

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 1 February 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 5 -  
12)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 30 November 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 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 29 January 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 - 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](mailto:committee.services@exeter.gov.uk) email.

**7 Portfolio Holder Update - Corporate and Democratic Services & Environmental Health** (Pages 13 - 18)

To consider an update report by the Portfolio Holder for Corporate and Democratic Services & Environmental Health

**8 Waste Recycling and Fleet** (Presentation)

To receive the presentation by the Service Lead - Environmental Health & Community Safety

**9 Street Cleansing Litter Bin Review** (Pages 19 - 26)

To consider the report of the Public and Green Spaces Service Manager

10 **Allotment Service Review**

(Pages 27  
- 32)

To consider the report of the Public and Green Spaces Service Manager

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

(Pages 33  
- 40)

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 online 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 Pierre Doutreligne in advance of the meeting.

**Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 28 March 2024** at 5.30 pm in the Civic Centre.

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