

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 1 April 2021

Time: 5.30 pm

Venue: Legislation has been passed that allows Councils 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 5 -
10)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 11 February 2021.

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 - 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 19**

Details of questions should be notified to the Corporate Manager Democratic and Civic Support via the committee.services@exeter.gov.uk email by 10.00am at least three working days prior to the meeting. For this meeting any questions must be submitted by 10.00am on Monday 29 March 2021.

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/>

6 **Questions from Members of the Council under Standing Order 20**

To receive questions from Members of the Council to the relevant Portfolio Holders for this Scrutiny Committee. The Portfolio Holders are:-

Councillor Harvey - Portfolio Holder for City Management
Councillor Ghusain - Portfolio Holder for Communities and Culture
Councillor Williams - Portfolio Holder for Supporting People
Councillor Wright - Portfolio Holder for Council Housing Development and Services

7 **Presentation on Exeter Wellbeing**

(Pages 11
- 26)

Presentation by the Active and Healthy People Programme Lead and the Programme Manager Communities.

8 **Spotlight Review - Consultation Charter**

The Spotlight Review met on 16 March 2021, the group comprising Councillors Atkinson, Buswell, Leadbetter, D. Moore and Wardle with Councillor Atkinson appointed Chair. Councillor Atkinson referred Members to the Guide to Community Engagement report – New Conversations – produced by the LGA.

The Review Group considered the LGA document in detail and agreed that it would be appropriate to amend the draft Charter to incorporate elements from the LGA document. As the Spotlight Review group asked to “sign off” a revised draft, it will be amended for further consideration by the group together with a draft framework for consultation plans for report to the next meeting of this Scrutiny Committee and then to Executive and Council.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 1 July 2021** at 5.30 pm.

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Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265107.