

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 28 March 2024

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 Pierre Doutreligne, Democratic Services Officer (Committees) on 01392 265486.

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

### *Membership -*

Councillors Vizard (Chair), Rees (Deputy Chair), Atkinson, Begley, Fullam, Hannaford, Harvey, Holland, Knott, Miller, Patrick, Sparling, Wardle and Warwick

## **Agenda**

### **1 Apologies**

### **2 Minutes**

(Pages 3 -  
8)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 1 February 2024.

### **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 Democratic Services Manager via the [committee.services@exeter.gov.uk](mailto: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 25 March 2024.

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

Advance questions from Members relating to the Portfolio Holders should be notified to Democratic Services via [committee.services@exeter.gov.uk](mailto:committee.services@exeter.gov.uk).

## 7 **Portfolio Holder Update - Communities and Homelessness Prevention** (Pages 9 - 12)

To receive a Portfolio Holder Update on Communities and Homelessness Prevention from Councillor Pearce.

## 8 **Homelessness Strategy - six-monthly progress report** (Pages 13 - 18)

Report of the Director City Development

## 9 **Forward Plan of Business and Scrutiny Work Plan** (Pages 19 - 22)

### **Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 27 June 2024** at 5.30 pm in the Civic Centre.

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## CUSTOMER FOCUS SCRUTINY COMMITTEE

1 February 2024

### Present:

Councillor Matthew Vizard (Chair)  
Councillors Rees, Begley, Fullam, Harvey, Holland, Knott, Miller, Patrick, Sparling and Wardle

### Apologies:

Councillors Atkinson and Warwick

### Also present:

Director Net Zero Exeter & City Management, Public and Green Spaces Service Manager, Service Lead - Environmental Health & Community Safety, Service Lead Legal Services, MRF Manager, Interim Waste, Recycling & Fleet Manager and Democratic Services Officer (PMD)

### In attendance:

Councillor Philip Bialyk	Leader
Councillor Denning	Portfolio Holder Council Housing Development and Support Services
Councillor Foale	Portfolio Holder for Corporate & Democratic Services and Environmental Health
Councillor Pearce	Portfolio Holder Communities and Homelessness Prevention
Councillor R Williams	Portfolio Holder for Place and City Management

## 1 **Apologies**

The Chair noted the apologies received and, on behalf of the Committee, expressed condolences to Councillor Atkinson on her recent bereavement.

## 2 **Minutes**

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

## 3 **Declarations of Interest**

Councillor Harvey declared an interest relating to Minute 9 as a Council allotment tenant. As a result, he would be leaving the meeting for the entirety of the item.

## 4 **Questions from the Public under Standing Order No. 19**

No questions from members of the public had been received.

## 5 **Questions from Members of the Council under Standing Order No. 20**

No questions to Portfolio Holders from Members of the Council were asked.

## 6 **Portfolio Holder Update - Corporate and Democratic Services & Environmental Health**

Councillor Foale, Portfolio Holder for Corporate & Democratic Services and Environmental Health, introduced the report submitted and made the following further comments:-

- he would be seeking to improve diversity and inclusivity in the Democratic process;

- he viewed Scrutiny as a two-way process;
- he wanted to introduce “City Ambassadors” in the city centre to address anti-social behaviour, and would be liaising with the Deputy Leader about this.

Members expressed support for Councillor Foale’s suggestions. The Portfolio Holder for Corporate & Democratic Services and Environmental Health responded to questions from Committee Members as follows:-

- he expressed concerns regarding Voter ID requirements and the number of people turned away, although it should be noted that two-thirds of those had returned;
- he advised that the Office 365 rollout was not ready yet and that he had put himself forward as a test user;
- he noted Councillor Knott’s offer to raise the issue of the Office 365 rollout at the Strata Joint Scrutiny Committee, which he chaired;
- he recognised that, at one location on Heavitree Road, air quality was in exceedance of the legal objective;
- he felt that members of the public often failed to differentiate between Exeter City Council and Devon County Council; and
- he clarified that there was presently no funding available for his proposed “City Ambassador” posts there was a review taking place to look at how this could be achieved.

Responding to technical queries from Members about air quality monitoring, the Service Lead - Environmental Health & Community Safety explained that:-

- the Royal Albert Memorial Museum and Alphington Road were the only two locations which were monitored continuously;
- there was a network of 80 diffusion tubes;
- data was available on the ECC website;
- a bid had been submitted to Defra and awarded for the project looking at Heavitree Road; and
- air quality data results would be published on a month-by-month basis as they have been for many years in the annual status report.

Members praised:-

- the recent successes of the Legal team;
- the introduction of the points-based disciplinary system for licensing; and
- the Street Trading licensing review.

The Service Lead - Legal Services agreed to confirm to a Member who the delegated power sat with in the middle of a Planning appeal.

Members thanked the Portfolio Holder for Corporate & Democratic Services and noted his update report.

## 7 **Waste Recycling and Fleet**

The Service Lead - Environmental Health & Community Safety, the Waste, Recycling and Fleet Manager and the Resource Recovery Manager talked Members through their presentation, which included:-

- key service statistics;
- operational setup;
- current food waste collections;
- comparison of waste collected;
- recruitment;
- electric refuse vehicles;

- collections;
- MRF statistics for 2023-24 to date;
- current products extracted for sale;
- current issues and costs;
- MRF upgrade;
- future production;
- MRF projects and wider working for 2024; and
- social media and bus stop campaigns.

They further highlighted:-

- the increase in weights for recyclables;
- the current recruitment status of the service;
- the potential impact of the Deposit Return Scheme; and
- how the MRF was 23 years old and required investment.

Members praised the slides and noted the enthusiasm of the presenting party.

Officers responded to Members' questions as follows:-

- £8m worth of investment was required;
- the scheme for separate household glass collection was in the early stages of the government setting out their thoughts and would require careful planning as well as Government money; and
- the infrastructure for sterilising glass bottles wasn't there anymore.

Members made comments about:-

- the consequences of the growth in housing;
- the monitoring of the number of trips that are made to the bottle bank; and
- student properties.

On the last point, the Service Lead - Environmental Health & Community Safety explained the legislation in place and further advised that developers of student properties:-

- used trade waste collection companies and paid more for more frequent collections because of bin storage size issues;
- were sent guidance documents on waste collection; and
- could use Exeter City Council as a commercial trade waste provider.

Members noted the presentation and thanked the officers involved.

## 8 **Street Cleansing Litter Bin Review**

The Public and Green Spaces Service Manager presented the report, highlighting:-

- the evidenced based approach to rationalising bin stocks;
- how street cleansing teams spent approximately 50% of their time on transport;
- how, after litter bins had been removed, more than 200 visual inspections were carried out, highlighting no visual contamination issues;
- that the last point that the programme had had no significant detrimental impact; however, with the ad-hoc nature of street cleansing, one-off contaminations would continue to occur and be managed as they arose;
- how the second stage of the programme would feature new and revised schedules;
- the necessary bedding-in period; and
- how optimisation was an enabler towards a balanced budget.

Members made the following comments:-

- the process of constant review was a good thing;
- budgetary cuts to street cleansing were contrary to the core functions of a council;
- the deep cleansing system was not frequent enough;
- the optics were essential to any policy implementation and the public perception was that the situation was getting worse;
- it should be noted that conversations were constantly taking place.

The Public and Green Spaces Service Manager clarified what constituted a service request and responded to further questions from Members as follows:-

- the statistics submitted in the report indicated direct service requests;
- an “A” standard of cleanliness across a whole municipal area was hard to achieve and a “B” standard was more realistic;
- visual monitoring was used to measure cleanliness across the city;
- provision for recycling on the go was poor because of contamination;
- mingled bins were used predominantly: however, a dog bin would be installed if residents requested it specifically;
- there was currently no capacity for litter-picking stations;
- it was difficult to put a figure on how much it would cost to improve cleanliness across the entire city;
- changing the culture around litter picking was a national issue. The Government had acknowledged the importance of combining education with enforcement and infrastructure.

She also recognised the negative visual impact caused by the lack of road sweepers, who residents viewed as “bespoke ambassadors”. The Director Net Zero Exeter and City Management confirmed that the optimisation of street cleansing was a continuous process.

Members thanked the Public and Green Spaces Service Manager and noted her report.

## 9 Allotment Service Review

Cllr Harvey left the meeting, having declared an interest as a Council allotment tenant. The Public and Green Spaces Service Manager presented the report, highlighting:-

- that Exeter City Council’s lease fees were lower than those of its District peers;
- the proposed lease fee increase of £3 per rod;
- indicative expectations;
- the consultation from 26 January to 16 February (not city-wide but targeted at allotment tenants, who had been consulted directly) as well as the recent forum;
- the statutory position;
- the turnover rate; and
- how eviction would always be a last resort.

She replied to Members’ questions as follows:-

- six-monthly payment plans were possible;
- the allotment scheme was cost-neutral;
- while five-rod plots were the standard, ECC offered various sizes and 2.5-rod plots were available;

- other possible options to fund the rise in costs include increasing allotment services, improving turnover and a three-pronged cost review;
- there was no appetite for a voluntary self-management model;
- the current consultation was a genuine consultation, which could generate new methods and ideas;
- the main reason for eviction was mismanagement (after the expiry of the grace period); and
- the role of Exeter City Council was statutory.

The Director Net Zero Exeter & City Management remarked that the annual lease fee increase from £41.75 to £59 (for a five-rod plot) was not significant and felt that increases formulated in percentages could be misleading.

Members thanked the Public and Green Spaces Service Manager and noted her report.

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

The Chair referred to the work plan and sought views and suggestions from Members, reminding them to submit any proposal for consideration using the proforma template.

Members noted the Forward Plan and the Scrutiny Work Plan.

The meeting commenced at 5.30 pm and closed at 8.11 pm

Chair

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## PORTFOLIO HOLDER'S REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 28 March 2024

### Councillor Martin Pearce, Portfolio Holder for Communities and Homelessness Prevention

<b>1. Issues relating to achieving the Council's published priorities</b>
1. Homelessness Strategy - latest 6 monthly update is being presented this evening
2. Community Grants programme - council recently approved the plan for the coming year
3.
4.

<b>2. Update or commentary on any major ongoing programmes of work</b>
1. Community Lottery - this has been a great success since the launch. Now over 100 good causes signed up. On track to raise over £52,000 for community groups in our city.
2. Disabled Facilities grants - after the removal of the means test for stairlifts the council have helped keep residents in their homes by fitting more than 50 this year.
3. Wellbeing Exeter - really pleased that council supported the proposals to ensure the survival of this vital service after the withdrawal of all funding from both DCC and the NHS. The procurement process is still ongoing but is on track to have a new operator in place for the proposed start of the new programme.

<p>4. Severe Weather Protocol for rough sleepers - multiple responses this winter, some tremendous outcomes for those who have been supported. During the last spell 17 offers of accommodation were made, sadly only 12 of these were taken up. All those accommodated during step get specialised support to find long term accommodation.</p>
<p>5. Refugee schemes - the council continues to work with many different communities within the city to ensure that those who have arrived here under government resettlement schemes are supported during their time here.</p>
<p>6. Community buildings - an audit of buildings and capacity is set to be carried out over the coming months. This will help to identify areas of need within the city and the future sustainability of the buildings as community resources.</p>

<p><b>3. Issues that may impact : services delivery/financial performance/future budget requirements</b></p>
<p>1. Future funding for services - currently many of the funding streams relating to homelessness prevention end in 2025. Uncertain what future government allocations will be. Council continues to lobby for long term settlement.</p>
<p>2. The impact of cuts to funding for other authorities is a cause for concern and something which will require constant monitoring. Proposed DCC cuts to homelessness prevention services in the city have been put off until 2025. There is non certainty on the future picture currently. Significant time and resource is being put in to developing a new, sustainable model for 2025 onwards.</p>
<p>3.</p>
<p>4.</p>

<p><b>4. Potential changes to services/provisions being considered</b></p>
<p>1. Developing a county wide response/service for homelessness prevention services is ongoing. Updates will come forward when appropriate.</p>
<p>2.</p>

3.
4.

<b>5. Other matters the Portfolio Holder wishes to raise with the Scrutiny Committee</b>
1.
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## REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE AND EXECUTIVE

Date of Meeting: 28 March 2024

Report of: Ian Collinson, Director

Title: Homelessness – 6 month progress report

### Is this a Key Decision?

No

### Is this an Executive or Council Function?

Council

#### 1. What is the report about?

- 1.1 Further to the report to October Customer Focus Committee this summary report updates members on key activity under the Council's Housing Needs and Homelessness services (relating to strategic priorities of the Homelessness & Rough Sleeping Prevention Strategy 2023-27).

#### 2. Recommendations:

The report is for information only.

#### 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. Section 151 Officer comments:

N/A

#### 6. What are the legal aspects?

There are no specific legal aspects of note.

#### 7. Monitoring Officer's comments:

N/A

#### 8. Report details:

##### 8.1 Statutory Homelessness Demand

Homelessness demand in terms of statutory homeless applications to the Council has continued at high volume over the last 6 months to January 2024. The number of homeless applications has increased by 9.5% (to 806 total in the last 6 months to end January 2024 when compared to the same 6 months ending January 2023).

Statutory "duty to refer" referrals of homeless or at-risk-of-homelessness households has increased in the same period by 28% (to 392 in the last 6 months). This is an average of 15

households per week referred by a limited selection of statutory agencies alone (e.g. hospital, prison).

## **8.2 Temporary Accommodation**

Alongside the daily housing advice and homeless application and assessment processes, the temporary accommodation service has been exceptionally busy given the doubling over the last 3 years of temporary accommodation units under the Council's management to 150+. Tenancy sustainment and risk management have featured heavily in the TA team's daily workload as has dealing with setting up of new properties and decanting and transfer exercises between them. To date 6 new properties have been set up including a complex need housing project, a women's only house and the tenancing and support of clients into the 25 1-bed flats purchased under the dedicated rough sleeper accommodation programme (RSAP).

Additionally a newly commissioned higher support project at the former Great Western hotel has been set up prior to Christmas accommodating up to 29 homeless households including some from a decommissioned bed and breakfast service (Queens Crescent). The commissioning of new temporary accommodation has not only been necessary to ensure the Council continues to meet statutory homelessness need but is also the key strand to the Housing Needs savings commitment under the MTFP.

## **8.3 Housing Access and Resettlement**

The resettlement service has continued to stretch its resource to support homeless household in ECC temporary accommodation and local supported housing to move on into more settled permanent accommodation in the private rented market and into social housing options. The team continues close working with Devon County Council and district partners in the resettlement of refugee households from Afghanistan, Ukraine and more recently Palestine.

The service continues to administer and support the HFU host scheme, bridging hotel households from Afghan cohorts and individual households resettling from other UK areas directly into Exeter via homeless applications. The team also continues to resettle Ukraine and Afghan families into the Council's recently acquired 13 new-build properties purchased under the Govt "LAHF" (Local Authority Housing Fund) scheme.

## **8.4 Key Strategic / Commissioning Priorities**

Work has also continued at pace with Devon County Council to support the continuation of DCC's funding contribution to adult homelessness accommodation and support services across the city and wider County. Whilst an interim extension of the funding has been achieved for 2024-25 staff are now working on plans for a more sustainable proposal to secure services beyond March 2025.

Significant time and energy has also been put into supporting Exeter's care leavers as part of the Council's corporate parenting responsibility. Managers have been involved in the monthly joint CEX meetings and the new Care For Me governance sub-group working on transforming housing and living prospects for our local care leaver population.

Further challenges have arisen over the past 6 months in the form of the ending of a 10-year DCC funding grant for the probation hostel based in Exeter which has risked up to 19 people becoming street homeless on 1<sup>st</sup> April in the event of not being able to access alternative

accommodation (due to risk issues). Housing Needs stepped in to propose a temporary rescue plan involving re-funding and repurposing the service for street homeless accommodation whilst providing focused re-housing support for existing residents (to date 10 have successfully moved on).

## **8.5 Homelessness Strategy**

The first year action plan for the strategy has been produced and is to be shared with key stakeholder partners imminently in order to update progress on the tracker and review the task and finish gant-chart.

A full report of progress tracked to the Strategy Action Plan will be provided to Members September 2024.

## **9. 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 internal and local sector capacity to deliver on the strategy actions. This is mitigated by the number that currently align with existing Council and partner priorities and workplans.

10.2 Another key risk is the failure to progress the recommendations and effect positive change (e.g. new capacity in homelessness prevention or relief) meaning risk of the Council being exposed to increasing statutory homelessness presentations. Mitigation includes the anticipated share of responsibilities across partners and the priority plans to strengthen joint commissioning and aligned funding arrangements for the longer term reduction of homelessness.

## **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 in the city and increased cost to the Council and key stakeholders 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:-

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**WORK PLAN FOR CUSTOMER FOCUS SCRUTINY ITEMS 2024/2025**

*Working Draft for March 2024*

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	Status
28 March 2024	Portfolio Holders Report Portfolio Holder for Communities & Homelessness Prevention (Cllr Pearce)				
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
27 June 2024	Presentation on the Role of Scrutiny	Director Corporate Services (BAK)		Timetabled report	
27 June 2024	Portfolio Holders Report (Cllr TBC)				
27 June 2024	Report on tackling violence against women and girls (support) (TBC) moved from March	Director Net Zero Exeter & City Management (DB)	Portfolio Holder for Council Housing Development and Support Services (Cllr Denning)/ Deputy Leader and Portfolio Holder for Culture and City Centre Strategy (Cllr Wright)	Scrutiny proposal - Cllr Atkinson	

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27 June 2024	ECC Office usage (new)	Director Corporate Services (BAK) and Director Jo Yelland	Portfolio Holder Cllr Foale Corporate & Democratic Services and Environmental Health	Scrutiny proposal Cllr Patrick	
27 June 2024	Report on the Box Shifting Practice (new)	Director Finance (DH)	(Leader) Cllr Biaylk	Notice of Motion –20 February 2024 Cllr Read	
27 June 2024	Review of Consultation Policy TBC	Director (JY)	(Leader) Cllr Biaylk	Scrutiny proposal - Cllr Atkinson	
3 October 2024	Portfolio Holders Report (Cllr TBC)				
3 October 2024	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection TBC	Director Net Zero Exeter & City Management (DB)	Portfolio Holder Place and City Management (Cllr Williams)	Yearly report	
23 October 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
3 October 2024	Scrutiny Programme Annual Report	Director Corporate Services (BAK)			
27 November 2024	Portfolio Holders Report (Cllr TBC)				
27 November 2024	Tenants Energy Review of our Passivhaus C/Homes – (Date TBC)	Director City Development (IC)	Portfolio Holder for Council Housing Development and Support Services (Cllr Denning)/	Scrutiny proposal Cllr Atkinson	

30 January 2025	Portfolio Holders Report (Cllr TBC)				
<b>Combined Strategic Scrutiny and Customer Focus</b>	<b>Item</b>	<b>Director</b>	<b>Portfolio Holder</b>	<b>Origin of Business</b>	<b>Status</b>
18 June 2024	Budget Scrutiny Process	Director Finance (DH)	(Leader) Cllr Biaylk	Scrutiny proposal Councillor M Mitchell + Scrutiny Programme Board Dec 2023	
Autumn TBC	Budget Scrutiny Process	Director Finance (DH)	(Leader) Cllr Biaylk	Scrutiny proposal Councillor M Mitchell + Scrutiny Programme Board Dec 2023	
27 March 2025	Portfolio Holders Report (Cllr TBC)				
27 March 2025	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection	Director Net Zero Exeter & City Management (DB)	Portfolio Holder Place and City Management (Cllr Williams)	Yearly report	
27 March 2025	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

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Items to be timetabled

- MRF /glass collection to include in report to CFSC (Scrutiny proposal Cllr Atkinson)
- *Review of grass cutting regime –to be discussed with Portfolio Holder - Place and City Management (Cllr Williams)*

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