

Overview and Scrutiny Committee

AGENDA

DATE: Tuesday 13 April 2010

TIME: 7.30 pm

VENUE: Committee Rooms 1 & 2,
Harrow Civic Centre

MEMBERSHIP (Quorum 4)

Chairman: Councillor Stanley Sheinwald

Councillors:

Mrs Vina Mithani
Janet Mote
Anthony Seymour
Dinesh Solanki
Yogesh Teli
Mark Versallion

Mrs Margaret Davine
B E Gate
Mitzi Green (VC)
Jerry Miles
Mrs Rekha Shah

Christopher Noyce

Representatives of Voluntary Aided Sector: Mrs J Rammelt/Reverend P Reece

Representatives of Parent Governors: Mrs Despo Speel/Mr Ramji Chauhan

(Note: Where there is a matter relating to the Council's education functions, the "church" and parent governor representatives have attendance, speaking and voting rights. They are entitled to speak but not vote on any other matter.)

Reserve Members:

1. John Cowan
2. Mrs Camilla Bath
3. Ashok Kulkarni
4. Manji Kara
5. Narinder Singh Mudhar
6. Don Billson
7. G Chowdhury

1. Krishna James
2. Phillip O'Dell
3. Ms Nana Asante
4. Asad Omar
5. Graham Henson

1. Paul Scott

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AGENDA - PART I

1. ATTENDANCE BY RESERVE MEMBERS

To note the attendance at this meeting of any duly appointed Reserve Members.

Reserve Members may attend meetings:-

- (i) to take the place of an ordinary Member for whom they are a reserve;
- (ii) where the ordinary Member will be absent for the whole of the meeting; and
- (iii) the meeting notes at the start of the meeting at the item 'Reserves' that the Reserve Member is or will be attending as a reserve;
- (iv) if a Reserve Member whose intention to attend has been noted arrives after the commencement of the meeting, then that Reserve Member can only act as a Member from the start of the next item of business on the agenda after his/her arrival.

2. DECLARATIONS OF INTEREST

To receive declarations of personal or prejudicial interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee, Sub Committee, Panel or Forum;
- (b) all other Members present in any part of the room or chamber.

3. MINUTES (To Follow)

That the minutes of the meeting held on 16 March 2010 be taken as read and signed as a correct record.

4. PUBLIC QUESTIONS

To receive questions (if any) from local residents/organisations under the provisions of Overview and Scrutiny Procedure Rule 8.

5. PETITIONS

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Overview and Scrutiny Procedure Rule 9.

6. DEPUTATIONS

To receive deputations (if any) under the provisions of Overview and Scrutiny Procedure Rule 10.

7. REFERENCES FROM COUNCIL/CABINET

8. CUSTOMER SERVICES UPDATE INCLUDING MYSTERY SHOPPING (Pages 1 - 10)

Report of the Director Business Transformation and Customer Services

9. DRAFT SCRUTINY ANNUAL REPORT 2009/10 (To Follow)

Report of the Divisional Director Partnership Development and Performance

10. DRAFT SCRUTINY MEMBER INDUCTION/DEVELOPMENT PROGRAMME (Pages 11 - 18)

Report of the Divisional Director Partnership Development and Performance

11. STANDING SCRUTINY REVIEW OF NHS FINANCES (Pages 19 - 62)

Report of the Divisional Director Partnership Development and Performance

12. REPORT FROM THE CHAIR OF THE PERFORMANCE AND FINANCE SCRUTINY SUB-COMMITTEE_ (Verbal Report)

13. MINUTES OF THE PERFORMANCE AND FINANCE SCRUTINY SUB-COMMITTEE MEETING HELD ON 25 MARCH 2010 (To Follow)

To receive and note/agree any actions arising for this Sub-committee

14. SCRUTINY LEAD MEMBERS REPORT_ (Pages 63 - 74)

15. ANY OTHER BUSINESS

Which the Chairman has decided is urgent and cannot otherwise be dealt with.

AGENDA - PART II - NIL