

Resources and Public Realm Scrutiny Committee

Tuesday 8 November 2016 at 7.00 pm

Boardrooms 7&8 - Brent Civic Centre, Engineers Way,
Wembley HA9 0FJ

Membership:

Members

Councillors:

Kelcher (Chair)
Davidson (Vice-Chair)
Aden
S Choudhary
Ezeajughi
Miller
M Patel
Tatler

Substitute Members

Labour Councillors:

Chan, Harrison, McLeish and Naheerathan

Brent Conservative Councillors:

Warren and Shaw

For further information contact: Tom Welsh, Governance Officer
020 8937 6607; tom.welsh@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/democracy**

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 interests	
Members are invited to declare at this stage of the meeting, any relevant disclosable pecuniary, personal or prejudicial interests in the items on this agenda.	
2 Deputations (if any)	
3 Minutes of the previous meeting	1 - 10
4 Matters arising (if any)	
5 Income Generation	11 - 24
The report provides an update on the progress made towards delivering the Civic Enterprise Strategy. This includes details on activity undertaken to address the savings targets and how business plans can add value to improving outcomes for the borough as well as meeting financial targets.	
6 Update on the Community Access Strategy	25 - 42
The Community Access Strategy sets out Brent's vision for transforming the way in which residents are able to access information, advice and services. This report provides Scrutiny Members with a summary of the Community Access Strategy agreed by Cabinet on 15 October 2014 and the progress that has been made in implementing this.	
7 Devolution of Business Rates Task Group	Report to follow
8 Annual Complaints Report 2015/2016	43 - 82
This report provides an overview of complaints received by the Council during the period April 2015 to March 2016. High level data for the past 3 years has been included where available for the purpose of comparison. Departmental/service area analysis has been provided for the 2015 – 2016 operational year (based on the current structure).	

9 Programme of Work/Forward Plan

83 - 86

This document lays out the programme of work/forward plan for the remainder of the municipal year.

10 Any other urgent business

Notice of items to be raised under this heading must be given in writing to the Head of Executive and Member Services or his representative before the meeting in accordance with Standing Order 64.

11 Date of next meeting

The next scheduled meeting of the committee is on

Date of the next meeting: Tuesday 10 January 2017



- 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.