

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

DATE: Thursday 9 October 2014

TIME: 7.30 pm

VENUE: Committee Rooms 1 & 2,
Harrow Civic Centre

MEMBERSHIP (Quorum 3)

Chair: Councillor Phillip O'Dell

Councillors:

Kiran Ramchandani
Adam Swersky

Richard Almond
Barry Macleod-Cullinane (VC)

Reserve Members:

1. Ghazanfar Ali
2. Mrs Chika Amadi
3. Aneka Shah

1. Amir Moshenson
2. Bharat Thakker

Contact: Nicola Fletcher, Democratic & Electoral Services Officer
Tel: 020 8416 8050 E-mail: nicola.fletcher@harrow.gov.uk

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 Sub-Committee;
- (b) all other Members present.

3. MINUTES (Pages 1 - 6)

That the minutes of the meeting held on 3 July 2014 be taken as read and signed as a correct record.

4. PUBLIC QUESTIONS *

To receive any public questions received in accordance with Committee Procedure Rule 17 (Part 4B of the Constitution).

Questions will be asked in the order notice of them was received and there be a time limit of 15 minutes.

[The deadline for receipt of public questions is 3.00 pm, Monday 6 October 2014. Questions should be sent to publicquestions@harrow.gov.uk

No person may submit more than one question].

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. REFERENCES FROM COUNCIL AND OTHER COMMITTEES/PANELS

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

7. UPDATE ON RECOMMENDATIONS FROM CUSTOMER CARE REVIEW (Pages 7 - 46)

Report of the Head of Customer Services

8. ADULTS SERVICES COMPLAINTS ANNUAL REPORT (SOCIAL CARE ONLY) 2013-14 (To Follow)

Report of the Corporate Director, Community, Health & Well-Being.

9. CHILDREN AND FAMILIES SERVICES COMPLAINTS ANNUAL REPORT 2013-14 (To Follow)

Report of the Interim Corporate Director, Children and Families

10. REVENUE AND CAPITAL MONITORING FOR QUARTER 1 AS AT 30 JUNE 2014 (Pages 47 - 82)

Report of the Director of Finance and Assurance.

11. PERFORMANCE AT QUARTER 1 2014/15 (Pages 83 - 106)

Report of the Divisional Director, Strategic Commissioning.

12. ANY OTHER BUSINESS

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

AGENDA - PART II - NIL

*** DATA PROTECTION ACT NOTICE**

The Council will audio record item 4 (Public Questions) and will place the audio recording on the Council's website, which will be accessible to all.

[**Note:** The questions and answers will not be reproduced in the minutes.]