

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 2 February 2023

Time: 5.30 pm

Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting.

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

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

Membership -

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

Agenda

1 Apologies

2 Minutes

(Pages 5 -
16)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 1 December 2022.

3 Declarations of Interest

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

Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

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

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

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

5 **Questions from the Public under Sanding 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 30 January 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 Customer Services and Council Housing

Councillor Ghusain - Portfolio Holder for City Management and Environmental Services

Councillor Pearce - Portfolio Holder for Communities and Homelessness Prevention

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

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

7 **Update from the Portfolio Holder for City Management and Environmental Services - Councillor Ghusain**

(Pages 17
- 22)

8 **Re-cycling and Food Waste Collection**

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

The Service Lead and Director will give a verbal presentation which will cover:-

- Food Waste Collections;
- The MRF Upgrade;
- Depot enhancements; and
- Other initiatives/service information.

Members are requested to consider questions they may wish to put under the above headings.

- 9 **Review of Exeter City Council's Homelessness Service - Report of the Homelessness Task and Finish Working Group** (Pages 23 - 146)

To consider the report of the Homelessness Task and Finish Working Group.

Members are asked to note that Richard Crompton, the Service Lead Housing Needs and Homelessness will be in attendance to answer any specific questions.

- 10 **Forward Plan of Business and Forward Work Plan** (Pages 147 - 150)

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 work plan for scrutiny items.

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

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 30 March 2023** at 5.30 pm in the Civic Centre.

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