

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 1 December 2022
Time: 5.30 pm
Venue: Rennes Room, Civic Centre, Paris 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.

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

Membership -

Vizard (Chair), Mitchell, M (Deputy Chair), Bennett, Ellis-Jones, Foale, Harvey, Holland, Newby, Oliver, Snow, Sparling, Sutton, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
10)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 6 October 2022.

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 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 28 November 2022.

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 **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 Denning - Portfolio Holder for Customer Services and Council Housing

Councillor Ghusain - Portfolio Holder for City Management and Environmental Services

Councillor Pearce - Portfolio Holder for Communities and Homelessness Prevention

Councillor Williams - Portfolio Holder for Recycling, Waste Management and Waterways

Advance questions from Members relating to the Portfolio Holders should be notified to the Corporate Manager Democratic and Civic Support via the committee.services@exeter.gov.uk email.

7 **Update from the Portfolio Holder for Communities and Homelessness Prevention - Councillor Pearce**

8 **Homelessness Task and Finish Working Group**

9 **Tackling the Ecological Emergency**

To consider the report of the Director Net Zero Exeter and City Management.

10 **Forward Plan of Business and Scrutiny Work Plan**

(Pages 19
- 24)

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/>

Also attached is a work plan for scrutiny items.

Should Members wish to raise issues in respect of future business please notify Howard Bassett in advance of the meeting.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 2 February 2023** at 5.30 pm in the Civic Centre.

Follow us:

[Twitter](#)

[Facebook](#)

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