

Date of issue: Tuesday, 24 January 2023

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| <b>MEETING</b>  | <b>CUSTOMER AND COMMUNITY SCRUTINY PANEL MEETING JOINTLY WITH THE PLACE SCRUTINY PANEL</b><br>(Councillors Begum (Chair), Muvvala (Vice Chair), Ali, Brooker, Hussain, Kaur, M. Malik, S. Malik, Mohammad, Cheema, Gill, Grewal, Minhas, Sandhu, Wright,<br><br>Non-Voting Co-opted Members<br>Christine Griffin<br>Trevor Pollard |
| <b>DATE AND TIME:</b>                                       | WEDNESDAY, 1ST FEBRUARY, 2023 AT 6.30 PM   |
| <b>VENUE:</b>   | COUNCIL CHAMBER - OBSERVATORY HOUSE, 25 WINDSOR ROAD, SL1 2EL  |
| <b>DEMOCRATIC SERVICES OFFICER:<br/>(for all enquiries)</b> | MANIZE TALUKDAR<br><br>07871 982 919   |

NOTICE OF MEETING

You are requested to attend the above Meeting at the time and date indicated to deal with the business set out in the following agenda.



**STEPHEN BROWN**  
Chief Executive

**AGENDA**

**PART I**

| <b>AGENDA ITEM</b> | <b>REPORT TITLE</b> | <b>PAGE</b> | <b>WARD</b> |
|--------------------|---------------------|-------------|-------------|
|--------------------|---------------------|-------------|-------------|

Apologies for absence.

1. Declarations of Interest

*All Members who believe they have a Disclosable Pecuniary or other Interest in any matter to be considered at the meeting must declare that interest and, having regard to the circumstances described in Section 9 and Appendix B of the Councillors' Code of Conduct, leave the meeting while the matter is discussed.*

### CONSTITUTIONAL MATTERS

- |    |  |       |  |
|----|--|-------|--|
| 2. | Minutes of the Meeting held on 7 December 2022 | 1 - 6 |  |
| 3. | Member Questions                               |       |  |

*(An opportunity for panel members to ask questions of the relevant Director/Associate Director, relating to pertinent, topical issues affecting their Directorate – maximum 10 minutes allocated.)*

### SCRUTINY ISSUES

- |    |   |           |     |
|----|---|-----------|-----|
| 4. | Budget Proposals 2023-24                          | 7 - 78    | All |
| 5. | Task & Finish Group Report on Complaints Handling | 79 - 108  | All |
| 6. | Members' Attendance Record                        | 109 - 110 | All |
| 7. | Date of Next Meeting -<br>1 March 2023.           |           |     |

#### Press and Public

**Attendance and accessibility:** You are welcome to attend this meeting which is open to the press and public, as an observer. You will however be asked to leave before any items in the Part II agenda are considered. For those hard of hearing an Induction Loop System is available in the Council Chamber.

**Webcasting and recording:** The public part of the meeting will be filmed by the Council for live and/or subsequent broadcast on the Council's website. The footage will remain on our website for 12 months. A copy of the recording will also be retained in accordance with the Council's data retention policy. By entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings.

In addition, the law allows members of the public to take photographs, film, audio-record or tweet the proceedings at public meetings. Anyone proposing to do so is requested to advise the Democratic Services Officer before the start of the meeting. Filming or recording must be overt and persons filming should not move around the meeting room whilst filming nor should they obstruct proceedings or the public from viewing the meeting. The use of flash photography, additional lighting or any non hand held devices, including tripods, will not be allowed unless this has been discussed with the Democratic Services Officer.

**Emergency procedures:** The fire alarm is a continuous siren. If the alarm sounds Immediately vacate the premises by the nearest available exit at either the front or rear of the Chamber and proceed to the assembly point: The pavement of the service road outside of Westminster House, 31 Windsor Road.