

**CORPORATE POLICY OVERVIEW AND SCRUTINY
COMMITTEE**

Friday, 24th September, 2010

10.00 am

**Council Chamber, Sessions House, County Hall,
Maidstone**





AGENDA

CORPORATE POLICY OVERVIEW AND SCRUTINY COMMITTEE

Friday, 24 September 2010 at 10.00 am Ask for: **Denise Fitch**
Council Chamber, Sessions House, County Telephone: **01622 694269**
Hall, Maidstone

Tea/Coffee will be available 15 minutes before the meeting

Membership (12)

Conservative (11): Mr E E C Hotson (Chairman), Mr R W Bayford, Mr D L Brazier,
Mr J R Bullock, MBE, Mr R B Burgess, Mr B R Cope, Mr R Frayne,
Mrs J P Law, Mr R J Parry, Mr J E Scholes, Mr M V Snelling,
Mrs J A Rook (Substitute) and Mrs A D Allen (Substitute)

Liberal Democrat (1): Mrs T Dean (Vice-Chairman)

Webcasting Notice

Please note: this meeting may be filmed for live or subsequent broadcast via the Council's internet site – at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed.

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UNRESTRICTED ITEMS

(During these items the meeting is likely to be open to the public)

Item No

A. COMMITTEE BUSINESS

- A1 Substitutes
- A2 Declaration of Interests by Members in items on the Agenda for this meeting.
- A3 Minutes - 1 July 2010 (Pages 1 - 8)

B. ITEMS FOR CONSIDERATION

- B1 Kent County Council's Contact Centre (Contact Kent and Consumer Direct South East) (Pages 9 - 20)
- B2 Financial Monitoring 2010/11 (Pages 21 - 38)

- B3 The Leader and Group Managing Directors update
- B4 Draft Towards 2010 Annual Report (Pages 39 - 68)
- B5 Bold Steps for Kent - Update (Pages 69 - 74)
- B6 Draft Annual Performance Report 2009/10 (Pages 75 - 114)
- B7 Core Monitoring (Pages 115 - 130)
- B8 Complaints, Comments and Compliments (Pages 131 - 174)
- B9 Internal Audit Progress Report (Pages 175 - 182)
- B10 KCC International Activities Annual Report 2009 -10 (Pages 183 - 214)
- B11 NHS White Paper 'Equality and excellence: liberating the NHS (Pages 215 - 218)

C. SELECT COMMITTEE WORK

- C1 Select Committees - update (Pages 219 - 220)

EXEMPT ITEMS

(At the time of preparing the agenda there were no exempt items. During any such items which may arise the meeting is likely NOT to be open to the public)

Peter Sass
Head of Democratic Services and Local Leadership
(01622) 694002

Thursday, 16 September 2010

Please note that any background documents referred to in the accompanying papers maybe inspected by arrangement with the officer responsible for preparing the relevant report.