



Havering

LONDON BOROUGH

VALUE OVERVIEW & SCRUTINY COMMITTEE AGENDA

6.00 pm
(please note time)

Thursday
22 November 2012

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

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 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any of the items on the agenda at this point of the meeting.

Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 6)

To approve as a correct record the minutes of the meeting held on 11 October 2012 and authorise the Chairman to sign them.

5 PRESENTATION ON PROPERTY MANAGEMENT

Presentation on Property Management i.e. how the Council keeps a check on owned land to avoid encroachment/illegal use etc.

6 PRESENTATION ON CRM SYSTEM

Flow chart presentation on Customer Relationship Management (CRM) including statistics for Street Care enquiries.

7 MONITOR OF CABINET REPORTS

The Committee is asked to consider taking updates at its next meeting on progress in the following areas where the relevant Cabinet reports are now due for review.

1. Corporate Strategy 2011-2014
2. Localisation of Council Tax Support

8 HOMES & HOUSING -AGE OF RENT DEBT (Pages 7 - 10)

Report attached

9 VOLUNTARY & COMMUNITY SECTOR ORGANISATIONS SUMMARY OF FUNDING - UPDATE (Pages 11 - 20)

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 specified in the minutes that the item should be considered at the meeting as a matter of urgency.

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