

Date of issue: 28 June 2022

<b>MEETING:</b>	<b>CUSTOMER AND COMMUNITY SCRUTINY PANEL</b> Councillor Begum Councillor Muvvala Councillor Ali Councillor Brooker Councillor Hussain Councillor Kaur Councillor M. Malik Councillor S. Malik Councillor Mohammad Trevor Pollard Manvinder Matharu
	Residents Panel Board
<b>DATE AND TIME:</b>	<b>WEDNESDAY, 6<sup>TH</sup> JULY, 2022 AT 6.30 PM</b>
<b>VENUE:</b>	<b>COUNCIL CHAMBER - OBSERVATORY HOUSE, 25 WINDSOR ROAD, SL1 2EL</b>
<b>DEMOCRATIC SERVICES OFFICER:</b> <b>(for all enquiries)</b>	<b>NICHOLAS PONTONE</b> <b>07871 982 919</b>

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.



**GAVIN JONES**  
Chief Executive

**AGENDA**

**PART I**

**AGENDA  
ITEM**

**REPORT TITLE**

**PAGE**

**WARD**

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. Appointment of Chair & Vice Chair

To note the appointments of Councillor Begum as Chair and Councillor Muvvala as Vice Chair made at Annual Council 2022.

3. Minutes of the Meeting held on 6 April 2022

1 - 10

4. 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**

**ITEMS FOR INFORMATION**

5. Houses of Multiple Occupation

11 - 26

6. Call Centre Statistics

To  
Follow

7. Forward Work Programme

27 - 28

8. Work Programme Report

29 - 32

9. Date of Next Meeting

7 September 2022.

**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.

Note:-

**Bold = Key decision**

Non-Bold = Non-key decision