

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 2 December 2021

Time: 5.30 pm

Venue: Customer Service Centre, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting.

This meeting is open to the public and those addressing the Committee under the public speaking provisions, but because of current social distancing restrictions brought about by the Corona Virus outbreak, any members of the public wishing to attend the meeting should contact the Democratic Services Team committee.services@exeter.gov.uk in advance, as there is limited capacity for public attendance. Priority will be given to those addressing the Committee under the public speaking provisions.

In line with the advice from Steve Brown, Director of Public Health, at a recent Members Briefing, all attendees are kindly request to take a Lateral Flow Test prior to the meeting.

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

Membership-

Vizard (Chair), Mitchell, M (Deputy Chair), Allcock, Atkinson, Begley, Denning, Mrs Henson, Martin, A, Pearce, Quance, Sparkes, Sparling, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
14)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 7 October 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 No. 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 November 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 **To receive questions from Members of the Council under Standing Order No. 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 Environment and 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

Advance questions from Members relating to the Portfolio Holders should be notified to the Corporate Manager Democratic and Civic Support via the committee.services@exeter.gov.uk email by **10.00am on Monday 29 November 2021**.

7 **Car Parks and Environmental Considerations**

To consider the report of the Engineering, Waterways and Parking Service Manager. Presentation to follow.

(Pages 15
- 16)

8 Forward Plan of Business

Please see for noting a link to the schedule of future business proposed for the Council which can be viewed on the Council's web site -

<https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/forward-plan-of-executive-decisions/>

Should Members wish to raise issues in respect of future business please notify Howard Bassett in advance of the meeting.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 10 February 2022** at 5.30 pm in the Civic Centre.

Follow us:

[Twitter](#)

[Facebook](#)

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