

**Name of Review:****'The Council as a Business'**

**The Corporate Services Overview and Scrutiny Committee wish to 'explore the financial restraints the Council face and establish how savings and income could be generated in a more innovative manner.'**

1. What does Maidstone Borough Council want to be and what do our residents want from us including identifying who our customers are and what their requirements are
2. Establish what the Council perceives its core function to be now and in the future and what statutory services we must provide
3. Establish what funding opportunities are available to the Council
4. Identify the factors which are currently considered when savings are made and practical measures and actions for future savings and increasing revenue, income and service improvement
5. Establish where the Council sees itself in 4 years time
6. Identify how the culture of Maidstone Borough Council can more business focussed.
7. Focus on the following council services:
  - Planning
  - Print Function
  - Back office functions and productivity
  - Recycling
  - Building Surveying

**What equality issues will need to be considered as part of the review – giving consideration to the 9 strands:**

When designing practical measures and suggesting savings the impact on staff and customers in relation to the 9 protected characteristics will need to be considered. The Committee will need to ensure they consider the recommendations in light of this.

**Which witnesses are required?**

- Alison Broom, Chief Executive
- Leader of the council, Councillor Garland
- All Directors
- Paul Fisher, Legal
- David Harrison, Building Surveying
- Key Heads of Service
- Business Community
- Invicta Chamber of commerce
- Federation of Small Businesses
- LSP sub group – Jason Taylor
- Ian Hasdell – UK head of Local and Regional Government (KPMG)
- Jacky Ross - KPMG

**Other ways to seek evidence? E.g. site visits, involving members of the public, consultation.**

A roundtable discussion with the Chief Executive and the Directors of the Council (to include Corporate Management Team)

A Meeting with Building Surveying (David Harrison and Steve Goulette)

At a later stage in the review, a workshop session with the Business Community

Best Practice – Visits to Witnesses or written information

CLG – desktop research

Localism Information – General Power of Competency Briefing

Academic/Expert – NLGN

Federation of Small Businesses & LSP sub-groups

Local Government Act 1993

Public Consultation – roadshow, events and/or surveys

Staff/Councillor Survey on income generation ideas

Staff/Councillor Workshop

Press release to engage with the public

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**What information/training is needed?**

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**Suggested time for review and report completion date**

Interim Report for December to meet budget deadline  
6-9 months

Full Report – Impact future budgets and savings

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**How does the review link to council priorities?**

- Corporate and Customer Excellence

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**How does this item deliver CfPS effective scrutiny principles?**

- 1 Provides 'critical friend' challenge to executive policy-makers and decision-makers
- 2 Enables the voice and concerns of the public
- 3 Is carried out by 'independent minded governors' who lead and own the scrutiny role
- 4 Drives improvement in public services

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**Any co-optees or expert witnesses?**

\* What do you know about the equality groups and the make-up of the people using the service or in the area? Qualitative and quantitative information  
Think of the wider 'community' including people who possibly do not currently use the service but could or should.