

# Performance and Finance Scrutiny Sub-Committee **AGENDA**

**DATE:** Thursday 2 February 2012

**TIME:** 7.30 pm

**VENUE:** Committee Room  
Harrow Civic Centre

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## **MEMBERSHIP** (Quorum 3)

**Chairman:** Councillor Sue Anderson

**Councillors:**

Jerry Miles  
Varsha Parmar

Tony Ferrari  
Barry Macleod-Cullinane (VC)

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**Reserve Members:**

1. Nana Asante
2. Krishna Suresh
3. Krishna James

1. Chris Mote
2. Susan Hall

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

## **3. MINUTES (Pages 1 - 8)**

That the minutes of the meeting held on 22 November 2011 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 Committee Procedure Rule 17 (Part 4B of the Constitution).

## **5. PETITIONS**

To receive petitions (if any) submitted by members of the public/Councillors under the provisions of Committee Procedure Rule 15 (Part 4B of the Constitution).

## **6. DEPUTATIONS**

To receive depositions (if any) under the provisions of Committee Procedure Rule 16 (Part 4B) of the Constitution.

## **7. REFERENCES FROM COUNCIL AND OTHER COMMITTEES/PANELS**

To receive any references from Council and/or other Committees or Panels.

## **8. CHAIR'S REPORT (Pages 9 - 26)**

Report of the Divisional Director Partnership Development and Performance.

## **REVENUE AND CAPITAL MONITORING REPORT FOR QUARTER 2**

Report of the Interim Director of Finance.

In the interests of economy, the report which was circulated on the agenda for the 15 December 2011 Cabinet meeting is not being reprinted in this agenda. Members are therefore requested to bring their copy with them to the meeting.

### **10. ACCESS HARROW - CUSTOMER SERVICE PERFORMANCE (Pages 27 - 48)**

Report of the Divisional Director for Business Transformation & Customer Service.

### **11. UPDATE ON REVIEW OF THE COUNCIL'S USE OF PERFORMANCE INFORMATION PHASE 1 (Pages 49 - 66)**

Report of the Divisional Director for Business Transformation & Customer Service.

### **12. PROGRESS REPORT - RESPONSE TO RECOMMENDATIONS MADE BY THE STANDING SCRUTINY REVIEW OF THE BETTER DEAL FOR RESIDENTS PROGRAMME - INTERIM REPORT, PROJECT MANAGEMENT (Pages 67 - 80)**

Report of the Divisional Director for Business Transformation & Customer Service.

### **13. INFORMATION REPORT - LEISURE MANAGEMENT CONTRACT PERFORMANCE MAY - DECEMBER 2011 (Pages 81 - 94)**

Report of the Corporate Director Community and Environment

### **14. ANY OTHER BUSINESS**

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

## **AGENDA - PART II - NIL**