



One Council Overview and Scrutiny Committee

Wednesday, 25 January 2012 at 7.30 pm
Committee Room 4, Brent Town Hall, Forty Lane,
Wembley, HA9 9HD

Membership:

Members

Councillors:

Ashraf (Chair)
Colwill (Vice-Chair)
Beckman
Chohan
Lorber
McLennan
Mitchell Murray
Sheth

first alternates

Councillors:

Brown
BM Patel
Van Kalwala
Hirani
Matthews
Harrison
Denselow
Kabir

second alternates

Councillors:

Beck
Kansagra
Mashari
Hossain
Brown
Hector
Gladbaum
Kataria

For further information contact: Toby Howes, Senior Democratic Services
020 8937 1307 toby.howes@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 Declarations of personal and prejudicial interests	
Members are invited to declare at this stage of the meeting any relevant financial or other interest in the items on the agenda.	
2 Deputations (if any)	
3 Minutes of the last meeting held on 22 November 2011	1 - 10
The minutes are attached.	
4 Matters arising	
5 Presentation - Project Athena	
This is a Pan London project involving 6 Local authorities to create a single ICT and shared services platform for London public sector. A presentation will be delivered by Clive Heaphy, Director of Finance and Corporate services, giving details of the project including the benefits of the project, the implementation proposal, timescales and costs.	
6 Future of Customer Services	11 - 18
This report explains plans to change customer service arrangements in Brent to drive up standards of service to residents in response to society's changing attitudes towards higher standards of service delivery, quality and customer care. The report therefore sets out principles that drive improvements to customer services through One Council projects.	
7 Performance report for quarter 2, 2011-12	
This report summarises performance information in relation to Health and Wellbeing Strategy and other strategies which collectively enable the Council to deliver Brent's Borough Plan.	
I have attached hard copies produced in colour for members only.	

8 One Council Overview and Scrutiny work programme

19 - 22

The work programme is attached.

9 Date of next meeting

The next meeting of the One Council Overview and Scrutiny Committee is scheduled for 21 March 2012.

10 Any other urgent business

Notice of items 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.



- 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