



Haverling

LONDON BOROUGH

INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.30 pm

**Tuesday
1 November 2011**

**Town Hall, Main Road,
Romford**

Members 6: Quorum 3

COUNCILLORS:

Wendy Brice-Thompson (Chairman)
Jeffrey Brace
Pam Light
Keith Wells

Linda van den Hende (Vice-Chair)
June Alexander

**For information about the meeting please contact:
Wendy Gough 01708 432441
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AGENDA ITEMS

1 APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS

(if any) – received.

2 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.

3 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.

4 MINUTES (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Committee held on 27 September 2011 and authorise the Chairman to sign them.

5 RESULTS OF AUDIT OF SKILLS AND COMPETENCIES IN MENTAL HEALTH (Pages 7 - 14)

The Committee are asked to note the contents of the report.

6 CUSTOMER SERVICES INTERFACE (Pages 15 - 24)

The Committee are asked to note the contents of the report.

7 ASSISTIVE TECHNOLOGIES (Pages 25 - 34)

The Committee are asked to note the contents of the report.

8 NEW ADULT SOCIAL CARE WEB SITE

The Committee will receive a presentation on the new Adult Social Care website by the Adults Transformation Projects Manager.

9 FUTURE AGENDAS

Committee Members are invited to indicate to the Chairman, items within this Committee's terms of reference they would like to see discussed at a future meeting. Note: it is not considered appropriate for issues relating to individuals to be discussed under this provision.

10 URGENT BUSINESS

To consider any other items 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**