

AGENDA

CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Date: Tuesday 8 January 2013
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors: Mrs Gooch (Chairman), Yates, English, Mrs Gibson,
Mrs Grigg, Hogg, Pickett, Moss and Mrs Stockell



Overview and Scrutiny

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- 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.**
- 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 4 December 2012** **1 - 6**
- 8. Complaints Report Q2 2012-2013** **7 - 18**
Interviews with Ellie Kershaw, Policy and Programmes Manager, and Sam Bailey, Research and Performance Officer.
- 9. Strategic Plan 2011-15, 2013-14 Refresh** **19 - 51**
Interviews with Angela Woodhouse, Head of Change and Scrutiny, Councillor Chris Garland, Leader of the Council and Alison Broom, Chief Executive.
- 10. Refresh of the Improvement Plan for 2013-16** **52 - 74**
Interviews with Georgia Hawkes, Head of Business Improvement, Councillor Chris Garland, Leader of the Council, and Alison Broom, Chief Executive.
- 11. Budget Strategy 2013-14 Onwards** **75 - 99**
Interviews with Paul Riley, Head of Finance and Customer Services, Councillor Chris Garland, Leader of the Council and Alison Broom, Chief Executive.
- 12. Budget Strategy 2013-14 Onwards - Corporate Fees & Charges Review** **100 - 129**

Continued Over/:

Issued on 21 December 2012

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

Interviews with Paul Riley, Head of Finance and Customer Services, Councillor
Chris Garland, Leader of the Council and Alison Broom, Chief Executive.

13. Future Work Programme

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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