

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 30 March 2023

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

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.

Entry to the Civic Centre can be gained through the rear of the Customer Service Centre, Paris Street.

### *Membership -*

Vizard (Chair), Mitchell, M (Deputy Chair), Bennett, Ellis-Jones, Foale, Harvey, Holland, Newby, Oliver, Snow, Sparling, Sutton, Wardle and Warwick

## **Agenda**

### **1 Apologies**

### **2 Minutes**

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To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 2 February 2023.

### **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](mailto: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 27 March 2023.

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 No. 20**

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

Councillor Denning - Portfolio Holder for Customer Services and Council Housing

Councillor Ghusain - Portfolio Holder for City Management and Environmental Services

Councillor Pearce - Portfolio Holder for Communities and Homelessness Prevention

Councillor Williams - Portfolio Holder for Recycling, Waste Management and Waterways

Advance questions from Members relating to the Portfolio Holders should be notified to the Democratic Services Team Leader via the [committee.services@exeter.gov.uk](mailto:committee.services@exeter.gov.uk) email.

## 7 **Update from the Portfolio Holder for Customer Services and Council Housing - Councillor Denning**

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- 36)

## 8 **Community Safety Partnership - Presentation**

The Service Lead - Environmental Health and Community Safety will speak to the presentation on the role and work of the Community Safety Partnership. Below is the link to the relevant web page

[Safer Exeter - Exeter City Council](#)

9 **Forward Plan of Business and Forward Work Plan**

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- 40)

**Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 29 June 2023** at 5.30 pm in the Civic Centre.

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