

WORK PLAN FOR CUSTOMER FOCUS SCRUTINY ITEMS 2024/25*Working Draft for March 2025*

Customer Focus Scrutiny Committee	Item	Director	Portfolio Holder	Origin of Business	Status
27 March 2025	Portfolio Holder's Report (Cllr R Williams)				
27 March 2025	Update on Street Cleansing and Bin Collection – Recycling and Food Waste Collection	Head of Operations (CC)	City Management (Cllr R Williams)	Yearly report	To include glass collection and grass cutting regime
27 March 2025	Results of 2025/26 Budget Consultation	Strategic Director for Corporate Resources (DH)	Corporate Services (Cllr Wright)	Scrutiny Proposal (Cllr Miller-Boam)	
27 March 2025	Six-monthly update on Homelessness Strategy	Strategic Director – People and Communities (JY)	Housing, Homelessness Prevention and Support Services (Cllr Asvachin)	Proposed by Councillor Denning – half yearly report	Moved from 30 January 2025
27 March 2025	Performance and Service Provided to Customers and Stakeholders of Stagecoach South West in Exeter	Strategic Director for Place (IC)	Communities (Cllr Vizard)	Scrutiny proposal Cllrs Snow, Parkhouse and Hughes	Scoping to take place on 30 January 2025 To go to SPB 31 March – Chair's request for Strategic Scrutiny.
3 July 2025	Portfolio Holder's Report (Cllr TBD)				
3 July 2025	Quarter 4 ("Outturn Report") Budget Scrutiny	Strategic Director for Corporate Resources (DH)	Leader (Cllr Bialyk)	Scrutiny proposal – Cllr Parkhouse	

3 July 2025	Tenants Energy Review of our Passivhaus Council Homes*	Strategic Director – People and Communities (JY)	Housing, Homelessness Prevention and Support Services (Cllr Asvachin)	Scrutiny proposal Cllr Atkinson	Moved from 30 January 2025. * “we currently don’t hold detailed information in regards of this but plan to undertake an independent survey in 2025 - LB”
3 July 2025	Anti-Social Behaviour in the City Centre – its causes and possible solutions	Strategic Director – People and Communities (JY)	Corporate Services & City Centre (Deputy Leader, Cllr Wright)	Scrutiny proposal Cllr Mitchell	To be scoped 27 March 2025
3 July 2025	Box-shifting Update	Strategic Director for Corporate Resources (DH)	Corporate Services & City Centre (Deputy Leader, Cllr Wright)	Agreed at 3 October 2024 committee meeting	Head of Service Finance (MW) will bring the report.
25 September 2025	Portfolio Holder’s Report (Cllr TBD)				
25 September 2025	Key People Activity Across the Council	Strategic Director – People and Communities (JY)	Corporate Services & City Centre (Deputy Leader, Cllr Wright)	Scrutiny proposal Cllr Palmer	To be scoped 27 March 2025
13 November 2025	Portfolio Holder’s Report (Cllr TBD)				
13 November 2025	Six-monthly update on Homelessness Strategy	Strategic Director – People and Communities (JY)	Housing, Homelessness Prevention and Support Services (Cllr Asvachin)	Proposed by Councillor Denning – half yearly report	

13 November 2025	Quarter 2 Budget Scrutiny	Strategic Director for Corporate Resources (DH)	Leader (Cllr Bialyk)	Scrutiny proposal – Cllr Parkhouse	
22 January 2026	Portfolio Holder’s Report (Cllr TBD)				
19 March 2026	Portfolio Holder’s Report (Cllr TBD)				
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	

To be timetabled on 27 March 2025 subject to proforma being submitted *[see October 3 minutes]*:

- **Budget proposal from Cllr Moore**

To be scoped on 27 March 2025:

- **Anti-Social Behaviour in the City Centre – its causes and possible solutions (Cllr M Mitchell)**
- **Key People Activity Across The Council (Cllr Palmer)**