



One Council Overview and Scrutiny Committee

Tuesday, 8 February 2011 at 7.30 pm

Committee Room 4, Brent Town Hall, Forty Lane,
Wembley, HA9 9HD

Membership:

Members

Councillors:

Castle (Chair)
Colwill (Vice-Chair)
Beckman
Chohan
Lorber
McLennan
Sheth
Van Kalwala

first alternates

Councillors:

Brown
BM Patel
Long
Hirani
Matthews
Harrison
Kabir
Denselow

Second alternates

Councillors:

Beck
HB Patel
Mashari
Hossain
Brown
Hector
Kataria
Gladbaum

For further information contact: Anne Reid, Democratic Services Officer
020 8937 1359 anne.reid@brent.gov.uk

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit:

www.brent.gov.uk/committees

The press and public are welcome to attend this meeting

Agenda

Introductions, if appropriate.

Apologies for absence and clarification of alternate members

Item	Page
1 Apologies for absence	
2 Minutes of the previous meeting	1 - 6
3 Matters arising (if any)	
4 Deputations (if any)	
5 Review of Employee Benefits project	7 - 18

This report sets out progress on the Review of Employee Benefits project.

Ward affected: All wards **Contact Officer:** Clive Heaphy, Director of Finance and Corporate Services
Tel: 020 8937 1424
clive.heaphy@brent.gov.uk

6 Customer Journey Project	19 - 32
----------------------------	---------

In October, the Housing and Community Care department provided a report on the Customer Journey Project to the overview and scrutiny committee. This report provides an update on the Customer Journey project, and sets progress and further expected progress within the context of how other London boroughs are performing and how Brent are performing within a national context.

Ward affected: All wards **Contact Officer:** Alison Elliott, Adult Social Care
Tel: 020 8937 4230
alison.elliott@brent.gov.uk

7 Future Customer Contact Project	33 - 40
-----------------------------------	---------

This report updates on progress with the Future Customer Services project (previously known as Reshaping Customer Contact). As part of the One Council programme, work has been carried out to identify opportunities for service improvement and efficiencies in delivering customer contact services. The detail below sets out current service issues and outlines plans which are being put in place to deliver

improvements and efficiencies.

Ward affected: All wards **Contact Officer:** Phil Newby, Director of Strategy, Partnerships and Improvement
Tel: 020 8937 1032
phil.newby@brent.gov.uk

8 Performance Review Quarter 2

41 - 58

This report summarises Brent Council's spending, activity and performance in the second quarter of 2010/11 and highlights key issues and solutions to them. It takes a corporate overview of financial and service performance and provides an in depth analysis of high and medium risk areas. The report is accompanied by appendices providing budget, activity and performance data for each service area, the Local Area Agreement, ring fenced budgets and the capital programme. Vital Signs trend data and graphs are also provided along with the council's overall budget summary.

Appendices circulated separately

Ward affected: All wards **Contact Officer:** Clive Heaphy, Director of Finance and Corporate Services, Phil Newby, Director of Strategy, Partnerships and Improvement
Tel: 020 8937 1424, Tel: 020 8937 1032
clive.heaphy@brent.gov.uk,
phil.newby@brent.gov.uk

9 One Council Programme update

59 - 68

The One Council Programme, which was launched in 2009, fundamentally changes the way the council carries out its business. It has already delivered £13m of savings in 2010/11 and will deliver a further £22m in 2011/12 with further savings in future years. The overall status of the programme is amber.

Ward affected: All wards **Contact Officer:** Phil Newby, Director of Strategy, Partnerships and Improvement
Tel: 020 8937 1032
phil.newby@brent.gov.uk

10 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 64.

11 Date of Next Meeting

The next scheduled meeting of the One Council Committee is on 22 March 2011.



Please remember to **SWITCH OFF** your mobile phone during the meeting.

- The meeting room is accessible by lift and seats will be provided for members of the public.
- Toilets are available on the second floor.
- Catering facilities can be found on the first floor near the Paul Daisley Hall.
- A public telephone is located in the foyer on the ground floor, opposite the Porters' Lodge