



One Council Overview and Scrutiny Committee

Wednesday 5 December 2012 at 7.30 pm
Committee Room 4, Brent Town Hall, Forty Lane,
Wembley, HA9 9HD

Membership:

Members

Councillors:

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

first alternates

Councillors:

Brown
BM Patel
Hossain
Brown
Harrison
Denselow
Van Kalwala
Kabir

second alternates

Councillors:

Beck
Kansagra
Allie
Hopkins
Hector
Gladbaum
Mashari
Allie

For further information contact: Toby Howes, Senior Democratic Services Officer
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 16 October 2012	1 - 6
The minutes are attached.	
4 Matters arising	
5 Waste and street cleansing services - waste collection implementation	7 - 10
The report provides a progress update with respect to the One Council waste and street cleansing project, in particular the performance of the waste collection and street cleansing services that were changed as part of that project.	
The report will be presented by Chris Whyte, Head of Recycling and Waste.	
6 Future Customer Services: Delivering changes to the way Brent residents access services	11 - 24
The report provides an update on progress in establishing new arrangements for Customer Services resulting from the Future of Customer Services project and the creation of the Brent Customer Services Unit in January 2012.	
Margaret Read, Assistant Director of Brent Customer Services, will present the report.	

7 The One Council Programme - second update - 2012/13

25 - 46

The report provides a progress update on all projects since June 2012 and an explanation of project status and progress.

The report will be presented by Peter Stackniewski, Head of the One Council Programme.

8 One Council Overview and Scrutiny work programme

47 - 50

The work programme is attached.

9 Date of next meeting

The next meeting of the One Council Overview and Scrutiny Committee is scheduled for Wednesday, 6 February 2013 at 7.30 pm.

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