



Tourism, Communities, Culture & Leisure Committee

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| Date: | Thursday, 25 January 2024 |
| Time: | 6.00 p.m. |
| Venue: | Committee Room 1 - Birkenhead Town Hall |

Contact Officer: Michael A. Jones
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PLEASE NOTE: Public seating is limited therefore members of the public wishing to attend are asked to register their attendance in advance by emailing committeeservices@wirral.gov.uk. Wirral Council is fully committed to equalities and our obligations under The Equality Act 2010 and Public Sector Equality Duty. If you have any adjustments that would help you attend or participate at this meeting, please let us know as soon as possible and we would be happy to facilitate where possible. Please contact committeeservices@wirral.gov.uk

This meeting will be webcast

AGENDA

- 1. WELCOME AND INTRODUCTION**
- 2. APOLOGIES**
- 3. MEMBERS' CODE OF CONDUCT - DECLARATIONS OF INTEREST**

Members are asked to consider whether they have any disclosable pecuniary interests and/or any other relevant interest in connection with any item(s) on this agenda and, if so, to declare them and state the nature of the interest.

- 4. MINUTES (Pages 1 - 4)**

To approve the accuracy of the minutes of the meeting held on 30 November 2023.

5. PUBLIC AND MEMBER QUESTIONS

Please telephone the Committee Services Officer if you have not received an acknowledgement of your question/statement by the deadline for submission.

5.1 Public Questions

Notice of question to be given in writing or by email by 12 noon, 22nd January 2024, to the Council's Monitoring Officer via this link: [Public Question Form](#) and to be dealt with in accordance with Standing Order 10.

For more information on how your personal information will be used, please see this link: [Document Data Protection Protocol for Public Speakers at Committees | Wirral Council](#)

Please telephone the Committee Services Officer if you have not received an acknowledgement of your question by the deadline for submission.

5.2 Statements and Petitions

Notice of representations to be given in writing or by email by 12 noon, 22nd January 2024, to the Council's Monitoring Officer (committeeservices@wirral.gov.uk) and to be dealt with in accordance with Standing Order 11.1.

Petitions may be presented to the Committee. The person presenting the petition will be allowed to address the meeting briefly (not exceeding one minute) to outline the aims of the petition. The Chair will refer the matter to another appropriate body of the Council within whose terms of reference it falls without discussion, unless a relevant item appears elsewhere on the Agenda. Please give notice of petitions to committeeservices@wirral.gov.uk in advance of the meeting.

5.3 Questions by Members

Questions by Members to be dealt with in accordance with Standing Orders 12.3 to 12.8.

SECTION A - KEY AND OTHER DECISIONS

SECTION B - BUDGET AND PERFORMANCE MANAGEMENT

6. TCCL BUDGET REPORT (Pages 5 - 16)

7. CUSTOMER EXPERIENCE STRATEGY PROGRESS REPORT (Pages 17 - 48)

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users of assistive technology or mobile phone devices. Please contact fergusadams@wirral.gov.uk if you would like this document in an accessible format.

8. TOURISM, COMMUNITIES, CULTURE AND LEISURE COMMITTEE PERFORMANCE REPORT (Pages 49 - 58)

SECTION C - WORK PROGRAMME / OVERVIEW AND SCRUTINY

9. WORK PROGRAMME (Pages 59 - 66)

10. EXEMPT INFORMATION - EXCLUSION OF THE PRESS AND PUBLIC

The following items contain exempt information.

RECOMMENDATION: That, under section 100 (A) (4) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information as defined by the relevant paragraphs of Part I of Schedule 12A (as amended) to that Act.

11. TCCL BUDGET REPORT - EXEMPT APPENDIX (Pages 67 - 70)

Terms of Reference

The terms of reference for this committee can be found at the end of this agenda.