

## AGENDA

### STRATEGIC LEADERSHIP AND CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Date: Tuesday 3 December 2013  
Time: 6.30 pm  
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors: Black, Butler, Mrs Gooch (Chairman), Mrs Grigg  
(Vice-Chairman), Hotson, D Mortimer, Nelson-Gracie,  
Pickett and Yates



**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/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 November 2013** **1 - 3**
- 8. Review of Complaints July-September (Quarter 2) 2013** **4 - 18**  
Interviews with: Sam Bailey, Research and Performance Officer, Jennifer Shepherd, Waste Manager and Sandra Marchant, Customer Services Manager and Councillor Moss, Cabinet Member for Corporate Services.
- 9. Mid-Year Strategic Plan Performance Report 2013/14** **19 - 70**  
Interviews with: Clare Wood, Policy and Performance Officer, Georgia Hawkes, Business Improvement Manager and Councillor Moss, Cabinet Member for Corporate Services.
- 10. Budget Working Group - Budget Workshop Recommendations** **71 - 79**  
Interviews with: Paul Riley, Head of Finance and Resources and Councillor Moss, Cabinet Member for Corporate Services.

**Continued Over/:**

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**Issued on 25 November 2013**

*Alison Broom*

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

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