

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 3 October 2024

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 Pierre Doutreligne, Democratic Services Officer (Committees) on 01392 265486.

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

### *Membership -*

Parkhouse (Chair), Rees (Deputy Chair), Begley, Darling, Fullam, Harding, Holland, Hussain, Miller-Boam, Moore, Patrick, Pole, Read and Wardle

## **Agenda**

### **1 Apologies**

### **2 Minutes**

(Pages 5 -  
12)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 27 June 2024.

### **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**

Details of questions should be notified to the Democratic Services team via the [committee.services@exeter.gov.uk](mailto:committee.services@exeter.gov.uk) email address 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 30 September 2024.

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:-

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

**7 Portfolio Holder Update - Climate, Ecological Change & Communities** (Pages 13 - 24)

To receive a Portfolio Holder update on Communities from Councillor Vizard.

**8 Update on the Consultation Charter and Development of an Engagement and Consultation Policy** (Pages 25 - 32)

Report of the Strategic Director for People and Communities.

**9 Relocation of Council Services Based in the Civic Centre** (Pages 33 - 78)

To consider and discuss the Executive report of 3 September 2024.

**10 Box Shifting Practice, Business Rates and Empty Property Relief** (Pages 79 - 82)

Report of the Strategic Director for Corporate Resources.

**11 Scrutiny Work Plan and Proposals Received** (Pages 83 - 92)

To include Scrutiny proposals received from Members.

**Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 28 November 2024** at 5.30 pm in the Civic Centre.

**Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265486.**