3	0	0	0	3
Housing Options	2	1	1	0	0	0
Licensing	1	0	1	0	0	0
Parking Services	3	2	0	0	1	0
Parks and Leisure*	36	10	11	3	3	8
Planning Enforcement	1	0	0	0	0	1
Private Sector Housing	1	1	0	0	0	0
Revenues	1	0	0	0	0	1
TOTAL	58	17	14	4	4	18

* One survey was received back for this service without the customer satisfaction section filled in.

Appendix C: 2014-2015 Q1 Stage 2 Complaints

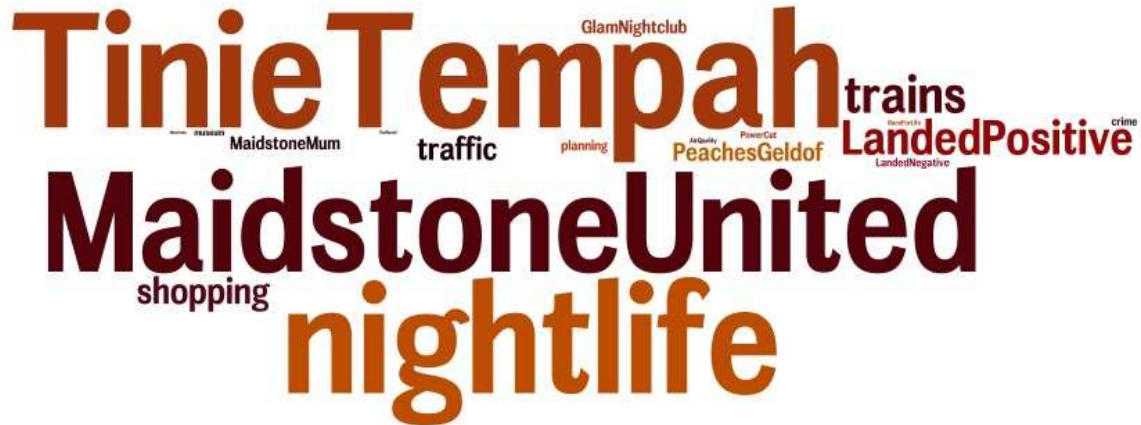
Service	Number of S2s	Number Justified	Number Unjustified	Number resulting in payments
Community Safety	1	1	0	0
Council Tax	1	0	1	0
Development Management	8	1	7	0
Environmental Enforcement	4	1	3	0
Environmental Services	1	1	0	0
Housing Options	5	2	3	0
Parking Services	2	0	2	0
Parks and Leisure	5	4	1	0
Planning Enforcement	2	0	2	0
Policy and Communications	2	0	2	0
Spatial Policy	1	0	1	0
TOTAL	32	10	22	0

Appendix D: 2014-2015 Quarter 1 Complaints Payments and Refunds

Service	Stage	Amount	Reason
Development Management	1	£120	Refund of a payment offered for pre app advice that was delivered late impacting on viability of project. Refund offered, but not taken.
Development Management	1	£36	Refund of a payment for pre app advice that was delivered late impacting on viability of project.
Environmental Services	1	£2.71	Problems around garden waste collection. Account extended for an extra month.
Environmental Services	1	£2.71	Problems around garden waste collection. Account extended for an extra month.
Environmental Services	1	£22.50	Refund of bulky collection fee, as collection was missed.
Environmental Services	1	£32.50	Problems with Garden Waste bin delivery. Customer charged twice for Garden Waste bin. Full amount refunded.
Housing Services	1	£500	Compensation offered due to length of time taken to deal with homelessness application
Parking Services	1	£290	Refund of PCNs paid, due to error in processing resident permit. Consists of 4 x PCNs of varying values
Parking Services	1	£20	Fee for carer's parking permit waived due to problems with applying for the permit
Total		£1026.42	

Appendix E: 2014-2015 Quarter 1 Social Media Themes

April



Key issues:

- Tinie Tempah performed at Gallery nighclub
- Glam Nightclub opened this month
- Landed Festival – significantly more positive than negative comments
- Maidstone United – end of season, also discussion around whether the FA would allow the use of 3G (all weather) pitches in their league

May



Appendix E: 2014-2015 Quarter 1 Social Media Themes

Key issues:

- Filming of Jools Holland was taking place at Maidstone Studios
- Chris Smalling, who used to play for Maidstone United, was announced for the England team for the World Cup
- Comparatively small number of mentions about Ann Barnes (documentary went out this month) and Jimmy Carr (he performed at Maidstone Leisure Centre this month, and there were significant issues with the sound, which drew complaints on Twitter)

June



Key issues:

- Chris Smalling, who used to play for Maidstone United played his first game for England in the World Cup this month
- Jason Derulo performed at Gallery nightclub
- Very small number of mentions for Newnham Court (refused planning application this month).

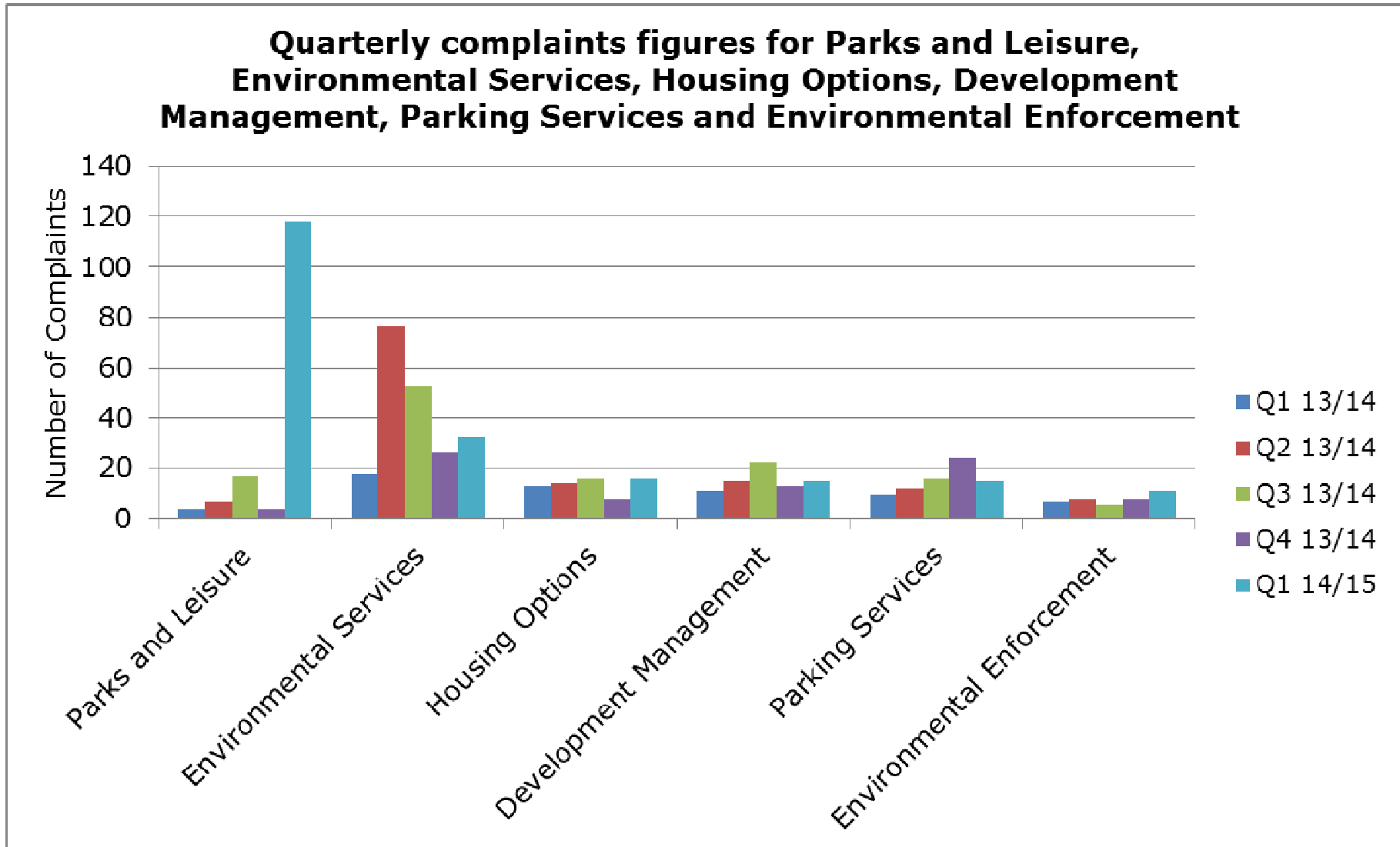
Appendix F- Charts and Graphs

Figure 1- Complaints Performance Indicators.

Performance Indicator	2013/2014 (overall)	Q1 13/14	Q2 13/14	Q3 13/14	Q4 13/14	Q1 14/15
% of Stage 1 complaints responded to within 10 working days	95.4	95.8	97.1	91.3	98.3	95.6
Number of stage 1 complaints received	548	94	175	161	118	250
Number of stage 2 complaints received	95	23	16	39	17	32
% of complaints escalated to stage 2	17.4	24.5	9.1	24.2	14.4	12.8
% of justified stage 1 complaints*	n/a	n/a	n/a	n/a	n/a	67.2
% justified stage 2 complaints	38.9	47.8	37.5	41.0	23.5	31.3

*Data not reliably collected until 2014/2015 financial year

Figure 2



Appendix G- Landed Festival Response

I write in response to your complaint to the Council received following the Landed event on Easter Sunday in Whatman Park, Maidstone. This has been treated as a Stage 1 complaint in accordance with the Council's policy regarding such matters, and I am replying to your concerns as the officer responsible for Parks and Leisure Services.

Firstly, on behalf of Maidstone Borough Council (MBC) I would like to apologise for the inconvenience caused by the Landed Festival. We have had a high volume of complaints and, although we did put noise restrictions in place, we realise that the levels and the times were inappropriate for Easter Sunday.

We aim to hold a variety of events in our parks and public spaces to appeal to all tastes, and unfortunately, although the festival ran very smoothly, the impact on residents on this occasion was unacceptable. Lessons will be learnt from this experience so that we can make sure we strike a good balance between providing entertainment for a wide range of interests and people, and minimising the impact on residents.

Prior to being issued a licence this event was reviewed by the Maidstone Safety Advisory Group which comprises not only of the Maidstone Borough Council Environmental Enforcement and Health and Safety teams but also includes all the emergency services.

The licencing process involves notices being put up in the park for 28 days and an advertisement being placed in the local press, both of these were done by the event organiser. Copies of the application would also go to the Police, Social Services, Environmental Health, Planning Enforcement and Trading Standards. If no responses are received then the licence would be granted, as in this case, or if comments are received then it would go to Licencing Committee for a final decision.

The licence details showing when the event can take place and which sets noise limits in accordance with national guidance from the Health and Safety Executive can be found here (<http://www.hse.gov.uk/pubns/priced/hsg195.pdf>) and The Noise Council information can found here(http://www.cieh.org/policy/noise_council_environmental_noise.html)

MBC's Environmental Enforcement officers can be contacted via the Medway Contact Centre who manages MBC's Out of Hours service. When telephoning MBC, callers are invited to redirect their call to this service. MBC Environmental Enforcement officers were present throughout the event, checking noise levels at several locations to ensure that these did not exceed the approved licence conditions. Our team on site received three complaints during the day and visited each address to check noise levels and the event organisers turned down the music when requested.

The impact on wildlife is considered in the planning stages of any event. MBC parks staff were on site to ensure compliance at this event and did not note any animals in distress.

The event was arranged for Easter Sunday to take advantage of the long weekend. However, in hindsight this was not appropriate and we will consider

Appendix G- Landed Festival Response

carefully in the future staging events on religious holidays, as well as other lessons before any similar event is planned.

This event was a trial for Whatman Park and the event organiser at no time exceeded the terms of his licence. I know that it is no consolation to those who were disturbed but this event was very much enjoyed by the nearly 1,500 people that attended the event.

Maidstone Borough Council

Strategic Leadership and Corporate Services Overview and Scrutiny Committee

Tuesday 2 September 2014

Future Work Programme and SCRAIP Update

While reading the following report you may want to think about:

- What you want to know from the report;
- What questions you would like answered.

Make a note of your questions in the box below.

As you read the report you may think of other questions .

Questions I would like to ask regarding this report:

-
-
-
-
-

Maidstone Borough Council

Strategic Leadership and Corporate Services Overview and Scrutiny Committee

Tuesday 2 September 2014

Future Work Programme and SCRAIP Update

Report of: Christian Scade

1. Introduction

- 1.1 To consider the Committee's future work programme (FWP) and draft terms of reference for the Budget Working Group.
- 1.2 To consider the information update given by the Chairman.

2. Recommendation

- 2.1 That the Committee considers the future work programme, attached at **Appendix A**, to ensure that it is appropriate and covers all issues Members currently wish to consider within the Committee's remit.
- 2.2 That the Committee considers the List of Forthcoming Decisions, relevant to the Committee at **Appendix B**, and discuss whether any of these items require further investigation or monitoring.
- 2.3 That the Committee set up a working group, of 3-5 members, to scrutinise budget proposals for 2015/16 and approve the terms of reference for the group attached at **Appendix C**.
- 2.4 That the Committee note the SCRAIP update for the Committee's recommendations made at meetings on 7 July and 8 July 2014 attached at **Appendix D**.
- 2.5 That the Committee considers its continuous professional development needs and recommends possible training or development sessions it would like to undertake.

3 Future Work Programme

- 3.1 Throughout the course of the municipal year the Committee is asked to put forward work programme suggestions. These suggestions are planned into its annual work programme. Members are asked to consider the work programme at each meeting to ensure that it remains appropriate and covers all issues Members currently wish to consider within the Committee's remit.

- 3.2 The Committee is reminded that the Constitution states under Overview and Scrutiny Procedure Rules number 9: Agenda items that 'Any Member shall be entitled to give notice to the proper officer that he wishes an item relevant to the functions of the Committee or Sub-Committee to be included on the agenda for the next available meeting of the Committee or Sub-Committee. On receipt of such a request the proper officer will ensure that it is included on the next available agenda, the Member must attend the meeting and speak on the item put forward.'

4 List of Forthcoming Decisions

- 4.1 The List of Forthcoming Decisions (**Appendix B**) is a live document containing all key and non-key decisions.
- 4.2 Due to the nature of the List of Forthcoming Decisions, and to ensure the information provided to the Committee is up to date, a verbal update will be given at the meeting by the Chairman. The Committee can view the live document online at:
<http://meetings.maidstone.gov.uk/mgListPlans.aspx?RPId=443&RD=0>

5. Budget Working Group

- 5.1 Councillors have a vital duty to scrutinise and challenge the Council's use of public money. This duty is at the heart of their role and mandate as local elected representatives.
- 5.2 A key role of the Overview and Scrutiny function is to review the Council's budget setting process. The Council's Budget and Policy Framework Procedure Rules are outlined in Part 4 of the Council's Constitution.
- 5.3 Common challenges experienced by other authorities in relation to budget scrutiny may be familiar to Members:
- Getting the right information at the right time – not too late to make a difference
 - Getting "bogged down" in detail
 - Difficulty in mapping financial information to identify budget by council department and / or Cabinet / Scrutiny portfolios
 - Securing senior management / executive commitment to the provision of clear and concise information
 - Meaningful involvement of the public
- 5.4 Many national surveys have found that Councillors find scrutiny of the budget the most challenging element of their scrutiny role. With this in mind, the Committee agreed, in June 2014, to set up a budget working group to scrutinise budget proposals for 2015/16.

- 5.5 After an initial briefing/scoping session it was agreed, at the last meeting, that the Chairman and Vice-Chairman should meet to discuss the terms of reference for the Budget Working Group and return recommendations to the Committee.
- 5.6 If the Committee agree the budget working group should continue the Committee will need to confirm the terms of reference (attached in draft at **Appendix C**) and the membership for the group.

6. Scrutiny Committee Recommendation Action and Implementation Plan (SCRAIP) Responses

- 6.1 The issue of making, and monitoring, recommendations is an important part of the scrutiny process. SCRAIPs set out recommendations following scrutiny meetings/reviews and information is sought on the plan as to whether recommendations are accepted, the action to be taken and by who.
- 6.2 An update on the recommendations made by Committee at meetings on 7 July and 8 July 2014 is attached at **Appendix D**.

7 Future Work Programme Update

- 7.1 Following discussions between the Chairman, Vice Chairman and officers the following items, originally scheduled for September 2014, will now be considered by Committee in October 2014:
- Q1 Performance Report
 - Customer Service Improvement Strategy

8. Impact on Corporate Objectives

- 8.1 The Strategic Plan sets the Council's key objectives for the medium term and has a range of objectives which support the delivery of the Council's priorities.
- 8.2 The Committee will consider reports that deliver against the following Council priority:
- 'Corporate and Customer Excellence'

9. Financial Implications

- 9.1 To assist O&S committees in their inquiries, a small budget is available for the purchase of necessary equipment and to cover the costs of training, site visits, meetings in locations other than the Town Hall, witness expenses, specialist advice, books and any other cost that might be legitimately incurred by the committees in the course of their activities.

10. Relevant Documents

- 10.1 Appendix A – Future Work Programme
- Appendix B – List of Forthcoming Decisions
- Appendix C – Terms of Reference for the Budget Working Group
- Appendix D – SCRAIP Updates

11. Background Documents

- 11.1 None

Strategic Leadership & Corporate Services Overview and Scrutiny Committee

Future Work Programme 2014/15

Meeting Date	Agenda Items	Details and desired outcome	Report Author / Possible Witnesses
10 June 2014	<ul style="list-style-type: none"> Election of Chairman and Vice-Chairman Work programming workshop 	<ul style="list-style-type: none"> Appoint Chairman and Vice-Chairman for 2014/15 Ascertain work plan for the year and select and develop review topics focusing on achievable outcomes 	<ul style="list-style-type: none"> Christian Scade
7 July 2014	<ul style="list-style-type: none"> <u>MKIP Update</u> 	<ul style="list-style-type: none"> Co-located simultaneous meeting with Tunbridge Wells BC and Swale BC to consider options for scrutiny review. 	<ul style="list-style-type: none"> Paul Taylor / Jane Clarke / Alison Broom / William Benson
8 July 2014	<ul style="list-style-type: none"> Use of Revenue Underspend Discretionary Housing Payments Q 4 / End of Year Complaints Report <u>Local Council Tax Support Scheme</u> – Options for (a) 2015/16 and (b) beyond. 	<ul style="list-style-type: none"> Requested by Committee in May 2014 Pre-decision scrutiny before July Cabinet Quarterly Report A topic for scrutiny review. An initial report will be needed in July to set the scene and to consider options for scrutiny involvement moving forwards. 	<ul style="list-style-type: none"> Paul Riley Steve McGinnes Sam Bailey / Angela Woodhouse Steve McGinnes
5 August 2014	<ul style="list-style-type: none"> Annual Performance Report Cabinet Member Priorities for 2014/15 (Leader of the Council and Cabinet Member for Corporate Services) 	<ul style="list-style-type: none"> Annual Report and KPI Targets for 2014/17 A written report, of no more than one side of A4, was requested by Committee in June, as an information item. 	<ul style="list-style-type: none"> Clare Wood Cllr Blackmore and Cllr McLoughlin

Appendix A

Meeting Date	Agenda Items	Details and desired outcome	Report Author / Possible Witnesses
	<ul style="list-style-type: none"> • Capital Programme Update 2014-15 • Local Council Tax Discount Scheme – Options for Consultation 	<ul style="list-style-type: none"> • Subject to the work of the budget working group (see notes below) this would be an opportunity for a general update and on recommendations made by scrutiny as part of the Capital Programme Review • Options for Consultation / Feedback from the O&S workshop 	<ul style="list-style-type: none"> • Paul Riley • Steve McGinnes
2 September 2014	<ul style="list-style-type: none"> • Q 1 Complaints Report • FWP – including terms of reference for the Budget Working Group 	<ul style="list-style-type: none"> • Quarterly Report • Recommendations of the Chairman and Vice-Chairman to the Committee on the inclusion of the Capital Programme and Budget Strategy within the BWG terms of reference 	<ul style="list-style-type: none"> • Sam Bailey • Christian Scade
7 October 2014	<ul style="list-style-type: none"> • Budget Strategy 2015-16 Onwards (Revenue) • Q1 Performance Report • Customer Service Improvement Strategy 	<ul style="list-style-type: none"> • See notes below ref Budget Working Group • Quarterly Report • Pre-decision scrutiny with an opportunity to look at channel shift / moving services online 	<ul style="list-style-type: none"> • Paul Riley • Clare Wood • Georgia Hawkes
4 November 2014	<ul style="list-style-type: none"> • Local Council Tax Discount Scheme Update 	<ul style="list-style-type: none"> • Update report to consider the best approach to review at the end of the current three year agreement 	<ul style="list-style-type: none"> • Stephen McGinnes
2 December 2014	<ul style="list-style-type: none"> • Mid-Year Performance Report • Q2 Complaints Report • Accommodation Project (Date TBC) 	<ul style="list-style-type: none"> • Mid-Year Report • Quarterly Report • Update report following completion of work by the cross-party working party. Report to come to SLCS OSC before Cabinet. 	<ul style="list-style-type: none"> • Clare Wood • Sam Bailey • David Edwards

Appendix A

42

Meeting Date	Agenda Items	Details and desired outcome	Report Author / Possible Witnesses
	<ul style="list-style-type: none"> Equality Objectives for 2015 -2018 (Date/Item TBC) 	<ul style="list-style-type: none"> The Committee need to decide how / when to get involved. An initial report would be available (if required) for December 	<ul style="list-style-type: none"> Clare Wood
6 January 2015	<ul style="list-style-type: none"> Strategic Plan Communication and Engagement Strategy (Update) Medium Term Financial Strategy (MTFS) Budget Strategy – Capital, Revenue, Fees and Charges Revenue Under Spend – Update 	<ul style="list-style-type: none"> Policy Framework Document Update for consideration at the same time as the Strategic Plan (links to issues discussed by Committee in April 2014) See notes below ref Budget Working Group This was requested by Committee in July 2014 	<ul style="list-style-type: none"> Angela Woodhouse Angela Woodhouse Paul Riley Paul Riley
3 February 2015	<ul style="list-style-type: none"> <u>Work Force Strategy</u> (Date TBC) Corporate Improvement Plan 	<ul style="list-style-type: none"> A possible (mini) review – an initial report will be needed to set the scene and to consider options for scrutiny involvement. 6 Monthly report 	<ul style="list-style-type: none"> Dena Smart / David Edwards / Alison Broom Georgia Hawkes
3 March 2015	<ul style="list-style-type: none"> Q 3 Performance Report Q3 Complaints Report 	<ul style="list-style-type: none"> Quarterly Report Quarterly Report 	<ul style="list-style-type: none"> Clare Wood Sam Bailey
7 April 2015	<ul style="list-style-type: none"> 		

Budget Working Group – The Committee agreed to set up a Budget Working Group for another year. The items above, in relation to budget scrutiny, may need to be updated following confirmation of the group’s terms of reference.

Future Items:

- Planning Support Shared Service – Complaints Report - **DATE TBC**

Appendix A

- An update was requested by Committee, in July 2014, on complaints received. This update was noted by Committee in August 2014
- New Asset Management Plan – Paul Riley / David Tibbit – **DATE TBC**
- Debt Recovery Policy – Steve McGinnes – **DATE TBC**
 - A suggestion put forward (in July 2014) by the Local Council Tax Discount Scheme Working Group
- The Mid Kent Services Director to report back to a **December 2014** joint meeting with an interim update on the progress of MKIP that should include the independent appraisal of the Director's post which is being undertaken by a cross authority project team.



LIST OF FORTHCOMING DECISIONS

44

Democratic Services Team
E: democraticservices@maidstone.gov.uk

Publication Date: 15 August 2014

List of Forthcoming Decisions

INTRODUCTION

This document sets out the decisions to be taken by the Executive and various Committees of Maidstone Borough Council on a rolling basis. This document will be published as updated with new decisions required to be made.

KEY DECISIONS

A key decision is an executive decision which is likely to:

- Result in the Maidstone Borough Council incurring expenditure or making savings which is equal to the value of £250,000 or more; or
- Have significant effect on communities living or working in an area comprising one or more wards in Maidstone.

At Maidstone Borough Council, decisions which we regard as “Key Decisions” because they are likely to have a “significant” effect either in financial terms or on the community include:

- (1) Decisions about expenditure or savings which equal or are more than £250,000.
- (2) Budget reports.
- (3) Policy framework reports.
- (4) Adoption of new policies plans, strategies or changes to established policies, plans or strategies.
- (5) Approval of portfolio plans.
- (6) Decisions that involve significant service developments, significant service reductions, or significant changes in the way that services are delivered, whether Borough-wide or in a particular locality.
- (7) Changes in fees and charges.
- (8) Proposals relating to changes in staff structure affecting more than one section.

Each entry identifies, for that “key decision” –

- the decision maker
- the date on which the decision is due to be taken
- the subject matter of the decision and a brief summary
- the reason it is a key decision
- to whom representations (about the decision) can be made

List of Forthcoming Decisions

- whether the decision will be taken in public or private
- what reports/papers are, or will be, available for public inspection

EXECUTIVE DECISIONS

The Cabinet collectively makes its decisions at a meeting and individual portfolio holders make decisions independently. In addition, Officers can make key decisions and an entry for each of these will be included in this list.

DECISIONS WHICH THE CABINET INTENDS TO MAKE IN PRIVATE

The Cabinet hereby gives notice that it intends to meet in private after its public meeting to consider reports and/or appendices which contain exempt information under Part 1 of Schedule 12A to the Local Government Act 1972 (as amended). The private meeting of the Cabinet is open only to Members of the Cabinet, other Councillors and Council officers.

Reports and/or appendices to decisions which the Cabinet will take at its private meeting are indicated in the list below, with the reasons for the decision being made in private. Any person is able to make representations to the Cabinet if he/she believes the decision should instead be made in the public Cabinet meeting. If you want to make such representations, please email committeeservices@maidstone.gov.uk. You will then be sent a response in reply to your representations. Both your representations and the Executive's response will be published on the Council's website at least 5 working days before the Cabinet meeting.

ACCESS TO CABINET REPORTS

Reports to be considered at the Cabinet's public meeting will be available on the Council's website (www.maidstone.gov.uk) a minimum of 5 working days before the meeting.

HOW CAN I CONTRIBUTE TO THE DECISION-MAKING PROCESS?

The Council actively encourages people to express their views on decisions it plans to make. This can be done by writing directly to the appropriate Officer or Cabinet Member (details of whom are shown in the list below).

Alternatively, the Cabinet are contactable via our website (www.maidstone.gov.uk) where you can submit a question to the Leader of the Council. There is also the opportunity to invite the Leader of the Council to speak at a function you may be organising.

List of Forthcoming Decisions

WHO ARE THE CABINET?



Councillor Annabelle Blackmore
Leader of the Council
annabelleblackmore@maidstone.gov.uk
Tel: 01622 833299



Councillor David Burton
Cabinet Member for Planning, Transport and Development
davidburton@maidstone.gov.uk
Tel: 07590 229910



Councillor Malcolm Greer
Cabinet Member for Economic and Commercial Development (also Deputy Leader)
malcolmgreer@maidstone.gov.uk
Tel: 01634 862876



Councillor Marion Ring
Cabinet Member for Environment and Housing
marionring@maidstone.gov.uk
Tel: 01622 686492



Councillor Steve McLoughlin
Cabinet Member for Corporate Services
stevemcloughlin@maidstone.gov.uk
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Councillor John Perry
Cabinet Member for Community and Leisure Services
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Tel: 07770 734741

List of Forthcoming Decisions

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary:	Key Decision and reason (if applicable):	Contact Officer:	Public or Private (if Private the reason why)	Documents to be submitted (other relevant documents may be submitted)
<p>Cabinet Member for Environment and Housing</p> <p>Due Date: Friday 22 Aug 2014</p>	<p>Homelessness Strategy 2014-19</p> <p>Adoption of a new Homelessness Strategy.</p>	<p>KEY Reason: Affects more than 1 ward</p>	<p>John Littlemore, Head of Housing & Community Services johnlittlemore@maidstone.gov.uk</p>	<p>Public</p>	<p>Homelessness Review - January 2014 Homelessness Strategy 2014-19 Appendix 1: Draft Homelessness Strategy 2014-19</p>
<p>Cabinet Member for Economic and Commercial Development</p> <p>Due Date: Friday 29 Aug 2014</p>	<p>Maidstone Museums' Collections Development Policy 2013 - 2018</p> <p>To consider the approval of a revised Collections Development Policy for the Council's museums</p>	<p>KEY Reason: Policies, Plans, Strategies</p>	<p>Dawn Hudd dawnhudd@maidstone.gov.uk</p>	<p>Public</p>	<p>Maidstone Museums' Collections Development Policy 2013-2018 Maidstone Museums' Collections Development Policy 2013-2018</p>
<p>Leader of the Council</p> <p>Due Date: Before Friday 29 Aug 2014</p>	<p>Equality Objective Update 2013/14</p> <p>Update on progress towards equality objectives</p>		<p>Angela Woodhouse, Head of Policy and Communications angelawoodhouse@maidstone.gov.uk</p>	<p>Public</p>	<p>Equality Objective Update 2013/14</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet Member for Corporate Services</p> <p>Due Date: Monday 1 Sep 2014</p> <p>49</p>	<p>Mid Kent Legal Services - One Team proposals</p> <p>To consider proposed structural changes relating to Mid Kent Legal Services, the shared legal service for Maidstone, Swale and Tunbridge Wells Borough Councils.</p>		<p>John Scarborough johnscarborough@maidstone.gov.uk</p>	<p>Public with private appendices under paras 1 & 3.</p>	<p>Mid Kent Legal Services - One Team proposals</p>
<p>Cabinet Member for Corporate Services</p> <p>Due Date: Monday 1 Sep 2014</p>	<p>Mid Kent Legal Services - One Team proposals</p> <p>To consider proposed structural changes relating to Mid Kent Legal Services, the shared legal service for Maidstone, Swale and Tunbridge Wells Borough Councils.</p>		<p>John Scarborough johnscarborough@maidstone.gov.uk</p>	<p>Public with private appendices</p>	<p>Mid Kent Legal Services - One Team proposals</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet Member for Corporate Services</p> <p>Due Date: Monday 1 Sep 2014</p>	<p>Lease of Giddyhorn Lane Tennis Courts</p> <p>Lease renewal to Maidstone Lawn Tennis Club of the tennis courts at Giddyhorn Lane Playing Fields</p>		<p>Lucy Stroud lucystroud@maidstone.gov.uk</p>	<p>Private because of commercially sensitive information.</p>	<p>Lease of Giddyhorn Lane Tennis Courts</p>
<p>General Purposes Group</p> <p>Due Date: Wednesday 3 Sep 2014</p>	<p>Nominations to Outside Bodies</p> <p>To consider nominations received for Outside Bodies.</p>		<p>Angela Woodhouse, Head of Policy and Communications angelawoodhouse@maidstone.gov.uk</p>	<p>Public</p>	<p>Nominations to Outside Bodies</p>
<p>General Purposes Group</p> <p>Due Date: Wednesday 3 Sep 2014</p>	<p>Appointment of Independent Member to the Joint Independent Remuneration Panel</p> <p>To consider an appointment of an independent member for the Joint Independent Remuneration Panel</p>		<p>Caroline Matthews carolinematthews@maidstone.gov.uk</p>	<p>Public</p>	<p>Appointment of Independent Member to the Joint Independent Remuneration Panel</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
Cabinet Due Date: Wednesday 10 Sep 2014	Discretionary Housing Payment Future policy for the award of discretionary housing payments.		Stephen McGinnes stephenmcginnes@maidstone.gov.uk	Public	Discretionary Housing Payment Appendix A - DHP Policy Appendix B - Equality Impact Assessment
Cabinet Due Date: Wednesday 10 Sep 2014	Key Performance Indicator Monitoring Quarter 1 Key Performance Indicator Monitoring Quarter 1		Angela Woodhouse, Head of Policy and Communications angelawoodhouse@maidstone.gov.uk	Public	Key Performance Indicator Monitoring Quarter 1
Cabinet Due Date: Wednesday 10 Sep 2014	Budget Strategy 2015 16 Onwards To give initial consideration to a Budget Strategy for 2015 16 and beyond.	KEY Reason: Budget Reports	Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Budget Strategy 2015 16 Onwards

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
Cabinet Due Date: Wednesday 10 Sep 2014	Strategic Housing Market Assessment Update report seeking agreement to the key findings of the SHMA update	KEY Reason: Policies, Plans, Strategies	Sarah Anderton, Principal Planning Officer (Spatial Policy) sarahanderton@maidstone.gov.uk	public	Strategic Housing Market Assessment Update
Cobtree Manor Estate Charity Committee Due Date: Wednesday 10 Sep 2014	Accounts 2013/14 Cobtree Manor Trust Accounts 2013/14		Jason Taylor, Parks and Leisure Manager jason.taylor@maidstone.gov.uk	Public	Accounts 2013/14
Leader of the Council Due Date: Friday 12 Sep 2014	Irrecoverable Business Rates To consider the outstanding business rates debts that have been identified for write off.	KEY Reason: Expenditure > £250,000	Stephen McGinnes stephenmcginnes@maidstone.gov.uk	Public	Irrecoverable Business Rates Appendix A - Irrecoverable Business Rates

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet Member for Corporate Services</p> <p>Due Date: Friday 12 Sep 2014</p> <p>53</p>	<p>Bankruptcy Policy for Council Tax and Business Rates Debt</p> <p>The approach to be adopted by the council in collecting unpaid council tax and business rates through the use of bankruptcy proceedings.</p>	<p>KEY Reason: Policies, Plans, Strategies</p>	<p>Stephen McGinnes stephenmcginnes@maidstone.gov.uk</p>	<p>Public</p>	<p>Bankruptcy Policy for Council Tax and Business Rates Debt</p>
<p>Audit Committee</p> <p>Due Date: Monday 15 Sep 2014</p>	<p>External Auditor's Audit Findings Report 2013/14</p> <p>External Auditor's Audit Findings Report 2013/14</p>		<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>External Auditor's Audit Findings Report 2013/14</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet</p> <p>Due Date: Wednesday 8 Oct 2014</p> <p style="text-align: center; font-size: 2em;">54</p>	<p>Customer Service Improvement Strategy 2013-16: Progress and 2014/15 refresh</p> <p>To consider the progress made on implementing the Customer Service Improvement Strategy in 2013/14 and the refresh of the Strategy for 2014/15.</p>	<p>KEY Reason: Policies, Plans, Strategies</p>	<p>Georgia Hawkes, Head of Business Improvement georgiahawkes@maidstone.gov.uk</p>	<p>Public</p>	<p>Customer Service Improvement Strategy 2013-16 Channel Shift Strategy 2011 Customer Service Improvement Strategy 2013-16: Progress and 2014/15 refresh</p>
<p>Cabinet</p> <p>Due Date: Wednesday 8 Oct 2014</p>	<p>Maidstone Enterprise Hub</p> <p>Consideration of financing options</p>	<p>KEY Reason: Expenditure > £250,000</p>	<p>Karen Franek karenfrank@maidstone.gov.uk</p>	<p>Public</p>	<p>Maidstone Enterprise Hub</p>
<p>Cabinet</p> <p>Due Date: Wednesday 12 Nov 2014</p>	<p>Budget Monitoring 2nd Quarter 2014/15</p> <p>Revenue and Capital budget monitoring update</p>		<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Budget Monitoring 2nd Quarter 2014/15</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
Cabinet Due Date: Wednesday 12 Nov 2014	Council Tax 2015 16 Collection Fund Adjustments To agree the levels of Collection Fund adjustment	KEY Reason: Budget Reports	Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Council Tax 2015 16 Collection Fund Adjustments
Cabinet Due Date: Wednesday 12 Nov 2014	Council Tax Tax Base 2015 16 To advise Members of the information currently available on the Tax Base for 2015 16 for Council Tax purposes.		Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Council Tax Tax Base 2015 16

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
Audit Committee Due Date: Monday 24 Nov 2014 56	Treasury Management Strategy Mid Year Performance 2014 15 This report sets out the activities of the Treasury Management Function for 2014 15 financial year in accordance with CIPFA's Code of Practice on Treasury Management issued in November 2009.		Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Treasury Management Strategy Mid Year Performance 2014 15
Audit Committee Due Date: Monday 24 Nov 2014	Treasury Management Strategy 2015 16 To consider future Treasury Management Strategy for 2015 16		Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Treasury Management Strategy 2015 16

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
Cabinet Due Date: Wednesday 17 Dec 2014	Budget Strategy 2015 16 Onwards To agree a draft Council Tax and Budget Strategy for 2015 16 Onwards	KEY Reason: Budget Reports	Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk	Public	Budget Strategy 2015 16 Onwards

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet</p> <p>Due Date: Wednesday 17 Dec 2014</p> <p style="text-align: center; font-size: 2em;">58</p>	<p>Budget Strategy 2015 16 Fees & Charges</p> <p>To consider the appropriate level of fees and charges for 2015 16 for services where the Council raises income by charging the user of a service and where the setting of the fee to be charged is discretionary. The Council has adopted a policy on the setting of fees and charges to ensure that a rational approach is used that takes account of all factors and creates a result that supports the priorities set out in the strategic plan.</p>	<p>KEY Reason: Fees & Charges</p>	<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Budget Strategy 2015 16 Fees & Charges</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet</p> <p>Due Date: Wednesday 11 Feb 2015</p> <p style="text-align: center; font-size: 2em;">59</p>	<p>Budget Strategy 2015 16 Onwards</p> <p>Agree proposed General Fund revenue and capital estimates for 2015 16 and revised figures for 2014 15 in accordance with the Budget Strategy and Medium Term Financial and Capital Strategies and Projections, and the consequent level of Council Tax for submission to Council.</p>	<p>KEY Reason: Expenditure > £250,000</p>	<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Budget Strategy 2015 16 Onwards</p>
<p>Cabinet</p> <p>Due Date: Wednesday 11 Feb 2015</p>	<p>Budget Monitoring 3rd Quarter 2014/15</p> <p>Revenue and capital budget monitoring update</p>		<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Budget Monitoring 3rd Quarter 2014/15</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet</p> <p>Due Date: Wednesday 11 Feb 2015</p> <p style="text-align: center; font-size: 2em;">09</p>	<p>Treasury Management Strategy 2015 16</p> <p>Review Treasury Management for 2014 15 and consider future Treasury Management Strategy for 2015 16. This will include Prudential Borrowing limits and a proposed Approved Investment Strategy. These matters will be submitted to Council.</p>	<p>KEY Reason: Expenditure > £250,000</p>	<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Treasury Management Strategy 2015 16</p>
<p>Council</p> <p>Due Date: Wednesday 25 Feb 2015</p>	<p>Strategic Plan 2015/2020</p> <p>This document sets out what the council wants to achieve and how it will be achieved.</p>	<p>KEY Reason: Policy Framework Document</p>	<p>Angela Woodhouse, Head of Policy and Communications angelawoodhouse@maidstone.gov.uk</p>	<p>Public</p>	<p>Strategic Plan 2015/2020</p>

Forthcoming Decisions
August 2014 - February 2015

Decision Maker and Date of When Decision is Due to be Made:	Title of Report and Brief Summary	Key Decision and reason (if applicable)	Contact Officer:	Public or Private <i>if Private the reason why</i>	Documents to be submitted <i>(other relevant documents may be submitted)</i>
<p>Cabinet</p> <p>Due Date: Wednesday 11 Feb 2015</p> <p style="text-align: center; font-size: 2em;">61</p>	<p>Treasury Management Strategy 2015 16</p> <p>Review Treasury Management for 2014 15 and consider future Treasury Management Strategy for 2015 16. This will include Prudential Borrowing limits and a proposed Approved Investment Strategy. These matters will be submitted to Council.</p>	<p>KEY Reason: Expenditure > £250,000</p>	<p>Paul Riley, Head of Finance & Customer Services paulriley@maidstone.gov.uk</p>	<p>Public</p>	<p>Treasury Management Strategy 2015 16</p>
<p>Council</p> <p>Due Date: Wednesday 25 Feb 2015</p>	<p>Strategic Plan 2015/2020</p> <p>This document sets out what the council wants to achieve and how it will be achieved.</p>	<p>KEY Reason: Policy Framework Document</p>	<p>Angela Woodhouse, Head of Policy and Communications angelawoodhouse@maidstone.gov.uk</p>	<p>Public</p>	<p>Strategic Plan 2015/2020</p>

Appendix C

Budget Working Group - Terms of Reference

Terms of Reference: to achieve a closer and more productive link between the Executive and Overview and Scrutiny as the Council develops budget plans for the future.

This will be done by:

Revenue:

- Considering the information and assumptions used to create the strategic revenue projection
- Reviewing and where possible proposing additional savings
- Assessing the link between the use of resources and the strategic priorities of the Council

Capital:

- Considering the level of resources available to support the programme
- Reviewing areas of the programme that are direct funded
- Considering proposed schemes for inclusion in the programme

The Budget Working Group will report back to the Strategic Leadership and Corporate Services Overview and Scrutiny Committee with any conclusions and / or recommendations.

The Overview and Scrutiny Committee will report to the Executive on the outcome of its deliberations in line with the Council's Budget and Policy Framework Procedure Rules.

Strategic Leadership and Corporate Services Overview & Scrutiny Committee – SCRAIP¹ Update



7 July 2014

Code	Recommendation	Cabinet Member	Response	Lead Officer
SL&CS. 140707 .17d	That the Mid Kent Services Director report back to a December joint meeting of the Tunbridge Wells Borough Council's Overview and Scrutiny Committee, Maidstone Borough Council's Strategic Leadership and Corporate Services Overview and Scrutiny Committee and Swale Borough Council's Scrutiny Committee, on an interim update on the progress of MKIP that should include the independent appraisal of the Director's post which was being undertaken by a cross authority project team.	N/A	This has been included as an item (date TBC) on the Committee's future work programme.	Christian Scade
SL&CS. 140707 .17a	That a Task and Finish Group, comprising of two representatives from each of the Tunbridge Wells Borough Council's Overview and Scrutiny Committee, Maidstone Borough Council's Strategic Leadership and Corporate Services Overview and Scrutiny Committee and Swale Borough	N/A	A task group has been set up and will meet for the first time on 10 September 2014. The task group includes representatives from Tunbridge Wells BC's O&S Committee, Maidstone BC's SLCS OSC and Swale BC's Scrutiny Committee.	Christian Scade

¹ Scrutiny Committee Recommendation Action and Implementation Plan

Appendix D – SCRAIP Update

Code	Recommendation	Cabinet Member	Response	Lead Officer
	Council's Scrutiny Committee, be established to consider how MKIPs governance arrangements should be taken forward and how a MKIP communications plan should be developed.			
SL&CS. 140707 .17b	That the Task and Finish Group for MKIP report back to a December Joint meeting of the Tunbridge Wells Borough Council's Overview and Scrutiny Committee, Maidstone Borough Council's Strategic Leadership and Corporate Service Overview and Scrutiny Committee and Swale Borough Council's Scrutiny Committee	N/A	This will be picked up as part of the scoping/planning for the Joint MKIP Task Group.	Christian Scade
SL&CS. 140707 .17c	That a contact list be circulated to staff and elected members of the three authorities for key contacts for shared service enquiries.	N/A	Paul Taylor, Mid Kent Services Director. has confirmed that this information has been produced and circulated.	Paul Taylor
8 July 2014				
SL&CS. 140708 .26c	That an update on complaints received and action taken in relation to the Planning Service Shared Service be reported to the next meeting of the Committee, and that the following witnesses be invited to attend and speak on the item: Ryan O'Connell, Mid Kent Planning Support Manager, a	N/A	Unfortunately Ryan O'Connell, Mid Kent Planning Support Manager, was unable to attend Committee on the 5 August 2014. However, following discussion with the Chairman, a short briefing paper on the current position was prepared for the meeting. This was noted by Committee.	Christian Scade

Appendix D – SCRAIP Update

Code	Recommendation	Cabinet Member	Response	Lead Officer
	representative of IT and the Leader of the Council.			
SL&CS. 140708 .27b	That the issues highlighted by the Committee each quarter be recorded and highlighted in next year's Annual Review of Complaints report.	Cabinet Member for Corporate Services	Issues raised will be tracked and a summary of action taken will be included in the annual review of complaints for 2014/2015	Sam Bailey
SL&CS. 140708 .28	That the Cabinet Member be recommended to approve the proposed policy for the award of Discretionary Housing Payments	Cabinet Member for Corporate Services	Included within the report to Cabinet.	Steve McGinnes
SL&CS. 140708 .29b	That the Committee be involved in the development of the Local Council Tax Discount Scheme, and the development of options for Council Tax Support in 2015, through a meeting of a working group arranged to take place on Thursday 17 July with a view to report back to the August Committee meeting of the Committee.	N/A	Both actions have been completed. A workshop was held on 17 July 2014 which was attended by Cllr Gooch, Cllr Grigg, Cllr Edwards-Daem and Cllr McKay. The findings and recommendations of the sub group were considered by Committee on 5 August 2014.	Christian Scade
SL&CS. 140708 .30b	That future reports to the Overview and Scrutiny Committee on the use of revenue underspend be grouped by subject matter.	N/A	The Head of Finance and Resources has agreed that future reports to Committee, on the use of revenue underspend, will be grouped by subject matter.	Paul Riley
SL&CS. 140708 .30c	That, in view of the financial calendar, an update on the use of revenue underspend be provided to the January 2015 meeting of the Committee.	N/A	The Future Work Programme for the Committee has been updated and an update will be provided to the January 2015 meeting.	Paul Riley; Christian Scade