

Select Committee Agenda



Stronger Communities Select Committee Tuesday, 21st March, 2023

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

Council Chamber - Civic Offices
on **Tuesday, 21st March, 2023**
at **7.00 pm** .

Georgina Blakemore
Chief Executive

**Democratic Services
Officer**

R Perrin
Email: democraticservices@eppingforestdc.gov.uk

Members:

Councillors J Lea (Chairman), J Lucas (Vice-Chairman), C Amos, R Balcombe, I Hadley, S Murray, C Nweke, R Pugsley, D Stocker, D Wixley and S Yerrell
Co-opted Member W Marshall

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 564542.

1. WEBCASTING INTRODUCTION

The Chairman will read the following announcement:

“I would like to remind everyone present that this meeting will be broadcast live to the internet (or filmed) and will be capable of repeated viewing (or another use by such third parties).

Therefore, by entering the Council Chamber and using the seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.”

2. APOLOGIES FOR ABSENCE

To be announced at the meeting.

To report non-attendance before the meeting, please use the Members Portal webpage to report non-attendance at meetings <https://eppingforestdc-self.achieveservice.com/service/Member>Contact> to ensure your query is properly logged.

Alternatively, you can access the Members portal from the front page of the Council's website, at the bottom under 'Contact Us' <https://www.eppingforestdc.gov.uk/your-council/members-portal/>

3. SUBSTITUTE MEMBERS

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. TERMS OF REFERENCE & WORK PROGRAMME (Pages 3 - 8)

(Chairman/Lead Officer) The Overview and Scrutiny Committee have agreed the Terms of Reference and work programme for this Select Committee. Members are invited at each meeting to review both documents.

6. CUSTOMER SERVICE STRATEGY UPDATE (Pages 9 - 12)

To consider the update on our Customer Service Strategy and provide feedback on 'what our customers are telling us'.