

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 19 March 2026

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 Liz Smith, Democratic Services Manager on 01392 265425.

Entry to the Civic Centre can be gained through the Customer Service Centre, Paris Street.

Membership -

Rees (Chair), Cookson (Deputy Chair), Begley, Fullam, Holland, Hussain, Payne, Pole, Read, Snow and Wardle

Agenda

1 Apologies

To receive apologies for absence.

2 Minutes

(Pages 5 - 10)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 5 February 2026.

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 Act 1972 - 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 democratic.services@exeter.gov.uk email by 10am at least three working days prior to the meeting. For this meeting any questions must be submitted by 10am on Monday 16 March 2026.

For details about how to speak at Committee, please use 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 & Customer Services
Councillor Vizard – Climate, Ecological Change and Communities
Councillor Williams – City Management
Councillor Wright – Deputy Leader and Portfolio Holder Corporate Services and City Centre

Advance questions from Members relating to the Portfolio Holders should be notified to Democratic Services via democratic.services@exeter.gov.uk

7 **Eton Walk Refuse Bin - Petition**

(Pages 11
- 30)

To hear evidence from the petition organiser and a verbal update from the relevant Head of Service.

8 **Update on Street Cleansing**

(Pages 31
- 48)

To receive the report of the Strategic Director for Operations and a verbal update.

9 **Presentation Update on Waste and Recycling**

(Verbal
Report)

To hear the presentation of the Head of Service – Environment and Waste.

10 **Portfolio Holder Update - Cllr R Williams**

(Pages 49
- 52)

To receive the report of the Portfolio Holder for City Management.

11 **Portfolio Holder Update - Cllr Foale**

(Pages 53
- 56)

To receive the report of the Portfolio Holder for Arts, Culture and Tourism.

12 **Scrutiny Work Plan and Proposals Received**

(Pages 57
- 60)

Please see for noting a link to the schedule of future business proposed for the Council which can be viewed on the Council's website. 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/>

Attached is a draft work plan of future scrutiny items.

Should Members wish to raise issues in respect of future business please notify the Democratic Services Manager in advance of the meeting.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 18 June 2026** at 5.30 pm in the Civic Centre.

Individual reports on this agenda can be produced in other formats on request to Democratic Services on 01392 265425.

This page is intentionally left blank

CUSTOMER FOCUS SCRUTINY COMMITTEE

5 February 2026

Present:

Councillor Catherine Rees (Chair)
Councillors Cookson, Begley, Fullam, Holland, Hussain, Payne, Pole, Read, Snow and Wardle

Also present:

Strategic Director for People and Communities and Democratic Services Manager

In attendance as Portfolio Holder:

Councillors Asvachin, Vizard and Williams, R.

100 **Declarations of Interest**

No declarations of interest were made by Members.

101 **Questions from the Public under Standing Order No. 19**

The Chair advised that one question had been received from a member of the public, and invited Mr Paul Callan to ask his question:

“ECC complies with the Local Government Transparency Code 2015 by publishing details of over £250 spending transactions quarterly. Devon County Council publishes their figures monthly. I request ECC does the same so that the electorate can make informed judgements about ECC’s Local Government Reorganisation proposals.”

Councillor Vizard, Portfolio Holder for Climate, Ecological Change and Communities, provided the following response on behalf of the Leader:

“The Council is fully compliant with the Transparency Code, which requires publication quarterly. As a District Council, we have a smaller staffing resource than the County Council and therefore cannot move to monthly publication”.

In a supplementary question, Mr Callan asked if the Council would comply with section 58 of the Local Government Transparency Code 2015 and go further than the minimum requirement. Councillor Vizard advised that he would take this away and would share the response with Mr Callan and the committee.

102 **Questions from Members of the Council under Standing Order No. 20**

The Chair advised that no questions had been submitted in advance, and no questions were asked at the meeting.

103 **Portfolio Holder Report from Councillor Asvachin, Portfolio Holder for Housing Homelessness Prevention and Customer Services**

The report was taken as read and Councillor Asvachin and the Strategic Director People and Communities responded to Members questions in the following terms:

Customer Services

- concerns regarding digital exclusion had been taken into account and it was possible that AI could be used to handle simpler enquiries, allowing operators to speak with residents unable to use online services;

- many residents had created MyExeter accounts to manage garden waste collection;
- a MyExeter account was not needed to respond to consultations;
- MyExeter was currently in a one-year pilot and data would be analysed, including to see where people made more than one attempt to create an account;
- an increase in accounts was expected when Council Tax became available;
- residents were encouraged to sign up and would be supported to do so when making contact with the council;
- MyExeter was used to manage garden waste collection, and there was a 97% sign up rate;
- Exeter had a low digital exclusion rate, but it was important to continue to monitor access across all channels;
- an increase in residents using self-service for routine issues would create capacity for staff to better support those with more complex needs or those choosing not to use digital channels for whatever reason;
- they were not aware of any plans to make other processes compulsory to a MyExeter account;

Housing

- eligibility for social housing was part of the statutory homeless assessment process;
- each local authority in Devon sets its own allocation policy social housing;
- Devon Home Choice, was the way allocations are administered;
- the trend in the increase in social housing complaints had been seen nationally and was actually welcomed as it meant residents were engaging with the council which helped the council to continually learn and improve services to tenants;
- part of the increase locally was due to changes that had been made to the complaints process. In the past some issues raised by tenants had not been counted as complaints but they now were;
- the housing benchmark data in the documents shared by the portfolio holder included data from non-local authority social landlords which needed to be borne in mind when comparing outcomes;
- where the benchmarking data shows slightly higher costs for repairs for Exeter this reflects different delivery models, for example, in Exeter these services were contracted outside the organisation so there were no hidden costs in overall budgets that might mask the real costs in providers who undertook repairs “in house”;
- Contract monitoring continued to be a focus to ensure on-going value for money;
- going forward there would be an annual plan published which would show a programme of more regular and varied methods for engaging tenants and gaining satisfaction feedback which was in line with the new Corporate Consultation and Engagement Strategy;
- regarding variation in performance for regular inspections, it was explained that there was a cohort of tenants who refused to give access and rigorous protocols were in place to address this;
- in some cases, voids were for longer periods of time desired and due to some long-term tenants having been reluctant to allow improvement and repairs to their homes. Consequently, when the properties became vacant they required extensive refurbishment which was being addressed by the Tenancy Services team who were required to ensure that all properties were inspected on a regular basis and that refurbishment and updates took place to ensure homes were of the best standard and to continue to look after council assets;

- a representative sample had been targeted for the residents' survey which was carried out by a partner organisation and was benchmarked nationally;
- trends emerging from the residents' survey were being looked at;
- Heavitree Squilometre was a brilliant idea but would be difficult to start in other areas as it was not easy to get volunteers;
- if residents had not had a response from the council their Councillor could use the councillor enquiry system to follow up;
- suggested that councillors could be given real time data on reasonable response rates regarding repairs in the future and that information about service standards could be made clearer. This would allow councillors to reassure council tenants' that their communication of repairs had been received. It was confirmed that it was not possible for Councillors to have access to individual residents' accounts for confidentiality and data protection reasons;
- the member enquiry process could be used if residents were contacting councillors regarding a perceived lack of response from the council;
- Many tenants currently preferred to telephone to report repairs but this took longer and often created long waiting times for customers. There was a quick access route via the tenant portal and work was underway to better understand why tenants use of the portal was low with the aim of improving overall response times;
- Stock condition surveys were undertaken and sanctions imposed where tenants have not looked after their property in line with their tenancy agreement; and
- the Head of Service Customer and Communities was undertaking a corporate project around complaint handling which would include automation, labelling and reporting.

During discussion a councillor stated that a 19 day turn around for repairs was very good especially given that contractors were difficult to source. He also stated that the Council Housing Development Advisory Board had seen data which had showed that compliance levels were excellent.

He also noted that any properties would be passed on in a good condition, but those which were not may have extensive damage.

104 **Six-monthly update on Homelessness Strategy**

The Strategic Director People and Communities presented the report making the following points:

- the government had published its long-awaited Plan to End Homelessness in December 2025 and its goals aligned with those established locally following the Council's own review work;
- a strategic data review was undertaken early in 2025 which identified systemic issues set out in the presentations but also offered potential solutions;
- historically homelessness funding streams from the government had been sporadic and short-term, which had hindered long-term strategic planning;
- issues seen in Exeter were reflected nationally, although the city had a notable population of younger, single people who were in a cycle of repeat homeless found Exeter a relatively safe place to be street-attached;
- the Council was not the only commissioner of supported housing in the city, the NHS, Social Services and criminal justice agencies also commissioned accommodation-based services;
- when the Council had greater control of funding in previous years, homelessness prevention outcomes were stronger;

- there was a lack of relationship with the private rental sector;
- phase one of the team restructure had been completed, and the remainder would be completed by the end of April;
- staff feedback suggested that a single casework service was desired;
- the ring-fenced homeless prevention grant was £750,000 less than modelled, however, the overall funding formula was generous;
- the budget proposal would show a wish to allocate an appropriate amount of funding to homelessness prevention;
- staff head count would be increased, with fewer senior managers and more frontline housing officers; and
- new burdens funding must be spent on staffing.

The Strategic Director People and Communities responded to Members' questions in the following terms:

- our transformation plans were evidenced based and it was envisaged that any future authority would want to continue this work;
- new legislation would enable more engagement with private sector landlords and tenants, with the council now mandated to undertake a mediation role to sustain and prevent breakdown of relationships and tenancies between private sector landlords and their tenants;
- there were new national outcome frameworks coming forward with specific metrics that reflected the stated outcomes our local plans were aiming to achieve such as the national target to reduce rough sleeping, by eradicating one-night rough sleeping and focus on long term rough sleepers who were usually individuals with complex needs;
- the new service would reduce fragmentation and stabilise staffing as it would have all case management workers together in one team on substantive contracts as opposed to the short and fixed term contracts the historic short-term funding had necessitated;
- service providers would be invited to provide feedback on the new service specifications and framework agreements prior to the commencement of the formal procurement process;
- providers could bid to join the framework which set quality standards and pricing providing a more cost effective and flexible approach for the council as commissioner as money would not get tied into block contracts and a provider not meeting the quality standards would not get any replacement frameworks. This had not been used in this area of work before in Exeter and the Council were following best practice used by other councils;
- in relation to question about money advice services it was explained that a new crisis resilience service would be commissioned with new funding from the government created from the remodelling of the National Household Support Grant which would come via Devon County Council. A specification for this new service would go out for procurement in due course;
- reducing the number of evictions for temporary accommodation and putting mechanisms in place to prevent the most vulnerable being put on the street would be addressed through ongoing casework support which would continue when someone was sustainably housed. Providers on the new framework would have additional responsibilities and incentives to mitigate evictions;
- there was an extract on page 35 of the report that calculated the cost of tolerating homelessness nationally;
- the belief that the homeless in Exeter were predominantly from other areas was incorrect, most had a connection with Exeter, if not, Devon. People came to Exeter from other areas in Devon as the city had excellent services and charities supporting vulnerable people;

- the prison early release scheme caused problems in the autumn as there was short notice and a high volume of releases;
- it may be beneficial for scrutiny to look at what other agencies within the city were doing; and
- a new national target which would be monitored was to reduce entrenched rough sleeping by 50%.

The Chair proposed an amendment, seconded by Councillor Payne to the recommendations in the following terms:

- recommendation 2.1 be removed and that progress be noted in September instead;
- 2.2 - remove “note the need to revisit” and replace with “contribute to the development of”; and
- 2.3 – replace “note” with “support”, with addition of “and the systemic issues and barriers to reducing homelessness and rough sleeping in Exeter.”

Following a unanimous vote, the recommendations as amended were **CARRIED**.

RESOLVED that the Customer Focus Scrutiny Committee:

- Contribute to the development of the Homelessness and Rough Sleeping Prevention Strategy during 2026 in response to the National Plan to End Homelessness (2005) and new legislation; and
- Support the organisational and commissioning work already underway to start to address the new requirements and the systemic issues and barriers to reducing homelessness and rough sleeping in Exeter.

105 Scrutiny Work Plan and Proposals Received

The meeting was adjourned for a break at 7:26pm and resumed at 7:28pm.

The Chair proposed, to the approval of the Committee, that:

- Councillor Cookson contact Councillor Darling regarding the Eton Walk bin petition organiser;
- Public Surveys be brought to the June meeting;
- Little Exeter petition be brought to the March meeting if possible but the Democratic Services Manager would schedule accordingly after seeking advice from the Strategic Director for Corporate Resources;
- Community Safety Partnership report be brought to the September meeting;
- six-monthly Homeless Strategy be renamed Homelessness and Rough Sleeping Prevention Strategy; and
- Tenants Energy Review of our Passivhaus Council Homes be deferred to September.

The meeting commenced at 5.30 pm and closed at 7.40 pm

Chair

This page is intentionally left blank

REPORT TO CUSTOMER FOCUS / STRATEGIC SCRUTINY COMMITTEE

Date of Meeting:

Report of: Cat Chambers

Title: Eton Walk Binrastructure Review

Is this a Key Decision?

Scrutiny is a non decision making committee

Is this an Executive or Council Function?

Executive

1. What is the report about?

The residents of Eton Walk and the adjoining areas raised a petition requesting the urgent review of Litter and dog bins (binrastructure) in the area surrounding Sylvan Heights and Eton Walk area.

This ePetition ran from 08/03/2025 to 24/04/2025 and has now finished with 41 signatures.

Residents cited that “The area is well used by families, residents and walker's with dogs on a daily basis. With the 2 bins by the footpaths recently removed without notice to the residents, it has already impacted the green areas resulting in rubbish products and dog mess fouling which is very unsightly and unsanitary”

The report outlines the operational protocols and investigative process undertaking to assess demand for litter bins city wide, and more specifically to identify additional litter/ dog foul demand that would require additional binrastructure in the area.

2. Recommendations:

The current recommendation is that no further action is required, the existing level of binrastructure and visitation provides suitable and sufficient resource to manage waste and prevent its aggregation on site.

3. Reasons for the recommendation:

- Multiple management inspections were carried out and there was little to no litter identified, indicating a demand for additional provision.
- The standard of cleansing onsite currently classes as an 'A' on average, in comparison national industry street cleaning standards and guidance.
- Current standard of cleansing is maintained with a once weekly street cleaning visit.

As a result of the above existing litter demand does not meet the threshold for additional binrastructure in accordance with Operational Protocol at this time (appendix B).

4. What are the resource implications including non-financial resources

There is no resource implications associated with this report or recommendations.

5. What are the legal aspects?

Section 89(1) and (2) of The Environmental Protection Act 2019 places a duty on principle litter authorities to ensure that public open space and highways maintainable at public expense, are kept clean of litter so far as is practicable and in accordance with relevant guidance.

The Litter Act 1982 provides the power for principal litter authorities to provide and maintain litter bins. There is no duty placed on the authority to do so.

6. Report details:

The council recognises that intensity of use is a prioritising factor in the fitment and sustainability of binrastructure. Bin fitment, whether medium or low intensity use, is prioritised based on litter hotspot assessments, to ensure the right bin is used in the right location.

Hot Spot Demand Assessment

Eton Walk and surrounding areas were inspected on five separate occasions to assess contamination and intensity of use.

Date of Inspection	Time of Inspection	Cleansing standard	Comparative to street sweeping visit
Thursday 27/03/25	09:45	A	Two days post sweeper
Wednesday 02/04/2025	09:43	A	One day post visit
Friday 04/04/25	13:50	A	Three days post visit
Friday 11/04/25	13:48	A	Three days post visit
Monday 16/06/25	08:44	A	Day prior to visit (post weekend)

These visits were carried out by different team members that on different days relative to street cleaning, to ensure a broad evidence base for decision making.

In, all occasions, cleansing standards were not identified below a "A" as per the approved street code of practice for litter. Photos taken on the most recent visit, Monday 16/06/25 can be found in appendix A. Similar photos are available for each visit carried out.

Most notably, the existing bin on site was only three quarters full after a week, having not been visited since the previous Tuesday 09/06/25 as per the existing schedules.

Sweepers Statement of Findings

The levels of litter indicated by the Supervisory inspections match the local sweepers on site findings. The local street sweeper visits every Tuesday and confirmed that on a "bad day which isn't very often" they would spend up to 30 minutes on site, and the bin was only ever three quarters full.



In the case of Eton Walk, both litter levels, and bin use currently appear stable and maintained by existing provision and schedules. Litter is therefore unlikely to substantially occur routinely and will be an ad hoc issue.

Although Binrastructure can subject to unpredictable demand from time to time, where binrastructure becomes full before scheduled visitation the public can report it on the council website [Report littering - Exeter City Council](#). Teams will subsequently be dispatched to empty it as soon as possible or within two working days.

Relocation

To ensure that the council retains the right asset in the right space, relocation of existing bins may be considered where they could provide better opportunities to reduce litter levels. Given the low litter levels throughout the area, it is not considered in this case that moving the bin would be cost-effective.

Ongoing Monitoring

Binrastructure is audited twice a year and is assessed for continued efficacy and condition as part of each audit. In addition, residents can request new provision whereby the believe that cleansing standards have changed.

7. How does the decision contribute to the Council's Corporate Plan?

It ensures that the cleaning services operate an efficient and well management services:

- Maintaining A balanced budget
- Ensuring Good operational governance
- Offering Value-for-money services
- Delivering Well-managed assets

8. What risks are there and how can they be reduced?

That litter starts to accumulate, to mitigate this the council will follow existing operational protocols to ensure the provision of the correct cleaning regime.

9. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 No potential impact has been identified on people with protected characteristics as determined by the Act because the report is for noting only

10. Carbon Footprint (Environmental) Implications:

12.1 Important to complete this section in light of the Council declaring a Climate Emergency. Consider whether the recommendations you are making in the report will help, hinder or have no direct impact on delivering our carbon reduction target (carbon neutral by 2030).

12.2 Operational protocols are designed to ensure cost-efficacy in cleaning programmes. In doing so, schedules are optimised to reduce unnecessary travel so far as practicable.

Protocols

11. Are there any other options?

There are currently no other options identified for implementation.

Director Adrian Pengelly

Report Author: Cat Chambers

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

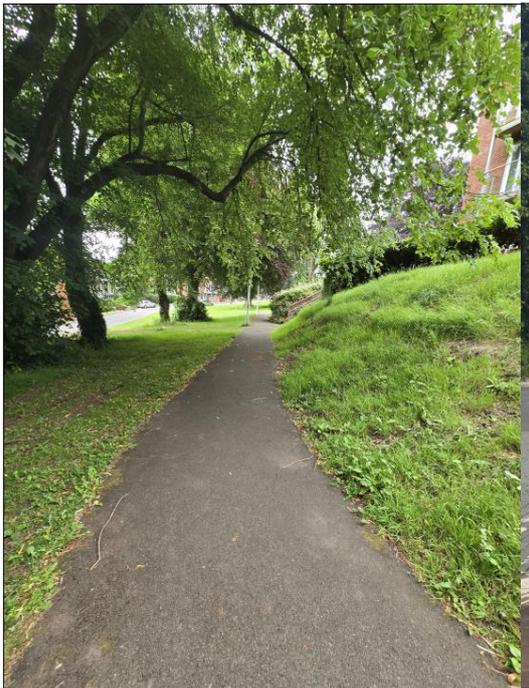
None

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265275













Litter/ Dog Bin (Binrastructure) Protocol

Version 0.1 Exeter City Council Litter Bin Protocol

April 2024

Document Control Sheet

Document Title	Exeter City Council Litterbin Protocol
Version	Version 0.1
Author	C. Chambers
Date	April 2024
Further copies from	Environment and City Management

Introduction

The City Council's Corporate vision lays out the goals to ensure Exeter remains a national leader in quality living. Exeter is a flourishing and beautiful city with a growing diverse resident base. There is a shared vision of prioritising safe well-built and inclusive neighbourhoods that encourage and promote health, wellbeing and sustainability. It has never been more critical to ensure that the City Councils combined litter strategies rise to the challenges presented by being a leader in quality living and sustainability, balancing those challenges presented by increasing quantities of disposable goods with providing well run value for money sustainable services.

We recognise here the role that Litter bin infrastructure (Binrastructure) plays in the development of clean safe neighbourhoods, and the part that litter bins play in supporting the City Councils Clean Streets Strategy in continuing to maintain high quality living space and enabling the responsible disposal of items consumed on the go. When it comes to the role of the litter bin there is no question that bins, either inadequately emptied or poorly presented, have an impact on community value, aesthetics and quality of living, often encouraging further antisocial behaviours, littering, fly tipping, graffiti amongst others. The City Council spends over £1.5 million a year on keeping the city looking good, and the delivery of binrastructure is an integral part of the City's ability to meet its responsibilities under section 89 of the Environmental Protection Act 1990.

We want to deliver a clean well maintained and improved binrastructure service. One that recognises each community's unique attributes, supports our city's sustainable future and provides a value for money service. Working with partners, local communities and individuals to ensure we have the right provision, in the right place.

Table of Contents

<u>Policy Introduction</u>	13
<u>1. Principles</u>	15
<u>2. Policy Objectives</u>	15
<u>3. Legal Requirements</u>	16
<u>4. Operational Delivery Procedures – Planning and Design:</u>	16
<u>4.1 Establishing emptying schedules</u>	16
<u>4.2 Delivery and fitment of new litter bins (siting requirements)</u>	16
<u>4.3 Litter impact (hotspot) demand assessments</u>	17
<u>4.4 Operational delivery constraints</u>	18
<u>4.5 Recycling on the go (ROTG)</u>	19
<u>5. Condition and Asset Management Operations:</u>	18
<u>5.1 Data Management:</u>	18
<u>5.2 Condition assessment and replacement:</u>	18
<u>Further information</u>	19

1. Principles

- 1.1. That litter/ dog bins, collectively referred to here as binrastructure, will continue to be used as one of the methods to manage and control litter contamination city wide, where they are appropriate to retain standards in accordance with section 89 of The Environmental Protection Act 1990 and associated codes of practice.
- 1.2. The service will not allow binrastructure to become the cause of cumulative litter contamination and will take such action as deemed necessary, and in accordance with adopted practice, to manage litter generated as a result of binrastructure.
- 1.3. That it will balance the number and type of bins fitted with the cost of maintaining them, in accordance with the principles outlined in the Litter Strategy for England 2017.
- 1.4. That when determining fitment applications each application will be considered on its own merit, and the process adopted for determination will be applied uniformly in all cases.
- 1.5. That binrastructure will be managed using the three primary asset management principles. These three principles are:
 - **Planning and design**, supporting the right bin, at the right cost, in the right location, with suitable emptying schedules.
 - **Operation**: demand assessment, condition monitoring, condition-based maintenance,
 - **Decommissioning**, at the end of the bin's lifecycle, or at the end of its period of usefulness.

2. Policy Objectives

- 2.1 To provide guidance to staff, stakeholders, and customers about the role of binrastructure and the benefits or constraints that accompanies it.
- 2.2 To provide guidance to staff, stakeholders, and customers on the operational procedures that govern the fitment of new binrastructure.
- 2.3 To outline how the authority assesses levels of litter contamination and utilises the subsequent impact assessment data to retain cost-effective bin stocks.
- 2.4 To recognise that binrastructure is for use in the control of waste generated on the go. They are not for domestic household waste disposal, commercial event waste, commercial business waste, or for any other waste that is reasonably expected to be disposed of through other regulated waste streams.
- 2.5 To recognise that litter bins are not a fixed asset and that they will be moved or removed if alternative street cleansing methods can provide a better or more cost-effective service.
- 2.6 to proactively manage and retain data in relation to litter bins, to ensure transparency in practice and decision making.

3. Legal Requirement

- 2.1 Section 89(1) and (2) of The Environmental Protection Act 2019 places a duty on principle litter authorities to ensure that public open space and highways maintainable at public expense, are kept clean of litter so far as is practicable and in accordance with relevant guidance.
- 2.2 The Litter Act 1982 provides the power for principal litter authorities to provide and maintain litter bins. There is no duty placed on the authority to do so.
- 2.3 Once installed, the principal litter authority has a duty under The Litter Act 1982 to ensure litter bins are emptied regularly and maintained.
- 2.4 The duty extends to ensuring that litter bins should be emptied frequently enough to ensure that their contents do not become a nuisance or give cause for reasonable complaint.

4. Operational Delivery Procedures – Planning and Design:

Supporting the right bin, at the right cost, in the right location, with suitable emptying schedules.

4.1 Establishing emptying schedules.

- Emptying schedules are established based on real-time use.
- The common frequency in which a bin fills to capacity is the frequency that is assigned for its collection.
- Where the council identifies changes in how frequently a bin requires emptying as standard, officers will proactively investigate schedules and will adjust the frequency where appropriate.
- Schedules cannot account for ad hoc or unpredictable demand that causes bininfrastructure to fill prior to standard collection. Ad hoc demand will be treated as a 'one-off' and no long-term remedial actions will be considered by officers; however, the bin will be emptied within two working days, once reported.
- Where collection frequencies are reviewed council officers will consider the ongoing cost-efficacy of the bin, and the ability of it to successfully resolve contamination in context of its current placement. Where the cost-efficacy of a bin changes, officers may move or remove the bin as necessary.

4.2 Delivery and fitment of new litter bins (siting requirements)

- The council recognises that intensity of use is a prioritising factor in the fitment and sustainability of bininfrastructure. As such city centre(s), tourist locations, formal parks and play areas remain high priority locations for bininfrastructure. Bin fitment in all other areas, whether medium or low intensity use, will be prioritised based on litter hotspot assessments, to ensure the right bin is used in the right location.

- Where littering remains common place in locations with existing binrastructure, the council will utilise nudge methods to increase uptake. This may include footprints on the floor leading to the bin or changing the colour of the bin if needed. Where nudge methods have been utilised by other authority areas there has been a substantial decrease in litter levels recorded.
- The council recognises that street cleansing demands across the city can change and as such there will be the need for new litter bins in new locations. When this occurs, officers are committed to installing new bins as soon as resource and procurement allow.
- Where customers request new bin provision, we will investigate the request by carrying out a litter impact (hotspot) assessment. Where investigations suggest a litter hotspot and a requirement for binrastructure over other street cleansing methods, officers will install a new bin.
- The council does not operate separate litter/ dog waste bins as standard and carries out ostensibly mixed waste collection. However, it recognises that in some locations a specified bin type is the most appropriate for the contamination present. As a result, we may fit an appropriate type and capacity bin to meet a specific need where necessary.
- New binrastructure will only be fitted where contamination levels meet the operational threshold for a new bin.

4.3 Litter impact (hotspot) demand assessments

- The council is committed to monitoring cleansing standards across the city in accordance with the DEFRA Code of Practice on Litter and Refuse 2019 (COP). It applies the grading principles outlined in COP to litter impact (hotspot) assessment, as a determining factor for the placement or removal of binrastructure.
- Contamination standards outlined in the COP are:
 - Grade A – No litter or refuse
 - Grade B – Predominantly free of litter apart from some scattered items.
 - Grade C – Widespread distribution of litter with minor accumulations
 - Grade D– Heavy contamination with significant accumulations.
- Where requests for new binrastructure are received, if street cleansing standards remain on average a Grade B or above, then additional binrastructure will not be considered for fitment.
- Where requests for new binrastructure are received, and where there is evidence to indicate that street cleansing standards in the location fall routinely below a Grade B and constitute a litter hotspot, then providing new binrastructure can support in reducing street cleansing resource and improving the litter grading for the location, it will be fitted.
- Where reviews of existing stock are carried out, binrastructure will only be retained if it continues to reduce resource demand and, or, it is still required to ensure that cleansing standards do not drop to include an increasing accumulation of litter.

4.4 Operational delivery constraints.

- The fly-tipping of domestic and commercial waste within binfrastructure (including disposal of cat litter, and domestically stored dog fouling) limits the availability of the bin for genuine use, creates unpredictable emptying requirements, and increases the resource and cost to successfully manage that bin. The service is committed to investigating cases of fly-tipping and it will take firm but proportionate action. This may include removing the bin after a period of notice, where offences persist, and investigations have failed to provide an alternative solution.
- Binfrastructure is subject to unpredictable demand from time to time. The council takes all reasonable steps to ensure that litter bins are emptied at appropriate intervals, however where binfrastructure becomes full before scheduled visitation the public can report it on the council website. Teams will be dispatched to empty it as soon as possible or within two working days.
- Binfrastructure schedules city wide operate Monday – Friday (predominantly). Where binfrastructure becomes full on a Saturday and Sunday, customers can report it on the council website, and they will be emptied within two working days.
- Where litter bins become full, customers are required to carry their waste to the next bin, or to take their waste home with them. This will prevent the bin from overflowing and causing a nuisance to others. Where individuals continue to use binfrastructure beyond capacity, resulting in waste dropping to the floor, this is a littering offence according to section 87(1) of the Environmental Protection Act 2019.

5. Condition and Asset Management Operations:

Asset levels, condition monitoring, and condition-based maintenance.

5.1 Data Management:

- The council retains a data base record of bin type and location for every item of binfrastructure within the city.
- As and where binfrastructure is installed or decommissioned, these records are routinely updated.
- Complete binfrastructure audits are held two time per year, to reconfirm the number, location, scheduled frequency, and type of bin in situ, and to prevent data decline.

5.2 Condition assessment and replacement:

- Two-time annual audits are used to assess the condition of binfrastructure. Bin condition is rated based on their current visual state of maintenance.
- Binfrastructure is rated as follows:
 - Grade A – New or near new and in excellent condition
 - Grade B – Good condition, some minor signs of rust and paint peel.
 - Grade C – Poor and aging, extensive rust and/ or paint peel, but not dangerous.
 - Grade D – dangerous, or no longer structurally sound.

- Where a bin records a Grade C on audit, a demand assessment will be carried out. Where demand remains unchanged, the bin will be identified for replacement as soon as practicable. Where demand has changed, the bin may be decommissioned.
- No bins should naturally decline to a Grade D, as bin infrastructure audits are proactive in preventing it. However, Grade D bins can occur through accident or anti-social behaviour. Where a bin is found to be a Grade D, it will be removed immediately, and reviewed for replacement or decommissioning.

5.3 Procurement decisions

- The council monitors and investigates new and emerging technology, including SMART, Solar, and digital monitoring bin infrastructure designs. Where it is proven to provide a value for money substitute to standard designs, it will be considered as an alternative choice.
- Industry studies indicate that bins in bright colours are more accessible and encourage better use. Alternative bin colours will be considered against City Planning requirements, and the standardised national ROTG colours. Where colours don't conflict with either and offer the opportunity for improved uptake they may be used as alternatives to improve the visibility and use of bin infrastructure.
- The standard capacity of community litter bins in Exeter is 125 litres, limited by manual emptying methods and weight. The council is committed to phasing out any lower capacity litter bins than standard at end of life. In addition, where operationally feasible the use of 250 litre bins will be explored as a suitable alternative for high footfall rural locations.
- Dog bins remain a standard capacity.

5.4 Recycling on the go (ROTG)

- The Council provides existing ROTG and trials different provision in a number of locations within the city.
- We continue to investigate ROTG options, to find technically, environmentally and economically practicable solutions that would support cost-effective ROTG on a wider city scale.

Further information

Information and web links to organisations that are a useful resource for the development of the bin infrastructure policy.

- Association for Public Sector Excellence. (2017). Briefing 17 - *Developing a successful 'binrastructure' – litter bin policy, Strategies and procedures*.
<https://apse.org.uk/apse/index.cfm/members-area/briefings/2017/17-04-developing-a-successful-binrastructure-litter-bin-policies-strategies-and-procedures/>
- Association for Public Sector Excellence. (2020). *Briefing 20-83 - 'The Right Bin in the Right Place'*. <https://apse.org.uk/index.cfm/apse/members-area/briefings/2020/20-83-e28098the-right-bin-in-the-right-placee28099-wrap-guidance-to-english-local-authorities-and-business-improvement-districts-bids-on-the-design-number-and-location-of-public-litter-bins-and-other-items-of-street-furniture-d/>
- DEFRA. (2017). *Litter Strategy for England*.
<https://assets.publishing.service.gov.uk/media/5a82216340f0b6230269b009/litter-strategy-for-england-2017-v2.pdf>
- DEFRA. (2019). *Code of Practice on Litter and Refuse*.
<https://assets.publishing.service.gov.uk/media/5d8b766ded915d0372f8ac59/pb11577b-cop-litter1.pdf>
- WRAP. (n.d.). *'Binrastructure' - The right bin in the right place*.
<https://wrap.org.uk/resources/guide/binrastructure-right-bin-right-place>.

REPORT TO CUSTOMER FOCUS / STRATEGIC SCRUTINY COMMITTEE

Date of Meeting: 19/03/26

Report of: Cat Chambers

Title: Street Cleansing Review

Is this a Key Decision?

No

Is this an Executive or Council Function?

N/A

1. What is the report about?

- 1.1 The report provides the current position of the Street Cleansing service and its combined operations.

2. Recommendations:

N/A

3. Reasons for the recommendation:

N/A

4. What are the resource implications including non-financial resources

- 4.1 There are no resource implications associated with this service update.
- 4.2 The services labour resource operates 41 full time equivalents and currently has only 2 vacancies which are out to active advert.

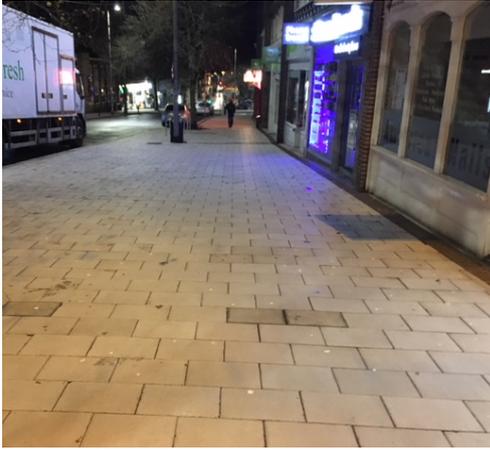
5. What are the legal aspects?

This report concerns operational matters and, as such, does not raise any legal issues.

6. Report details:

City wide street cleansing standards:

- 6.1 Defra's Code of Practice on Litter and Refuse requires Street cleaning authorities to benchmark cleansing standards using a visual assessment framework. This assessment framework applies an A-D standard of cleaning, where A is litter free, and D is a location heavily affected by litter with significant accumulation.
- 6.2 The council's street cleansing service applies this visual framework to benchmark city litter levels as follows:



Grade A - No litter or refuse.



Grade B - Predominately free of litter apart from some small, scattered items.



Grade C - Widespread distribution of litter with minor accumulations.



Grade D – Heavily affected by litter with Significant accumulation.

6.2 Between April and December 2025, the street cleansing service carried out 541 general litter assessments across the city. Under the Government's *Code of Practice on Litter and Refuse*, issued under Section 89 of the Environmental Protection Act 1990, Grade B, is recognised as the nationally accepted standard for cleanliness. The expected litter performance standard following the 2023–24 bin removal programme was set at 95% of sites achieving Grade B or higher.

Between April and December 2025, 228 sites were assessed as Grade A and 303 as Grade B, meaning that 97.8% of all sites achieved an A/B rating overall. The results for Quarter 4 (January–March) are still pending.

1.1. The assessment process must remain objective and reflective of citywide standards. To achieve this, streets are randomly generated for inspection. This prevents bias and

ensures operations are measuring the overall baseline cleanliness of the entire city, rather than only those areas already known to present issues or low litter levels. With more than 700km of highway, if only known hotspots were inspected, the results would no longer represent the city's true standard of cleanliness.

Members and residents are very welcome to raise concerns about specific streets. These locations cannot be added into the formal assessment sample, as doing so would distort the dataset and undermine the comparability of results across the city. However, if members and residents have concerns about cleanliness, the most appropriate route to report the issue is via the online littering reporting portal, or, requesting a hotspot assessment using the council contact us page. This allows us to review and intervene in areas with persistent problems, with clear audit trails and monitoring and these areas contribute to operational decision-making, although they do not form part of the statutory assessment sample for the reasons above.

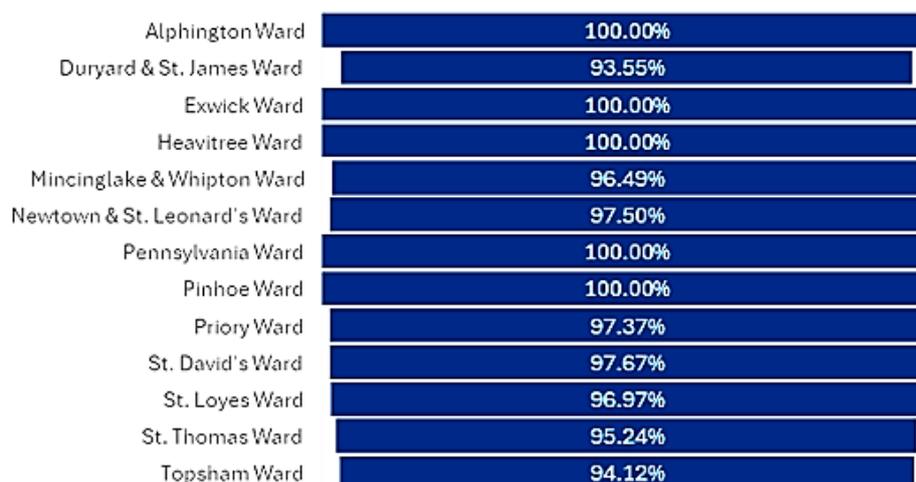
6.4 Broken down by ward:

The 2025 -26 ward results

Ward	No. of Inspections	'A'	'B'	'C'	'D'
Alphington Ward	31	23	8	0	0
Duryard & St. James Ward	62	24	35	3	0
Exwick Ward	88	34	54	0	0
Heavitree Ward	58	26	32	0	0
Mincinglake & Whipton	57	18	38	1	0
Newtown & St. Leonard's	40	11	28	1	0
Pennsylvania Ward	40	25	15	0	0
Pinhoe Ward	13	10	3	0	0
Priory Ward	38	18	19	1	0
St. David's Ward*	43	13	29	1	0
St. Loyes Ward	33	15	17	1	0
St. Thomas Ward	21	6	14	1	0
Topsham Ward	17	5	11	1	0

It is noted that the total number of ward assessments varies across the reporting period. To ensure objectivity, the service operates a structured inspection framework in which each ward is allocated an equal number of assessments per quarter. However, ongoing resource shortages—specifically operating with a minimum of two team-leader vacancies throughout much of the year—have affected the even distribution of inspections and reduced capacity to deliver the full programme as planned. Staffing levels have now returned to full capacity, and this issue is expected to be resolved in Q4, with results anticipated in March.

6.4 Levels of Acceptable Performance 25 -26 (A&B) by Ward



6.5 Comparison results between 2024/25 and 25/26

	Grades for year 25/26 (incomplete season - 3 months of inspections to be completed)				Grades for year 24/25 (Complete)			
	Grade A	Grade B	Grade C	Grade D	Grade A	Grade B	Grade C	Grade D
Totals	228	301	12	0	247	413	10	0
Alphington Ward	23	8	0	0	31	37	0	0
Duryard & St. James Ward	24	34	4	0	13	30	4	0
Exwick Ward	34	54	0	0	17	32	1	0
Heavitree Ward	26	32	0	0	25	38	1	0
Mincinglake & Whipton Ward	18	37	2	0	10	34	0	0
Newtown & St. Leonard's Ward	11	28	1	0	9	48	0	0
Pennsylvania Ward	25	15	0	0	11	30	1	0
Pinhoe Ward	10	3	0	0	15	12	0	0
Priory Ward	18	19	1	0	8	42	0	0
St. David's Ward	13	29	1	0	41	47	2	0
St. Loyes Ward	15	17	1	0	28	33	1	0
St. Thomas Ward	6	14	1	0	12	13	0	0
Topsham Ward	5	11	1	0	27	17	0	0

The results for Topsham and St Thomas are influenced by the low number of inspections completed in these wards during the reporting period. Because each ward recorded a single adverse finding, the limited inspection sample has disproportionately affected their overall grades, bringing both down to approximately 95% A/B respectively. This outcome is understood to reflect the data collection methodology, rather than an indication of a sustained reduction in cleansing standards within either ward. With resource levels now stabilised and the full inspection programme expected to resume in Q4, it is anticipated that results for both wards will realign with typical performance once a more representative number of assessments has been completed.

6.5 Where identified Grade C litter finding are addressed as soon as possible usually within 24 hours. In the case of the 10-grade c findings these were located:

Address	Grade	Date/ Time
13 Prince's Street East	C	19/08/2025 10:04:58
90 Polsloe Road,	C	21/11/2025 12:43:07
51 Victoria Street,	C	24/06/2025 11:13:13
94 Whipton Barton Road,	C	24/07/2025 12:04:46
24 Springfield Road,	C	24/06/2025 11:07:06
49 Blackthorn Crescent,	C	12/08/2025 12:53:22
Little Southernhay Lane,	C	14/10/2025 09:08:46
47A Salter's Road,	C	07/06/2025 12:13:58
57 Wear Barton Road,	C	09/07/2025 09:35:36
27 Well Street, Exeter,	C	05/06/2025 10:39:53

6.6 Benchmarked by the Association of Public Sector Excellence (APSE) against a local authority family group, Exeter's' litter standards are as follows: *(green bar)*.

Sites Acceptable Litter (Combined) – 2024/25 benchmark table



APSE has adjusted the 25/26 combined litter chart by changing the y-axis scale from the 10% increments used previously in 2024/25, to 2% increments, resulting in a presentation where small percentage differences appear visually larger than before. This modification affects how relative performance is interpreted, as authorities may appear more widely separated despite only minor underlying variation. In this context, ECC's actual performance remains close to the previous year, with only a one-percentage-point difference, although this may appear more pronounced under the revised chart format. In addition, ECC are top percentile for litter across Housing (not including communal gardens) and Main Roads specifically.

Dog Foul:

6.7 From the 547-inspections carried out, eleven streets were found to have dog foul present meaning that 98% of sites inspected were classed as acceptable. Benchmarked by APSE against family peer group, Exeter's standards (*green bar*) are consistent with the top end performers in the group for dog foul at this time.

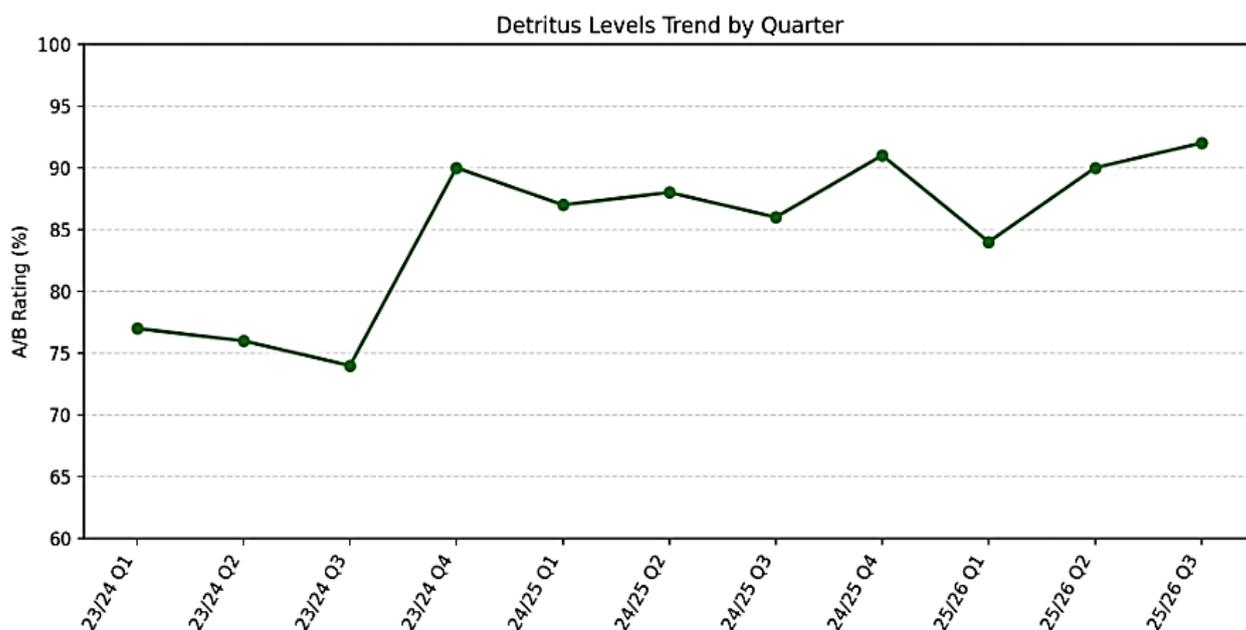


Detritus:

6.8 In respect of detritus levels, performance has remained stable since the establishment of the four deep-clean teams, who, together with the Council’s mechanical sweeping fleet, manage detritus cleansing activity across the city. The combined operating model continues to deliver consistent results, with a steady upward trajectory over the past three years. Current performance stands at 87.57% A/B, compared with an average of 87% between April and December 2024/25, and 79% across the full year 2023/24, demonstrating ongoing improvement year-on-year. APSE does not yet benchmark detritus levels consistently across different authorities. As a result, ECC’s existing baseline remains the primary reference point for benchmarking

The quarterly breakdown for the past three years is summarised below, with an accompanying trend chart illustrating performance progression over time:

Year	Period	% of A/B sites	Date Range	Operational Details
23/24	Q1	77%	Apr -Jun	
	Q2	76%	Jul - Aug	
	Q3	74%	Sep - Dec	Recruited into final deep clean team improving capacity.
	Q4	90%	Jan - Mar	
24/25	Q1	87%	Apr -Jun	
	Q2	88%	Jul - Aug	
	Q3	86%	Sep - Dec	
	Q4	91%	Jan- March	
25/26	Q1	84%	Apr -Jun	
	Q2	90%	Jul-Aug	
	Q3	92%	Sep -Dec	
	Q4	Pending	Jan - March	Procured two new mechanical weed attachments to enhance productivity.



6.9 As of the 21/02/26, the Council will have procured two new Hako weed-removal attachments for use with the mechanical sweeper fleet. These units are designed to accelerate the removal of detritus and weeds when compared with the traditional manual deep-clean process, offering a more efficient and responsive method of addressing build-up across the city. Work is currently underway to identify operational schedules that will maximise the use of these attachments within existing resources. While these units are not intended to replace deep-clean activity, we anticipate that their deployment will support more consistent detritus results going forward and potentially deliver direct improvements in areas where mechanical intervention provides the greatest benefit.

Litter bin stock:

6.10 Litter impact (hotspot) demand assessments

- The council is committed to monitoring cleansing standards across the city in accordance with the DEFRA Code of Practice on Litter and Refuse 2019 (COP). It applies the grading principles outlined in COP to litter impact (hotspot) assessment, as a determining factor for the placement or removal of bin infrastructure.
- Contamination standards outlined in the COP are:
 - Grade A – No litter or refuse
 - Grade B – Predominantly free of litter apart from some scattered items.
 - Grade C – Widespread distribution of litter with minor accumulations
 - Grade D – Heavy contamination with significant accumulations.

- Where requests for new binfrastructure are received, if street cleansing standards remain on average a Grade B or above, then additional binfrastructure will not be considered for fitment.
 - Where requests for new binfrastructure are received, and where there is evidence to indicate that street cleansing standards in the location fall routinely below a Grade B and constitute a litter hotspot, then providing new binfrastructure can support in reducing street cleansing resource and improving the litter grading for the location, it will be fitted.
 - Where reviews of existing stock are carried out, binfrastructure will only be retained if it continues to reduce resource demand and, or it is still required to ensure that cleansing standards do not drop to include an increasing accumulation of litter.
- 6.11 Over the past 12 months, two audits of the Council’s bin stock have been carried out to assess both condition and demand across the city. As a result of these reviews, all bins identified as falling below the required condition standards have either been repaired or fully replaced, ensuring that the network remains safe, functional, and fit for purpose. No bins have been recorded as removed since January 2025. Basic operational remedial works are outlined in Appendix 1.

The ongoing need for additional bins to meet demand:

- 6.12 Operations have received 14 litter bin fitment requests (at the point of finalising this report) since January 2025. Hotspots assessments have indicated that one location required provision, and a litter bin was subsequently relocated to address the issue. Appendix 2: contains requests to date.
- 6.13 Cleaning supervisors are currently developing plans for a recycling-on-the-go (ROTG) trial at the Quay, following earlier challenges with mixed-recycling bins where contamination levels were too high to achieve successful recycling outcomes. The proposed trial will seek to address this by introducing separated recycling options, helping users dispose of materials more accurately and reducing contamination risk. The trial is currently subject to planning, procurement, and installation timeframes, and is therefore anticipated to commence later in the new financial year.

7. How does the decision contribute to the Council’s Corporate Plan?

- 7.1 Supports the Sustainable Environment priority by demonstrating high citywide cleanliness standards, top-tier APSE litter performance, and ongoing improvements in detritus management, reinforcing the council’s environmental goals.
- 7.2 Enhances resident wellbeing and satisfaction by maintaining clean, safe neighbourhoods—reflecting survey findings that residents value well-kept public spaces and expect responsive, reliable frontline services.

7.3 Strengthens a well-run and efficient council through transparent performance reporting, DEFRA-aligned grading, resource-efficient operations, and evidence-based service improvements.

8. What risks are there and how can they be reduced?

8.1 To address the increasing levels of weed growth across the city, ECC has invested in new technology in the form of two weed-ripper attachments, purchased at a cost of £9,733.74 each, totalling £19,467.48. While it is hoped that this equipment will help reduce weed growth and support the effectiveness of mechanical sweeping operations, these units will only mitigate the issue—they will not provide a cost-effective alternative to the Highways Authority's former weed-spraying programme. As a result, weed growth will continue to be a feature of Exeter's public highways trapping litter and detritus, while also hindering the effectiveness of the Council's mechanical sweepers and litter-picking teams in managing accumulations.

9. Equality Act 210 (The Act)

9.1 No potential impact has been identified on people with protected characteristics as determined by the Act because the report is for noting only.

9.2 The service EQIA assessment is provided in appendix 3.

10. Carbon Footprint (Environmental) Implications:

10.1 There is no direct carbon/environmental impacts arising from this report.

10.2 Street-cleansing carbon reductions rely on transitioning the fleet to lower-emission fuels and/ or electrification. Progress is constrained by the Belle Isle depot operating at peak electrical capacity, limiting the ability to charge additional electric vehicles without significant infrastructure upgrades, or depot relocation.

11. Are there any other options?

11.1 No alternative options have been identified

Director: Adrian Pengelly

Report Author: Cat Chambers

Local Government (Access to Information) Act 1972 (as amended)

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265275

Appendix 1: Operational Bin Activity Summary 2025

Location	Priority	Type	Install	Replace	Move	Completed
Friernhay Pocket Garden - by St Nicholas Priory	High	2x round metal		Remove both round metal and replace with 1 New Black Low Aperture		22-26.02.25
Rougemont Place/Little Castle St Junction	Medium	Sentinel		New Black Low Aperture		22-26.02.25
Southernhay East - on green space at top	High	Sentinel		New Black Low Aperture		22-26.02.25
Sylvan Road - on corner with Union Rd	Medium	post bin		Remove back plate		22-26.02.25
Hamlin Lane playing fields-polsloe entrance, just inside the p/f by barrier	Medium	Sentinel		Good condition sentinel		22-26.02.25
Whipton Village Road	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Burnthouse Lane - outside One Stop	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Woodwater Lane - Outside OneStop	High	Sentinel		Good condition sentinel		22-26.02.25
Woodwater Lane - Outside School	High	Sentinel		Good condition sentinel		22-26.02.25
Woodwater Lane - Junction of Quarry Park Road	High	Dog bin		with good condition dog bin		22-26.02.25
Glasshouse Lane - by bus stop near shops	Medium	Sentinel		Used Black Low Aperture		22-26.02.25
Kings Heath - MUGA	Medium	Sentinel removed		Good condition sentinel		22-26.02.25
Clyst Heath	High	Sentinel		Good condition sentinel		22-26.02.25
Flowerpot Skatepark	Medium	Sentinel x2		Good condition sentinels		22-26.02.25
Pinces Gardens - entrance by café, 30yds to the right	Medium	Sentinel		Good condition sentinel		22-26.02.25
Alphington Sports Club - inside the park	Medium	metal pedestool		anything with a lid, inside a kids play area.	Slab next to bin, just to left of the current bin	22-26.02.25
Bromhams Car Park	Medium	Wheelie bin enclosure	Fix to metal plate			22-26.02.25
Eton Walk - at footpath split	Medium	Wooden		Used Black Low Aperture	Move to t junction	21.08.25

Location	Priority	Type	Install	Replace	Move	Completed
Wonford Road - Junction of Lyndhurst Avenue	Medium	Round metal		Good sentinel/Black low aperture from town		10.10.25
Powlesland Road - bin in play area	Medium	Round metal		Square wooden		10.10.25
Bartholomew St East - entrance to top level of cemetery by van 10 collection point	Medium	Sentinel		Black low aperture from town		10.10.25
Southernhay East - On Southernhay Green opp Chichester Mews	High	Sentinel		Black Low Aperture - ? will need new base installing	Bench on green space on Southernhay West opposite entrance to Cathedral Close	10.10.25
College Road - Beside Exeter University St Lukes site	Medium	Sentinel				10.10.25
Prince Charles Road - Bus Stop opp St Margarets Road junction	Medium	Post bin		Black Low Aperture - will need new base installing		10.10.25
Bridespring Road - ooutside Premier convenience store	High	Sentinel			To corner by No.17	10.10.25
Mincinglake Road - end of footpath into Mincinglake valley park, next to No.100	Medium	Dog bin		Better quality dog bin		10.10.25
Pinhoe Road by the Vaughan rd build, The bus stop on the main rd	High	Black low aperture				10.10.25
Behind the library by the bike store	High	Sentinel		Black low aperture due to fly tipping and condition.		10.10.25

Works Pending

Location	Priority	Type	Install	Replace	Move	Completed
Flowerpot - taken out when the 3g pitch works started.	High	Dog Bin	x			
155 Rifford road	Medium			replace sentinel due to lock for something.		
6 Devonshire Place - been missed from the last two bin weeks	Very High			replace sentinel due to lock for something.		
School lane - green area by the water	Medium			replace sentinel due to lock for something.		

Appendix 2: Litter bin requests and survey results

Date received	Location	Contamination Assessment Grading	Ease of collection	Comments from Cleansing Ops	Order passed to Ops Manager for Installation confirmation	Closing date/ Installation date w/c
02.01.2025	Kerswill Road/Tin Lane	0	Limited parking due to parked cars and narrow street	Visits monthly, has never seen any dog fouling on the cul-de-sac and very little litter	N/A	08.08.25 emailed to advise no requirement for bin
03.01.2025	Harrington Lane	0	Limited parking due to parked cars	Litter levels are generally low and area is litter picked weekly, does not feel a litter bin is necessary	N/A	09.03.2025 emailed to advise no requirement for bin
16.01.2025	Clyst Road, Denver Road and Elm Grove Road	0	Double yellow lines on Clyst Road, Limited parking on Denver and Elm Grove Road	Stencilling has been placed in the area. Very little evidence of dog fouling.	N/A	08.08.25 No further action
16.01.2025	Pennsylvania Road at Union Road junction	0	On busy junction, parking spaces 50 yards away	Report initially indicated litter in area, visitation has not shown this	N/A	No bin required
04.02.2025	Okehampton Road/Wardrew Road Junction	0	Some on street parking outside	Road visited 3x weekly for litter picking, very little litter outside store as store colleagues also litter pick	N/A	14.08.25 emailed to advise no requirement for bin
19.03.2025	Barrack Road - bus stop opp hosp	0	Only DCC on street parking, rest of road is double yellow lines	Operative litter picks Barrack Road weekly, has no issues with excessive littering	N/A	14.08.25 emailed to advise no requirement for bin
24.03.2025	Harts Lane/Pilton Lane	2	Lane with no footpath - only available spot to stop would be at entrance to bollarded footpath	Area is predominantly littered by pupils from St Lukes with bakery bags and drinks bottles from Lidl- litter picking is scheduled for once a week on Weds and suitable control.	N/A	14.08.25 emailed to advise no requirement for bin - TLs to speak to school regarding issue
26.03.2025	Southernhay East & West - South end green space	4	Route covered by city centre solo sweeper	Solo sweeper confirms high volume of litter on the green spaces in this area - could we relocate 2nd bin at top end to bench at south end green space	Verbal request to Service Manager to relocate bin	Street bin relocated 10.10.25 - 23.01.26 Solo sweeper reports littering has reduced significantly

03.04.25	Pinn Lane/Hollow Lane	2	Route covered by ward van. Litter picked where safe to do so (some parts do not have a footpath) litter picked when requested due to workload.	Litter picked when requested due to workload, a good amount of waste as a result of the local school.	TBC	Requires final visit - no further complaints since initial in April 2025
19.08.25	Broadway - by store - request to move bin from Larch Road	0	Limited parking due to parked cars and residents permits	Operative walks the area once a week and finds small amounts of litter.	TBC	Requires final visit - no further complaints since initial in August 2025
14.09.25	Lower North Street	D	Could be added to Solo Sweeper route	Can have high litter volumes during Student term times, especially at weekends so will complete extra litter pick when necessary	N/A	06.02.26 - emailed to advise no requirement for bin
30.12.25	Sowton Footpath from the P&R to the Station				TBC	Requires further visitation
February	Laburnum Road				TBC	Requires further visitation
February	Barton Court Garages				TBC	Requires further visitation

Appendix 3 – Service EQIA

Equality Impact Assessment: *Operational Frontline Service Delivery (Street Cleansing)*

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.

Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.

Foster good relations between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impact on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against groups and worsen inequality.

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Race and ethnicity (including Gypsies and Travellers; migrant workers; asylum seekers).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Disability: as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to	Negative	Low	Street Cleaning is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
carry out normal day-to-day activities.			The provision and fitment of litterbins is recognised to add to the clutter of street furniture and may impact the accessibility of pavements if inappropriately sited. The use of litter bins is however essential to control contamination and to achieve statutory service compliance in some locations. Fitment is strictly demand led and tightly controlled. Units are fitted only where there is an evidenced need. The orientation and placement of the bin is off pavement wherever practicable, when on pavement they are aligned with existing street furniture front or back of footpaths to ensure suitable and sufficient space for use.
Sex/Gender	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Gender reassignment		Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Sexual orientation (including heterosexual, lesbian, gay, bisexual).	Neutral	Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Age (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Pregnancy and maternity including new and breast-feeding mothers	Neutral	Low	This is a demand led operation; the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.
Marriage and civil partnership status	Neutral	Low	This is a demand led operation, the frequency of cleansing provision is determined by demand and National Approved Code of Practice standards. The impact of the service is equal on all persons, and it does not disproportionately impact any one group.

Actions identified that will mitigate any negative impacts and/or promote inclusion

- N/A

Officer: C. Chambers

Assessment Date: 28/09/25

This page is intentionally left blank

REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 19March 2026

PORTFOLIO HOLDER'S REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Councillor Ruth Williams: Portfolio Holder for City Management

1. Issues relating to achieving the Council's published priorities

Food Waste roll out – the whole of the city of just under 61,000 residential properties now has kerbside food waste collections, with weekly collections taking place. This has been a challenging project due to the works required at the depot in order to make temporary arrangements to handle all of the city's waste prior to the depot project being completed, sourcing vehicles and food waste caddies at a time when many other local authorities are trying to complete the same project. Also, the recruitment and training of staff has presented additional challenges. According to a recent BBC report, one in four councils in England are going to miss the deadline of 31 March 2026 and I am proud and grateful that the hard work and dedication of the team has enabled Exeter to complete the roll out before the deadline.

2. Update or commentary on any major ongoing programmes of work

MRF Depot Hub Programme – we are in the process of purchasing the Envirohub building that was agreed at Council on 10 February 2026. Both parties are working to a potential completion in May. In addition to the purchase work, work has already started on drawing up detailed designs to convert the current MRF as well as detailed procurement specifications to launch the procurement exercise for the specialist MRF equipment in April / May.

Air Quality – the creation of the Air Quality Strategy and revision of the Air Quality Action Plan is underway which will shape how we manage and improve air quality in the city over the coming years. To help us with this, we are working with Ricardo, who bring over 60 years of specialist air quality expertise and support cities and governments to understand, manage and improve air quality.

A community engagement survey launched on 2 March is an important first step and helps ensure that the Strategy and Action Plan are informed by a wide range of local perspectives. The survey will close on 13 April 2026. Responses will help:

- Build a clear picture of how people understand air quality in Exeter
- Identify key concerns or priorities
- Shape the direction of the draft Strategy and Action Plan

This survey is part of the early engagement stage. No decisions have been made yet. The outline programme timeline will be:

- March 2026: Community survey (this engagement)
- April – June 2026: Draft Air Quality Strategy and Air Quality Action Plan prepared, based on the information that you provide
- Summer 2026: Formal public consultation (following Exeter City Council's Consultation Charter)
- Autumn 2026: Final documents published, shaped by the consultation feedback.

The Harbour Revision Order (HRO) remains subject to ongoing confidential processes associated with the statutory consultation, and no further detail can be released until respondents have formally received their consultation responses. Once that stage is complete, updates will be provided through the Exeter Harbour Board as part of the established governance and reporting arrangements.

Heavitree Paddling Pool refurbishment project is currently progressing through a formal public procurement process. The tender remains open until the end of the month, and until it closes and evaluation is complete, the project remains subject to procurement related risk. Assuming a successful outcome and subsequent award of contract, a confirmed programme of works will then be developed. Based on current timelines, the refurbishment is expected to take place either by the end of 2026 or in early 2027, ahead of the seasonal reopening period, subject to the final tender outcome and contractor availability. Suppliers are expected to carry out public consultations on designs as part of the project deliver process.

Play Area Development programme: The recent tender process for the play area development received no applications, meaning the project cannot lawfully be progressed through the original procurement route. As compliance with public procurement legislation is mandatory, officers are now investigating alternative, fully compliant procurement options to enable the proposed development to proceed while ensuring adherence to legal and financial requirements.

Minor works and repairs can and will be carried out where budgets allow.

Trews Weir Development Project: A technical issue relating to flood risk during major events—particularly those occurring close to the top of the flood defences—combined with significant cost increases meant that delivery of the Capital project could not proceed this year. We are now exploring additional funding opportunities through the Environment Agency (EA) as well as alternative approaches to the required repairs. The public consultation has been postponed until we have greater clarity on the preferred delivery route. Work is ongoing with our designer, contractor, and the EA to review both technical and funding options, and once we are confident that a deliverable solution is in place, we will carry out consultation.

3. Issues that may impact: services delivery/financial performance/future budget requirements

Recruitment – remains a challenge to the service across all roles, but particularly specialist roles in Environmental Health and Licensing as well as LGV drivers in waste.

Capital programmes remain inherently subject to procurement risk, and the successful delivery of projects is dependent on the timely and compliant award of contracts. Where a procurement exercise does not attract suitable bids, fails to meet required standards, or cannot be awarded, this can result in unavoidable delays to project mobilisation and delivery programmes. Until tender processes are concluded and contracts are formally awarded, timelines should therefore be considered indicative rather than confirmed.

Bowling Green Marsh Remedial Project: The previously approved capital programme for the site has now been superseded following the part failure of a section of the flood defence bank, requiring an urgent reassessment of scope and delivery. Although minor stabilisation works have been completed to reduce the immediate risk of further failure, an expedited programme of more substantive works is now necessary. This accelerated approach will inevitably result in additional costs. Technical investigations and condition assessments remain ongoing to determine the full extent of the required intervention.

4. Potential changes to services/provisions being considered

Introduction of mechanical weed rippers spring 2026 – as per service update Street Cleansing 20-26.

5. Other matters the Portfolio Holder wishes to raise with the Scrutiny Committee

ECC have signed up for Great British Spring Clean 13-29 March.

Proposal being prepared for submission to the Gum Task Force for a gum removal programme for Sidwell Street.

We will consider how the new *Statutory guidance Litter enforcement powers – when and where to use them* might be applied in Exeter.

Extension of Teignbridge pilot using smart watches to record food waste bin presentation is under consideration for Exeter.

This page is intentionally left blank

REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 19th March 2026

PORTFOLIO HOLDER'S REPORT TO SCRUTINY COMMITTEES

COUNCILLOR BOB FOALE – ARTS, CULTURE & TOURISM

1. Issues relating to achieving the Council's published priorities
None
2. Update or commentary on any major ongoing programmes of work
<p>Cultural Strategy Work is underway to develop a new Culture Strategy for the next 5 years. The revised programme is as follows: Executive Report 28 April 2026, to approve draft Strategy & Action Plan for public consultation Online consultation runs from 11 May – 22 June 2026 Executive report 18 August 2026, to endorse Cultural Strategy & Action Plan Council meeting 8 September 2026, to adopt Cultural Strategy & Action Plan</p>
<p>Royal Albert Memorial Museum Report</p> <p>The Council's Museum Accreditation return was submitted to Arts Council England (ACE) in February. The Museum Accreditation Scheme is the UK industry standard for the governance and operation of museums and galleries. Accreditation is necessary in securing major investment from ACE and most other sector funding bodies.</p> <p>An independent review of RAMM's operating model undertaken in 2025, recommended that the museum develop an approach that will focus on increasing alternative funding sources and increasing the museum's commercial acumen and income generating capabilities without diluting its reputation for cultural and heritage expertise. The report also recommended changes to the museum's management structure.</p> <p>The Council has been awarded a grant from the Government's Museum Renewal Fund, of £114,202 to be used to improve RAMM's income-generating activities, including the shop, cafe and retail website. The marketing campaign to promote the RAMM shop at Christmas resulted in the best-performing December on record in the RAMM shop, with a 20% increase in shop takings and seven-fold increase in online sales.</p> <p>The museum was subject to a major theft of objects last year and unfortunately, the objects have not been recovered. A visit on behalf of the national security advisor has taken place and has confirmed there is no lasting impact.</p> <p>RAMM achieved an outstanding result in its VAQAS (Visitor Attraction Quality Assessment Scheme) assessment, run by Visit England. It improved on its previous score to record an overall mark of 87%. Among the top scores were Pre-</p>

arrival (online presence) and Retail which both were rated at 100%, and the quality of the attraction which was marked at 91%.

In July, RAMM acquired an Anglo-Saxon silver penny; an important object which marks the beginning of modern Exeter. The RAMM café re-opened in 2025 after a long period of closure.

The Grayson Perry: Aspects of Myself exhibition opened on 24 January and has proven to be very popular, with 4,452 tickets sold (income of £22,761) in the first two weeks.

RAMM's contemporary art commission, Charmaine Watkiss's for the Ones Who Came Before has also appeared in the [national press](#). This commission reflects on the legacies of race and colonialism within western museum collections.

Exeter Corn Exchange & Exeter Tickets

Corn Exchange

In the first half of the financial year the performance of Corn Exchange box office programme is slightly improved compared to the same period last year despite ongoing exterior works and increased reports of anti-social behaviour in the area around the venue.

Occupancy numbers remain consistent, but the percentage of shows sold out, and number of Corn Exchange sales have both increased slightly.

Digital audience engagement remains very high with minimum open rates of 55% and subscriber numbers stable at 30,000 despite filtering out consistently non-engaged customers.

The programme going forward continues to be extremely strong for a venue of this size and we expect the ratio of box office shows to community hires to remain consistent in 2026.

Exeter Tickets

Exeter Tickets is expected to perform significantly (175%) better than budget this year. This is largely due to the success of partner events like Exeter Comedy Festival and Powderham Presents.

Visit Exeter

The 2024 Visitor Volume and Value Data has just been published for 2024.

- UK trips: 306,000 (decrease of 3% on 2023)
- UK trip spend: 67,970,000 (increase of 1% on 2023)
- Overseas trips: 46,000 (0% change on 2023)
- Overseas trip spend: £43,425,000 (increase of 9% on 2023)
- Day visits: 1,461,000 (decrease of 14% on 2023)
- Day visit spend: £82,588,000 (decrease of 8% on 2023)
- Total value of tourism to Exeter (staying plus day visitor spend plus other tourism related spend): £203,061,575

VFR (visiting friends & relatives) travel has decreased by 8% when comparing 2024 to 2022, so is a significant contributory factor to the decrease in trips. VFR often involves shorter stays, which are easier to skip when budgets tighten. Exeter's VFR segment is large (45% of stays), so any small behavioural change has a big impact.

Consumers are choosing fewer, higher-value holidays rather than multiple short trips.

Staying nights

Exeter performed well in 2023 and was one of the few areas in the UK with growth.

In 2024 Exeter is on par with national performance for staying visitor nights and fares slightly better than Devon County over the analysis period.

Staying spend

Positive growth for Exeter, but far behind national trend at 2%, versus 10% nationally. It still outperforms the rest of Devon

Breakdown of spend by sector – this has remained almost the same for the past 3 years:

	2024
Shopping	31%
Accommodation	19%
Food & drink	26%
Attractions/entertainment	10%
Travel	14%

Day visits

Exeter broadly in line with national for long-term trend, but sharp drop in 2024 due to strong 2023.

Day visit spend

Good growth since 2022, but national increase is stronger.

Positives and challenges

Positives:

- Staying spend up (+4% vs 2023).
- Staying nights grew in 2024 (+3%).
- Day visit spend still higher than 2022.

Challenges:

- Staying trips down sharply (-13% vs 2022).
- Day visits fell (-14% vs 2023).
- Underperformance vs national spend growth

Visit Exeter's digital reach increased in 2025:

- >3 million Facebook reach

- Facebook engagement increased by 77% on 2024
- 122k Instagram reach, up by 57% on 2024
- >1.1 million website views

Visitor Facilities

Visitor numbers to the Custom House have increased by 15% on the previous year despite changing weather conditions and major projects, relocating the reception, specialist restoration of the vacated room and its repurposing as a temporary gallery space. Exploratory work growing new commercially focused partnerships and events have generated over 60% increase in income. Notable events include ambient pop-up restaurant nights with local chefs and community partners, and the Christmas craft market.

Currently the SWHT are exhibiting their display relating to the 'Isca Photographic Collection'. The exhibition has been well received by visitors. In March there is an exhibition of photographs in collaboration with Exeter Chief's player Olly Woodburn.

The underground passages were subject to substantial further flooding, the recent occasions due to new occurrences of burst water mains. Strong relationships with South West Water are leading to fast resolutions. Permissions are currently being sought for much needed remedial conservation masonry works, with discussion focused around SPAB principles in preservation. To support preservation efforts corporate property teams worked closely with passages teams and a local specialist surveyor. The outcome being state of the art 3D laser scanning providing unprecedented visibility of the subterranean passages, their construction, depth and exact location within the city centre. A substantial in depth training programme to provide new Red Coats Guides began this year.

3. Issues that may impact: services delivery/financial performance/future budget requirements

The service redesign will result in savings year on year.

4. Potential changes to services/provisions being considered

The restructure of the cultural managers is now complete. This process involved the deletion of the following posts:

RAMM Operations Manager
 RAMM Audience Development Manager
 RAMM Collections & Content Manager
 RAMM Conservation & Support Services Manager
 Facilities Manager
 Corn Exchange Manager

And the creation of the following new posts:

General Manager Culture
 Culture Facilities & Programming Manager
 Museum Manager

5. Other matters the Portfolio Holder wishes to raise with the Scrutiny Committee

City of Culture

The Council submitted an Expression of Interest (EOI) to government for UK City of Culture 2029. An announcement is expected in the spring.

WORK PLAN FOR CUSTOMER FOCUS SCRUTINY ITEMS 2025/26

Working Draft for March 2026

Page 57

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	Status
19 March 2026	Portfolio Holder's Report (Cllr R Williams)	Strategic Director for Operations (AP)	Portfolio Holder for City Management		
19 March 2026	Portfolio Holder's Report (Cllr Foale)	Strategic Director for Place (IC)	Portfolio Holder for Arts, Culture & Tourism (Cllr Foale)		
19 March 2026	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection	Head of Operations (CC)	City Management (Cllr R Williams)	Yearly report	
19 March 2026	Eton Walk Refuse bin – Petition	Strategic Director for Operations (AP)	City Management (Cllr R Williams)	Petition	Deferred from September 2025
18 June 2026	Quarter 4 Budget Scrutiny	Strategic Director for Corporate Resources (DH)	Leader (Cllr Bialyk)		
18 June 2026	Medium Term Financial Plan	Strategic Director for Corporate Resources (DH)	Leader(Cllr Bialyk)		
18 June 2026	Evaluation of the Commercialisation Strategy	Strategic Director for Corporate resources		Proposal from Councillor Moore (Dec 2025)	
18 June 2026	Scrutiny Annual Report	Strategic Director for Corporate Resources (DH)	Corporate Services & City Centre (Deputy Leader)	Statutory Duty	

18 June 2026	Public Surveys				
18 June 2026	Petition – Save Little Exeter	Strategic Director for Operations	Deputy Leader & Portfolio Holder for Corporate Resources & City Centre		Added March 2026
24 September 2026	Portfolio Holder Update Report – Housing, Homelessness Prevention and Support Services				
24 September 2026	Progress on new strategy to end homelessness (Homelessness and Rough Sleeping Prevention Strategy)	Strategic Director – People and Communities (JY)	Housing, Homelessness Prevention and Support Services		
24 September 2026	Reducing the number of empty homes in Exeter	Strategic Director People and Communities (JY) Strategic Director for Operations (AP)	Housing, Homelessness Prevention and Support Services	Proposal from Councillor Moore (Dec 2025)	
24 September 2026	Community Safety Partnership Update Report	Strategic Director for Place (IC)	Deputy Leader, Portfolio Holder for Corporate Services & City Centre		
24 September 2026	Tenants Energy Review of our Passivhaus Council Homes	Strategic Director – People and Communities (JY)	Housing, Homelessness Prevention and Support Services	Scrutiny proposal Cllr Atkinson	Deferred – to be timetabled
12 November 2026	Quarter 2 Budget Scrutiny	Strategic Director for Corporate Resources (DH)	Leader		

Updated 11 March 2026

12 November 2026	Medium Term Financial Plan	Strategic Director for Corporate Resources (DH)	Leader		
12 November 2026	Portfolio Holder's Report - Leader				
12 November 2026	Portfolio Holder Update report – Climate, Ecological Change and Communities				
11 February 2027	Key People Activity Across the Council	Strategic Director – People and Communities (JY)	Corporate Services & City Centre (Deputy Leader)	Scrutiny proposal Cllr Palmer	
11 February 2027	Portfolio Holder Update report – Deputy Leader & Portfolio Holder for Corporate Resources & City Centre				
18 March 2027	Portfolio Holder Update report – City Management				
18 March 2027	Update on Waste & Recycling				
18 March 2027	Street Cleansing Update				

Page 59

*Items in blue are suggested scheduling by the Chair in consultation with the Scrutiny Programme Board.

This page is intentionally left blank