

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 3 December 2020

Time: 5.30 pm

Venue: Legislation has been passed that allows Council's to conduct Committee meetings remotely

Members are invited to attend the above meeting.

If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Democratic Services Officer (Committees) on 01392 265107.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

### *Membership -*

Vizard (Chair), Mitchell, M (Deputy Chair), Begley, Foggin, Mrs Henson, Mitchell, K, Oliver, Martin, A, Quance, Sparkes, Wardle and Warwick

## **Agenda**

- 6 **Questions on Covid-19 Recovery from Portfolio Holders and Questions from Members and Answers** (Pages 3 - 4)

Portfolio Holder briefing notes attached.

Portfolio Holder for City Management - Councillor Harvey  
Portfolio Holder for Communities and Culture - Councillor Ghusain

Details of questions from Members relating to the two Portfolios above on Covid-19 recovery issues only should be notified to the Corporate Manager Democratic and Civic Support by 10.00am the Monday before the meeting – Monday 30 November 2020.

### **Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on 4 February 2020 at 5:30pm.

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## CUSTOMER FOCUS SCRUTINY COMMITTEE

3 DECEMBER 2020

### ITEM 6: QUESTIONS FROM MEMBERS ON COVID-19 RECOVERY

#### Questions to the Portfolio Holder for City Management – Councillor Harvey

##### Questions from Committee Members

- 1 **Councillor K. Mitchell** - Thank you for the update within the report regarding COVID measures implemented within the Waste, Recycling and Fleet service – **Ref Page 17**. Can the Portfolio Holder or an officer please confirm similar COVID measures have occurred within the MRF e.g. social distancing, PPE, ensuring adequate ventilation and adequate COVID safe break facilities/increased drinks breaks due to the presumed use of masks?
- 2 **Councillor K. Mitchell** - Can the Portfolio Holder or an officer update the Committee on how the pandemic has impacted upon the revenue we receive from our recyclables and whether any contracts have changed meaning our recyclables are being sent elsewhere?
- 3 **Councillor K. Mitchell** - Can the Portfolio Holder or an officer update the Committee on the progress or any delays with regard to the planned implementation of food and glass doorstep collections, which was originally due to be implemented in the summer of next year?

##### Ref : Page 19

- 4 **Councillor M. Mitchell** – When does the Portfolio Holder envisage that the full graffiti removal service can be re-instated?

#### Questions to the Portfolio Holder for Communities and Culture – Councillor Ghusain

##### Questions from Committee Members

##### Ref : Page 23

- 1 **Councillor M. Mitchell** – In view of the excellent work the RAMM are already undertaking in regard to online engagement, could they act as a hub partner for other heritage and visitor attractions within the city? This could help present a more holistic view of what makes Exeter so special.

##### Ref : Page 29

- 2 **Councillor M. Mitchell** – What formal audit or survey does the Council intend to undertake to ascertain the most successful elements of the work undertaken by Exeter Community Wellbeing?

**Ref : Page 30**

- 3 **Councillor M. Mitchell** – With regard to Digital Inclusion, this IT initiative relates to primary aged school children, what support, if any, is being provided for children in the 11-16 age range?

**Ref : Page 30**

- 4 **Councillor M. Mitchell** – Is it intended that a more detailed analysis will be presented regarding the allocation and effectiveness of the funds distributed via Covid Community Grants and the Covid Wellbeing Support Fund?

**Ref : Page 31**

- 5 **Councillor M. Mitchell** – To what extent does the CEV programme and Exeter Connect work with Exeter Home Call as it can be assumed that there is a large client overlap?

**Ref : Page 32**

- 6 **Councillor M. Mitchell** – There is likely to be a very large increase in the workload of Exeter Citizens Advice in 2021. What additional funding and/or staffing does the existing Team envisage is required to sustain the service through 2021?