

**One Council Overview & Scrutiny Committee Work Programme 2013/14
Chair Cllr Ashraf**

Date of Meeting	Agenda Item	Requested information/evidence	Invited witnesses	Notes
29th May 2013	Libraries Transformation	Members are interested in knowing the impact of the libraries being closed, evidence around how many people are using libraries and more information on future plans for libraries in Brent.	Jenny Isaac/Sue Mckenzie	
	Services for Young People	Members will receive a verbal update on the progress made and how this project is being developed and what has been achieved to date.	Sara Williams	
	One Council Work Programme update	The committee will receive an update on the status of the programme and the individual projects within it.	Irene Bremang	
10th July 2013	Performance and Finance report Q4	To provide members with performance information	Cathy Tyson	
	Working with families initiative	The committee will receive an update on how this project is being developed and what has been achieved so far.	Robert Hardy	
9th October 2013	Complaints Annual Report	Report will provide members with information on how the council has dealt with complaints during 2012/13	Philip Mears	

	<p>Performance & Finance review Q1</p> <p>One Council Work Programme update</p>	<p>and progress since the last report presented in October 2012.</p> <p>To provide members with performance information.</p> <p>The committee will receive an update on the status of the programme and the individual projects within it.</p>	<p>Cathy Tyson</p> <p>Irene Bremang</p>	
26th November 2013	Future Customer Service Project	Members have requested for regular updates on this project. Report will include information on comparison figures on performance and processes for all services, and figures for average time, duration of calls and waiting times for callers – as requested by members.	Margaret Read	
22nd January 2014	Project Athena	Report to provide members with an update, highlighting the main developments since February 2013	Andrew Donald/Denis Turner	
18th March 2014	<p>Performance & Finance review Q2</p> <p>One Council Work Programme update</p>	<p>To provide members with performance information.</p> <p>The committee will receive an update on the status of the programme and the individual projects within it.</p>	<p>Cathy Tyson</p> <p>Irene Bremang</p>	