



# Haverling

LONDON BOROUGH

## VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

**7.30 pm**

**Tuesday  
11 October 2011**

**Town Hall, Main Road,  
Romford**

Members 6: Quorum 3

### **COUNCILLORS:**

#### **Conservative Group ( 4 )**

Robby Misir (Chairman)  
Ted Eden  
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 7 July 2011 and authorise the Chairman to sign them.

### 5 REPORT ON FREEDOM OF INFORMATION - ACCESS TO INFORMATION (Pages 5 - 18)

Report Attached

### 6 CORPORATE PERFORMANCE REPORT 2011/12 - QUARTER 1 (Pages 19 - 28)

Report Attached

### 7 VOLUNTARY SECTOR GRANTS 2010/11 (Pages 29 - 36)

Report Attached

### 8 PRESENTATION DEALING WITH SERVICE REQUEST/COMPLAINTS

Oral Presentation/Update

### 9 CRM REQUESTS AND COMPLAINTS RECEIVED

Oral Presentation/Update

### 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**