



## POLICY SCRUTINY COMMITTEE

**Tuesday, 19 November 2024**

**6.00 pm**

**Committee Rooms 1-2, City  
Hall**

Membership: Councillors Chris Burke (Chair), Calum Watt (Vice-Chair),  
Debbie Armiger, Liz Bushell, Natasha Chapman, Callum Roper  
and Rachel Storer

Substitute member(s): Councillors Dylan Stothard and Pat Vaughan

Officers attending: Democratic Services, Joanne Crookes and Emily Holmes

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### A G E N D A

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<b>SECTION A</b>	<b>Page(s)</b>
1. Confirmation of Minutes - 1 October 2024	<b>3 - 6</b>
2. Declarations of Interest	
Please note that, in accordance with the Members' Code of Conduct, when declaring interests members must disclose the existence and nature of the interest, and whether it is a disclosable pecuniary interest (DPI) or personal and/or pecuniary.	
3. Department of Housing and Investment Remedies Policy	<b>7 - 24</b>
4. Unacceptable Customer Actions Policy	<b>25 - 44</b>
5. Corporate Document Review	<b>Verbal Report</b>
6. Health Scrutiny Update	<b>Verbal Report</b>
7. Policy Scrutiny Work Programme 2024-25 and Executive Work Programme Update	<b>45 - 56</b>