



Haverling

LONDON BOROUGH

VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.30 pm

**Thursday
7 July 2011**

**Town Hall, Main Road,
Romford**

Members 6: Quorum 3

COUNCILLORS:

Conservative Group (4)

Ted Eden
Robby Misir (Chairman)
Billy Taylor
Damian White

Residents' Group (2)

Ray Morgon (Vice-Chair)
Ron Ower

**Ian Buckmaster
Committee Administration & Member Support Manager**

**For information about the meeting please contact:
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AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) - receive.

3 DECLARATION OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record the minutes of the meeting held on 14 April 2011 and authorise the Chairman to sign them.

5 CUSTOMER SERVICES UPDATE (COMPLAINTS SYSTEM & STATISTICS)

Oral Update

6 PRESENTATION ON NON DOMESTIC RATES (NDR) PARTNERSHIP

Oral Presentation

7 PERFORMANCE INDICATORS RELEVANT TO VALUE OVERVIEW & SCRUTINY COMMITTEE

Oral update

8 WORK PROGRAMME FOR 2011/12 (Pages 5 - 8)

Report Attached

9 LONDON COUNCIL TOPIC GROUP UPDATE REPORT (Pages 9 - 12)

Report Attached

10 URGENT BUSINESS

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specific in the minutes that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster
Committee Administration &
Member Support Manager**