

MAIDSTONE BOROUGH COUNCIL

CABINET

MINUTES OF THE MEETING HELD ON 13 NOVEMBER 2013

Present: Councillor Garland (Chairman), and
Councillors Greer, Moss, Paine, Mrs Ring and
J.A. Wilson

Also Present: Councillor Burton

86. APOLOGIES FOR ABSENCE

There were no apologies for absence.

87. URGENT ITEMS

There were no urgent items.

88. NOTIFICATION OF VISITING MEMBERS

Councillor Barned was in attendance.

89. DISCLOSURES BY MEMBERS AND OFFICERS

There were no disclosures by Members or Officers.

90. DISCLOSURES OF LOBBYING

There were no disclosures of lobbying.

91. EXEMPT ITEMS

RESOLVED: That the Items on the Agenda be taken in public as proposed.

92. MINUTES OF THE MEETING HELD ON 22 OCTOBER 2013

RESOLVED: That the Minutes of the Meeting held on 22 October 2013 be approved as a correct record and signed.

93. MID-YEAR STRATEGIC PLAN PERFORMANCE REPORT 2013/14

Cabinet considered the report of the Head of Policy and Communications regarding the progress made in the year to date against the Strategic Plan 2011-15 actions and progress made in the second quarter of 2013/14 for the Council's key performance indicators.

RESOLVED:

- a) That the progress made against the Strategic Actions be noted;
- b) That the out-turns of the KPIs (as attached at Appendix A to the report of the Head of Policy and Communications) be noted;
- c) That the Update on the Business Improvement Programme from the Business Improvement Manager, as attached at Appendix C to the report of the Head of Policy and Communications, be noted;
- d) That a further report on Customer Services including channels of communication being prepared for the Corporate Leadership Team in December to identify the issues with the customer service and channel shift indicators where the targets are unlikely to be met be noted;
- e) That the following additional indicators that are unlikely to achieve the annual target be noted:
 - HSG 004 – Average time taken to process and notify applicants on the housing register
 - HRO 001 – Working days lost due to sickness absence (rolling year); and
 - WCN 006 – Missed bins (per 100,000 collections).
- f) That a review of performance management to be undertaken by the Head of Policy & Communications following the Corporate Peer Review be noted.

94. **BUDGET MONITORING - SECOND QUARTER 2013/14**

The Cabinet considered the report of the Head of Finance and Resources concerning the capital and revenue budget and expenditure figures for the second quarter of 2013/14, together with other financial matters with a material effect on the medium term financial strategy or balance sheet.

RESOLVED: That the report be noted.

95. **DURATION OF MEETING**

6.30 p.m. to 6.43 p.m.