### Agenda

<table>
<thead>
<tr>
<th>Date</th>
<th>Wednesday 13th March 2013</th>
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<tbody>
<tr>
<td>Time</td>
<td>7.00 p.m.</td>
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<tr>
<td>Venue</td>
<td>East Ham Town Hall, Committee Room 2</td>
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</tbody>
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Sir Robin Wales  
Mayor of Newham

Chief Executive

For further information contact:  
Overview and Scrutiny Unit
MEMBERSHIP
Claudia Rabess
Kathy Dryden
Sean Moseley
Mary Klu
Dawn Harris
John Kemp
Stella Damm
Ernest Wilkinson
Councillor Ellie Robinson (Chair)
Councillor John Gray

OFFICERS
RESOURCES:
Luke Byron-Davies, Scrutiny Manager
Members Attendance at Meetings - Statutory Requirements

Section 85 of the Local Government Act 1972 provides that a Member (councillor) of an authority must attend a meeting of the authority as a whole (i.e. Full Council) at least once every six months. Attendance at a meeting of a committee or sub-committee of Council (Standards Advisory Committee, Local or Strategic Development Committee, Licensing, Overview and Scrutiny, Investment and Accounts and Chief Officers Appointment Committees) would count in lieu of a meeting of the Full Council. Members of the Executive (the Mayor and Cabinet Members) also need to attend a meeting of the Executive i.e. Cabinet at least once every six months.

Attendance at a meeting of an outside body to which a Member has been formally nominated as the Council Representative would also count in lieu of a meeting of the council or one of its committees or sub-committees but not in lieu of attendance at a meeting required by the Executive and Mayor (i.e. Cabinet). The list of outside bodies is appended to the Council’s constitution. As there is no guidance we take the view that these bodies would count, as would attendance at a LEA governor at a school governing body meeting. However Members are strongly advised to seek advice if they intend to rely on attendance at one of these meetings rather than a meeting of the Council.

If you have any queries with regard to this guidance you should contact:

Helen Sidwell (Monitoring Officer) – 020 3373 9231
(E-mail: helen.sidwell@newham.gov.uk)
AGENDA

1. DECLARATIONS OF INTERESTS (Pages 1 - 6)
   This is the time for Members to declare any interest they may have in any matter being considered at this meeting. Advice is attached.

2. WELCOME AND INTRODUCTIONS
   Cllr Ellie Robinson (Chair) will lead the welcome and introductions.

3. MINUTES (Pages 7 - 18)

4. UPDATE ON ACTIONS FROM PREVIOUS MEETINGS (Pages 19 - 20)
   Luke Byron-Davies, Scrutiny Manager will update on past actions.

5. THE FOCUS OF THE MEETING IS CUSTOMER ACCESS (Pages 21 - 26)
   Susan Folwell, Interim Head of Customer Services and John East, Director, Community Infrastructure will present and answer the Group’s questions on Customer Access.

6. DATE OF THE NEXT MEETING
   The next meeting will be held on Monday 24 June at 7-9pm. The venue is to be confirmed.