

## **CUSTOMER FOCUS SCRUTINY COMMITTEE**

Date: Thursday 5 February 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 Officer (Committees) 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 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.

### **3 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.”

#### 4 **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](mailto: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 2 February 2026.

For details about how to speak at committee, please click the following link - <https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/public-speaking-at-meetings/overview/>

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

To receive questions from Members of the Council to the relevant Portfolio Holders for this Scrutiny Committee. The Portfolio Holders are:-

Councillor Bialyk	– Leader of the Council
Councillor Asvachin	– Housing, Homelessness Prevention and Customer Services
Councillor Vizard	– Climate, Ecological Change and Communities
Councillor Williams	– City Management
Councillor Wright	– Deputy Leader, Corporate Services, Community Safety and City Centre

Advance questions from Members relating to the Portfolio Holders should be notified to Democratic Services via [democratic.services@exeter.gov.uk](mailto:democratic.services@exeter.gov.uk)

#### 6 **Portfolio Holder Report from Councillor Asvachin, Portfolio Holder for Housing Homelessness Prevention and Customer Services** (Pages 5 - 28)

To receive the report of the Portfolio Holder for Housing, Homelessness Prevention and Customer Services, Councillor Asvachin.

#### 7 **Six-monthly update on Homelessness Strategy** (Pages 29 - 54)

To receive the report of the Strategic Director People and Communities.

#### 8 **Scrutiny Work Plan and Proposals Received** (Pages 55 - 58)

Please see for noting a link to the schedule of future business proposed for the Council which can be viewed on the Council's web site. This on-line document is a source for Members to raise issues at Scrutiny on forthcoming Executive agenda items:

[Browse plans - Executive, 2026 - Exeter City Council](#)

Also attached is a draft work plan of future scrutiny items. Should Members wish to raise issues in respect of future business please notify Liz Smith in advance of the meeting.

#### **Date of Next Meeting**

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 19 March 2026** at 5.30 pm in the Civic Centre.

**Individual reports on this agenda can be produced in other formats on request to Democratic Service on 01392 265425 or [democratic.services@exeter.gov.uk](mailto:democratic.services@exeter.gov.uk)**