

AGENDA

STRATEGIC LEADERSHIP AND CORPORATE SERVICES OVERVIEW AND SCRUTINY COMMITTEE MEETING



Overview and Scrutiny

Date: Tuesday 3 March 2015
Time: 6.30 pm
Venue: Town Hall, High Street, Maidstone

Membership:

Councillors: Ash, Black, Butler, Edwards-Daem, Mrs Gooch
(Chairman), Mrs Grigg, Long, Pickett and Mrs Stockell
(Vice-Chairman)

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1. **The Committee to consider whether all items on the agenda should be webcast**
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. **Quarter 3 Customer Feedback (complaints, compliments and social media) Report** 1 - 21
8. **2014/15 Quarter 3 Key Performance Indicator Report** 22 - 49
9. **Future Work Programme** 50 - 81

The reports included in Part I of this agenda can be made available in **alternative formats**. For further information about this service, or to

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Issued on 23 February 2015

Alison Broom

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

arrange for special facilities to be provided at the meeting, **please contact Poppy Brewer on 01622 602242**. To find out more about the work of the Overview and Scrutiny Committees, please visit www.maidstone.gov.uk/osc