



Havering

LONDON BOROUGH

INDIVIDUALS OVERVIEW & SCRUTINY COMMITTEE AGENDA

7.00 pm

**Tuesday
9 October 2012**

**Town Hall, Main Road,
Romford**

Members 6: Quorum 3

COUNCILLORS:

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

June Alexander (Vice-Chair)
Linda Van den Hende

**For information about the meeting please contact:
Wendy Gough 01708 432441
wendy.gough@havering.gov.uk**

AGENDA ITEMS

1 **APOLOGIES FOR ABSENCE AND ANNOUNCEMENT OF SUBSTITUTE MEMBERS**

(if any) – received.

2 **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.

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 - 18)

To approve as a correct record the Minutes of the meetings of the Committee held on 3 July 2012 and the Special Committees held on 2 August 2012 and 6 September 2012 and authorise the Chairman to sign them.

5 **AGEING WELL THEMES** (Pages 19 - 20)

The Committee are asked to note the attached brief setting out the items selected by Overview and Scrutiny Committees to scrutinise as part of their work programmes for the next municipal year.

6 **ADULT SOCIAL CARE COMPLAINTS PROCEDURE AND ANNUAL REPORT** (Pages 21 - 60)

The Committee will receive the Annual Complaints Report and an update on the Adult Social Care Complaints Procedure.

7 **ACTIVATE HAVERING** (Pages 61 - 68)

The Committee will received a report on the "Activate Havering" Campaign. This will set out other projects including the Loneliness Campaign, Help not Hospital and IT for the Elderly.

8 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.

9 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**