

One Council Overview and Scrutiny Committee

Tuesday 26 November 2013 at 7.00 pm

Boardroom - Brent Civic Centre, Engineers Way,
Wembley, HA9 0FJ

Membership:

Members

Councillors:

Ashraf (Chair)
Colwill (Vice-Chair)
Chohan
Harrison
Lorber
Long
Mitchell Murray
Powney

first alternates

Councillors:

Brown
BM Patel
Hossain
Kabir
Clues
Ketan Sheth
Jones
Van Kalwala

second alternates

Councillors:

Green
Kansagra
Allie
Kataria
Hopkins
Hector
Gladbaum
Adeyeye

For further information contact: Lisa Weaver, Democratic Services Officer
020 8937 1358, lisa.weaver@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:
democracy.brent.gov.uk

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 9 October 2013	1 - 8
The minutes are attached.	
4 Matters arising	
5 Complaints Annual Report - 2012/13	9 - 34
This report provides an overview of complaints received and investigated by the Council under the Corporate Complaints and statutory social care complaints procedures and by the Local Government Ombudsman.	
Ward Affected: All Wards	Contact Officer: Phillip Mears, Corporate Complaints Tel: 020 8937 1041 phillip.mears@brent.gov.uk
6 Future of Customer Services	35 - 38
This report provides Members with a summary of the key deliverables achieved as a result of the Future of Customer Services project.	
Ward Affected: All Wards	Contact Officer: Margaret Read, AD (Customer Services) Tel: 020 8937 1521 margaret.read@brent.gov.uk
7 One Council Overview and Scrutiny work programme	39 - 42
The work programme is attached.	

8 Date of next meeting

The next meeting of the One Council Overview and Scrutiny Committee is scheduled for 22 January 2014.

9 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.