



City of Westminster

# Committee Agenda

Title:

**Housing, Finance and Customer Services Policy & Scrutiny Committee**

Meeting Date:

**Monday 27th April, 2015**

Time:

**7.00 pm**

Venue:

**Committee Rooms 5, 6 & 7 - 17th Floor, City Hall, 17th Floor, City Hall, 64 Victoria Street, London SW1E 6QP**

Members:

**Councillors:**

Tim Mitchell (Chairman)  
Antonia Cox  
Paul Dimoldenberg  
Peter Freeman  
Richard Holloway  
Gotz Mohindra  
Guthrie McKie  
Adnan Mohammed



**Members of the public are welcome to attend the meeting and listen to the discussion Part 1 of the Agenda**

**Admission to the public gallery is by ticket, issued from the ground floor reception at City Hall from 6.30pm. If you have a disability and require any special assistance please contact the Committee Officer (details listed below) in advance of the meeting.**



**An Induction loop operates to enhance sound for anyone wearing a hearing aid or using a transmitter. If you require any further information, please contact the Committee Officer, Reuben Segal.**

**Telephone: 020 7641 3160; email: [rsegal@westminster.gov.uk](mailto:rsegal@westminster.gov.uk)**

**Corporate Website: [www.westminster.gov.uk](http://www.westminster.gov.uk)**

**Note for Members:** Members are reminded that Officer contacts are shown at the end of each report and Members are welcome to raise questions in advance of the meeting. With regard to item 2, guidance on declarations of interests is included in the Code of Governance; if Members and Officers have any particular questions they should contact the Head of Legal & Democratic Services in advance of the meeting please.

## **AGENDA**

### **PART 1 (IN PUBLIC)**

#### **1. MEMBERSHIP**

The Head of Legal and Democratic Services to report any changes to the membership.

#### **2. DECLARATIONS OF INTEREST**

To receive declarations by Members and Officers of the existence and nature of any personal or prejudicial interests in matters on this agenda.

#### **3. MINUTES**

To sign the minutes of the meeting held on the 9 March 2015 as a correct record of proceedings.

**(Pages 1 - 8)**

#### **4. WORK PROGRAMME**

Report of the Head of Cabinet Secretariat.

**(Pages 9 - 18)**

#### **5. UPDATE FROM CABINET MEMBERS**

The Cabinet Member for Finance, Corporate & Customer Services will be in attendance to provide a verbal update on progress within the portfolio and receive questions from the Committee.

A written update from the Cabinet Member for Housing, Business, Regeneration and Economic Development is attached.

**(Pages 19 - 26)**

**6. IMPLEMENTATION OF THE NEW CUSTOMER CONTRACT  
AND THE BACK OFFICE CONTRACT (TO FOLLOW)**

Report of the Director of Policy, Performance and  
Communications

**Peter Large**  
**Head of Legal & Democratic Services**  
**17 April 2015**