

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 3 December 2020

Time: 5.30 pm

Venue: Legislation has been passed that allows Council's to conduct Committee meetings remotely

Members are invited to attend the above meeting.

If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Democratic Services Officer (Committees) on 01392 265107.

During the Corona Virus outbreak, meetings will be held by virtual means. The [live stream can be viewed here](#) at the meeting start time.

### *Membership -*

Vizard (Chair), Mitchell, M (Deputy Chair), Begley, Foggin, Mrs Henson, Mitchell, K, Oliver, Martin, A, Quance, Sparkes, Wardle and Warwick

## **Agenda**

### **1 Apologies**

### **2 Minutes**

(Pages 3 -  
16)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 8 October 2020.

### **3 Declarations of Interest**

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item.

Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

### **4 Local Government (Access to Information) Act 1985 - Exclusion of Press and Public**

It is considered that the Committee would be unlikely to exclude the press and public during the consideration of any of the items on this agenda but, if it should

wish to do so, then the following resolution should be passed:-

**“RESOLVED** that, under Section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the particular item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraph(s) of Part I of Schedule 12A of the Act.”

## 5 **Questions from the Public under Standing Order No. 19**

For details about how to speak at Committee, please click the following link - <https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/public-speaking-at-meetings/overview/>

Questions must be submitted by 10am three working days before the meeting. For example, if the meeting is being held on a Thursday, questions must be submitted by 10am on the Monday before the meeting, in this case Monday 30 November 2020.

## 6 **Questions on Covid-19 Recovery from Portfolio Holders and Questions from Members and Answers**

(Pages 17  
- 34)

Portfolio Holder briefing notes attached.

Portfolio Holder for City Management - Councillor Harvey  
Portfolio Holder for Communities and Culture - Councillor Ghusain

Details of questions from Members relating to the two Portfolios above on Covid-19 recovery issues only should be notified to the Corporate Manager Democratic and Civic Support by 10.00am the Monday before the meeting – Monday 30 November 2020.

## **Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on 4 February 2021 at 5:30pm.

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