



General Purposes Committee

Thursday, 18 August 2011 at 7.00 pm

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

Membership:

Members

Councillors:

John (Chair)
Butt (Vice-Chair)
Beswick
Brown
Kansagra
Long
Lorber
Matthews
J Moher
Thomas

first alternates

Councillors:

McLennan
Jones
Arnold
Beck
Colwill
Al-Ebadi
Leaman
Sneddon
Chohan
Van Kalwala

Second alternates

Councillors:

Mistry
Kabir
Mrs Bacchus
Sneddon
HB Patel
Naheerathan
Castle
Allie
S Choudhary
Aden

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
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1	Declarations of personal and prejudicial interests	
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Members are invited to declare at this stage of the meeting, any relevant financial or other interest in the items on this agenda.

2	Minutes of the previous meeting	1 - 4
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3	Matters arising (if any)	
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4	Deputations (if any)	
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5	Future Customer Services: delivering change to the council's customer services	5 - 30
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This report sets out the changes that are proposed as part of the One Council Future Customer Services project. A key element of these changes is the establishment of a new division, Corporate Customer Services, which will bring together the existing One Stop Service and Revenues and Benefits service. There will then be a phased transition of customer contact from within other service areas into Corporate Customer Services.

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

6	Appointments to Sub-Committees / Outside Bodies	
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7	Any Other Urgent Business	
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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.



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