



**Meeting: PERFORMANCE & FINANCE SELECT COMMITTEE**

**Date: Wednesday, 11<sup>th</sup> April 2007**

**Time: 7.30 pm**

**Venue: Committee Room 4, 2<sup>nd</sup> Floor, Brent Town Hall,  
Forty Lane, Wembley, HA9 9HD**

## **AGENDA**

### **Membership:**

#### **Members**

**DUNN (C)  
DETRE (VC)**

**BESSONG**

**BUTT**

**JONES**

**MENDOZA**

**J MOHER**

**PAGNAMENTA**

#### **1<sup>st</sup> Alternates**

**Corcoran  
Malik**

**Shah**

**John**

**D Long**

**Baker**

**Moloney**

**Motley**

#### **2<sup>nd</sup> Alternates**

**Matthews  
Kansagra**

**C J Patel**

**Coughlin**

**J Long**

**Mistry**

**Powney**

**Jackson**

#### **For further information contact:**

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**PLEASE BRING THESE PAPERS WITH YOU TO THE MEETING  
THE PRESS AND PUBLIC ARE WELCOME TO ATTEND THIS MEETING**

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Introductions, if appropriate.

Apologies for absence and clarification of alternate members

1. **Declarations of Personal and Prejudicial Interests (if any)**

Members are invited to declare at this stage of the meeting, any relevant financial or other interest in the items on this agenda.

2. **Deputations (if any)**

p.1 3. **Minutes of the Last Meeting Held on 24<sup>th</sup> January 2007**

The minutes are attached.

4. **Matters Arising**

p.15 5. Report from the Director of Finance and Corporate Resources

**Revenue and Benefits Performance**

This report outlines performance in relation to the Revenues (Council Tax and NNDR) service collection. Performance is shown as at 28 Feb 2007. This report also outlines performance in relation to the Benefits (Housing and Council Tax Benefit) Service as at 28 February 2007. Performance as at 31 March 2007, will be verbally reported to the Committee when it meets on 11 April 2007.

*Attached as Appendix A is the Action / Improvement Plan by Capita*

*Margaret Read (Head of Revenue and Benefits), Paula Buckley (Head of Client Team) and Simon Hardwick (Service Development Manager) will present at the meeting and respond to Members' questions.*

*Representatives from Capita will also be in attendance to respond to Members' questions.*

p.47 6. Report from the Director of Finance and Corporate Resources

**Local Government Ombudsman Reports on Two Complaints About the Revenue and Benefits Service**

This report provides a summary of two reports from the Local Government Ombudsman (LGO) that were issued recently and the actions taken to address their recommendations.

*The full LGO reports are attached as Appendices A and B.*



- p.95 7. Report from the Director of Policy and Regeneration

### **2006/07 BVPI General Survey**

The 2006/07 BVPI General Survey is aimed at gaining local residents perception of the range of Council services. The survey is administered by the independent research company Ipsos MORI. Headline results show positive increases in satisfaction for Brent Council particularly in service areas.

- p.105 8. Report from the Director of Policy and Regeneration

### **Comprehensive Performance Assessment Refresh 2006**

This report outlines Brent's CPA refreshed score at the end of 2006. Brent Council has been described as improving well and demonstrating a 3 star overall performance in the 2006 scorecard update. Brent was very close to reaching 4 stars this time and is alongside four London boroughs in being one block point away from 4 stars overall.

- p.109 9. Report from the Director of Policy and Regeneration

### **Vital Signs Performance Digest Quarter Three October – December 2006**

This report introduces the Vital Signs for the period October to December 2006 (quarter three). The Vital Signs monitors the council's performance against key indicators.

*Appendix circulated separately.*

- p.111 10. Report from the Director of Policy and Regeneration

### **Brent Local Area Agreement – Quarterly Review**

This report introduces the third performance report for the Local Area Agreement in 2006/07. The LAA Quarterly Performance Review provides an overall summary of performance against the LAA including the stretch targets for the period October to December 2006.

*Appendix circulated separately.*

- p.115 11. Report from the Director of Policy and Regeneration

### **Best Value Performance Indicators A Comparison of Brent's Performance 2005 -2006**

It is a statutory requirement that all councils must be measured and audited on their performance each year. This is done through the annual Performance Plan which is published in June each year. Between August and November an audit



process takes place and the following January the Audit Commission releases the results. This document provides detailed information on these results for the data set of Best Value performance indicators for the year 2005/06.

*Appendix circulated separately.*

12. **Performance & Finance Select Committee Work Programme**

Members are asked to consider future topics to be included in the Select Committee's Work Programme.

13. **Items Requested onto the Overview and Scrutiny Agenda (if any)**

There have been none.

14. **Recommendations from the Executive for Items to be Considered by the Performance and Finance Select Committee (if any)**

There have been none.

15. **Date of Next Meeting**

The date of the next meeting will be confirmed at the Annual meeting of Full Council in May.

16. **Any Other Urgent Business**

Notice of items to be raised under this heading must be given in writing to the Democratic Services Manager or his representative before the meeting in accordance with Standing Order No 64.



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- Toilets are available on the 1<sup>st</sup> and 2<sup>nd</sup> floors.
- Catering facilities can be found on the 1<sup>st</sup> floor near the Assembly Hall and also on the 2<sup>nd</sup> floor near the Council Chamber.
- A public telephone is located in the foyer on the ground floor, opposite the Porters' Lodge.

