

**MAIDSTONE BOROUGH COUNCIL**

**MINUTES OF THE CORPORATE SERVICES OVERVIEW AND  
SCRUTINY COMMITTEE MEETING HELD ON TUESDAY 1  
MARCH 2011**

**PRESENT:** Councillor Harwood (Chairman)  
Councillors Hinder, Lusty, Ross, Bradshaw and Daley

**102. The Committee to consider whether all items on the agenda should be web-cast.**

**Resolved:** That all items on the agenda be web-cast.

**103. Apologies.**

An apology for absence was received from Councillor Parr.

**104. Notification of Substitute Members.**

It was noted that Councillor Daley was substituting for Councillor Parr.

**105. Notification of Visiting Members.**

There were no visiting Members.

**106. Disclosures by Members and Officers:**

There were no disclosures.

**107. To consider whether any items should be taken in private because of the possible disclosure of exempt information.**

There were no disclosures.

**108. Minutes of the meeting held on 1 February 2011**

**Resolved:** That the minutes of the meeting held on 1 February 2011 be agreed as a correct record and duly signed by the Chairman.

**109. Corporate Improvement Plan Update**

The Chairman welcomed Ellie Kershaw, Policy and Review Officer to the meeting.

Ms Kershaw informed the Committee that since the previous update six months ago the Corporate Improvement Plan (CIP) had been updated to include additional actions identified as part of the Improvement and Development Agency Peer review.

Ms Kershaw asked that the Committee agree to criteria being set whereby officers can ask for an extension to their actions in extenuating circumstances. The Committee considered whether it was useful seeing which targets had been completed, and concluded that this information was a means of recognising and documenting improvement.

The Chairman noted the response regarding the Carbon Reduction Action Plan, and expressed concern that the opportunity to receive funding from Central Government would pass should the information not be available by the beginning of the next financial year. The Committee agreed that funding should be sought, and therefore requested this be highlighted to the officers concerned.

The Committee enquired about the number of actions on the report and why comments had not been provided for all actions. Ms Kershaw confirmed that the plan had been through the Committee and then approved by Cabinet. Cabinet determined which actions should be included on the plan. It had been agreed previously that comments would only be given for those actions which were not on target. The Committee suggested that the Cabinet be asked to streamline the actions, in a bid to keep the report process as simple as possible for staff.

**Resolved:** That Ms Kershaw be thanked for the information and it be recommended that:

- a) The Cabinet be requested to reduce the number of actions in the Corporate Improvement Plan;
- b) Cabinet agree that all actions should include comments; and
- c) The Carbon Reduction Action Plan information be finalised by the beginning of the new financial year, in order to ensure funding from Central Government.

#### **110. Update on Local Strategic Partnership Economic Development & Regeneration Delivery Group**

The Committee considered the written report provided and noted that the report from John Foster, Economic Development Manager would be circulated to Members prior to the next meeting.

**Resolved:** That the update on Local Strategic Partnership Economic Development & Regeneration Delivery Group be noted and that Mr Fosters' report be provided via the Leisure and Prosperity Overview and Scrutiny Committee.

#### **111. Customer Service Review**

The Chairman welcomed the final draft of the Customer Service Review, and thanked the Overview and Scrutiny Officer for compiling the report in

a well presented and readable format. The Overview and Scrutiny Officer thanked the Committee and highlighted the hard work contributed from colleagues, Esther Bell and Clare Wood.

The Committee discussed the proposed recommendations and concluded that they were all displaying a vision for the way forward for the Gateway. They approved the report subject to a minor amendment to the first recommendation.

**Resolved:** That the Overview and Scrutiny Officers be thanked for the review, the report be approved and sent to the Cabinet Member for Corporate Services, subject to the amendment on page 42, recommendation 1 "5.1 –Reduce opening hours from 8.30am-5.30pm to 9-5.30pm, whilst maintaining *the opportunity for staff* to start at 8.30am, to allow for training, setting up, etc."

## **112. Future Work Programme**

The Committee considered the future work programme, it was noted that the next meeting would be the last for this municipal year. The Committee noted the Quarter 3 Corporate Services Key Performance Indicator Report. The Committee requested an update on the Council Diaries be circulated to Members prior to the next meeting. The Committee thanked the Overview and Scrutiny Officer for collating and distributing the answers for budget questions following the informal meeting on Monday 21 February 2011.

**Resolved:** That the work programme be noted and an update on the Council Diaries be circulated to Members prior to the next meeting.

## **113. Duration of meeting**

6.30pm to 7.10pm.