

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 7 October 2021
Time: 5.30 pm
Venue: Guildhall, High Street, Exeter

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.

Due to current social distancing restrictions brought about by the Corona Virus outbreak, this meeting is only open to members of the public who have registered to ask questions under Standing Order No. 19.

The [live stream can be viewed here](#) at the meeting start time via Facebook.

Membership -

Vizard (Chair), Mitchell, M (Deputy Chair), Allcock, Atkinson, Begley, Denning, Mrs Henson, Martin, A, Pearce, Quance, Sparkes, Sparling, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
16)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 1 July 2021.

3 Declarations of Interest

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

4 **Local Government (Access to Information) Act - Exclusion of the Press and Public**

It is considered that the Committee would be unlikely to exclude the press and public during the consideration of any of the items on this agenda but, if it should wish to do so, then the following resolution should be passed:-

“RESOLVED that, under Section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the particular item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraph(s) of Part I of Schedule 12A of the Act.”

5 **Questions from the public under Standing Order No 19.**

Details of questions should be notified to the Corporate Manager Democratic and Civic Support via the committee.services@exeter.gov.uk email by 10.00am at least three working days prior to the meeting. For this meeting any questions must be submitted by 10.00am on Monday 4 October 2021.

For details about how to speak at Committee, please click the following link - <https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/public-speaking-at-meetings/overview/>

6 **To receive questions from Members of the Council under Standing Order No. 20**

To receive questions from Members of the Council to the relevant Portfolio Holders for this Scrutiny Committee. The Portfolio Holders are:-

Councillor Harvey - Portfolio Holder for Environment and City Management
Councillor Ghusain - Portfolio Holder for Communities and Culture
Councillor Williams - Portfolio Holder for Supporting People
Councillor Wright - Portfolio Holder for Council Housing Development and Services

Advance questions from Members relating to the Portfolio Holders should be notified to the Corporate Manager Democratic and Civic Support.

7 **Presentation on Homelessness and associated issues**

To consider the report of the Deputy Chief Executive.

Councillor Barbara Denning submitted a proforma request to the Scrutiny Programme Board for a review to be undertaken on potential evictions, the homeless and housing. The Board referred the request to this Committee.

8 Forward Plan of Business

Please see for noting a link to the schedule of future business proposed for the Council which can be viewed on the Council's web site -

<https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/forward-plan-of-executive-decisions/>

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 2 December 2021** at 5.30 pm.

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Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265107.