

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 28 November 2024

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 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 -

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

Agenda

1 Apologies

2 Minutes

(Pages 5 -
16)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 3 October 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 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 November 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 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 submitted to Democratic Services at committee.services@exeter.gov.uk.

7	Citizens Advice Exeter and Exeter City Council <i>[Officer Report]</i>	(Pages 17 - 22)
8	Citizens Advice Exeter: A Local Charity for the Whole Community <i>[External Report]</i>	(Pages 23 - 88)
9	Consultation Charter	(Pages 89 - 96)
10	Quarter 2 Budget Scrutiny	
	a) General Fund Revenue	(Pages 97 - 118)
	b) General Fund Capital	(Pages 119 - 132)
	c) Housing Revenue Account	(Pages 133 - 150)

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| 11 | Update on the Budget setting process, to include the Capital Budget and the consideration of options | (Verbal) |
| 12 | Scrutiny Work Plan and Proposals Received | (Pages
151 - 156) |

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 30 January 2025** 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.