

AGENDA

CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 6 September 2011

Time: 6.30 pm

Venue: Town Hall, High Street,
Maidstone

Membership:

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

Page No.

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

Continued Over/:

Issued on 24 August 2011

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

Alison Broom

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

5. Disclosures by Members and Officers:	
a) Disclosures of interest.	
b) Disclosures of lobbying.	
c) Disclosures of whipping.	
6. To consider whether any items should be taken in private because of the possible disclosure of exempt information.	
7. Minutes of the meeting held on 2 August 2011	1 - 7
8. Quarter 1 Performance Report	8 - 25
Interview with Ellie Kershaw, Policy and Performance Manager	
9. Quarter 1 Complaints Report	26 - 34
Interview with Ellie Kershaw, Policy and Performance Manager.	
10. Corporate Improvement Plan Update	35 - 50
Interview with Ellie Kershaw, Policy and Performance Manager	
11. Overview and Scrutiny Annual Report 2010-2011	51 - 71
12. 'The Council as a Business?' Survey Results	72 - 84
13. Future Work Programme and Scrutiny Officer Update	85 - 93