

Select Committee Agenda



Stronger Communities Select Committee Tuesday, 1st October, 2019

You are invited to attend the next meeting of **Stronger Communities Select Committee**, which will be held at:

Council Chamber - Civic Offices
on **Tuesday, 1st October, 2019**
at **7.00 pm** .

Georgina Blakemore
Chief Executive

**Democratic Services
Officer**

J. Leither (01992) 564243))
Email: democraticservices@eppingforestdc.gov.uk

Members:

Councillors Y Knight (Chairman), J Share-Bernia (Vice-Chairman), A Beales, I Hadley, J Lea, J McIvor, A Mitchell, D Plummer, S Rackham, J H Whitehouse, D Wixley

SUBSTITUTE NOMINATION DEADLINE: 6.00PM

WEBCASTING NOTICE

Please note: this meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed.

You should be aware that the Council is a Data Controller under the Data Protection Act. Data collected during this webcast will be retained in accordance with the Council's published policy and copies made available to those that request it.

Therefore by entering the Chamber and using the lower public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for web casting and/or training purposes. If members of the public do not wish to have their image captured they should sit in the upper council chamber public gallery area

If you have any queries regarding this, please contact the Corporate Communications Manager on 01992 564039.

1. WEBCASTING INTRODUCTION

This meeting is to be webcast. Members are reminded of the need to activate their microphones before speaking.

The Chairman will read the following announcement:

“This meeting will be webcast live to the Internet and will be archived for later viewing. Copies of recordings may be made available on request.

By entering the chamber’s lower seating area you consenting to becoming part of the webcast.

If you wish to avoid being filmed you should move to the public gallery or speak to the webcasting officer”.

2. APOLOGIES FOR ABSENCE

3. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.07.02)

To report the appointment of any substitute members for the meeting.

4. DECLARATIONS OF INTEREST

To declare interests in any item on the agenda.

5. NOTES OF PREVIOUS MEETING (Pages 5 - 18)

To agree the notes of the meeting of the Select Committee held on 2 July 2019.

6. TERMS OF REFERENCE & WORK PROGRAMME (Pages 19 - 22)

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the terms of reference and work programme for the select committee. Members are invited at each meeting to review both documents.

7. SWITCH DIGITAL INCLUSION PROJECT

To receive a presentation with regard to the Switch Digital Inclusion Project.

8. CUSTOMER SERVICE STRATEGY

To receive a presentation with regard to the development of the Council’s Customer Service Strategy.

9. CUSTOMER SATISFACTION - WHAT OUR CUSTOMERS ARE TELLING US (Pages 23 - 32)

(Service Director (Customer Services)) To consider the attached report.

10. ESSEX POLICE - POLICING & CRIME ISSUES

The local District Commander for Essex Police, Chief Inspector Lewis Basford, will be

attending the next meeting of the Select Committee (4 February 2020), to report to members with regard to current policing and crime issues across the Epping Forest District.

The Committee is therefore asked to consider appropriate lines of questioning to be raised with Chief Inspector Basford at the meeting. The identification of specific lines of questioning to be raised with Chief Inspector Basford will also be sought from members through the Council Bulletin.

11. DATES OF FUTURE MEETINGS

To note that future meetings of the Select Committee will be held at 7.00pm on:

4 February 2020; and
21 April 2020.

With the agreement of the Chairman of the Committee, the next meeting will now be held on 4 February 2020, rather than the original scheduled date of 21 January 2020.