

# Overview and Scrutiny Committee

## AGENDA

**DATE:** Tuesday 17 December 2013

**TIME:** 7.30 pm

**VENUE:** Committee Rooms 1 and 2  
Harrow Civic Centre

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### MEMBERSHIP (Quorum 4)

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**Chairman:** Jerry Miles

**Councillors:**

Marilyn Ashton  
Chris Mote  
Anthony Seymour  
Yogesh Teli

Sue Anderson  
Phillip O'Dell  
Bill Phillips

Mano Dharmarajah

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

**Representatives of Parent Governors:** Mrs A Khan/1 Vacancy

(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.)

**Representative of Harrow Youth Parliament**

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**Reserve Members:**

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1. Amir Moshenson
2. Lynda Seymour
3. Ramji Chauhan
4. Jean Lammiman

1. Vacancy
2. Victoria Silver
3. Sachin Shah
4. Ben Wealthy

1. Zarina Khalid

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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 disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Committee;
- (b) all other Members present.

## **3. APPOINTMENT OF VICE-CHAIRMAN**

To appoint a Vice Chairman of the Committee for the remainder of the municipal year 2013/14.

## **4. MINUTES (Pages 1 - 12)**

That the minutes of the meeting held on 22 October 2013 be taken as read and signed as a correct record.

## **5. PUBLIC QUESTIONS**

To receive questions (if any) from local residents/organisations under the provisions of Committee Procedure Rule 17 (Part 4B of the Constitution).

## **6. 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).

## **7. REFERENCES FROM COUNCIL/CABINET**

- (a) Reference from Cabinet - Response to Scrutiny Review on Accessible Transport (To Follow)

## **8. IMPLICATIONS OF WELFARE REFORM AND CHANNEL MIGRATION FOR ACCESS HARROW (Pages 13 - 20)**

Report of the Divisional Director of Business Transformation and Customer Services

**9. MINERVA PROJECT UPDATE** (Pages 21 - 30)

Report of the Corporate Director of Resources

**10. REPORT OF THE CUSTOMER CARE SCRUTINY REVIEW** (Pages 31 - 56)

Report of the Divisional Director of Strategic Commissioning

**11. REPORT FROM LEAD MEMBERS** (To Follow)

Report of the Divisional Director of Strategic Commissioning

**12. SCRUTINY WORK PROGRAMME UPDATE** (Pages 57 - 62)

Report of the Divisional Director of Strategic Commissioning

**13. APPOINTMENT OF SCRUTINY LEAD MEMBER**

Members are requested to agree the appointment of Councillor Varsha Parmar as Policy Scrutiny Lead for Corporate Resources in place of Councillor Jerry Miles.

**14. ANY OTHER BUSINESS**

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

**AGENDA - PART II**

**15. PROJECT MINERVA UPDATE**

Appendix 1 to the report of the Corporate Director of Resources will be tabled