

Overview & Scrutiny Committee

Monday 3 February 2014
7.00 pm
160 Tooley Street, London SE1 2QH

Membership

Councillor Catherine Bowman (Chair)
Councillor Gavin Edwards (Vice-Chair)
Councillor Neil Coyle
Councillor Toby Eckersley
Councillor Dan Garfield
Councillor David Hubber
Councillor Lorraine Lauder MBE
Councillor Rebecca Lury
Councillor Paul Noblet
Councillor The Right Revd Emmanuel Oyewole
Councillor Geoffrey Thornton

Reserves

Councillor Kevin Ahern
Councillor James Barber
Councillor Chris Brown
Councillor Nick Dolezal
Councillor Tim McNally
Councillor David Noakes
Councillor Lisa Rajan
Councillor Lewis Robinson
Councillor Martin Seaton
Councillor Michael Situ
Councillor Cleo Soanes

Education representatives

Reverend Nicholas Elder
Lynette Murphy-O'Dwyer, Archdiocese of Southwark
Abdul Raheem Musa, Parent Governor Representative

INFORMATION FOR MEMBERS OF THE PUBLIC

Access to information

You have the right to request to inspect copies of minutes and reports on this agenda as well as the background documents used in the preparation of these reports.

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Contact

Peter Roberts on 020 7525 4350 or email: peter.roberts@southwark.gov.uk

Members of the committee are summoned to attend this meeting

Eleanor Kelly

Chief Executive

Date: 24 January 2014



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Order of Business

Item No.	Title	Page No.
	PART A - OPEN BUSINESS	
1.	APOLOGIES	
2.	NOTIFICATION OF ANY ITEMS OF BUSINESS WHICH THE CHAIR DEEMS URGENT	
	In special circumstances, an item of business may be added to an agenda within five clear working days of the meeting.	
3.	DISCLOSURE OF INTERESTS AND DISPENSATIONS	
	Members to declare any interests and dispensations in respect of any item of business to be considered at this meeting.	
4.	IMPACT OF REGENERATION ON LEASEHOLDERS	1 - 11
5.	DEPUTY CABINET MEMBER INTERVIEW: COUNCILLOR DARREN MERRILL, CUSTOMER SERVICES	
	Topic: - Customer contact centre and one stop shop performance	
6.	CUSTOMER SERVICES PERFORMANCE UPDATE	12 - 20
7.	IT UPDATE	21 - 27
	DISCUSSION OF ANY OTHER OPEN ITEMS AS NOTIFIED AT THE START OF THE MEETING.	

Item No.

Title

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PART B - CLOSED BUSINESS

**DISCUSSION OF ANY CLOSED ITEMS AS NOTIFIED AT THE START
OF THE MEETING AND ACCEPTED BY THE CHAIR AS URGENT.**

Date: 24 January 2014