

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