

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 5 October 2023

Time: 5.30 pm

Venue: Civic Centre

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), Rees (Deputy Chair), Atkinson, Begley, Ellis-Jones, Fullam, Hannaford, Harvey, Holland, Miller, Patrick, Sparling, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
14)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 29 June 2023.

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 1985 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 2 October 2023.

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 Council Housing Development and Support Services
Councillor Foale - Portfolio Holder for Corporate and Democratic Services and Environmental Health
Councillor Pearce - Portfolio Holder for Communities and Homelessness Prevention
Councillor Williams - Portfolio Holder for Place and City Management

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

7 Update from the Portfolio Holder for Place and City Management - Councillor Williams

(Pages 15
- 20)

Key Performance Indicator (KPI) information can be found using the PowerBi reports, available on the Council intranet home page.

8 Homelessness Strategy - six month progress report

(Pages 21
- 28)

Report of the Director City Development

9 Update on street cleansing, bins and litter following the changed approach.

Following one to one briefings with Members the update report will now come to this Committee in the New Year.

10 Healthy Homes - Chair to report

11 Scrutiny Programme Board Annual Report

(Pages 29
- 50)

To receive the report of the Scrutiny Programme Board.

12 Forward Plan of Business and Scrutiny Work Plan

(Pages 51
- 56)

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. This on-line document is a source for Members to raise issues at Scrutiny on forthcoming Executive agenda items:-

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

Also attached is a draft work plan of future 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 30 November 2023** at 5.30 pm in the Civic Centre.

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CUSTOMER FOCUS SCRUTINY COMMITTEE

29 June 2023

Present:

Councillor Matthew Vizard (Chair)

Councillors Rees, Atkinson, Begley, Fullam, Holland, Miller, Patrick, Sparling, Wardle and Warwick

Apologies:

Councillors Ellis-Jones and Harvey

Also present:

Place Project Officer, Democratic Services Manager and Democratic Services Officer (HB)

In attendance:

Councillor Denning	Portfolio Holder for Council Housing Development and Support Services
Councillor Pearce	Portfolio Holder for Communities and Homelessness Prevention
Councillor Williams	Portfolio Holder for Place and City Management

17 Minutes

The minutes of the meeting of the Customer Focus Scrutiny Committee held on 30 March 2023 were taken as read, approved and signed by the Chair as correct.

18 Declarations of Interest

No declarations of interest were made by Members.

19 Questions from the Public under Standing Order No. 19

No questions from members of the public were received.

20 River Exe

The Chair welcomed the following representatives to the meeting, who had been invited following a Notice of Motion submitted to Council on 21 February 2023 by Councillor Read. Each representative of the three bodies introduced themselves:-

South West Water

Mark Worsfold, Director of Asset Management;
Alan Burrows, Director of Environmental Liaison and Culture; and
Vicky Garner, Partnership and Community Coordinator.

Environment Agency

Mark Rice, Area Director; and
Clarissa Newell, Area Environment Manager.

Natural England

Michaela Barwell, Operations Manager – Devon, Devon, Cornwall and Isles of Scilly Team.

The Place Project Officer advised Members of the City Council's role in respect of the River Exe. It did not have a significant remit as the Environment Agency was the responsible body for monitoring water quality and pollution levels. The Council, however also monitored conditions when there were intermittent pollution issues such as nutrients in the Canal and sewage discharge in the river with a particular ongoing focus on the condition of the Northbrook and Higher Leat. Generally, there were fewer problems manifesting themselves in the lower Estuary than upstream and, whilst conditions could be better, the overall condition of the River Exe was reasonable.

In accordance with Standing Order No. 45, Councillor Read was in attendance and explained the purpose of her Notice of Motion. The River Exe was an enormous asset to Exeter which was recognised to have a huge benefit to the health and wellbeing of Exeter's residents and of great importance to biodiversity and wildlife. Residents were increasingly concerned over pollution levels with sewage discharges, which were particularly evident after heavy rain. With wild water swimming becoming increasingly popular, especially with warmer summers, the river was used for bathing and a citizens testing programme had been instigated to help provide data to the authorities. As a Harbour Board Member, Councillor Read referred to its Business Statement of "leading on the environmental stewardship of the River". Whilst 12% of pollutants were the responsibility of South West Water a further 88% should also be accountable including agricultural runoff, badly managed septic tanks, road runoff and misconnected domestic drains all impacted adversely on the health of rivers in general and the Exe specifically. Moreover, South West Water's clean up target was over an exceptionally long period. Other points raised were:-

- could South West Water confirm that the final Drainage and Wastewater Management Plans (DWMP) had been published?;
- does the Local Plan review recognise the impact of, and legislate for, the impact of new developments on treatment works?;
- do South West Water and the Environment Agency measure the impact of polluted water on wildlife along the river banks?; and
- when would real time and accurate data be made available on the location and the volume of sewage spills?

South West Water

Mark Worsfold and Alan Burrows advised that the Environment Agency was the monitoring body of South West Water's environmental regime with Ofwat the financial and economic regulator. South West Water's Drainage and Waste Water Management Plan 2025 to 2040 had been published at the end of May setting out proposed investment of some £3 billion over this period. Other water companies had opted for a longer time period of up to 2050 in their plans. There were 1,342 storm overflows in the region with 500 up to standard, but works necessary for the remaining 800. It was anticipated that 400 would be upgraded by 2030 and the cost of upgrading storm overflows was estimated at £200 million a year.

He responded to the following questions from Councillor Rees:-

1. When will we get access to real time alerts on all Combined Sewer Overflows into the River Exe?

The Water Fit Live programme had been published setting out two phases for providing real time data for storm overflow discharge for Exmouth Beach and

some inland waterways with a third phase roll out between October and December to cover all of inland storm overflows. In parallel, Water UK would require data from all water companies to provide a national picture by 2024.

2 What is the maintenance regime to reduce overflows and continuous preventative maintenance to ensure they stay reduced?

The 1,342 storm overflows were installed in the last 12 years and there was an ongoing maintenance regime as part of continuous preventative measures. Additional measures were undertaken where there were high levels of spillage. Permits are issued by the Environment Agency requiring 90% of overflows to be operational.

3 Why was a new Sewage Waste Treatment works not built at Cranbrook development? Where does that sewage go from Cranbrook? Where and how is it treated? How will you cope with another proposed 890 houses there?

At present, Cranbrook sewage treatment was undertaken at Countess Wear but, ultimately, a new treatment works would be provided East of Exeter which is in the planning stage taking into account additional housing developments both in Cranbrook and Woodbury, but there was some uncertainty at this stage until commitments were made to further housing developments. Plans were brought forward in discussion with the Environment Agency and local authorities and a meeting would be held at the beginning of July with City Council planners to assess the impact of forthcoming developments within the city and the role the Local Plan can play.

4 When will a new high capacity Sewage Waste Water Treatment Works be built and where?

New works required at least 10 years to plan, develop and construct.

5. Should sewage be transported by tanker? Is it acceptable that Exmouth is part of Exeter's sewage treatment system?

Transportation by tankers was generally only used in an emergency when treatment works failed and in moving sludge between centres to ensure a balanced distribution. Because of the current Health and Safety Review of the Axminster works, tankers were undertaking transfers to Countess Wear.

6. Is it true that a shortage of treatment chemicals and HGV drivers had an impact on the frequency of sewage overflows and discharges in 2020 and 2021? Has this impact now been addressed or is there still a shortage of treatment chemicals and drivers?

Concerns over the unavailability of treatment chemicals from Europe as a result of Brexit had not materialised.

The South West Water representatives provided further information in response to Members' queries:-

- the company was working jointly with the Environment Agency and local authorities through Environmental Health teams to eradicate the number of misconnections which were largely a problem in respect of small scale house

improvements and not large housing developments. Building Control departments were involved at the construction stage;

- plans for an East of Exeter works would have the dual advantage of not only serving Cranbrook and Woodbury, but also absorbing the capacity of future growth in Exeter as well as reducing existing load on Countess Wear;
- in the next two years, a scheme would be introduced to reduce the odour problems at Countess Wear. There was limited land for expansion at Countess Wear as it was situated on an island;
- the regulations within the Environment Act 2021 required the installation of volume monitoring equipment and South West Water will provide this real time data in its 2,300 monitors across the region within the next 10 years;
- there are 80 storage tanks across the region, many of which are self-cleaning;
- Environment Agency permits include requirements to assess dry weather flows;
- the standard of monitoring storm overflows varies across Europe from poor examples such as Italy to high performers such as Holland. The UK is one of only a few countries who are transparent in the capture and dissemination of data;
- local authorities have a key role in separating out surface water from foul water;
- accumulation of wet wipes in drainage systems is a major problem with approximately 6,400 blockages a year;
- South West Water continue to undertake pest control work along river banks, largely as a Health and Safety issue for its staff;
- Environment Agency permits are also required for garages, quarries, campsites and caravan parks etc., with data required on the numbers in campsites and caravan parks;
- QR code generators have been installed for recreational users to indicate their use of the river amenities for data sharing;
- building trusting relationships between key agencies is also an important requirement; and
- South West Water is also required to pay dividends to its shareholders who, as with the banks, provide the initial investment to undertake the vast improvement programmes planned.

Environment Agency

The following responses had been provided by the Environment Agency to questions from Councillor Rees:-

- 1. South West Water has a number of Emergency Overflows with active Event Duration Monitoring (EDM) that do not appear in the annual EDM return including two that spilled in the bathing season last year. How does the Environment Agency intend to ensure all overflows are monitored effectively?**

The Environment Agency has shaped the Event Duration Monitoring (EDM) programme for storm overflows through promoting and securing monitor installation through its AMP6 (2015-2020) and AMP7 (2020-2025) Water Industry National Environment Programme (WINEP). We are securing EDM monitoring and reporting through conditions on Water and Sewerage Company permits to discharge. At the end of 2022, in England 91% of storm overflows had EDM installed. We expect this to be at 100% coverage by December 2023.

South West Water have made good progress in installing and reporting their storm overflow performance via EDM. In 2022, South West Water had coverage of EDM on 99.3 % of their storm overflows

EDM Storm Overflow Annual Return Summary Reporting 2022

Table 1: 2022 EDM Headlines	Anglian Water (AWs)	Dwr Cymru Welsh Water (DCWW) (In England)	Northumbrian Water (NW)	Severn Trent Water (ST)	South West Water (SWW)	Southern Water (SW)	Thames Water (TW)	United Utilities (UU)	Wales Water (WSSW)	Yorkshire Water (YWS)
Total no. storm overflows listed in the annual return in 2022	1,552	126	1,564	2,466	1,342	978	777	2,254	1,300	2,221
Total no. storm overflows with EDM commissioned	1,058	126	1,542	2,457	1,333	963	480	2,004	1,182	2,178
% storm overflows listed with EDM commissioned	68.2%	100%	98.6%	99.6%	99.3%	98.5%	61.8%	88.9%	90.9%	98.1%
Total no. storm overflows with spill data in 2022	1,054	120	1,463	2,438	1,323	939	472	1,971	1,182	2,118
Average no. spills per storm overflow with spill data in 2022	15.3	23.3	20.3	18.4	28.5	17.8	17.0	35.1	18.5	25.6
Average duration (hrs) per monitored spill event in 2022	5.6	3.4	3.6	5.6	7.7	8.8	9.3	6.1	5.9	4.3

Through the Environment Act 2021, there was a duty on water and sewerage companies to report their EDM data in near real time (with one hour of discharges occurring) and to monitor the receiving water environment upstream and downstream of storm overflow and sewage treatment works discharges. This duty was on the water and sewerage companies.

The Environment Agency was supporting the Department for Environment, Food and Rural Affairs (Defra) in developing its technical standards around these new requirements and was considering its role in securing delivery by water and sewerage companies, including elements within the WINEP for PR24.

- The launch of WaterFit Live is good news for those using designated bathing waters but without consistent national standards for reporting, the water companies will develop their own reporting systems and own the narrative. Does the Environment Agency and Defra intend to consult on the development of national standards for reporting that meet all the requirements of Section 81 Environment Act 2021? Is the Environment Agency being consulted about the development of the new Environmental Data Hub by Water UK?**

Under the Environment Act 2021, water companies are required to publish near-real time data on discharges from storm overflows by the end of 2025. The role out of this data is being led by Defra. We are providing technical support to Defra in the development of secondary legislation which will set out further guidance on making this data publicly available.

The regulators role was to set strict permitted conditions for the use of storm overflows to protect the environment and communities. They monitored compliance with these permit conditions and held water companies to account if they were breached.

In April/May 2023, Defra consulted on its proposals and associated standards for:

Section 81 "Reporting on discharges from storm overflows" (within an hour of the discharge) and

Section 82 "Monitoring quality of water potentially affected by discharges"

The Environment Agency were aware of, and are supporting, Defra in developing their response to this consultation. They also welcomed water companies publishing accessible data so the public could see what was happening, but disclosure was only ever the beginning and people wanted to see tangible progress. The evidence from the EDM programme clearly showed there was no room for complacency and water companies had a long way to go. They needed to invest more in tackling storm overflow pollution. Any water companies in breach of their permits were acting illegally and must

act urgently to address any non-compliance. Only wider action through water company investment, better farming practices and simple steps taken in the home to prevent sewer misuse would help ensure there were healthier sewers, cleaner rivers and a better environment for all.

The Environment Agency had not directly engaged with Water UK on its activities in this arena but had engaged with the water companies directly and were aware of collaboration between water and sewerage companies in developing its response to these new duties upon them. They expected Water UK to be informed by Defra's consultation response and developing secondary legislation around standards.

3. What level of staff do you need to carry out your work fully in this region: monitor water quality, check and follow up incidents and bad practice; maintain data records and respond to public concerns? How much would this cost?

The Environment Agency were currently funded from permit application fees and subsistence fees as well as Grant in Aid (GiA) to carry out our regulation work. This contributed towards 22 Land and Water staff in Devon, Cornwall and Isles of Scilly who regulated the water company, as well as private discharge permits. They recharged permit holders for the work in attending incidents. In addition to this, they had a number of staff in monitoring teams, legal teams and environment planning teams, and staff who tracked Water Company performance.

Costs associated with South West Water specifically were difficult to estimate, as the staff do not solely work on water company regulation.

The Environment Agency recognised water companies were under performing, and this needed to change. They were planning to transform regulation of the water industry by creating senior regulatory specialist roles, in order to audit compliance with environmental law and further increase the technical skills of their regulatory staff. There would be a focus on revolutionising data by developing and implementing new tools to turn huge quantities of data into regulatory intelligence. These elements would provide the capacity and intelligence to significantly increase the time spent on regulating the water industry and directing effort to the highest risk issues and locations.

Mark Rice reported that, historically, the environmental performance of South West Water had been poor but there had been an improving trend since the end of last year and a further Environmental Performance Assessment was to be undertaken shortly. The Agency had a duty to hold water companies to account and prosecuted continuing breaches, although there was a time lag between incidents and cases appearing at court. There were significant other sources of pollution, particularly in the agricultural sector.

The Environment Agency representatives provided further information in response to Members' queries:-

- European legislation on water quality had been incorporated into UK law, Devon and Cornwall comparing favourably with the rest of the country due in part to its coastal locations. Bathing and wild water swimming was increasingly popular because of the physical and mental health benefits but, unlike Europe, the UK does not have as many inland bathing waters although, again, this was not such

an issue in this area. However, most water companies were not taking action to improve quality in this context and it is up to the public to press for action. There were 148 designated inland bathing areas in the area and information was available on the Environment Agency and Defra websites. In addition to water quality, land owners with bathing opportunities needed to check the wider health and safety attributes around safety issues;

- a pilot inland bathing waterway has been launched on the River Dart following an application by a local swimming group;
- assessment of the suitability of river bathing areas requires assessment of quantity as well as quality but significant investment would be required to monitor if the water is suitable for bathing and other recreational activities such as canoeing. The Environment Agency monitors the ecological health of the River Exe as well as tributaries including the Clyst and Crealy and can provide information on pollution levels to inform potential bathers and other users;
- the Environment Agency had established an Agricultural Task Force to encourage greater compliance within the farming community and can serve notices to enforce compliance. There had been an uptake in slurry tank purchase in recent years but it is slow progress and there has been significant non-compliance, for example, in the River Axe area. Greater involvement of Defra was required to encourage better use of farmland in areas of water storage, pond creation etc;
- the increasing political and media interest in water quality will increase the Government pressure to further tighten legislation;
- partnership working occurred through joint action with local authorities and membership of the South West Regional Flood and Coastal Committee; and
- in addition to major flood prevention schemes such as the River Exe, it is estimated that flood risk can be reduced by 10% by natural means and the Agency works jointly in this area with Natural England and the Devon Wildlife Trust. Of works in the region of £3 billion, some 50% of solutions have a natural base such as reed beds

Natural England

Michaela Barwell made the following comments:-

- Natural England was focussed more on habitat conditions as in Sites of Special Scientific Interest; and
- Natural England worked jointly with the Environment Agency in advising and incentivising farmers in areas such as stabilisation of water courses, grass control and maize management which were all focussed on limiting pollution and soil run off. Grants were also available to encourage better storage of waste on farms.

Customer Focus Scrutiny Committee noted the Notice of Motion agreed by Council on 21 February 2023 and the contributions from, and information provided by, the representatives of South West Water, the Environment Agency and Natural England, the Chair thanking all for attending.

The meeting adjourned at 19:17 and re-convened at 19:25.

21 **Presentation on the role of Scrutiny**

The Democratic Services Manager presented the role of scrutiny and its importance within the Council's democratic process in acting as a critical friend for the Authority through the two Scrutiny Committees - Strategic and Customer Focus. He advised that Bethan Evans of Governance Training and Consultancy Ltd. would hold a bespoke scrutiny training session on 7 September 2023.

The following points were highlighted in the presentation:-

- the Terms of Reference of the Customer Focus Scrutiny Committee covered corporate and financial performance monitoring, the annual budget setting process and service specific/operational matters.
- Scrutiny Committee Work Plan;
 - the Work Plan was set by the Scrutiny Programme Board which was chaired by Councillor Allcock, a non-Executive Member, and comprised of the Chairs and Deputies of both Committees;
 - the Work Plan was generated by Members of Scrutiny who were encouraged to submit a proforma to suggest areas of scrutiny and which was reviewed and commented on by the Strategic Management Board; and
 - the Scrutiny Programme Board reviewed the requests and assessed how the suggestions, as well as the Work Plan itself, aligned with the Council's priorities and resources.
- Role of Scrutiny was:-
 - to hold the Executive to account through "call in";
 - to assist with the review of Council policy and service delivery issues including budgets; and
 - enabled public engagement by asking questions about Council responsibilities.
- Call In Under Standing Order 17
 - Executive decisions could be called in if the process was either deemed deficient, failed to consider alternative action, failed to take account of relevant factors or the decision was wrong in fact or law;
 - a call in required seven Scrutiny members from either Scrutiny Committee;
 - after deliberation, Scrutiny may take no further action or refer back to Executive;
 - a call in does not apply to urgent matters or recommendations to Council; and
 - Executive can consider the recommendation of Scrutiny but decide to take no action.
- Forward Plan;
 - Democratic Services publish the Forward Plan on a monthly basis setting out all decisions that will be taken over the coming months; and
 - Councillors are given the opportunity to get involved in policy formulation before the Executive makes a decision on them by asking for a report to be brought to Scrutiny.

- Task and Finish Groups/Spotlight Reviews
 - Task and Finish reviews are a series of meetings to consider a specific issue; with recommendations presented to Scrutiny and Executive for consideration as part of the decision making process; and
 - Spotlight reviews look at one matter normally in one meeting.

In response to questions, the Democratic Services Manager advised that the proforma had been recently updated as requested by the Scrutiny Programme Board and that the proforma requests were added to the Work Plan which, if agreed by the Board, would be reported to the relevant Scrutiny Committee and ultimately included on the Scrutiny Bulletin. He also confirmed that seven Members from either Committee were required for a Call-In.

The Chair thanked the Democratic Services Manager for the presentation and Members noted the report.

22 Questions from Members of the Council under Standing Order No 20

No questions had been received from Members.

23 Forward Plan of Business and Scrutiny Work Plan

Members noted the Forward Plan and the Scrutiny Work Plan.

The meeting commenced at 5.30 pm and closed at 7.43 pm

Chair

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REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 5 October 2023

PORTFOLIO HOLDER'S REPORT TO SCRUTINY COMMITTEES

COUNCILLOR WILLIAMS PORTFOLIO HOLDER FOR PLACE AND CITY MANAGEMENT

1. Issues relating to achieving the Council's published priorities

1. Parks and Open Spaces & Cleansing: The recruitment of temporary and full time operatives remains difficult across Public Realm Services, with a particular impact on the low skilled roles within Street Cleansing and Parks.

The service has implemented statutory prioritisation plan that reduces the short-term reliance on temporary staffing to cover absences and immediate labour requirements, however this does leave temporarily resource shortages in non-statutory provision.

The service has identified career development pathways for low skilled roles, and are using apprenticeships to motivate and upskill existing employees. Alongside the recent pay agreement, the Public Realm employment offer is now a more competitive offer as a result, and whilst this has not seen a the complete resolution of recruitment constraints, it has reduced recruitment constraints in comparison to 2021-2022.

2. Parks and Open Spaces: Heightened rainfall over spring/ summer has prevented operational teams suspending grass cutting to allow maintenance of city wide shrub beds and overgrowth. Operations offset seasonal maintenance in order to achieve both grass and shrubs annually within budgets and available resource. Rain has enabled grass growth to continue throughout the season, preventing operations from releasing resource from the 12 FTE grass team to carry out other works.

To reduce the impact of resource shortages parks and open spaces will be prioritising safety related shrub and overgrowth works until grass season ends later in the year. This will include assisted living sites and encroachment.

3. Allotment Availability: Allotment service demand continues to exceed available sites. Currently up to 800 residents have expressed an interest in having an allotment with only 300 possible tenancies becoming available.

To reduce waiting times and increase availability the service currently:

- Limits the size of leasable plots to 5 rods, to ensure maximum tenancies are available on each site.
- Carries out ongoing clearances of redundant/ neglected plots to increase the leasable portfolio where resources and budget allow.

- Manage tenancies and enforce allotment rules and regulations ensuring best- value across sites.
- Work closely with, planning and provide commentary on development proposals with a view to identifying and extending allotment provision within the city where practicable.

4. Car Parking Maintenance: As part of their daily enforcement rounds, the Car Park team carry out adhoc visual inspections for both surface and multi-storey car parks. They also carry out monthly recorded inspections which are recorded on AssessNet. Inspections are from an operational point of view such as potholes, broken Pay & Display machines, broken fencing, electrical faults and any other immediate H&S issues. If works are required on a surface car park the team arrange the works, if work is required within a Multi-Storey car Park, the fault/issue is reported on the Corporate Property Asset database from them to address.

Engineers carry out annual detailed inspections on surface car parks, developing a list of maintenance required, broken down into High, Medium and Low priorities. Once the annual inspections have taken place, the car park team meet with Engineers to develop a programme of works.

Corporate Property carry out annual inspections in Multi-Storey Car Parks on items such as drains, M&E, dry risers, lighting and fire alarms. On occasion, they carry out Condition Surveys on Multi-Storey car parks to identify any structural defects within the building. If any defects are identified and dependant on the severity, actions are taken to reduce usage or even closing parts of or all of the Multi-Storey car park.

As of April 2023, a small maintenance budget of £72,080 was introduced within car parking to address the backlog of issues and faults. A programme of works have been developed to address the long list of H/M/L issues/faults that have been identified from Engineering and Car Park inspections.

5. Waste Management: Recruitment continues to be problematic with respect to drivers of 7.5 tonne and 26 tonne vehicles as well as in other roles such a loaders and MRF operatives, as is the case with many Councils and Businesses nationally.

However the service has been embarking on an internal development programme giving opportunity to a number of staff within the service the opportunity to qualify as drivers. Whilst this is not a quick fix and completion of the various tests require can take a number of months, it has improved the number of drivers and business continuity of the service. To date 7 drivers have become drivers through this scheme.

6. Waterways: Moorings & navigation aids servicing vessel Can-Doo has now been decommissioned. The replacement vessel that we intend to charter is not ready for service yet, I anticipate that it will be ready by mid-October. Because there has been a gap now without such a vessel, we have had to contract out to Teignbridge Harbour for a small number of important tasks that needed to be completed with the navigation aids. The costs of hiring in a vessel to do our work is currently £2.3K per day.

Staffing continues to be under pressure.

2.Update or commentary on any major ongoing programmes of work

1. Heavitree Paddling Pool Development: Heavitree Paddling pool development is ongoing. It is anticipated that the contract tender will commence before December 2023, with a secondary public consultation on site designs carried out in the next financial year (May to July 2024). Pending the refurbishment of the play area as part of the programme, a number of new play items will be installed to replace recent removals. These will be incorporated into the final design.

2. KGV/ Countess Wear road retaining wall remedial work: Development and planning work has commenced to restore the embankment on Countess Weir road. Ground investigations are near completion and pending outcomes the initial designs are anticipated by the end of the year. The date for the commencement of works is dependent on design approval by the Highways authority, however it is anticipated that works will commence in full by mid-to- late 2024.

3. Brohmams Farm playing field re-establishment: Specifications and approvals have been finalised for Brohmams farm reestablishment. Public and Green Space anticipates the contract for works will be awarded mid to late January 2024. Operations permitting, site development will take place from spring 2024 with an anticipated opening date spring/ summer 2025 subject to change.

4. Rougemont footpath work: The redevelopment of Rougemont Park, castle wall footpath will commence and be finalised this year. This will see the footpath through the tower between Rougemont and Northernhay, resurfaced and reopened, enabling access egress between the two oldest parks in the City.

5. Ash Die Back: 2023/24 condition surveys are in progress with an anticipated completion date at the end of September. These inspections will inform levels of remedial works required over the next financial year. So far ADB seems to be spreading more slowly than expected.

6. Play programme: There are currently 8 play areas on the list for 2023/24 minor refurbishments based on equipment condition reports. Sites anticipating works are: Merrivale Road, Bull Meadow, KGV Inclusive, Lancelot Road, Fleming Way, Mulberry Close, George's Close, Exwick Play Area. Any further works required will be prioritised by risk and budget availability.

7.Street cleansing service change: Street cleansing optimisations are ongoing. To date the litter bin review and member meetings have been completed. Preliminary planning meetings have been conducted with the Route management consultants. Route management consultants will optimise delivery schedules for both deep clean and litter vans to support city

wide coverage post resource reductions. Schedule trials are anticipated in January 2024 and commencement of revised schedules end of March 2024.

8. Car Park Capital works: A programme is being developed for a series of structural repairs and general refurbishment works in the Cathedral and Quay, King Williams Street, John Lewis, Princesshay 2 and the Guildhall car parks. The work will be progressed by the Corporate Property Team as soon as resources become available.

9. MRF refurb: A report regarding the MRF Investment and Associated work will be presented to Executive and Council.

10. Food waste has now been rolled out to just over 20,000 properties in the city. Whilst there were teething problems with a minority of collections, the roll out has gone relatively well. Further roll out is dependent upon the MRF Investment and associated works, which will be discussed in more detail in the forthcoming report.

11. Canal Gate and bank repairs: Lock gates at the Turf and Kings Arms are leaking badly –these require capital expenditure. The banks at the lower end of the canal are leaking and in urgent need of repair.

3.Issues that may impact : services delivery/financial performance/future budget requirements

1. Inflationary increases: supplies, materials, and commercial rates have continued to rise significantly this has seen prices increase substantially and will put strain on revenue budgets over the next financial year. This rise is universal across all services within Net Zero and City Management but is significantly impacting on Waste Management and Fleet, Public Realm, Bereavement Services, Public Toilets, Allotments and Engineering.

2. Bereavement Services income: Low income levels, likely to be ongoing putting strain on service budgets.

3. Recruitment: As mentioned in section 1, recruitment is still an issue across our entire front line manual workforce. Our neighbouring authorities are also struggling with the same problems so the issue isn't just confined to Exeter.

4.Potential changes to services/provisions being considered

1. The authority is still awaiting the government decision on changes in waste management and collection. Since my last report, the implementation of the deposit return scheme has been delayed until October 2024 at the earliest and no decision has been made on the type of scheme that will be implemented. The Extended Producer Responsibility Payments have also been deferred until 2025. The government has announced that it is looking at charges associated with household waste collection facilities (which will affect Devon County Council) and bulky waste collections (which are an Exeter City Council function). No detail on those reviews is available.

5. Other matters the Portfolio Holder wishes to raise with the Scrutiny Committee
<p>1. Belle Isle Relocation: Development restrictions enforced by SWW have eliminated the use of the preferred relocation site, Exton Road Weighbridge. Alternative sites are being considered with no alternatives having been identified to date.</p>
<p>2. Harbour Revision Order: The application has been accepted by the Marine Management Organisation without amendment for validation.</p>
<p>3. Removal of Wrecks: A number of wrecks have been removed from the river and riverbanks and disposed of. Note: it is a statutory obligation on the port authority to lift and remove a wreck that may present a danger to navigation within port limits under the Merchant Shipping Act 1996.</p>
<p>4. Heritage Harbour Festival 23-24 September: a berth has been prepared for the Snark, and Britannia is to be craned in at west Quay.</p>

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REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meetings: 5 October 2023

Report of: Ian Collinson, Director

Title: Homelessness – Six month progress report

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive / Council

1. What is the report about?

1.1 Further to the report of the Homelessness Task & Finish Working Group (2nd Feb 2023) this report updates members on the following:

1.2 Key Issues in the last 6 months

1.3 Progress under the new Homelessness Strategy (including actions to progress the recommendations of the T&F group)

1.4 Key data reporting demand, outcomes and trends will be circulated via the new Housing Needs quarterly newsletter

2. Recommendations:

The report is for information only but members are advised to note the progress being made on the key recommendations, particularly those within the Council's locus of control.

.

3. Reasons for the recommendation:

N/A.

4. What are the resource implications including non-financial resources

At present no additional resource implications are noted.

5. Report details:

8.1 Key Issues in the last 6 months

The Council has faced a number of new homelessness challenges in the last 6 months, most significantly the unexpected announcement in February by Devon County Council of the proposal to cease funding adult homelessness support services across the County. This challenging prospect was followed in March by the Government's announcement that all bridging hotels accommodating Afghan Households since the evacuation in 2021 were to close by the end of August.

These two challenges have generated significant levels of additional work which, alongside new bidding programmes for targeted rough sleeper services and the purchase of additional housing, have been the main focus for staff working on homelessness development agendas. Progression of actions under the homelessness strategy have been impacted to a degree but numerous work streams have moved forward as reported below.

8.2 Progress under the new Homelessness Strategy (including actions to progress the recommendations of the T&F group)

Key points of progress:

- Revised ending rough sleeping action plan
- New (successful) bid for targeted rough sleeping work – additional staff posts for council and partners presently under recruitment
- Gap analyses co-designed with partners completed for both Rough Sleeping needs and high needs Young Persons services. This is a key partnership milestone in preparation for a November bid for capital and revenue to the Supported Housing Accommodation Programme (SHAP). The Council and partners including Exeter YMCA will be targeting funds for new supported housing units for homeless young persons including care leavers and also for homeless adults with complex or multiple need who struggle to sustain current local housing options and often end up street attached in the city.

8.3 The following Task and Finish Working Group recommendations were adopted by Council in February. These were divided into those relating to Government / external bodies and those more within the Council's sphere of influence. Progress is reported *(in italics)* below each as follows:-

8.4 Government/External Bodies:

- (1) To seek via the City's two MP's and the Local Government Association a fundamental review and overhaul of the Local Housing Allowance (LHA) Scheme with consideration to be given to the Allowance reflecting Exeter's circumstances as an urban area in its own right and not averaged with neighbouring authorities in the assessment of the allowance

The fundamental affordability issue resulting from the gap between market rents and LHA rates has been a repeated theme arising the Afghan bridging hotel resettlement programme work. Housing authorities up and down the country have repeatedly raised LHA as the key barrier to affordability and homelessness reduction with key ministers and in the presence of lead Home Office and DLUHC personnel. ECC council officers have lent support to this message to Govt during webinars and seminars. The response has been that the Govt is listening.

It was hoped that the high profile of the Afghan programme amidst the wider refugee resettlement challenges could be the vehicle that finally levers an uplift in LHA rates. However whilst this has not yet materialised the local action to propose a review of the Broad Market Rental Area via local MP offices is outstanding and will now be followed up by officers.

- (2) To lobby Central Government to increase the ability for local authorities to build social housing

Specific lobbying action has not yet been initiated due to other priorities. Elements of specific activity relating to this agenda remain in play through Planning and the HRA development programme. It is proposed that the Council feeds this and other nationally / regionally relevant lobbying actions via its engagement with the Devon Housing Commission.

- (3) To lobby Central Government for the funding of local authorities and agencies to be for a minimum of three years for projects relating to housing provision, as opposed to short term support
- (4) To lobby Central Government to support changes to the planning system to control/limit short term lets and holiday homes

- (5) To lobby Central Government to support the abolition of Section 21 evictions
- (6) To lobby Central Government to support the reform of the Business Tax and Council Tax regimes for an equitable contribution in respect of all properties
- (7) To seek a Government review of the current operation of the deposit system for private rented properties for mediation to get an agreement to last no longer than 28 days after which the full deposit is returned. This will assist the tenant to obtain a further deposit for an alternative property.

For actions 3 to 7 it is proposed that the Council also feeds these through the Devon Housing Commission.

- (8) To seek the support of the Crown and Magistrate Courts for the use of Plain English regarding paperwork relating to court proceedings

Not yet actioned.

- (9) To align with the County Council webpages to ensure linkage on information and advice that helps people to find early help and prevent people from becoming at risk of homelessness wherever possible

Focus on this action has to date been joint working with DCC Children's Services and Corporate Parenting directorate to finalise the working protocols between County and District / City housing authorities in homelessness 16-17 year olds and Care Leavers aged 18-25. The Care Leaver protocol has been approved by the leading District officers (including Legal teams) as at w/b 11.09.23. This is a key milestone in establishing an improved robust joint prevention approach across both authority tiers. Alignment of communication and marketing of the protocol alongside key information to young persons and representing agencies has been agreed by all partners. The expectation is that revised information will go live by the end of the calendar year.

Alignment of wider homelessness advice and help information including website content and format is outstanding and to be agreed once the local homelessness funding position is finalised post-December.

- (10) To work with Devon County Council's Children's Services, to ensure the Homelessness Prevention Worker function is able to help young people earlier and prevent them becoming at risk of homelessness wherever possible including young people leaving care and making better use of existing tools like Positive Pathways to improve supporting young people earlier on)

This action is part of the overall work with Corporate Parenting and to be developed within the new best practice Champion model due for Cabinet sign off this September. It is proposed that County and Districts will review the homelessness prevention resources under the "Care For Me" subgroup in order to focus on current delivery and gaps in accommodation and support services. The HPW function is to be reviewed alongside the current capacity for personal assistant casework with key focus on improving tenancy rescue. The Council is assessing options to work with County on the Supported Housing Accommodation Programme which will include an assessment of potential use of local County land / buildings for new housing for care leavers. Additional funding for support and earlier intervention work is to be deployed to care leavers through the "Staying Close" fund.

The above work is being progressed under the joint countywide approach to the Corporate Parenting duty which is currently a central priority on the monthly Team Devon CEX agenda.

- (11) To seek increased/joint service contributions from Devon County Council in co-production areas of work e.g. substance misuse services, social care, young persons including care-leavers etc.

Action relating to young persons and care leavers is reported as above. In relation to the needs of the wider cohort, having played a key role in the submission of data and impact information to the recent homelessness funding consultation, the Council is engaged with County in the co-design of a position statement on homelessness. This work is scheduled to produce an integrated view of homelessness need including multi-disciplinary funding models and proposals by the end of November.

Outside of this the Council has been working with local substance misuse and social care partners to develop new capacity for support to adults and young persons with complex and multiple need. This is being co-ordinated under the local joint working with Public Health drug and alcohol funding to grow additional capacity within services aligned to the model of trauma-informed relational practice as delivered by the (award winning) ECC-led Navigator service.

- (12) To seek increased capacity around mental health services including support for the newly formed Mental Health Alliance and building on existing City Council officer support in this area

Work to develop more capacity and improved delivery / outcomes for homeless people in Exeter is being led by Colab with support from the Council. One recent focus has been the recruitment of the mental health navigator and re-establishing the model of pathway interface with the statutory mental health service. Further work is required in this area to drive up capacity beyond what is currently a very limited resource in relation to need and demand.

The Council continues to fund via RSI grant monies the psychological wellbeing support service Real Life Psychology which supports clients and staff with key coping skills and reflective practice.

Exeter City Council responsibilities:

- (13) To undertake a city wide response to homelessness, through a more formalised partnership approach building on the city's social capital and developing flourishing communities - this could be via the proposed Homelessness Housing Forum (HHF) comprised of local accommodation and support providers to see the system as a whole and address blocks and barriers. The HHF will build on learning from the Exeter Homelessness Partnership Alliance as well as from national examples of good practice e.g. Homeless Link. This will build on the existing co-production mechanisms and with the ultimate aim of offering accommodation on first presentation. The involvement of the business/private sector will also be sought.

A number of work development areas have been in progress over the last 6 months:

- The renewal of a revised Exeter Homelessness Forum, building on the work of the 3-year funded Exeter Homelessness Partnership. The key focus to date has been co-ordinated response to the DCC homelessness funding consultation but other priority work is to revise the alternative giving scheme, raise resource for basic need / survival facilities (toilets, shelter, drinking water etc.) and develop wider service co-production with lived experience including education, training and employment pathways*
- Meetings with key civic partners to develop the action plan around relieving street-attached need including city centre ASB. This is a multi-agency partnership including the Council, police, civic partners such as Education, Commerce and businesses.*
- The Council has continued to lead the Ending Rough Sleeping forum with homelessness and housing partners including some wider stakeholders. Part of the agenda is the*

development of wider engagement of partners such as Public Health with a view to build strategic consensus toward a wider Homelessness Reduction board

The governance model proposed in the new Homelessness strategy has not yet been established due to other pressing priorities and is now set to be road-tested over the next 6 months by diverging the above key stakeholder meetings to pilot one strategic homelessness forum for Exeter.

- (14) To maximise renewal of the City Council contract(s) with providers with Member involvement to add greater focus on key areas and targets, including analysis of the evidence base

Contract renewals are in progression with temporary accommodation providers as a key priority given the pressure of statutory accommodation demand and the current squeeze on funding for housing-related support. The Council is prioritising the more risk-tolerant higher performing providers whilst assessing ongoing improvement agendas with other services alongside alternative service models (including in-house provision).

Contracts with young person's services for Homeless Prevention Workers were renewed in February but are now subject to the overall review with Corporate Parenting before any extension or procurement decisions will be taken for April 2024 onwards.

The Council has recently undertaken a contract review and negotiated a funding extension with MOJ/Probation services for its prison resettlement service.

The Council and Citizens Advice Exeter have continued with review meetings (CAE with new CEO from April) focusing on current trends and practice issues with a view to prioritise work streams in time for contract renewal in 2024. Demand on services sub-contracted to CAE and Homemaker SW remain high especially in areas such as household affordability, income maximisation, and arrears and debt management. Next steps will include further relationship building (referrals and communications) with the Council's housing advice services and strengthening of prevention-focused activity.

- (15) To seek the involvement of a third party organisation in statutory homelessness mediation cases

The Council has maintained contact with the Shelter (Plymouth) lead officer. Reviews and appeals of homelessness decisions have remained stable in number. The majority are appeals against social housing banding decisions and predominantly appear to be reflective of personal frustration (lack of housing availability and waiting lists) as opposed to incorrect decisions by the Council. The Council has recently proposed a policy amendment regarding appeals whereby (subject to Devon Home Choice approval) those that are not supported by additional supporting evidence or a change in circumstances following the initial decision may be rejected.

The Council plans to invite a third party advocacy service to monitor these cases as a first check and balance into this area of work. This is also for the purpose of trialling a new partner relationship wherein a mediation option may be developed for challenging prevention cases.

- (16) To welcome and support the In Exeter commitment to the provision of drinking fountains in the city centre and seek the review of the 24/7 provision of public toilets in the city

This action has not yet been progressed. It is likely to be on the priority agenda for the Exeter Homelessness Forum as per point 13.

- (17) To welcome and support One Exeter's review of the use of Plain English for Council tax and other written communications rather than by telephone

This action has not yet been progressed to completion. An option to add a summary statement to the letters atop the necessary policy and legal-led statutory language to be taken to Council Tax lead officer.

- (18) To seek City Council commitment to a continuation of funding for the leasing and purchasing options programme for the supported and temporary accommodation programme

To date the development of leasehold options to relieve pressure on temporary accommodation has not required additional budget from the Council general fund. Since February eight properties (7 new builds and 1 private market) have been purchased and added to the Council's HRA stock under the Local Authority Housing Fund (LAHF) programme. An additional 5 properties are currently under offer / conveyance under LAHF round 2. These properties alongside 3 new PSL properties have been instrumental in ensuring no families were without a housing offer or made homeless as a result of the closing of the bridging hotels in Exmouth and Exeter in August.

In the last few weeks three new properties (16 units) have been leased by the Council for additional temporary accommodation housing. The transfer of some households into these properties will temporarily reduce the cost to the Council of use of hotel and B&B accommodation. This is key to the Housing Needs savings plan under the mid-term financial plan. However a combination of continuing pressures on statutory homelessness demand plus the limited existing capacity in housing-related support have not yet resulted in equivalent lasting reductions in hotel and B&B use. The Council is planning to combat this through increasing the number of leased units plus bidding into the SHAP fund respectively.

- (19) To seek City Council commitment to the expansion of the Housing First model particularly through local registered social landlords

As a first step the Council has led by example and committed to resource five existing 1-bed flats as additional Housing First (HF) tenancies to the existing 15 within Council HRA stock. Whilst one local housing association has also provided 7 units of accommodation under the HF model the scheme will be taken to wider partners as part of the leading Homelessness Reduction Board operational action plan.

6. How does the decision contribute to the Council's Corporate Plan?

9.1 Exeter City Council's Corporate Plan has the following priorities:

- Delivering net zero Exeter 2030
- Promoting active and healthy lifestyles
- Building great neighbourhoods
- Providing value-for-money services
- Leading a well-run council

Reducing homelessness is central to the key corporate strategic priority of “Housing and Building Great Neighbourhoods and Communities” through the tackling of social inequality and maximising homelessness preventions and reliefs. This is primarily achieved through the provision of housing advice and multi-faceted support and assistance. And through the supply of emergency, first and second stage housing options with suitable personalised support to address single and multiple needs. The priorities of the new homelessness strategy are reflected in the following 2022-26 Corporate Plan commitments:

Housing advice and homelessness support - We play a leading role in ensuring that the most vulnerable citizens receive the best advice and, where possible, an accommodation offer at the earliest opportunity with ongoing bespoke support.

We will:

- *Publish and implement a new Homelessness Strategy that supports our ambition to reduce rough sleeper numbers, and end rough sleeping where possible by 2025.*
- *Increase integrated offers of accommodation and treatment to build better recovery from homelessness as well as homelessness prevention in the first place.*
- *Continue co-production and partnership work with the voluntary sector to provide accommodation units with tenancy training and support where needed*

10 . What risks are there and how can they be reduced?

10.1 The main risk is the internal capacity to deliver on the recommendations. This is mainly mitigated by the number that can be reasonably integrated into the planned actions under the homelessness strategy. However those recommendations likely to require additional officer / other party input will need to be assessed on a potential cost: benefit basis.

10.2 Other risks are that a failure to progress the recommendations and effect positive change (e.g. new capacity in homelessness prevention or relief) will expose the Council to increased statutory homelessness presentations. This will include households requiring homelessness relief (i.e. already homeless) and requiring emergency accommodation and support plus statutory case management. This is highly likely to present costs to the general fund in excess of the current homelessness budget, therefore wielding a greater financial cost to the Council's overall budget.

11 Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In putting forward recommendations no potential impact has been identified on people with protected characteristics as determined by the Act because: because

11.4.1 The report is for information only and the parties likely to be affected by implementation of the recommendations are included in the EQIA submitted with the homelessness strategy report to Executive.

12 Carbon Footprint (Environmental) Implications:

12.1 Important to complete this section in light of the Council declaring a Climate Emergency. Consider whether the recommendations you are making in the report will help, hinder or have no direct impact on delivering our carbon reduction target (carbon neutral by 2030).

12.2 You should think about things like:-

- Travel (and, if travel is unavoidable, whether lower carbon options will be pursued e.g. walking, public transport, electric car);
- Infrastructure (e.g. LED lighting, energy efficient heating/hot water, solar panels, electric car charging points);
- Waste (e.g. recycling, composting, reducing non-recyclable waste); and
- Any other specific carbon reduction initiatives.

12.3 If there are no direct carbon/environmental implications for the decision please state:

No direct carbon/environmental impacts arising from the recommendations.

13 Are there any other options?

All recommendations and ensuing actions are optional but failure to progress the majority is likely to result in greater levels of local homelessness and increased cost to the Council in relation to its duties to assist, accommodate and resettle homeless households.

Author: Richard Crompton, Service Lead, Housing Needs & Homelessness.

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265275

REPORT TO STRATEGIC SCRUTINY COMMITTEE AND CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meetings: 21 September and 5 October 2023

REPORT TO EXECUTIVE

Date of Meeting: 7 November 2023

REPORT TO COUNCIL

Date of Meeting: 12 December 2023

Report of: The Scrutiny Programme Board

Title: Annual Scrutiny Report 2022-23

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

1.1 To provide an annual update in respect of the Scrutiny work achieved during the municipal year 2022 – 2023.

2. Recommendations:

2.1 The Annual Scrutiny Report 2022- 2023 is noted by the Strategic Scrutiny Committee and the Customer Focus Scrutiny Committee; and

2.2 The Executive note and recommend that Council approve Annual Scrutiny Report 2022- 2023.

3. Reasons for the recommendation:

3.1 The Annual Scrutiny Report provides the Scrutiny Committees with an opportunity to:-

- a. Monitor the progress of the Scrutiny function and process at Exeter City Council;
- b. Comment upon the progress and direction of Scrutiny over the past year and into the future;
- c. Ensure that the Scrutiny Committees are kept fully up to date as to the Task and Finish Groups and what they have achieved;
- d. Illustrate how effective Scrutiny can contribute towards an accountable, transparent and democratic process.

4. What are the resource implications including non financial resources

None

5. Section 151 Officer comments:

5.1 There are no financial implications contained within this report.

6. What are the legal aspects?

6.1 None identified.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 This update concentrates on providing Members with an overview of the work and achievements of Scrutiny during 2022 - 2023 and is set out in detail at Appendix A attached to this report.

9. How does the decision contribute to the Council's Corporate Plan?

9.1 Good governance contributes to the Council's purpose of a "Well Run Council".

10. What risks are there and how can they be reduced?

N/A

11. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In recommending this proposal no potential impact has been identified on people with protected characteristics as determined by the Act because the report is for information only.

12. Carbon Footprint (Environmental) Implications:

12.1 No direct carbon/environmental impacts arising from the recommendations.

13. Are there any other options?

N/A

Scrutiny Programme Board

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265115

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SCRUTINY ANNUAL REPORT 2022/23

EXETER CITY COUNCIL

(September 2022 – June 2023)

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Foreword from the Chair of the Scrutiny Programme Board

The role of Scrutiny is to provide support, challenge and to maximise the effectiveness of Exeter City Council and its working relationships with its partners across the local and wider communities it serves.

The two Scrutiny Committees have continued to take a proactive approach to matters concerning the Council and its residents, to support the Council in making a positive contribution to work in the city. The Scrutiny Programme Board supported by the Democratic Services Team have also continued to work to reinforce the focus of Scrutiny and manage the available resources to develop scrutiny training for all Members.

The Scrutiny Programme Board was set up to meet on a bi-annual basis, but have more recently moved to meet once a quarter to provide oversight and direction on the work of Scrutiny. The meetings attended by the Chairs and Deputy Chairs aim to develop a future programme of work, review any Scrutiny Proposals (pro-forma) submitted by Members and support best practice for both of the Scrutiny Committees.

I would like to take this opportunity to thank all Scrutiny Committee Members, and our partners for their continued support in contributing to the Scrutiny process as well as officers and the Democratic Services team in facilitating the operation of the Board and the Committees.

**Councillor Allcock,
Chair of the Scrutiny Programme Board**

September 2023

Introduction

The Annual Scrutiny Report for Exeter City Council provides an overview of the work undertaken by the Strategic Scrutiny Committee and Customer Focus Scrutiny Committee during the 2022/23 year (September 2022 to June 2023).

Scrutiny is a key tool for promoting the best interests and wellbeing of the area and seeks to ensure that local people receive high quality services that meet their needs. The two Scrutiny Committees act as a 'critical friend' to the Executive, and hold it to account, providing challenge where it deems necessary. Scrutiny has a vital role in the areas of reviewing the formulation of policy development and advising the Executive of areas of potential improvements. The work of the two Scrutiny Committees supports the Council in the work undertaken to achieve the aims of the Council's corporate objectives.

The aims of the Scrutiny process are to:-

- add value to Council business and decision-making;
- hold the Executive to account;
- to monitor the budget and performance of services;
- assist the Council in the development of policy and review the effectiveness of the implementation of Council policy;
- to review relevant Government policy development and legislation to assess the impact on the City and make recommendations to Executive.

The two Scrutiny Committees of Strategic Scrutiny and Customer Focus discharge the functions conferred by Section 21 of the Local Government Act 2000 or regulations under section 32 of the Local Government Act 2000. Work has continued to highlight the role of Scrutiny and the following training and resources are in place and include:-

- A link on the Council Intranet site to the [Scrutiny Hub](#) to provide Members with supporting information and guidance to assist them in good scrutiny practice;
- Highlighting the importance of Scrutiny Committees being led by Members, who are responsible for setting their own work programme and taking into account the views of Committee Members who are not Members of the largest political group on the Council; Members are encouraged to submit requests for consideration at Scrutiny to the Scrutiny Programme Board using the [Scrutiny proposal form](#)
- Appointing Deputy Chairs of Scrutiny Committee to Chair any Task and Finish Groups or Spotlight Reviews, as and when established;
- A Pro-Forma for Portfolio Holders to complete to update Members on activities within their portfolios;
- Face to face training scrutiny with an external provider took place on 7 September 2023.

The Council's Scrutiny Committees continue to have an important role in relation to the development of the Council's budget and policy framework, as well as to make proposals to the Executive in so far as they relate to matters within their terms of reference. Members have access to the Council's Forward Plan for work being undertaken throughout the year and where there is need for Scrutiny consideration following an Executive decision to bring the matter to Committee first – the Call In process.

This Annual report serves as a reminder to Members of what their responsibilities and powers are, and to re-iterate the importance of Scrutiny being Member led. For the benefit of Members, the Terms of Reference for the Scrutiny Programme Board are included in this report.

Terms of Reference and Membership

Scrutiny Programme Board (SPB)

The purpose of the Scrutiny Programme Board is to manage scrutiny in a way that ensures the functions of overview and scrutiny are fairly balanced across all aspects of the Council's work, with a view to improving services, reducing inequalities and improving outcomes for the people of Exeter.

Role of the Scrutiny Programme Board:-

- to set priorities for the annual scrutiny work programme, based on submissions from Members, referrals from Council, the public and proposals from Executive, Strategic Management Board (SMB) or Scrutiny Committees;
- to allocate work fairly across the two scrutiny committees and that the work reflects all aspects of the Council's work by providing oversight and direction to the committees' work programmes;
- to ensure corporate and cross cutting business is dealt with by the relevant committees;
- to review performance against the relevant corporate priorities and inform work programmes as appropriate;
- to receive for information, and oversee implementation of, recommendations made by each of the two Scrutiny Committees;
- to plan and oversee implementation of the process for annual Budget Scrutiny;
- to produce an annual scrutiny report to Council (in conjunction with the scrutiny committees);
- to review national best practice and guidance in relation to scrutiny and recommend any changes to the way scrutiny is undertaken as a result.

Committee Membership – Scrutiny Programme Board (formed of the current Chairs and Deputy Chairs of the two Scrutiny Committees)

- Councillor Naima Allcock (Chair);
- Councillor Matthew Vizard;
- Councillor Catherine Rees;
- Councillor Yvonne Atkinson;
- Councillor Michael Mitchell.

General role of the Scrutiny Committees

The relevant scrutiny committee is responsible for

- hearing call-ins, petitions and any Councillor's call for action (CCFA) - which enables a ward Councillor to refer issues of direct local concern to the Scrutiny Board; approving the creation of time limited working groups for issues within its remit;
- monitoring performance against the relevant corporate priorities;
- receiving finance and performance reports;
- agreeing recommendations to Executive, Council and partner organisations;
- agreeing appointments of co-opted representatives;
- monitoring the forward plan;
- reviewing new and developing legislation to assess its impact on the city;
- considering and introducing schemes to involve the public in developing policy;
- working with national, regional and local organisations to promote the interest of local people;

- considering matters referred to the Scrutiny Committee through established Task and Finish Groups and Spotlight Reviews

Strategic Scrutiny Committee

The Strategic Scrutiny Committee provides scrutiny for the following areas of Council Work

- Relevant policies in the Exeter Plan
- Corporate Health & Safety
- Response to Central Government's Policy Making
- Climate change and sustainability
- Council wide/strategic matters
- Hear call-ins relevant to the role of the committee
- Partnership links
- Growth Board
- Joint Committee for Heart of the South West
- Heart of the South West Local Enterprise Partnership

Committee Membership

- Councillor Yvonne Atkinson (Chair);
- Councillor Michael Mitchell (Deputy Chair);
- Councillor Naima Allcock;
- Councillor Marina Asvachin;
- Councillor Richard Branston;
- Councillor Andy Ketchin;
- Councillor Paul Knott;
- Councillor Andrew Leadbetter;
- Councillor Zion Lights;
- Councillor Diana Moore
- Councillor Tess Read
- Councillor Martyn Snow
- Councillor Matthew Vizard, and
- Councillor Matthew Williams

Note: Membership for Scrutiny Chair's is proposed by the majority group and Deputy Chairs are proposed from the opposition groups.

Customer Focus Scrutiny Committee

The Customer Focus Scrutiny Committee provides scrutiny for the following areas of Council Work

- Corporate Performance Monitoring
- Financial Performance Monitoring
- Annual Budget Setting Process
- Service specific/operational matters
- Hear call-ins relevant to the role of the committee Partnership links
- Health and Wellbeing Board
- Exeter Community Safety Partnership
- Strata

Committee Membership

- Councillor Matthew Vizard (Chair);
- Councillor Catherine Rees (Deputy Chair);
- Councillor Yvonne Atkinson
- Councillor Jane Begley;
- Councillor Joshua Ellis-Jones;
- Councillor Adrian Fullam;
- Councillor Rob Hannaford
- Councillor David Harvey;
- Councillor Peter Holland;
- Councillor Mollie Miller;
- Councillor Susannah Patrick;
- Councillor Amy Sparling;
- Councillor Tony Wardle; and
- Councillor Steve Warwick.

Note: Membership for Scrutiny Chair's is proposed by the majority group and Deputy Chairs are proposed from the opposition groups.

Year in Review: Scrutiny 2022/23

Strategic Scrutiny Committee

The Strategic Scrutiny Committee has met on six occasions between September 2022 and June 2023.

29 September 2022

- Member Questions and Answers.
- Update from the Leader and Councillor Wood the Portfolio Holder for Climate Change
- Working Towards Net Zero – Exeter City Council's Corporate Carbon Footprint Report and Carbon Reduction Plan
- Progress Report Shared Prosperity Fund
- Scrutiny Programme Board Annual Report

17 November 2022

- Member Questions and Answers
- Update from Councillor Wright the Portfolio Holder for Arts, Culture and Corporate Services
- Commercialisation

12 December 2022 (Call-In)

- Community Infrastructure Levy – Partial Review Consultation – Special Meeting in accordance with Standing Order No 17 following a Call-In on the Executive decision on a partial review of the Community Infrastructure Levy (CIL)

19 January 2023

- St Sidwell's Point
- Member Questions and Answers.
- Update from Councillor Morse, Portfolio Holder for City Development and Planning

16 March 2023

- Question from the public – Mr Cleasby on the future role of Exeter City Futures
- Member Questions and Answers.
- Councillor Parkhouse, Portfolio Holder for Leisure and Physical Activity
- St Sidwell's Point Project Contractual Arrangements
- Live and Move Programme Update
- Exeter Plan: Outline Draft Consultation : Initial reporting
- Working Towards Net Zero – Exeter City Council's Corporate Carbon Reduction Plan –
- Progress Report Shared Prosperity Fund – Update 2

16 June 2023

- Question from the public – Mr Cleasby on the adequacy of the bus service
- Member Questions and Answers
- Update from the Leader
- Presentation on the Role of Scrutiny
- Ethical and Low Carbon Advertising

There was one call-in request during 2022/23 – see above.

Customer Focus Scrutiny Committee

The Customer Focus Scrutiny Committee has met on five occasions between September 2022 and June 2023.

6 October 2022

- Member Questions and Answers.
- Update from the Portfolio Holder for Recycling, Waste Management and Waterways – Councillor Williams
- Operation London Bridge – Expenditure
- Street Naming and Numbering
- Homelessness Task and Finish Working Group – Update from the Chair of the Working Group
- Scrutiny Programme Board Annual Report

1 December 2022

- Question from a Member of the Public
- Member Questions and Answers.
- Update from the Portfolio Holder for Communities and Homeless Prevention – Councillor Pearce
- Tackling the Ecological Emergency
- Homelessness Task and Finish Working Group

2 February 2023

- Member Questions and Answers.
- Update from the Portfolio Holder for City Management and Environmental Services – Councillor Ghusain
- Recycling and Food Waste Management
- Review of Exeter City Council's Homelessness Service – Report of the Homelessness Task and Finish Working Group

30 March 2023

- Member Questions and Answers.
- Update from the Portfolio Holder for Customer Services and Council Housing – Councillor Denning

- Community Safety Partnership – Presentation

29 June 2023

- Member Questions and Answers.
- River Exe – Presentation by representatives of South West Water
- Presentation on the Role of Scrutiny

No call-in requests were received during 2022/23.

Combined Customer Focus and Strategic Scrutiny Committee

The Combined Scrutiny Committee meets to discuss joint issues and also meets to discuss the Council budget. The Chair rotates between the Chairs of the respective Scrutiny Committees.

9 February 2023

Budget 2022/23 – Annual briefing for Members prior to the Council Tax Budget Council in February 2023.

Looking Ahead to 2023/24

The Scrutiny Programme Board agrees the format and content of the work programme, (Scrutiny Work Schedule) which is regularly updated and reported on, at each Board meeting.

A copy of the Scrutiny Work Schedule is attached to each Scrutiny Committee agenda.

The Forward Plan is circulated to Members and is available on the [Council Website](#)

Scrutiny Contact Details

Contact for information for Scrutiny items coming forward can be made through committee.services@exeter.gov.uk

Strategic Scrutiny Contact

- Sharon Sissons - sharon.sissons@exeter.gov.uk
- **Chair:** Cllr Yvonne Atkinson
- **Deputy Chair:** Cllr Michael Mitchell

Customer Focus Scrutiny Contact

- Howard Bassett - howard.bassett@exeter.gov.uk
- **Chair:** Cllr Matt Vizard
- **Deputy Chair:** Cllr Catherine Rees

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Equality Impact Assessment: *Annual Scrutiny Report 2022-23*

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

- **Eliminate discrimination**, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- **Advance equality of opportunity** between people who share a relevant protected characteristic and people who do not share it.
- **Foster good relations** between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Committee name and date:	Report Title	Decisions being recommended:	People with protected characteristics potentially impacted by the decisions to be made:
Executive Committee 7 November 2023 Council 12 December 2023	Annual Scrutiny Report 2022-23	The Executive note and recommend that Council approve Annual Scrutiny Report 2022-2023.	None

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed

decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Race and ethnicity (including Gypsies and Travellers; migrant workers; asylum seekers).	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Disability: as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to carry out normal day-to-day activities.	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Sex/Gender	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Gender reassignment	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Sexual orientation (including heterosexual, lesbian, gay, bisexual).	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Age (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).			
Pregnancy and maternity including new and breast feeding mothers	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year
Marriage and civil partnership status	Positive	Low	The report outlines the work of Scrutiny for 2022-23 year

Actions identified that will mitigate any negative impacts and/or promote inclusion

Officer: Democratic Services

Date: September 2023

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WORK PLAN FOR SCRUTINY ITEMS 2023/2024*Working Draft September/October 2023*

Strategic Scrutiny Committee	Item	Director/	Portfolio Holder	Origin of Business	Status
21 September 2023	Portfolio Holders Report (Deferred)				
21 September 2023	Ethical and Low Carbon Advertising Policy (<i>Moved to 16 November meeting</i>)	Director Culture, Leisure and Tourism (JP)	Portfolio Holder Climate & Ecological Crisis (Cllr Parkhouse)	Notice of Motion by Councillor Sparling Council 18 April 2023 (report to Strategic Scrutiny Committee 22 June 2023)	Approved SPB 5 June 2023 and Agreed at SPB 13 September 2023 to move to Nov meeting
21 September 2023	Ethical and Low Carbon Advertising Planning Policy Considerations	Director City Development (IC)	Portfolio Holder City Development (Cllr Morse)	Notice of Motion by Councillor Sparling Council 18 April 2023	
21 September 2023	Working Towards Net Zero - Exeter City Council's Corporate Carbon Footprint Report and Carbon Reduction Action Plan	Director Net Zero Exeter & City Management (DB) Service Lead Net Zero & Business (VH)	Portfolio Holder Climate & Ecological Crisis (Cllr Parkhouse)	Report from Strategic Scrutiny Committee 29 September 2022 - half yearly report	
21 September 2023	Progress Report Shared Prosperity Fund - Update	Director Net Zero Exeter & City Management (DB)	Portfolio Holder Climate & Ecological Crisis (Cllr Parkhouse)	Report from Strategic Scrutiny Committee 29 September 2022 - half yearly	
21 September 2023	Live and Move Programme Update (<i>Moved to 16 November meeting</i>)	Director Culture, Leisure and Tourism (JP)	Portfolio Holder Leisure & Physical Activity (Cllr Wood)	Report from Strategic Scrutiny Committee 16 March 2023 half yearly	Agreed at SPB 13 September 2023
21 September 2023	Scrutiny Programme Annual Report	Director Corporate Services (BAK)		Yearly report	

Strategic Scrutiny Committee	Item	Director/	Portfolio Holder	Origin of Business	Status
16 November 2023	Portfolio Holders Report (Cllr TBC)			Yearly report	
16 November 2023	<i>Live and Move Programme Update (Moved from 21/9/23)</i>	Director Culture, Leisure and Tourism (JP)	<i>Portfolio Holder Leisure & Physical Activity (Cllr Wood)</i>	<i>Report from Strategic Scrutiny Committee 16 March 2023 - half yearly report</i>	
16 November 2013	<i>Exeter Local Plan Consultation (NEW ENTRY)</i>	Director City Development (IC)	Portfolio Holder City Development (Cllr Morse)	<i>Proforma by Progressive Group</i>	Timetabling agreed at SPB 13 September 2023
25 January 2024	Portfolio Holders Report (Cllr TBC)			Yearly report	
Combined Strategic Scrutiny and Customer Focus 7 February 2024	Budget	Director Finance (DH)		Yearly report	
14 March 2024	Portfolio Holders Report (Cllr TBC)			Yearly report	
14 March 2024	Live and Move Programme Update	Director Culture, Leisure and Tourism (JP)	Portfolio Holder Leisure & Physical Activity (Cllr Wood)	Report from Strategic Scrutiny Committee 16 March 2023 half yearly	
14 March 2024	Working Towards Net Zero - Exeter City Council's Corporate Carbon Footprint Report and Carbon Reduction Action Plan	Director Net Zero Exeter & City Management (DB) Service Lead Net Zero & Business (VH)	Portfolio Holder Climate & Ecological Crisis (Cllr Parkhouse)	Report from Strategic Scrutiny Committee 29 September 2022 half yearly report	

Strategic Scrutiny Committee	Item	Director/	Portfolio Holder	Origin of Business	Status
14 March 2024	Progress Report Shared Prosperity Fund - Update	Director Net Zero Exeter & City Management (DB)Service Lead Net Zero & Business (VH)	(Portfolio Holder Climate & Ecological Crisis (Cllr Parkhouse)	Report from Strategic Scrutiny Committee 29 September 2022 half yearly report	

Outstanding Items

Review findings of the Car Parks Strategy report - *Report to be progressed following further work Date TBC*

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	Status
5 October 2023	Portfolio Holders Report (Cllr Williams)			Yearly report	
5 October 2023	Six monthly update on Homelessness Strategy	Director City Development (IC)	Portfolio Holder Communities & Homelessness Prevention ~(Cllr Pearce)	Proposed by Councillor Denning – half yearly report	September 2021 Homelessness Strategy approved Executive 7 February 2023 and Council 21 February 2023
5 October 2023	<i>Healthy Homes Report – To Discuss Way Forward (NEW ENTRY)</i>	Director City Development (IC)	Portfolio Holder Council Housing Development and Support Services (Cllr Denning)	Proposed by Progressive Group	Timetabling agreed at SPB 13 September 2023
5 October 2023	Scrutiny Programme Annual Report	Director Corporate Services (BAK)		Scrutiny Programme Board Yearly report	
30 November 2023	Portfolio Holders Report (Cllr TBC)			Yearly report	
30 November 2023	Council Housing Strategy Update (NEW ENTRY)	Director City Development (IC)	Portfolio Holder Council Housing Development and Support Services (Cllr Denning)		
1 February 2024	Portfolio Holders Report (Cllr TBC)			Yearly report	
1 February 2024	Recycling and Food Waste Collection - update on Bin Collection – Recycling and Food Waste Collection	Director Net Zero Exeter & City Management (DB)	Portfolio Holder Place & City Management (Cllr Williams)	Customer Focus Scrutiny Committee 2 February 2023 Annual report	

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	
Combined Strategic Scrutiny and Customer Focus 7 February 2024	Budget	Director Finance (DH)		Yearly report	
28 March 2024	Portfolio Holders Report (Cllr TBC)				
28 March 2024	Six monthly update on Homelessness Strategy	Director City Development (IC)	Portfolio Holder Communities & Homelessness Prevention ~(Cllr Pearce)	Proposed by Councillor Denning – half yearly report	September 2021 Homelessness Strategy approved Executive 7 February 2023 and Council 21 February 2023

Outstanding Items
Review Allotments - *Report to be progressed following further work Date TBC*

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