



Overview & Scrutiny Committee

Thursday 20 July 2023

This is a summary of decisions and not the formal minutes of the Committee. It is intended to give early notice of the decisions taken.

If you require further information about the meeting, please contact Committee Services on [01926] 456114.

- 1. Apologies for Absence** – These will be detailed in the minutes.
- 2. Declarations of Interest** – These will be detailed in the minutes.

Urgent item – Call in of Cabinet Decision 5 July 2023 - Customer Service Relocations Options

The Committee referred the item to Council for further debate so that all Members can be given the opportunity to ask questions and fully understand the implications, and to provide the Council with assurance that it is providing a viable option.

The Committee asks for pertinent information, such as a breakdown of customer attendance at Riverside House reception, plans for rooms at the Town Hall, an update on shop location (confidentially if needed), timescales for the overall project to be circulated ahead of Council by way of an addendum.

The Committee notes that the move of the Customers Services team is not done in isolation, but it is part of a wider picture, with the plan to move the Council offices out of Riverside House and the developments planned for the Town Hall. As such, the Committee asks that the relevant information from these different projects is brought forward ahead of the Council meeting.

The Committee also requested further details on what other options were considered as potential for relocating the Customer Services and reasons why these were discounted.

The Overview & Scrutiny Committee asks that the issue of relocating the Pump Rooms shop should be considered by Council, asking that any confidential information be sent in advance to all Members, to inform the debate at Council, which should be carried in public session as much as possible, for the purpose of transparency and accountability.

5. Learning and Action Plan – Procurement

These will be detailed in the minutes.

4. Climate Change Action Programme Update

These will be detailed in the minutes.

3. Work Programme, Forward Plan & Comments from Cabinet

These will be detailed in the minutes.