

Meeting of the

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 1 May 2007 at 7.00 p.m.

A G E N D A

VENUE

M71, 7th Floor, Town Hall, Mulberry Place, 5 Clove Crescent, London,
E14 2BG

Members:	Deputies (if any):
Chair: Councillor Motin Uz-Zaman Vice-Chair: Councillor A A Sardar	
Councillor Simon Rouse Councillor Shahed Ali Councillor Clair Hawkins Councillor Shiria Khatun Councillor Mohammed Abdus Salique Councillor Stephanie Eaton Councillor Oliur Rahman	Councillor Louise Alexander, (Designated Deputy representing Councillor Stephanie Eaton) Councillor Shamim A. Chowdhury, (Designated Deputy representing Councillors Shahed Ali and Oliur Rahman) Councillor Peter Golds, (Designated Deputy representing Councillor Simon Rouse) Councillor Ahmed Hussain, (Designated Deputy representing Councillors Shahed Ali and Oliur Rahman) Councillor Abjol Miah, (Designated Deputy representing Councillors Shahed Ali and Oliur Rahman) Councillor Fozol Miah, (Designated Deputy representing Councillors Shahed Ali and Oliur Rahman) Councillor Ahmed Adam Omer, (Designated Deputy representing Councillors Motin Uz-Zaman, A A Sardar, Clair Hawkins, Shiria Khatun and

Mohammed Abdus Salique)
Councillor M. Shahid Ali, (Designated
Deputy representing Councillors Motin Uz-
Zaman, A A Sardar, Clair Hawkins, Shiria
Khatun and Mohammed Abdus Salique)
Councillor Alexander Heslop, (Designated
Deputy representing Councillors Motin Uz-
Zaman, A A Sardar, Clair Hawkins, Shiria
Khatun and Mohammed Abdus Salique)

[Note: The quorum for this body is 4 voting Members].

Co-opted Members:

Mr H Mueenuddin	– Muslim Community Representative
Mr D McLaughlin	– Roman Catholic Diocese of Westminster Representative

If you require any further information relating to this meeting, would like to request a large print, Braille or audio version of this document, or would like to discuss access arrangements or any other special requirements, please contact: Angus Dixon, Democratic Services, Tel: 020 7364 4850, E-mail: angus.dixon@towerhamlets.gov.uk

LONDON BOROUGH OF TOWER HAMLETS

OVERVIEW & SCRUTINY COMMITTEE

Tuesday, 1 May 2007

7.00 p.m.

SECTION ONE

1. APOLOGIES FOR ABSENCE

To receive any apologies for absence.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by Members, including those restricting Members from voting on the questions detailed in Section 106 of the Local Government Finance Act, 1992.

Note from the Chief Executive

In accordance with the Council's Code of Conduct, Members must declare any **personal interests** they have in any item on the agenda or as they arise during the course of the meeting. Members must orally indicate to which item their interest relates. If a Member has a personal interest he/she must also consider whether or not that interest is a **prejudicial personal interest** and take the necessary action. When considering whether or not they have a declarable interest, Members should consult pages 181 to 184 of the Council's Constitution. Please note that all Members present at a Committee meeting (in whatever capacity) are required to declare any personal or prejudicial interests.

A **personal interest** is, generally, one that would affect a Member (either directly or through a connection with a relevant person or organisation) more than other people in London, in respect of the item of business under consideration at the meeting. If a member of the public, knowing all the relevant facts, would view a Member's personal interest in the item under consideration as so substantial that it would appear likely to prejudice the Member's judgement of the public interest, then the Member has a **prejudicial personal interest**.

Consequences:

- If a Member has a **personal interest**: he/she must declare the interest but can stay, speak and vote.
- If the Member has **prejudicial personal interest**: he/she must declare the interest, cannot speak or vote on the item and must leave the room.

When declaring an interest, Members are requested to specify the nature of the interest, the particular agenda item to which the interest relates and to also specify whether the interest is of a personal or personal and prejudicial nature. This procedure is designed to assist the public's understanding of the meeting and is also designed to enable a full entry to be made in the Statutory Register of Interests which is kept by the Head of Democratic Renewal and Engagement on behalf of the Monitoring Officer.

3.	UNRESTRICTED MINUTES	1 - 8
	To confirm as a correct record of the proceedings the unrestricted minutes of the meeting of the Overview and Scrutiny Committee held on 3 rd April, 2007.	
4.	REQUESTS TO SUBMIT PETITIONS	
	To be notified at the meeting.	
5.	REQUESTS FOR DEPUTATIONS	
	To be notified at the meeting.	
6.	SECTION ONE REPORTS 'CALLED IN'	
	There were no Section One reports 'called in' from the meeting of Cabinet held on 4 April 2007.	
7.	SCRUTINY SPOTLIGHT - CUSTOMER ACCESS	
	There will be a presentation on the challenges and opportunities facing the Council with provision for questions and discussion.	
8.	PERFORMANCE MONITORING	
8.1	User Voice, Choice and Co-Production Review	9 - 38
9.	SCRUTINY MANAGEMENT	
9.1	Leaseholders and Customer Care	39 - 64
9.2	Graduate Unemployment	65 - 86
9.3	Draft Annual Report	87 - 104
10.	PRE-DECISION SCRUTINY OF SECTION ONE (UNRESTRICTED) CABINET PAPERS	
	(Time allocated – 30 minutes).	
11.	ANY OTHER SECTION ONE (UNRESTRICTED) BUSINESS WHICH THE CHAIR CONSIDERS TO BE URGENT	

SECTION TWO

12. EXCLUSION OF THE PRESS AND PUBLIC

In view of the contents of the remaining items on the agenda the Committee is recommended to adopt the following motion:

“That, under the provisions of Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) Act 1985, the press and public be excluded from the remainder of the meeting for the consideration of the Section Two business on the grounds that it contains information defined as Exempt in Part 1 of Schedule 12A to the Local Government Act, 1972.”

EXEMPT/CONFIDENTIAL SECTION (Pink Papers)

The exempt committee papers in the agenda will contain information, which is commercially, legally or personally sensitive and should not be divulged to third parties. If you do not wish to retain these papers after the meeting, please hand them to the Committee Officer present.

13. RESTRICTED MINUTES

105 - 106

To confirm as a correct record of the proceedings the restricted minutes of the meeting of the Overview and Scrutiny Committee held on 3rd April, 2007.

14. SECTION TWO REPORTS 'CALLED IN'

There were no Section Two reports 'called in' from the meeting of Cabinet held on 4th April, 2007.

15. PRE-DECISION SCRUTINY OF SECTION TWO (RESTRICTED) CABINET PAPERS

(Time allocated 15 minutes).

16. ANY OTHER SECTION TWO (RESTRICTED) BUSINESS THAT THE CHAIR CONSIDERS URGENT