

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 27 June 2024  
Time: 5.30 pm  
Venue: Guildhall, High Street, Exeter

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.

### *Membership -*

Parkhouse (Chair), Rees (Deputy Chair), Begley, Darling, Fullam, Harding, Holland, Hussain, Miller, Moore, D, Patrick, Pole, Read and Wardle

## **Agenda**

### **1 Apologies**

### **2 Minutes**

(Pages 5 -  
10)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 28 March 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 24 June 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 Bialyk – Leader of the Council

Councillor Asvachin – Housing, Homelessness Prevention and Customer Services

Councillor Foale – Art, Culture and Tourism

Councillor Vizard – Climate, Ecological Change and Communities

Councillor Williams – Place and City Management

Councillor Wright – Corporate Services and City Centre

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 **Work of the Community Safety Partnership to Tackle Violence Against Women and Girls at Night** (Slides)

This will be a presentation by key members of Safer Exeter - the city's Community Safety Partnership (CSP) - regarding work that has been conducted to make Exeter a safer place for women and girls at night. The presentation will cover:-

- the role of the CSP
- funding bids and the outcomes they have delivered;
- CCTV improvements;
- the Safe Space;
- Best Bar None;
- the SWAN charter;
- the policing strategy around the evening and night time economy.

At the end of the presentation, Members will have an opportunity to ask questions to the presenters:-

- Insp. Nathan Johnson – Police Lead for Safety of Women
- Jeanie Lynch – Deputy Chair, Safer Exeter and CoLab Resilient Women Lead
- Peter Scargill – Chair of Safer Exeter and Director, University of Exeter
- Nicola Wheeler – Chief Executive, InExeter
- Mat Jarratt – Chair, InExeter

- Laura Wright – Deputy Leader and Portfolio Holder for City Centre, Exeter City Council
- Simon Lane – Service Lead for Environmental Health and Community Safety, Exeter City Council

## 8 Scrutiny Work Plan and Proposals Received

(Pages 11  
- 26)

### **Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 3 October 2024** at 5.30 pm in the Civic Centre.

**Individual reports on this agenda can be produced in large print on request to Democratic Services (Committees) on 01392 265486.**

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## CUSTOMER FOCUS SCRUTINY COMMITTEE

28 March 2024

### Present:

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

### Apologies:

Councillors Atkinson, Harvey and Warwick

### Also present:

Service Lead Legal Services, Service Lead Housing Needs & Homelessness and Democratic Services Officer (PMD)

### In attendance:

Portfolio Holders: Councillors Bialyk, Pearce and R Williams  
Councillor Moore

## 11 Minutes

The minutes of the meeting of the Customer Focus Scrutiny Committee held on 1 February 2024 were taken as read, approved and signed by the Chair as a true and accurate record.

## 12 Declarations of Interest

No declarations of interest were made by Members.

## 13 Questions from the Public under Standing Order No. 19

No questions from members of the public had been received.

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

In accordance with Standing Order No. 20, the following question was submitted by Councillor Rees in relation to the Portfolio of Councillor Pearce who attended the meeting:-

**“In Section 2 of your report, there is reference to the start of the new Wellbeing Exeter programme. Please could you provide more information about the progress of the transition (and challenges that as a Council we need to overcome), in particular, how we are progressing to secure funding for the enhanced model, so that all wards in Exeter can continue to benefit from this valuable service?”**

The Portfolio Holder for Communities and Homelessness Prevention welcomed the opportunity to speak about this issue and encouraged everyone to visit the Wellbeing Exeter website. He reminded Members of the context of the withdrawal of all funding from both Devon County Council and the NHS, resulting in a diminished programme. He further explained that:-

- the tender process for a new operator was not complete yet;
- the Council was working as hard as possible to raise other funding, including through philanthropic givers;

- negotiations were ongoing; and
- the Wellbeing Exeter relaunch was scheduled for June 2024.

Finally, he encouraged Members to ask him further questions at Full Council on 23 April.

## 15 **Portfolio Holder Update - Communities and Homelessness Prevention**

The Chair opted to take the report of the Portfolio Holder for Communities and Homelessness Prevention as read and go straight to questions.

Councillor Pearce responded to questions from Committee Members as follows:-

### Severe Weather Protocol for Rough Sleepers

- The rough sleepers who turned down offers of accommodation did so for a mixture of reasons;
- Sometimes people were not found after contact had been made; and
- Engagement remained the biggest challenge.

### Community Lottery

- The attribution of grants was currently administered on an ad hoc basis at the moment but would be curated by the Grants Panel in the future;
- The new relaunch process was scheduled for May 2024;
- Grants would be awarded in alignment with corporate priorities;
- The Community Lottery website offered a detailed breakdown of where grants had been awarded;
- All the details of the administrative costs involved were featured in the original report which went to Full Council;
- Beside the administrative costs, it was worth noting that the lottery operative took all the risk;
- With a hundred community groups having signed up to it, the Community Lottery represented value for money and was about incentivised giving rather than gambling;
- While there hadn't been a tailing off of participants, their patterns had changed; and
- Some of the organisations who had scant – or in some cases zero – ticket sales would be given training.

### Howell Rd Homeless Pods

- The pods had been vandalised in January this year;
- They had since been closed, repaired and relocated to a slightly different spot.

### Refugee Schemes

- Exeter had been a City of Sanctuary for many years, taking in refugees from e.g. Hong Kong, Ukraine, Afghanistan, Syria...;
- There were many ways in which the Council could support refugees, through small grants but mainly through partnerships with organisations and structures such as the Devon-Ukraine Association, Inclusive Exeter, St Sidwell's Community Café among many others;
- The Hong Kong British National (Overseas) Welcome Programme was now closed and there was no current pathway for Hongkongers wishing to resettle in the UK anymore; and
- There was currently no resettlement route for Palestinian refugees but, if there was one, Exeter would be part of it.

Asked how Scrutiny could help his portfolio area going forward, Councillor Pearce replied that:-

- effective scrutiny consisted of more than just being quizzed by a committee;
- the task & finish group on homelessness had been useful, and anything that looked into an issue in that level of detail was welcome;
- 'Community Grants' was an area that deserved to be looked into;
- any topic was worth considering so long as it delivered genuine proposals.

On the highlights and frustrations of his tenure as Portfolio Holder, Councillor Pearce mentioned the following:-

#### Highlights

- saving Wellbeing Exeter (even though it isn't citywide at the moment);
- the Local Authority Housing Fund
- the increase in housing stock
- the Disabled Facilities Grant

#### Frustrations

- the lack/withdrawal of funding (e.g. Wellbeing Exeter)
- the lack of longer-term funding decisions from the Government.

Members noted the update from the Portfolio Holder for Communities and Homelessness Prevention.

## 16 **Homelessness Strategy - six-monthly progress report**

The Service Lead - Housing Needs & Homelessness, in introducing his report, made particular reference to:-

- the pathway to making applications;
- the temporary accommodation service;
- the emphasis of the entire service on maximising prevention, involving mediation;
- the increase in levels of homelessness;
- the 10% increase in applications in the last 12 months (not just in Exeter but all over the country);
- the statutory "Duty to Defer";
- the impact of the withdrawal of funding from Devon County Council; and
- how the temporary accommodation numbers had doubled.

He responded to questions from Members as follows:-

- the additional funding from Government towards probation accommodation amounted to one full-time staff and there was no specific funding for accommodation;
- Exeter Prison definitely did have an impact on homelessness, especially with regard to rough sleepers;
- Exeter City Council was only aware of an inmate's release when the prison referred the information;
- verification of address for released prisoners was not a thorough process;
- the reality was that there weren't enough homes available;
- Concord House had been offered to ECC at one stage but it was unaffordable;
- he was not aware of any large developments being used to accommodate homeless people that had existing structural issues;

- the people being housed at the Great Western Hotel did have some breakfast facility provided and a communal kitchen was being discussed;
- the Great Western Hotel was currently at the highest level of occupancy;
- ECC would continue to use the Great Western Hotel for now;
- he did not anticipate a change of use application to be necessary for the Great Western Hotel but admitted that it was a short-term solution that had gone on for longer than planned;
- some hotels were not available for local authority use and some were subject to a strict cap of number of bookings;
- the Great Western Hotel's capacity was now capped regarding the number of rooms that could be made available to ECC;
- the figure of 11 homeless deaths was unfortunately accurate; the majority of deaths being people who were 'street-attached' and had housing as opposed to being street homeless;
- although toxicology results were not yet available, it was clear that synthetic opioids were having a serious detrimental impact on homelessness in Exeter;
- there had been an increase in drug education programmes;
- homelessness teams deployed naloxone (anti-opioid medicine used to arrest overdose) and testing strips for users to pre-assess drug components were being considered alongside collaborative work with local needle exchange outlets;
- the vast majority of accommodation provided were self-contained units with en-suite facilities;
- he was unable to give a number of children currently in temporary accommodation but advised that it was not high, and endeavoured to provide Members with the exact number;
- the Council was acutely aware of the need not to expose care leavers and young persons to exploitation and other risk issues and assessments did take place although it was not always possible to offer a 100% guarantee of suitable accommodation for a young person;
- the Great Western Hotel had 24/7 trained security staff;
- ECC was currently working closely with Devon County Council commissioners to increase bespoke service provision for young persons including care leavers ;
- every risk assessment was being undertaken to minimise risk of mixing the needs of household placements in temporary accommodation (e.g. modelling gender-specific / women-only housing) and, where this was not possible, ECC proactively sought alternative accommodation solutions;
- the loss of capacity caused by Airbnb did have an impact and there hadn't been any rent reductions in the private sector, but the Housing Needs & Homelessness Team had been lobbying the Government through the District Council Network; and Homelessness Advisory team; and
- he wasn't aware of any discussions having taken place to include homelessness units with co-living providers.

On the subject of no-fault evictions:-

- the Service Lead - Housing Needs & Homelessness confirmed that they did have an impact but there was little evidence that they were significantly on the increase; the exception being landlords withdrawing from the market due to mortgage / property loan affordability pressures;
- the Portfolio Holder for Communities and Homelessness Prevention noted that, according to Shelter, the end of a short-term lease was the number one cause of homelessness;
- Members received confirmation that this trend was being closely monitored;



- the Chair remarked that being a landlord was a commitment; and
- the Service Lead - Housing Needs & Homelessness confirmed that the affordability gap in the private sector as well as the social housing sector was increasing and stressed the importance of the financial assistance work being carried out by team.

The Portfolio Holder for Communities and Homelessness Prevention praised the Housing Needs & Homelessness team and remarked that, in Exeter, no one had been homeless for more than six months, which was rare for a local authority.

The Chair invited Councillor Sparling to put in writing her suggestion that Co-Lab and St Petrock's be invited to a future meeting of this committee; her proposal would then be discussed at the next meeting of the Scrutiny Programme Board.

Members noted the report of the Service Lead - Housing Needs & Homelessness.

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

The Chair referred to the work plan and noted that the next two meetings had lengthy agendas. Councillor Sparling requested that, going forward, the committee be notified of all scrutiny proposals submitted by Members. This was agreed in the room and acknowledged by the Democratic Services Officer.

Finally, the Chair expressed his gratitude to all members of the committee for their contributions, noting that some would not be standing in the forthcoming election.

The meeting commenced at 5.30 pm and closed at 7.04 pm

Chair

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

*Working Draft for June 2024*

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	Status
<del>27 June 2024</del>	<del>Presentation on the Role of Scrutiny</del>	<del>Director Corporate Services (BAK)</del>		<del>Timetabled report</del>	<del>superseded by Bethan Evans training in May</del>
27 June 2024	Report on tackling violence against women and girls	Director Net Zero Exeter & City Management (DB)	Portfolio Holder for Corporate Services and City Centre (Cllr Wright)	Scrutiny proposal - Cllr Atkinson	
<del>27 June 2024</del>	<del>ECC Office usage</del>	<del>Director Corporate Services (BAK) and Director Jo Yelland</del>	<del>Portfolio Holder for Corporate Services and City Centre (Cllr Wright)</del>	<del>Scrutiny proposal Cllr Patrick</del>	<del>deferred to 3 October</del>
<del>27 June 2024</del>	<del>Report on the Box Shifting Practice (new)</del>	<del>Director Finance (DH)</del>	<del>(Leader) Cllr Biaylk</del>	<del>Notice of Motion—20 February 2024—Cllr Read</del>	<del>deferred to 3 October</del>
<del>27 June 2024</del>	<del>Review of Consultation Policy</del>	<del>Director (JY)</del>	<del>(Leader) Cllr Biaylk</del>	<del>Scrutiny proposal—Cllr Atkinson</del>	<del>deferred to 3 October</del>
3 October 2024	Portfolio Holder's Report (Cllr TBD)				
3 October 2024	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection TBC	Director Net Zero Exeter & City Management (tbc)	Portfolio Holder City Management (Cllr Williams)	Yearly report	
3 October 2024	ECC Office usage	Director (JY)	Portfolio Holder for Corporate Services and City Centre (Cllr Wright)	Scrutiny proposal Cllr Patrick	

3 October 2024	Report on the Box Shifting Practice	Director Finance (DH)	(Leader) Cllr Bialyk	Notice of Motion – 20 February 2024 - Cllr Read	
3 October 2024	Review of Consultation Policy	Director (JY)	(Leader) Cllr Bialyk	Scrutiny proposal - Cllr Atkinson	
27 November 2024	Portfolio Holder's Report (Cllr TBD)				
27 November 2024	Tenants Energy Review of our Passivhaus Council Homes	Director City Development (IC)	Portfolio Holder for Housing, Homelessness Prevention and Support Services (Cllr Asvachin)	Scrutiny proposal Cllr Atkinson	
30 January 2025	Portfolio Holder's Report (Cllr TBD)				
27 March 2025	Portfolio Holder's Report (Cllr TBD)				
27 March 2025	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection	Director Net Zero Exeter & City Management (tbc)	Portfolio Holder City Management (Cllr Williams)	Yearly report	
27 March 2025	Six-monthly update on Homelessness Strategy	Director City Development (IC)	Portfolio Holder for Housing, Homelessness Prevention and Support Services (Cllr Asvachin)	Proposed by Councillor Denning – half yearly report	September 2021 Homelessness Strategy approved Executive 7 February 2023 and Council 21 February 2023

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 City Management (Cllr Williams)*

**SCRUTINY**  
**Consideration of an Item at Scrutiny Committee**

Please complete this form to provide information about your proposal for consideration by the Scrutiny Programme Board or request for a review to be undertaken on a topic or issue of concern. You may attach any other supporting information you feel might help the Board in considering your proposal. The Strategic Management Board will be advised of any proposal, to help advise on the timetable and any resource implications.

Please complete the following form which will be presented to the Scrutiny Programme Board (SPB)

<b>Issue to be Considered</b>	<i>Performance and service provided to customers and stakeholders of Stagecoach South West in Exeter</i>
<b>Proposer (s)</b>	<i>Cllr Martyn Snow, Cllr Josie Parkhouse and Cllr Zoe Hughes</i>
<b>Scrutiny Committee (to be determined by the SPB)</b>	
<b>Lead Portfolio Holder</b>	<i>TBC</i>
<b>Identification of Lead Officer</b>	<i>To be completed by SMB</i>

<b>Areas for consideration:</b>
<p>1. What is the specific topic area you want considered/reviewed?</p> <ul style="list-style-type: none"> <li>• Current performance standards in Exeter</li> <li>• Failure to provide timely information to customers.</li> <li>• Vision of future provision and movements towards EV's and zero net carbon.</li> <li>• Driver training on general passenger safety and Safety of Women at Night.</li> </ul>

<p>2. What are the main issues you feel need to be addressed?</p> <ul style="list-style-type: none"> <li>• Maintaining a high quality 'on time' service.</li> <li>• Accurate information to be made available to Customers and stakeholders.</li> </ul>	
<p>3. Please identify which of the Council's key priorities your topic relates to? (If any)</p> <p>Travel / Active Exeter</p>	
<p>4. What outcome, including timeframe are you aiming to achieve with this consideration/review?</p> <p>A consistent on time passenger service with improved customer communication channels.</p>	
<p>5. Do you consider this review urgent and if so why?</p> <p>Yes Current difficulties on P route and failure to keep passengers updated.</p>	
<p>6. Financial considerations</p>	
<p>✓ 7. Expert witnesses to invite – Peter Wright or equivalent.</p>	
<p>8. Which format of Scrutiny are you proposing?</p> <p>A - Officers written report to be submitted to the Committee.  B- A Spotlight Review - where a group of members hold a meeting and gather evidence and make a submission to a Scrutiny Committee .  C - A Task and Finish Group - where a group of members hold a series of meetings gathering evidence and make a submission to a Scrutiny Committee.</p>	
Date of Request	16/5/2024

Please note that the Programme Board will consider the following matters (if relevant) when determining the request. *Please tick any that are appropriate.*-

<b>Potential Criteria for Selecting Topic (NB This is not an exhaustive list)</b>	<b>Please tick</b>
The issue has potential impact on one or more sections of the local population	✓
The issue is strategic and/or significant	✓
Scrutiny of this matter will add value to the Council's and/or its partners' overall performance	✓
The review will lead to effective outcomes	✓
This will improve service outputs	
The issue is of concern to partners and stakeholders	✓
The issue is a key issue for the public (as identified through contact with constituents or meetings of local organisations)	✓
This will be of benefit to the community	✓
Poor performing service (evidenced from performance indicators)	✓
Service/issue ranked as important by the Council's community (via market surveys/annual residents' survey/consultation with tenants, local business community)	✓
High level of user/general public dissatisfaction with service (via market surveys/complaints)	
Public interest issue (e.g. covered by local media)	
High level of budgetary commitment to the service or policy area	
Pattern of budgetary overspends	
Council key priority area	✓
Central Government priority area	

Issue poses significant or potential risk to the Council (can be financial, reputational or other risk)	✓
Issue raised by external auditor	
Issue raised by Council or one of its Committees	
Issue arises from new legislation or Government guidance	
Key reports or new evidence (provided by external organisations on key issue)	

**FOR SCRUTINY PROGRAMME BOARD USE ONLY**

The following will be used if the Proposal/Topic is rejected	Please tick
The timing of this review is inappropriate	
The review will duplicate other work within the Council or elsewhere	
The issue is already under examination by Council	
The issue is already under examination by an Officer Group and changes are imminent	
Issue being examined as part of a service review	
New legislation/guidance expected within a year	
There is an alternative, more effective, route the Member can take to address the issue	
The issue is outside the scope of the Scrutiny Committee	
The issue would not bring about any sustainable and on-going revenue savings	
The issue does not meet any of the Council's corporate priorities	

Comments from SMB	Transport is not a council responsibility, and we would not have the resources to support this proposal or deliver the required outcome. It is suggested that Devon County Council or Stagecoach are approached with a request to support this work.
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Overall recommendation of Scrutiny Programme Board Please tick relevant box)	Review Supported	Review not supported
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Confirm approval of review by Committee	Yes/No ( <i>Delete as appropriate</i> ) Customer Focus Scrutiny Committee or Strategic Scrutiny Committee
Date	

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## Request from Councillor D Moore under Standing Order 18

“Under Standing Order 18 I would also like to refer from the Executive Forward plan the **"Update on Exeter Community Lottery first year of operation, amount raised for good causes."** For scrutiny. This should include an analysis of the direct and indirect costs (e.g. staff time) of running the lottery to ECC and invite a member of the operating company and a member of the ECC comms team as witness.”

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**SCRUTINY**  
**Consideration of an Item at Scrutiny Committee**

Please complete this form to provide information about your proposal for consideration by the Scrutiny Programme Board or request for a review to be undertaken on a topic or issue of concern. You may attach any other supporting information you feel might help the Board in considering your proposal. The Strategic Management Board will be advised of any proposal, to help advise on the timetable and any resource implications.

Please complete the following form which will be presented to the Scrutiny Programme Board (SPB)

<b>Issue to be Considered</b>	<i>Anti-Social Behaviour in the City Centre – its causes and possible solutions</i>
<b>Proposer (s)</b>	<i>Cllr Michael Mitchell Cllr Tammy Palmer</i>
<b>Scrutiny Committee (to be determined by the SPB)</b>	
<b>Lead Portfolio Holder</b>	<i>Cllr Laura Wright</i>
<b>Identification of Lead Officer</b>	<i>To be completed by SMB</i>

<b>Areas for consideration:</b>
<p>1. What is the specific topic area you want considered/reviewed?</p> <p>Address public concern about the impact of anti-social behaviour in the City Centre ; its causes and possible solutions.</p>
<p>2. What are the main issues you feel need to be addressed?</p> <p>Multi agency input to understand the nature of the issues that arise, the causations and potential solutions.</p>

<p>3. Please identify which of the Council's key priorities your topic relates to? (If any)  Prosperous local Economy</p>
<p>4. What outcome, including timeframe are you aiming to achieve with this consideration/review?  After initial discussion by a scrutiny committee, we would want to recommend that a Task and Finish Group is established to draft a report to a scrutiny committee making recommendations to the Executive based upon the evidence gathered for public bodies, the voluntary sector, the public and the commercial/business sector. The aim would be to report back to a scrutiny committee within six months.</p>
<p>5. Do you consider this review urgent and if so why?  Public concern expressed to us as ward members for parts of the city centre. The high level of media reporting of associated issues and the general public's concern about the reputation of the city. Concern regarding public safety.</p>
<p>6. Financial considerations  The T&amp;F Group will require as in the past some Democratic Services support.</p>
<p>7. Expert witnesses to invite- Police, DCC, CA, Business community, the voluntary sector, Safety Partnership, university – others as determined by the T&amp;F Group</p>
<p>8. Which format of Scrutiny are you proposing?  C- as outlined above</p>

- A - Officers written report to be submitted to the Committee.  
 B- A Spotlight Review - where a group of members hold a meeting and gather evidence and make a submission to a Scrutiny Committee .  
 C - A Task and Finish Group - where a group of members hold a series of meetings gathering evidence and make a submission to a Scrutiny Committee.

Date of Request	5 <sup>th</sup> June 2024
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Please note that the Programme Board will consider the following matters (if relevant) when determining the request. *Please tick any that are appropriate.-*

Potential Criteria for Selecting Topic (NB This is not an exhaustive list)	Please tick
The issue has potential impact on one or more sections of the local population	X no ticks available only X
The issue is strategic and/or significant	X
Scrutiny of this matter will add value to the Council's and/or its partners' overall performance	X
The review will lead to effective outcomes	X
This will improve service outputs	X
The issue is of concern to partners and stakeholders	X
The issue is a key issue for the public (as identified through contact with constituents or meetings of local organisations)	X
This will be of benefit to the community	X
Poor performing service (evidenced from performance indicators)	
Service/issue ranked as important by the Council's community (via market surveys/annual residents' survey/consultation with tenants, local business community)	X
High level of user/general public dissatisfaction with service (via market surveys/complaints)	

Public interest issue (e.g. covered by local media)	X
High level of budgetary commitment to the service or policy area	
Pattern of budgetary overspends	
Council key priority area	X
Central Government priority area	X
Issue poses significant or potential risk to the Council (can be financial, reputational or other risk)	X
Issue raised by external auditor	
Issue raised by Council or one of its Committees	
Issue arises from new legislation or Government guidance	
Key reports or new evidence (provided by external organisations on key issue)	

**FOR SCRUTINY PROGRAMME BOARD USE ONLY**

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The timing of this review is inappropriate	
The review will duplicate other work within the Council or elsewhere	
The issue is already under examination by Council	
The issue is already under examination by an Officer Group and changes are imminent	
Issue being examined as part of a service review	
New legislation/guidance expected within a year	
There is an alternative, more effective, route the Member can take to address the issue	
The issue is outside the scope of the Scrutiny Committee	



The issue would not bring about any sustainable and on-going revenue savings	
The issue does not meet any of the Council's corporate priorities	

Comments from SMB	
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Overall recommendation of Scrutiny Programme Board (Please tick relevant box)	Review Supported	Review not supported
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Confirm approval of review by Committee	Yes/No ( <i>Delete as appropriate</i> ) Customer Focus Scrutiny Committee or Strategic Scrutiny Committee
Date	

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