



Exeter City Council

To the Chair and Members
of the Scrutiny Committee - Community

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AGENDA FOR EXETER CITY COUNCIL SCRUTINY COMMITTEE - COMMUNITY

The Scrutiny Committee - Community will meet on **TUESDAY 2 SEPTEMBER 2008**, commencing at **5.30 pm**, in the Rennes Room, Civic Centre, Paris Street, Exeter to consider the following business. If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Member Services Officer on **Exeter 265107**.

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

Pages

Part I: Items suggested for discussion with the press and public present

1

MINUTES

To sign the minutes of the ordinary meeting held on 3 June 2008 and the special meeting held on 8 July 2008.

2

DECLARATION OF INTERESTS

Councillors are reminded of the need to declare personal and prejudicial interests, including the nature and extent of such interests, in relation to business on the agenda, before any discussion takes place on the item. Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

3 **LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985 -
EXCLUSION OF PRESS AND PUBLIC**

To pass the following resolution:-

RESOLVED that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting during consideration of item 20 on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 1 of Part 1, Schedule 12A of the Act.

4 **QUESTIONS FROM THE PUBLIC UNDER STANDING ORDER 19**

A period of up to 15 minutes will be set aside to deal with questions to the Committee from members of the public.

Details of questions should be notified to the Assistant Chief Executive at least three working days prior to the meeting. Further information and a copy of the procedure are available from Member Services (Exeter 265115) also on the Council web site.

<http://www.exeter.gov.uk/scrutinyquestions>

5 **QUESTIONS FROM MEMBERS OF THE COUNCIL UNDER STANDING
ORDER 20**

To receive questions from Members of the Council to appropriate Portfolio Holders.

Details of questions should be notified to the Assistant Chief Executive at least three working days prior to the meeting. Further information and a copy of the procedures are available from Member Services (Exeter 265115)

<u>MATTER FOR CONSIDERATION BY SCRUTINY COMMITTEE - COMMUNITY</u>
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6 **COMMUNITY SAFETY ANNUAL REVIEW**

To consider the report of the Community Safety Partnership Coordinator - *report circulated* 1 - 10

<u>MATTERS FOR CONSIDERATION BY THE EXECUTIVE</u>
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7 **NEW SWIMMING POOL FOR EXETER**

To consider the report of the Head of Leisure and Museums – *report circulated* 11 - 30

8 **TOPSHAM MUSEUM**

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9	<u>LEISURE AND MUSEUMS STRATEGY</u>	
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<u>MATTERS FOR CONSIDERATION BY SCRUTINY COMMITTEE - COMMUNITY</u>

10	<u>INSTALLATION OF PLAY AND LEISURE FACILITIES AT KINGS HEATH PARK</u>	
	To consider the report of the Head of Leisure and Museums – <i>report circulated</i>	53 - 58
11	<u>REVIEW OF THE COUNCIL'S ARRANGEMENTS TO RESPOND TO NOISE COMPLAINTS</u>	
	To consider the report of the Head of Environmental Health Services – <i>report circulated</i>	59 - 86
12	<u>2008 REVIEW OF RECYCLING PLAN 2006-2011</u>	
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13	<u>DRAFT TREES AND WOODLAND STRATEGY</u>	
	To consider the report of the Head of Contracts and Direct Services – <i>report circulated</i>	95 - 104
14	<u>HOMELESSNESS DECISIONS AFFECTING VULNERABLE PEOPLE</u>	
	To consider the report of the Head of Housing Services – <i>report circulated</i>	105 - 106
15	<u>HOUSING STRATEGY 2007 - 2012</u>	
	To consider the report of the Head of Housing Services – <i>report circulated</i>	107 - 120

<u>PERFORMANCE MONITORING</u>

16	<u>COMMUNITY SERVICES - STEWARDSHIP TO 30 JUNE 2008</u>	
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17	<u>HOUSING REVENUE ACCOUNT STEWARDSHIP TO JUNE 2008</u>	
	To consider the report of the Director Community and Environment - <i>report circulated</i>	133 - 136

18 **PROGRESS UPDATE - ENVIRONMENTAL AND CLIMATE CHANGE STRATEGIES**

To consider the report of the Head of Environmental Health Services - *report circulated* 137 - 150

19 **CORPORATE ENVIRONMENTAL PERFORMANCE INDICATORS - RESULTS AND PROGRESS**

To consider the report of the Head of Environmental Health Services – *report circulated* 151 - 154

PART II: ITEM SUGGESTED FOR DISCUSSION WITH THE PRESS AND PUBLIC EXCLUDED

MATTER FOR CONSIDERATION BY THE EXECUTIVE

20 **LEISURE AND MUSEUMS RESTRUCTURE**

To consider the report of the Head of Leisure and Museums with a reassessment of the Leisure and Museums restructure - *report circulated to Members* 155 - 172

DATE OF NEXT MEETING

The next **Scrutiny Committee - Community** will be held on Tuesday 11 November 2008 at 5.30 pm

FUTURE BUSINESS

The schedule of future business proposed for this Scrutiny Committee and other Committees of the Council can be viewed on the following link to the Council's website: <http://www.exeter.gov.uk/forwardplan>
Councillors can view a hard copy of the schedule in the Members Room.

Membership -

Councillors D Baldwin (Chair), Shiel (Deputy Chair), Branston, Choules, Mrs Danks, Edwards, A Hannaford, Hobden, Newcombe, Newton, R Smith, Taghdissian and Thompson

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Individual reports on this agenda can be produced in large print on request to Member Services on 01392 265111.



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EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 2 SEPTEMBER 2008

COMMUNITY SAFETY ANNUAL REVIEW

1. PURPOSE OF THE REPORT

To give members an opportunity to comment on the progress of the work by the Exeter Community Safety Partnership to deliver the actions in the Community Safety and Misuse of Drugs Strategy 2005 - 8. The 2007/8 Annual Report is attached.

2. BACKGROUND

2.1 The Exeter Community Safety Partnership was established under the Crime and Disorder Act 1998.

2.2 The current membership is

Exeter City Council
Devon and Cornwall Constabulary
Devon and Cornwall Police Authority
Devon Primary Care Trust
Devon and Somerset Fire and Rescue Service
Devon and Cornwall Probation Area of the National Probation Service
Exeter Business Forum
Youth Offending Service
Exeter Council for Voluntary Services
HM Prison Exeter
Exeter Drug and Alcohol District Implementation Group
Devon Partnership NHS Trust
Magistrate

3. STRATEGY 2005 – 8, TARGETS and REVIEW

3.1 In summary, the themes of the strategy were

Alcohol and alcohol-related crime	Anti-social behaviour
Domestic Violence	Drugs and drug-related crime
Prolific and other priority offenders	Vulnerable victims

3.2 The targets for the three-year strategy were laid down. The national target was to reduce crime in specific categories, as shown below, by 15%, which translated into a target of 16.9% for the South West, and 17.5% for Exeter. This overall target was then sub-divided into targets for the specific crime types being measured by the Home Office. The targets were based on the 2003/04 figures.

	% reduction	Base figure 2003/04	Reduced figure by March 2008
Domestic burglary	12%	565	497
Theft from the person	10%	221	199
Robbery	10%	74	67
Theft of vehicle	10%	364	328
Theft from vehicle	20%	1,598	1,278
Vehicle interference	20%	119	95
Theft of pedal cycle	20%	408	326
Common assault	17%	661	549
Wounding	17%	1,383	1,148
Criminal damage	19%	2,525	2,045

3.3 The work of the Community Safety Partnership is, however, seen as even longer term than a three-year strategy. The principles of early identification and early intervention, with diversion and support, have been agreed as the way forward.

3.4 The figures for these crime categories at the end of March 2008 are shown below.

	Target reduced figures by March 2008	March 2008 figures
Domestic burglary	497	522
Theft from the person	199	242
Robbery	67	62
Theft of vehicle	328	270
Theft from vehicle	1,278	893
Vehicle interference	95	115
Theft of pedal cycle	326	371
Common assault	549	448
Wounding	1,148	1,057
Criminal damage	2,045	2,238
Total	6,532	6,218

3.5 The figures show that the target of 17.5% reduction has been achieved – and exceeded by some 4%

3.6 The development of new strategies for 2008 onwards has been part of the work of the Safer Devon Partnership, in line with the overall development of the Local Area Agreement. New government targets focus on violent crime and most harmful offending behaviour, which have been included in the LAA priorities for Safer Devon.

3.7 Future progress will be measured against targets for the National Indicators included within the full suite of indicators for local government. The main chosen indicators for the LAA are NI 16 (serious acquisitive crime rate) and NI 20 (assault with injury). Full details of all the community safety indicators are included in the Partnership Annual Report which is attached.

3.8 The targets will be set for these chosen indicators, though performance against all indicators will be monitored.

4. RECOMMENDED

That the Exeter Community Safety Partnership progress be noted.

EXETER COMMUNITY SAFETY PARTNERSHIP

CHIEF EXECUTIVE'S DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

Exeter Community Safety Strategy 2005 - 2008

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EXETER COMMUNITY SAFETY PARTNERSHIP

ANNUAL REPORT 2008

A. OVERALL

When the new Community Safety Strategy was devised in 2005, a Government target was set for Exeter Community Safety Partnership to reduce crime (based on the 2003/04 figures for a set of 10 crimes) by 17.5%. This target was to contribute to a regional South West target of 16.9% and a national target of 15%.

The set of 10 crimes was known as the British Crime Survey (BCS) Comparator Crimes, and comprised domestic burglary, theft from the person, robbery, theft of vehicle, theft from vehicle, vehicle interference, theft of pedal cycle, common assault, wounding and criminal damage.

The table below shows the figures for these 10 BCS crimes for the year to March 2008 and the comparison against the 2003/04 baseline figure. The target for reduction in these crimes of 17.5% by March 2008 was exceeded by some margin. The reduction in these crimes was over 21%, and for all crime the reduction was 25%.

April 2007 to March 2008		EXETER			
		Target	Recorded 2007/08	Recorded 2003/04	%age Change
Crime	Domestic burglary	Reduce by 12%	522	565	-7.6%
	Theft from the person	Reduce by 10%	242	221	9.5%
	Robbery	Reduce by 10%	62	74	-16.2%
	Theft of vehicle	Reduce by 10%	270	364	-25.8%
	Theft from vehicle	Reduce by 20%	893	1598	-44.1%
	Vehicle interference	Reduce by 20%	115	119	-3.4%
	Theft of pedal cycle	Reduce by 20%	371	408	-9.1%
	Common assault	Reduce by 17%	448	661	-32.2%
	Wounding	Reduce by 17%	1057	1383	-23.6%
	Criminal damage	Reduce by 19%	2238	2525	-11.4%
	Total - these crimes		6218	7918	-21.5%
	Total - all recorded crime		10724	14332	-25.2%

The crime figures for the year April 2007 to March 2008 show a reduction of 13.9% on the previous year's figures. In terms of the BCS Comparator Crimes, there was a decrease of 12.6% on last year.

April 2006 to March 2007		EXETER	
		Recorded 2007/08	Recorded 2006/07
Crime	Domestic burglary	522	570
	Theft from the person	242	226
	Robbery	62	63
	Theft of vehicle	270	277
	Theft from vehicle	893	1233
	Vehicle interference	115	135
	Theft of pedal cycle	371	418
	Common assault	448	496
	Wounding	1057	1104
	Criminal damage	2238	2593
	Total - these crimes	6218	7115
	Total - all recorded crime	10724	12449

These are outstanding figures, and the achievement of the 17.5% reduction is particularly remarkable, given the low number of crimes to begin with. Clearly, there have been fluctuations during the 3 years – the burglary figures, for example, having been reduced below 500 in 2004/05 – but the overall reduction by March 2008 is an impressive achievement.

In particular, there have been substantial reductions in motor vehicle crime and violent crime, with a numerically smaller but equally significant reduction in criminal damage.

Vehicle crime has been reduced through the combined efforts of partner agencies, through focus on offenders and target hardening of hot spot areas. The City Council has improved security at car parks, and the CCTV system is constantly being monitored.

Violent crime has reduced because of the combined campaigns to tackle mainly city centre issues around late-night alcohol-related disorder. Joint efforts by police, licensing and Trading Standards to deal with the enforcement interventions have been assisted by the provision of health

focused support services. This is set to continue this year with the further investment by the PCT in alcohol services.

Criminal damage was a focus of attention throughout Devon because of the significant volume of these crimes and the consequent threat to the achievement of the overall target. Analysis of the crime data showed hot spot times for criminal damage to be around late-night economy times, but also around end-of-school times. Initiatives were then put in place, linking Police Community Support Officers with schools, community patrol, Youth Service, etc to target particular known trouble spots and times.

As stated last year, the year saw a continuing effort to work through the changes in the structure and funding of community safety work across Devon, largely brought about by the ongoing development of the Local Area Agreement (LAA). There is now an established Safer Devon Partnership (SDP), but further discussions are still ongoing about the delivery of community safety work across Devon. This has taken a considerable amount of time, partly because of the uncertainty over recommendations from the government's review of the Crime and Disorder Act, but also because of the new performance measurement regimes being introduced from April 2008.

B. NEW DIRECTIONS

The new performance measurement regimes affect both police and local authorities.

The police performance (in terms of partnership working around community safety) is covered by APACS – Assessment of Policing and Community Safety.

Local Authorities' performance is covered by the new National Indicator (NI) set – a suite of indicators to replace the old BVPI regime. Within this suite, there are 34 indicators (one – NI31 - was removed from the original list after consultation) dealing with community safety.

Several of the APACS indicators overlap with the NI suite

Police and Local Authorities and Community Safety Partnerships will be measured against these NIs. Some NIs have been chosen as the priority ones for each partnership, but all 34 community safety indicators will have to be monitored. The list is below.

- NI 15 Serious violent crime
- NI 16 Serious acquisitive crime
- NI 17 Perceptions of anti-social behaviour
- NI 18 Adult re-offending rates for those under probation supervision
- NI 19 Rate of proven re-offending by young offenders
- NI 20 Assault with injury crime rate

- NI 21 Dealing with local concerns about anti-social behaviour and crime issues by the local council and police
- NI 22 Perceptions of parents taking responsibility for the behaviour of their children in the area
- NI 23 Perceptions that people in the area treat one another with respect and consideration
- NI 24 Satisfaction with the way the police and local council dealt with anti-social behaviour
- NI 25 Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
- NI 26 Specialist support to victims of a serious sexual offence
- NI 27 Understanding of local concerns about anti-social behaviour and crime issues by the local council and police
- NI 28 Serious knife crime rate
- NI 29 Gun crime rate
- NI 30 Re-offending rate of prolific and priority offenders

- NI 32 Repeat incidents of domestic violence
- NI 33 Arson incidents
- NI 34 Domestic violence – murder
- NI 35 Building resilience to violent extremism
- NI 36 Protection against terrorist attack
- NI 37 Awareness of civil protection arrangements in the local area
- NI 38 Drug-related (Class A) offending rate
- NI 39 Rate of Hospital Admissions per 100,000 for Alcohol-Related Harm
- NI 40 Number of drug users recorded as being in effective treatment
- NI 41 Perceptions of drunk or rowdy behaviour as a problem
- NI 42 Perceptions of drug use or drug dealing as a problem
- NI 43 Young people within the Youth Justice System receiving a conviction in court who are sentenced to custody
- NI 44 Ethnic composition of offenders on Youth Justice System disposals
- NI 45 Young offenders' engagement in suitable education, training and employment
- NI 46 Young offenders' access to suitable accommodation
- NI 47 People killed or seriously injured in road traffic accidents
- NI 48 Children killed or seriously injured in road traffic accidents
- NI 49 Number of primary fires and related fatalities and nonfatal casualties

Many of these NIs relate to public perception of problems and how they are handled by agencies. The measurement of these NIs will be through the new Place Survey, arrangements for which are in hand through Local Authorities for implementation in September/October 2008. This will be repeated every 2 years.

The NIs chosen for Exeter, as part of the process for agreeing the Devon Local Area Agreement set of indicators, are as follows :

NI 16 Serious acquisitive crime
NI 19 Rate of proven re-offending by young offenders
NI 20 Assault with injury crime rate
NI 25 Satisfaction of different groups with the way the police and local council dealt with anti-social behaviour
NI 30 Re-offending rate of prolific and priority offenders
NI 32 Repeat incidents of domestic violence
NI 33 Arson incidents
NI 39 Rate of Hospital Admissions per 100,000 for Alcohol-Related Harm

Additionally we have included some community safety indicators from the other blocks of NIs.

NI 69 Children who have experienced bullying
NI 111 First time entrants to the Youth Justice System
NI 115 Substance misuse by young people

The overall emphasis on public perception (11 out of the 34 community safety NIs) will probably dictate an increased importance on community engagement and communications. This fits with existing work which has been developed this year.

C. COMMUNITY ENGAGEMENT

Police have been developing the PACT process – Partners and Communities Together – to engage with communities and establish the main local concerns which the police, and other agencies, need to tackle.

The City Council has established a pilot project My Neighbourhood in 4 areas of the city, with the same basic objectives as the PACT process.

Other partner agencies (PCT, Probation, Prison) are developing their own outreach and community development capacity, working in conjunction with other existing projects wherever possible.

These existing developments put us in a good place to be able to find out and tackle community concerns, which will link with the NI expectations.

D. OTHER PROJECT WORK

The change in performance measurement framework does not alter the Partnership's underlying ethos of : Early identification ; Early intervention ; Diversion ; Treatment ; Enforcement; Rehabilitation.

Funding has again been limited during the year, so the additional projects were fewer in number than previously and focused on work around early intervention and diversion activity.

Targeted work by the Youth Service over several years has seen reductions in anti-social behaviour in certain areas at certain times of year. For example, diversionary activity during the Halloween/Bonfire Night period has been effective in reducing such ASB, and the partnership has funded additional service provision at this time, and during the summer holiday period.

The Respect Festival and the Kick-It-Out anti-racism campaign were supported, along with Domestic Violence Awareness-raising Week. Campaigns with messages targeted at young people around alcohol misuse, and various small pieces of work were funded across all of the themes, usually making small amounts available quickly to support community initiatives.

E. FAMILY INTERVENTION PROJECT / YOUTH TASK FORCE

The Family Intervention Project has been established in the city and is receiving regular referrals from a variety of agencies. There have been challenges in finding sufficient numbers of staff, and so the project has not reached full capacity during the year. However, it has already been clear that the intensive work with individual families can bring about significant change in behaviour.

The project has sufficient funding available to operate during the year 2008/09, but for the following year, government funding will reduce to cover approximately half of the required amount for the annual expenditure.

The government's Respect team has moved over from the Home Office to the Department of Children, Schools and Families, and this has brought a slight change in emphasis, but also further funding opportunities for new projects.

The new Youth Task Force has made £100,000 available to Exeter (with reducing amounts for the next 2 years) to establish a Challenge and Support project. This is similar to the Family Intervention Project, but for young people. The intensive working model, with diversion and support, but with challenge to behaviour, is now applied to those young people identified through the Anti-social Behaviour Escalation Process as being at the stage of needing to have an Acceptable Behaviour Contract. The ABC will set out acceptable behaviour, but also offer support services to the young person.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 2 SEPTEMBER 2008

EXECUTIVE 30 SEPTEMBER 2008

NEW SWIMMING POOL FOR EXETER

1 PURPOSE OF REPORT

- 1.1 To propose the best way of providing swimming facilities in the future, following an options appraisal comparing the provision of a new pool to replace Pyramids with refurbishing Pyramids.
- 1.2 To consider further the procurement methods for the chosen option.

2 BACKGROUND

- 2.1 The Council has done considerable research into the costs of a new build pool, on the Clifton Hill site, employing Clarke Bond to provide site-specific costs. The estimate as reported was £7 million.
- 2.2 At its meeting on 20 November 2007, Executive resolved to:
 - a) confirm its intentions to build a new 8 lane 25 metre swimming pool at Clifton Hill to replace Pyramids subject to it being affordable within the framework of the Council's current medium term financial plans
 - b) proceed to the appointment of a design team
 - c) allocate funding for the procurement of architectural services to design a 25 metre 8 lane pool to RIBA Stage C level of detail.
- 2.3 In the report it was pointed out that before a final decision could be made regarding the new facility the Council would need to demonstrate its affordability within the constraints of its medium term financial plan and other revenue and capital commitments.

3 RECENT ISSUES

- 3.1 Revised asset management guidelines now require the Council to carry out a more detailed options appraisal to test the costs of a new pool against those of a major refurbishment package, in order to ensure a fully robust decision before committing substantial capital or revenue.
- 3.2 Over the last year or so the Council's financial situation has changed, with significant budgetary reductions having to be made to deal with the reduced government grant.

4 OPTIONS APPRAISAL

- 4.1 In order fully to inform a proper options appraisal, it was decided to carry out a very detailed survey of the existing Pyramids site. The survey was divided into three areas: the building itself, the pool related plant, and other mechanical and electrical

services. The consultants carrying out the survey were asked to provide costs in some detail either to keep the pool running for 5 years, or for 20 years. In the case of the latter of course, it was realised that there would be very substantial costs. The term of 20 years is somewhat artificial, but represents a medium to long term view. The 20 year cost does not include what might be called operational and cosmetic refurbishment during that period – regular painting, replacement of boilers and so on, which fall outside the major structural framework being used.

- 4.2 The results of the survey are attached as Appendix I. The state of the building itself was revealed to be better than had been expected. Previous long term plans, based on generic maintenance planning, had anticipated considerable deterioration to the walls and roof, which turned out not to have occurred. In contrast the pool plant is well known and understood, and does require complete replacement. Not only is it gradually failing but it is incapable of performing fully to modern standards. The cost of a full refurbishment is estimated to be £1.75 million. The appendix shows three levels of cost. The first is that which must be done immediately to keep the pool in operation – normal running maintenance. The second column is the cost of relatively minor works to ensure the pool runs for the next five years – ie what must be done for the pool to be kept in operation until a new pool can be built. The third column represents the cost of a major refit to enable the pool's life to be extended by a further 20 years. This does not take into account some improvements which would be needed to bring the water handling up to modern standards, so does not represent the full cost of the refurbishment project.
- 4.3 The options appraisal itself is necessarily complicated, but in simple terms it demonstrates that the annual cost (at today's prices) of providing a £7m new pool is approximately £708,000 per annum, compared with £420,000 per annum for a £1.75m refurbishment programme: a difference of £288,000 per annum. These are not like for like figures, in that a refurbished Pyramids will not reach anything like the standard of provision which the £7m new pool would, more a way of comparing the two options on the table. There is an industry rule of thumb which suggests that in any case like this equilibrium of long term cost is reached when the refurbishment reaches a threshold of £3m, and this figure was used as a test with the model, and found to be correct.
- 4.3 Appendix II demonstrates the actual costs of the two options over a comparable 20 year period, in the form of a pair of spreadsheets. Appendix III compares the benefits and disadvantages of the two approaches, based on the estimated costs of both. The costs of a new build need to include any work required to keep the old pool in operating order up to the commissioning of the new one.

5 REFURBISHMENT OF PYRAMIDS

- 5.1 Members previously rejected a refurbishment option because inevitably it would leave the city without one of its two major pools during the period of refurbishment. There were also doubts about the fitness of the present building, however well refurbished, to house a modern swimming facility.
- 5.2 The pool tanks and the overall building have been found to be structurally sound. The main works required include the replacement of items of pool plant, refurbishment of all changing rooms, decorative improvements (eg re-tiling the learner pool hall and improving the ceilings), replacement of the roof, and improving disabled access. Some of this work needs to be done quite soon and other items, such as replacement of the roof, will need to be done when it reaches the end of its serviceable life. Enforced closures of the pool therefore should be able to be kept mostly to periods up to about 6 weeks. However there is an alternative option, which

is that the entire work could be carried out early in the life of the next leisure management contract, in late 2010 and early 2011. This would be a longer single closure, perhaps 5 months, but would enable the costs to be forecast with more certainty, and where appropriate included in the financial details of the new leisure management contract.

- 5.3 As part of the specification of the refurbishment, the Council should pay particular attention to issues of water turnover and water purification to ensure that the re-opened facility could as far as possible perform to the best modern standards in that regard. Although substantial improvements can be incorporated, the subsequent pool will not be able to achieve the highest standards of water turnover.

6 NEW BUILD

- 6.1 Members have already seen the sketch proposals for a new 8 lane 25 metre pool plus a 20 metre learner pool, both with moveable floors, attached to Clifton Hill Sports Centre. This is the option previously supported by Executive in November 2007 before the additional survey and costing information was available.

7 ALTERNATIVE PROCUREMENT

- 7.1 As was set out in the November report, the Council has a number of choices of procurement method.
- Firstly, the simplest and the cheapest is to commission a design and then employ a builder and consultant team to build the pool. At the appropriate point the pool becomes part of the contract with the Council's chosen leisure management contractor. In the case of refurbishment of Pyramids, this could be planned and arranged by officers.
 - Secondly the Council can provide the money, and then ask the contractor to provide a new pool or refurbish Pyramids to an agreed specification, a route generally known as Design Build Operate and Maintain (DBOM).
 - Thirdly, the leisure management contract may contain provision for the contractor to build the pool or refurbish Pyramids, with his own finance, and recharge the cost over the period of the contract – this is known as Design Build Finance and Operate (DBFO). There is some uncertainty about whether all contractors would be able to offer this facility now, but it is very clear that it would increase the annual costs shown in the spreadsheets, and it would require a high early expenditure to secure the legal agreements needed to create the partnership to carry the work out.
- 7.2 The cheapest means of project finance is the use of a council's own reserves for the procurement. This entails the loss only of the interest which would have been earned on it. However the City Council no longer has reserves to finance such a scheme.
- 7.3 Borrowing capital funds adds £90,000 a year per million borrowed to the Council's revenue budget requirement.
- 7.4 Procuring finance through a third party (such as a leisure management contractor) would cost more than this, as there would be additional management costs and it is likely that a local authority can secure more competitive borrowing rates. In addition, the pay back period would need to be in the order of 25 years to be viable, and there are distinct disadvantages in having such a long leisure management contract (such as lack of flexibility to change, and fewer opportunities for re-testing the market).

There are also significant costs in agreeing a finance and build deal, particularly for legal and financial advice.

- 7.5 If the Council gives its leisure management contractor the responsibility for designing the pool and building it (or, to some extent, refurbishing it), it is more likely to be designed in such a way that there can be direct benefits in operational income to the contractor which the client no longer has to subsidise, meaning in theory that the cost of the contract reduces. In this scenario the design is jointly developed by the Council and the operator, with one aim being reducing operating cost and maximising income. Once the design is agreed, the cost of building, maintaining and the income is factored into the overall leisure management contract, and at that point, most risk transfers to the operator. There are inevitably compromises between client and operator, each of which has a cost, but once that is agreed there is more cost certainty for the Council. With the refurbishment option, there is much less scope to increase income, although there is still some.
- 7.6 A new leisure management contract is to start in September 2010, and the process of obtaining a contractor needs to begin immediately – it has been on hold for the last year or so while the procurement of the pool was being investigated. In any scenario other than one in which the contractor builds a new pool for the Council with his own money, the term of the contract is likely to be 10 years with an option to extend for a further five years; this would be the preference of the tenderers in any case.
- 7.7 There are a number of options for how the leisure management contract can be written:
- No new build / pool refurbishment.
 - The Council will arrange and pay for any works during the contract and pass the new / refurbished building back to the contractor.
 - The Council will pay for and the contractor will arrange any works, during the contract.
 - Contractors include within their tenders to undertake new build or refurbishment.

8 WHICH OPTION?

- 8.1 In the light of the latest information a decision is needed on which option should be pursued – a new pool or refurbish Pyramids. It is not an option to do nothing, as significant expenditure will be needed regardless to keep Pyramids operating safely and to a reasonable standard

9 IMPLEMENTING PROCUREMENT

- 9.1 Whether there is to be a new pool or Pyramids is to be refurbished, officers recommend that agreed works should be planned and implemented by the leisure management contractor, but paid for by the Council. The tender documents for the leisure management contract will be compiled over the coming winter and will refer to the option (new or refurbishment) chosen by the Council.
- 9.2 The procurement process will proceed in the normal way, until two or three firms are left, with ongoing negotiations during the tendering process when the Council will discuss in detail with each contractor their proposals and costs, until one contractor is chosen. The negotiations will if necessary continue into the early years of the contract, depending when works are to begin and the extent of those works.

Opportunities for maximising income and so lowering ongoing management fees will be explored with potential contractors during the negotiations phases.

- 9.3 In July the Council issued a second invitation to all potential contractors under the European competition legislation to meet the Council and discuss all the elements of the proposed contract, so that all have had the opportunity to become involved. Five contractors attended the meeting on 31 July, when the various options for how the contract should be structured were discussed. This process must start almost at once or the Council will find that it must renegotiate further extensions with the present contractors.

10 FINANCIAL ISSUES

- 10.1 No realistic source of external or partnership funding for a new pool has been identified. It now appears that the Council would be put in a very disadvantageous situation if it were to decide to borrow to finance a new pool. Coming at this particular time, borrowing would put huge stress on the revenue budget, and payments for the capital project would begin long before there were any savings from the closure of the Pyramids and any efficiencies from the modern pool. Switching to an operator financed scheme would postpone the costs as far as the Council was concerned until the new pool was open and Pyramids closed, but the overall cost of borrowing would be significantly greater.
- 10.2 It should be noted that the Head of Treasury Services has warned that, primarily due to the cost of servicing a £7m loan in the light of the Council's current overall budgetary position, he does not recommend the new build option at this time, unless significant savings are made in other budgets to cover the additional costs.
- 10.3 Other reductions in the cost of the leisure management contract may also be achievable. The Council has hitherto not fully explored the option of collaborating in the forming of a trust to operate the leisure estate. Many other councils have now adopted this route, which enables the operating trust to claim relief on business rates, thus reducing the overall cost. This mechanism has now been available for over 10 years without any move on the part of the Treasury to amend the rules, and therefore it is proposed that this Council should consider it once again as part of a strategy to reduce the large costs of operating the centres.
- 10.4 Another possibility is that if it is decided to build a new pool, the leisure management contractor could be invited to enter into a development agreement for a private or semi-private leisure facility at Exhibition Fields, subject to the site being able to accommodate a new facility there,

11 RISK

- 11.1 As with all projects of this nature, there are significant risks in both options. The projected cost of refurbishing the existing Pyramids building may be found to be inaccurate once the structure can be opened up and investigated thoroughly; this is likely to be possible only once the refurbishment has started. Similarly, although the cost of a new pool has been estimated using the best information available, the site is adjacent to areas of known contamination, and the planning related issues of joining the new building to the old (in a conservation area) must not be underestimated. On balance we believe the risks to be of roughly similar proportions.
- 11.2 If the recommendation to refurbish is accepted, we feel it would be prudent to budget for a cost of £2 million to provide a contingency, and to allow for enhancements not covered by the survey.

- 11.3 The project should be supervised by the Council's Procurement Group to ensure good co-ordination of all services involved in the scheme.

12 CONCLUSION

- 12.1 The Council needs to demonstrate that it has fully considered all the options when deciding to proceed with the new pool. This will be demonstrated by the options appraisal in the appendix to this report, which uses detailed and up to date information from the condition survey on the Pyramids.
- 12.2 Financing a new pool through borrowing would create difficulties for the Council. Financing it through a contractor would be more expensive overall, and the operating contract would need to be at least 25 years. This is felt not to be flexible enough, although the costs would be spread over that period.
- 12.3 Although still a significant sum, refurbishment of Pyramids, funded through direct borrowing by the Council, is affordable under the current financial climate.
- 12.4 The Council should decide if it wishes to take advantage of other cost saving elements, such as providing land to the contractor, or operating the contract through a trust.
- 12.5 Asking an experienced leisure management contractor to organise the design and construction, or refurbishment of the pool, is believed to be the most effective way forward to achieve a good and workable pool, but we believe that the most economical way of financing it is through direct borrowing under the prudential code.
- 12.6 The recommendation below, if accepted, reverses the previously established position of the Council. Prior to further consideration and a decision by the Council, it is suggested that the Portfolio Holder, the Chair and Vice Chair of the Scrutiny Committee and senior officers meet the swimming clubs and other representatives of the users of the Pyramids to discuss the implications of the recommendation, and seek their views and advice. To facilitate this it is recommended that the item is then postponed from the first available meeting of Executive to the next one on 30 September, prior to going to Council in October.

13 RECOMMENDED that:

- 1) The decision of Council to build a new pool at Clifton Hill be rescinded in the light of new information on future revenue budgets.
- 2) Pyramids Swimming Centre is refurbished to extend its life.
- 3) The work be funded by direct borrowing through the prudential code.
- 4) Officers evaluate and report on the benefits and disadvantages of arranging the contract through a trust.
- 5) Officers be authorised to negotiate suitable procurement arrangements with the successful leisure management contractor.
- 6) A meeting be arranged for the Portfolio Holder, the Chair and Vice Chair of this Committee and senior officers to meet representatives of Pyramids users, prior to further consideration of the issue at the Executive of 30 September.

HEAD OF LEISURE & MUSEUMS

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908scc5 v4
19.8.08

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PYRAMIDS SWIMMING AND LEISURE CENTRE
SHORT TERM COSTS AND REFURBISHMENT COSTS

	Immediate	Short Term	20 year Refurbishment
Structural (including internal and external finishes)	£31,218	£366,206	£1,203,244
Mechanical and Electrical	£0	£10,000	£327,000
Pool Plant	£34,500	£19,200	£117,000
Totals	£65,718	£395,406	£1,647,244

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SCHEME NAME	20 year refurbishment												Option appraisal												Whole life costing NPV calculator											
	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	Totals														
Discount Rate 3.5% (Please delete if not applicable)																																				
Initial capital costs																																				
- Land Acquisition																																				
- Purchase/Construction/Refurbishment																																				
- Loose Furniture/Equipment																																				
- Associated professional fees																																				
- Temporary Accommodation																																				
- Relocation Allowance																																				
Land Sales (negative)																																				
Life time Costs																																				
Energy - Electricity	33,000	35,310	37,782	40,426	43,256	46,284	49,524	52,991	56,700	60,668	64,916	69,460	74,322	79,525	85,092	91,048	97,421	104,241	111,538	119,345	127,681	1,852,851														
- Gas	42,000	44,940	48,086	51,452	55,053	58,907	63,031	67,443	72,164	77,215	82,620	88,404	94,592	101,213	108,298	115,879	123,991	132,670	141,957	151,894	162,441	1,721,811														
- Other																																				
Water and Sewerage																																				
Maintenance																																				
Caretaking																																				
Cleaning																																				
Grounds Maintenance																																				
Insurance																																				
Flexibility of use																																				
Sustainable transportation - Location																																				
Sustainable transportation - Facilities																																				
Sustainable transportation - Sourcing																																				
Security Costs																																				
Other security issues i.e vandalism																																				
Environmental Issues/Sustainability																																				
Access issues																																				
Other costs	100,000																																			
Financing costs	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	235,000	2,820,000														
Other costs @7.5%	131,250																																			
Rents																																				
Other																																				
Income or partnership payments (negative)																																				
Additional facilities requested by third parties																																				
Disposal at end of life																																				
Other Operational costs Mgt fee	144,630	148,969	153,438	158,041	162,782	167,666	172,696	177,877	183,213	188,709	194,371	200,202	206,208	212,394	218,766	225,329	232,089	239,051	246,223	253,610	3,886,262															
User defined Issue - Provide detail																																				
Immediate maintenance costs pyramids	27,000																																			
Immediate pool plant costs pyramids	34,500																																			
User defined Issue																																				
Close down costs Est£8200/week	30,000	50,000																																		
Short term pool plant costs eg dosing system																																				
Other short term pool plant costs eg filters																																				
User defined Issue																																				
User defined Issue																																				
User defined Issue																																				
Total cost	61,500	615,880	614,219	524,305	484,919	496,092	507,657	520,251	533,310	547,077	561,594	574,407	587,622	605,632	624,256	643,495	663,358	683,847	704,970	726,747	749,282	8,958,674.19														
Total cost NPV	61,500	595,053	573,380	472,893	422,579	417,896	413,142	408,912	405,002	401,407	398,124	394,481	391,088	387,944	385,049	382,395	380,000	377,863	376,000	374,427	373,100	8,958,674.19														

Assumptions

The FM are n/a as they are largely covered by the management fee

Some Access issues are addressed within the maintenance plan but the additional sum is to try to overcome some of the building constraints

Sustainable trans I have also assumed n/a as both sites have good access clearly this would be a consideration if the new pool option is accepted and we were looking at the relevant merits of sites

Fuel based on a 7.5% increase in price

Financing £1.75M which would be over 25 years but pro rata for over 20 years to fit model based on £1.4m immediate requirement £0.35m year 11 to replace AHU's

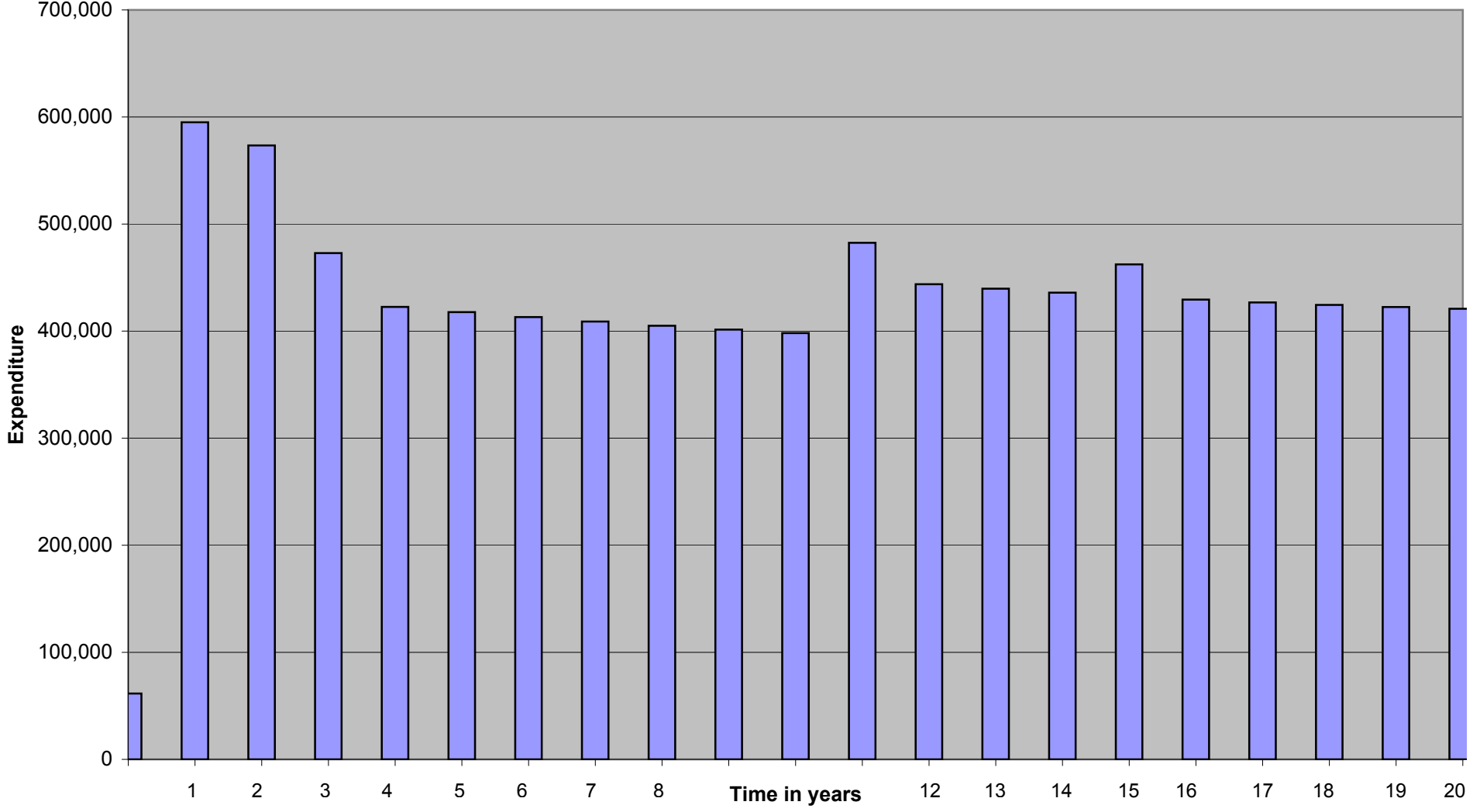
Close down costs based on 4week/6week/4week/4week

Environmental sustainable improvements included in £1.75m but will not yield significant savings

Management fee increased by 3% and not reduced due to tender and/or better facilities

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NPV Timeline



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SCHEME NAME

New pool

SCHEME REFERENCE

Option Appraisal

Whole life costing NPV calculator

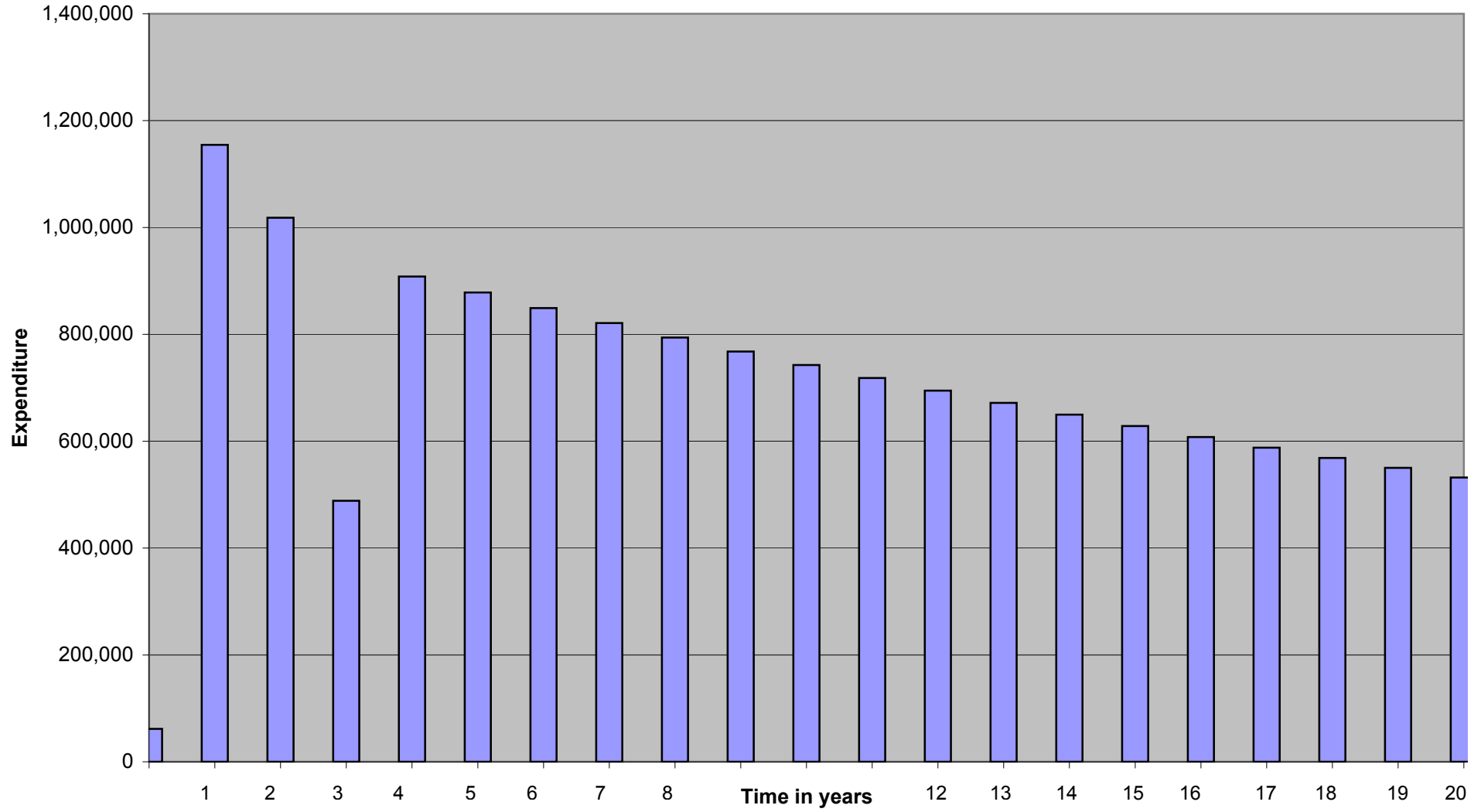
	Year 0	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11	Year 12	Year 13	Year 14	Year 15	Year 16	Year 17	Year 18	Year 19	Year 20	Totals	
Discount Rate 3.5% (Please delete if not applicable)																							
Initial capital costs																							
- Land Acquisition																							
- Purchase/Construction/Refurbishment																							
- Loose Furniture/Equipment																							
- Associated professional fees																							
- Temporary Accommodation																							
- Relocation Allowance																							
Land Sales (negative)																							
Life time Costs																							
Energy - Electricity																							
- Gas																							
- Other biomass?																							
Water and Sewerage																							
Maintenance																							
Caretaking																							
Cleaning																							
Grounds Maintenance																							
Insurance																							
Flexibility of use																							
Sustainable transportation - Location																							
Sustainable transportation - Facilities																							
Sustainable transportation - Sourcing																							
Security Costs																							
Other security issues i.e vandalism																							
Environmental Issues/Sustainability																							
Access issues																							
Financing costs																							
Associated purchases undefined																							
Income																							
Income or partnership payments (negative)																							
Additional facilities requested by third parties																							
Other Operational costs																							
User defined issue - Provide detail																							
Sale of Pyramids site																							
Immediate maintenance costs pyramids																							
Intermediate pool plant costs pyramids																							
User defined issue																							
3-5 year maintenance costs pyramids																							
Short term pool plant costs eg dosing system																							
Other short term pool plant costs eg filters																							
User defined issue																							
User defined issue																							
Total cost	61,500	1,195,000	1,090,750	541,523	1,042,318	1,043,138	1,043,982	1,044,851	1,045,747	1,046,689	1,047,619	1,048,598	1,049,606	1,050,644	1,051,713	1,052,815	1,053,949	1,055,118	1,056,321	1,057,561	1,058,838	2,078,259.36	
Total cost NPV	61,500	1,154,589	1,018,227	488,422	908,320	878,294	849,280	821,244	794,152	767,974	742,677	718,233	694,612	671,766	649,729	628,415	607,819	587,916	568,682	550,096	532,136	£14,694,103	

Assumptions

The FM are n/a as they are largely covered by the management fee
 Sustainable trans I have also assumed n/a as both sites have good access clearly this would be a consideration if the new pool option is accepted and we were looking at the relevant merits of sites
 Fuel based on a 3% increase in price
 Financing £7M which would be over 25 years but pro rata for over 20 years to fit model
 Management rebate based on EImbridge model but reduced slightly increased by 3% pa
 Short term work to keep pyramids going needed
 Environmental sustainable improvements included in £7m but will not yield significant savings
 No access issues
 Taken a third of 3-5 maintenance costs as presumably would not require all the work

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NPV Timeline



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Swimming Pool – Comparison of £7m 8 lane new build against £1.75m refurbishment of 6 lane Pyramids, based on the next 20 years, both options funded by direct borrowing by the Council

Appendix III

Subject	Refurbishment		New Build	
	Advantages	Disadvantages	Advantages	Disadvantages
Capital Financial	Cheaper initial cost	Will require continued investment	Will not require short term investment Sale of land from Pyramids site	Higher Initial Cost at end of 20 years will require significant investment
Revenue	Significantly reduced cost over capital payback period	No economies of scale from combined facility	Reduced staffing if combined with another facility. Potential for reduced energy costs	Significantly higher capital payback costs
Location	Maintains City Centre Location Close to bus station	No site specific parking No future expansion possibility	Within 5 mins walk of City Centre if at Clifton Hill Space for expansion	Less convenient for buses
Parking	Parking within walking distance	Additional cost to activity	Free site specific parking Parking for one coach	
DDA	Improved DDA Access	Will not be fully compliant	Built to DDA standards	
Energy	Improved Energy Efficiency	Unable to achieve that of a new build	Will operate at optimum efficiency depending on initial investment. Reduced energy consumption with shared areas e.g. Reception	
Facilities	Facility can host events up to County Level Improved spectator seating 2 Rifle Clubs retain premises	Facility unable to meet Corporate Objective Facility unable to meet growing population Difficult to improve first impressions	Facility will meet Regional and National Standards for a range of sports Facility will achieve Corporate Objective New facility providing kerb appeal and increased participation Improved spectator and catering facilities	Relocation of 2 Rifle Clubs
Programme		There is no provision for expansion	Able to accommodate increased capacity Facilities provided for a larger range of water sports Flexible and multiple programme plan due to moveable floors/booms	
Staff		Will require redeployment during works	Combining two sites would reduce staff costs More variety for staff in combined centre	Possible reductions in staffing numbers
Works	Relatively little structural work	Little space for works Closure of facility to undertake works	No closure of facilities during works	Some disruption to CHSC

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

EXECUTIVE
16 SEPTEMBER 2008

TOPSHAM MUSEUM

1. PURPOSE OF REPORT

- 1.1 To clarify the status of Topsham Museum Society with respect to its custody of the City Council's building and collection.

2. BACKGROUND

- 2.1 Topsham Museum Society is an independent registered charity which manages the Topsham Museum. The museum itself is housed in 25 The Strand, Topsham and, together with the contents, is the property of the City Council.
- 2.2 Both house and contents were left to the City Council in the will of Miss Dorothy Holman, on condition that they should become a museum. Should the house ever cease to be a museum, the house and contents revert to her family.
- 2.3 Initially the City Council ran the museum directly, but the Society was formed in 1983 to assist the professional curator. Shortly afterwards the Society took over the whole running of the museum, and the City Council has had little direct involvement with the museum side of affairs since, with the exception of providing professional curatorial support – a condition of any voluntary museum's registration and later accreditation.
- 2.4 The Society holds a lease from the City Council, and applies for grant annually to offset it. In addition the Society has applied for, and regularly received, a grant to cover the insurance of the building and contents. The 2008/9 grant was for £2,100 rent support and £830 cash grant for insurance.
- 2.5 It should be noted that the museum is managed entirely by volunteers, and that, unlike almost every other independent museum of its kind, levies no admission charge: it makes its income from the provision of excellent teas and a small shop. Moreover, it was recently listed among the 10 museums shortlisted for the very prestigious Art Fund prize for best museum development of 2007 – almost unheard of for a museum run by volunteers. This development was managed entirely by the Society, who received grant aid from the Heritage Lottery Fund and the City Council to create a new gallery.

3. CLARIFYING THE STATUS OF THE SOCIETY

- 3.1 Two recent and related events have prompted the Society to seek clarification of their status from the City Council. After the Council's decisions on grant applications for 2008/9 the City Council passed on a substantial rise in the cost of insurance, which it pays but recharges (and then in turn usually offsetting with a grant). Soon afterwards the Society's rent was raised by the City Council, following the triennial rent review. The Society was naturally somewhat alarmed by these unexpected additional costs,

especially as the invoice included charges for a retrospective rise for the previous year's insurance too.

- 3.2 In fact the City Council's grant scheme allows for mid-term rises in rent, which are, in cases like this one, automatically matched by a rise in grant. However there is no such mechanism for the insurance, and the Society would have to absorb the additional cost or make a supplementary grant application.
- 3.3 The Society has pointed out however that the present system of lease and matching grant does not truly reflect the original intention of the two parties when the agreement began 25 years ago. The City Council is clearly obliged to maintain the house and its contents as a museum, and the Society is assisting the Council to do so, and could therefore be considered to be acting in the capacity of an agent of the Council rather than a tenant.
- 3.4 It is unclear why the Society accepted the lease/grant arrangement, which confers long-term obligations on the Society, but restricts the City Council's liabilities to only one year at a time. The arrangement is common, with many sports and other clubs occupying City Council properties, but in every case they are doing so for entirely their own activities, which are not directly linked to the concerns of the City Council.
- 3.5 The unusual situation of rent and insurance rises in mid financial year has brought the situation to light, and prompted this report and proposals for a more stable and equitable relationship.

4. PROPOSALS FOR CHANGE

- 4.1 To reflect the reality of the relationship between Society and Council, we are proposing a type of service level agreement common with other large cultural organisations in the city, such as the Phoenix. Such an agreement would typically offer a three-year funding agreement, renewable annually, and therefore rolling forward until such time as one party decided to end it. This offers the Society some comfort for their mid-term planning, and the Council the knowledge that its obligations under Miss Holman's will can be fulfilled and planned for.
- 4.2 The agreement should be that the Council will pay a grant equivalent to the rent plus the insurance, in return for the Society undertaking to maintain an accredited museum. The Society would report to the Grants Committee on its achievements in the past year and its plans for the coming 3 years, but would not be obliged to make the case for a grant each and every year. Given the Society continues to perform to its high standards, it would automatically receive the grant.
- 4.3 There is some cost to this proposal. The costs of the rent are netted off, and therefore have no impact on the grants budget, but the rise in insurance costs would represent extra expenditure to the Council, as would any future rises in premiums. In the current year this figure is £243.80.

5. RECOMMENDED

That the Scrutiny Committee Community recommend and Executive resolve that:

- a) a 3 year funding agreement with Topsham Museum Society be concluded in time for the 2009/10 funding round.

- b) The basis of the agreement be that an annual grant equivalent to the premises rent and the cost of insurance be made in return for the Society maintaining an accredited museum.
- c) The additional cost of insurance over and above what has been granted be absorbed by the City Council, the cost will be £4,155 for 2007/8 and £1,074 for 2008/9.
- d) Future increases in insurance costs are funded by the City Council through additional budget provision.
- e) Topsham Museum Society be thanked for its excellent work in maintaining a free access museum with high standards, and being shortlisted for the Art Fund prize for its recent developments.

HEAD OF LEISURE & MUSEUMS

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC7 v2
19.8.08

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

EXECUTIVE 16 SEPTEMBER 2008

LEISURE & MUSEUMS STRATEGY

1. PURPOSE OF REPORT

- 1.1 To advise Members that the Leisure & Museums Strategy adopted as a draft last year has been subjected to wide consultation and broadly welcomed and supported.

2. BACKGROUND

- 2.1 Last year the Committee received and adopted a draft strategy for the work of the Leisure & Museums Unit. Final adoption was subject to public consultation, and the Unit drew up a consultation plan (Appendix I). Although somewhat delayed by pressure of work elsewhere, the Unit's staff carried out consultation during the second quarter of 2008. The results are set out in Appendix II.
- 2.2 The strategy itself takes a different line from previous strategies, in that it concentrates on outcomes rather than services or projects, which it places into four basic categories: physical activity and sport, play, canal and countryside and museums. It can be found on the City Council website at http://www.exeter.gov.uk/media/doc/3/k/Draft_Leisure_Museums_Strategy.doc.

3. RESULTS OF CONSULTATION

- 3.1 The consultation was conducted in a number of ways. Questions were included in Wavelength, the regular consultation tool used by the Council, and this prompted a good level of returns. The opportunity to comment was flagged on the front page of the Council's website, with links to the strategy and to the questionnaire, and copies of the questions were also sent to a number of organisations representing minorities in the community. It is the combined results which are displayed in the Appendix.
- 3.2 The five basic aims of the Leisure & Museums Unit, (improving health, offering learning, creating greater community involvement, enhancing the environment and improving the quality of life) received strong support, with improving health and enhancing the environment receiving the strongest backing.
- 3.3 We also set out the four basic services (canal and countryside, physical activity, play and museums) which the Unit provides through its various teams to achieve those aims, and asked how important each is to the city. The answers (Q7 in the appendix) showed remarkably strong agreement, with 99.3%, 92.2%, 94.3% and 96.1% respectively saying they were very important or important.
- 3.4 Questions 2,3,4 and 5 asked about the importance of the service objectives of the four different services, and again there was almost universal support for them.

- 3.5 Satisfaction with events and facilities was also high, although there were high numbers of respondents who were neither satisfied nor dissatisfied with them. This would appear to correspond in some degree with the numbers who did not report using facilities in the last 12 months.
- 3.6 The consultation also offered an opportunity to make comments and suggestions, and a number of respondents took it up. They are re-produced in their entirety in Appendix II, and offer a useful insight into people's interests and requirements. Our take on them as a whole is that all of them are important and relevant, but that they are effectively comments on our operation rather than our approach, with the exception of one or two dealt with below. As a result I have asked the section managers and team leaders to consider these items when preparing their service plans.
- 3.7 The most pertinent strategic questions from the consultation relate to the issue of how to measure what we do. While benchmarking, measurement and target setting has come, and to some extent gone, in local government, there has been little progress in finding ways of measuring the real worth of cultural services, in terms of quality and real effect at least. The government's Department for Culture Media and Sport has struggled long and hard to find indicators that would be realistic and at the same time measure something of value, but there has been little progress, beyond counting how many people visit museums, or take part in physical activity. We have tended to take the view that further search for quantitative measures is probably futile, and that the future lies with quality assurance systems, which mean that all services must address the issues of audience research, reflection on lessons learned and so on. This Council is using the Charter Mark route to do this, and all the Leisure & Museums services are part of the Community and Environment Charter Mark accreditation which has now been in force for a year.

4. CONCLUSIONS

- 4.1 The consultation has not thrown up any serious flaws or omissions in the Leisure & Museums strategy, and has demonstrated a strong degree of support both for the strategic approach and the current service provision. It is important not to be complacent about this, but to continue to seek ways of improving service, of listening to our customers, users and stakeholders, and maintain a creative approach through new services and funding streams.

5. RECOMMENDED

That Scrutiny Committee Community supports and Executive approves the formal adoption of the Leisure & Museums strategy.

HEAD OF LEISURE & MUSEUMS

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC6
19.8.08



Exeter City Council

Report on Consultation Work Carried Out in Respect of the Leisure and Museums Draft Strategy Document

Terms of Reference

To report on the consultation process carried out in connection with the draft Leisure and Museums Strategy and provide feedback on the results, as requested by the Head of Service.

Procedure

1. Advice and guidance was sought from Communications Team
2. Advice and guidance was sought from Policy Team in respect of hard to hear communities
3. Consultation "best practice" was shared at a directorate event in January 2008
4. A consultation plan was drafted by Head of Service and Service Improvement Officer with input from unit management team (Appendix 1) and an action plan developed
5. Questions were included in Wavelength 17 and distributed to the Wavelength panel in April 2008
6. The consultation process was launched via press releases and an article published in the Exeter Citizen magazine
7. The draft strategy and consultation questionnaire was given front page coverage and access on the Exeter City Council Website
8. Exeter City Council staff were asked to provide input, using the same questionnaire, via the intranet (again home page access was provided)
9. A bid was successfully submitted to SMT to present the draft strategy at the Community Forum in June 2008 where paper copies of the draft strategy and questionnaires were available
10. Over 150 local voluntary and professional organisations were contacted and asked to complete the questionnaire
11. Organisations with direct access to "hard to hear" groups such as ethnic minorities, disabled people, people with mental ill health etc were contacted and agreed to distribute the draft strategy and consultation questionnaire on behalf of the council
12. Older people in the community had the opportunity to give their views at an annual event held specifically for the over 50s (Getting the Most out of Life), as did younger members of the community at a separate "youth engagement day"
13. A display was erected in the Customer First foyer in the Civic Centre showing the diversity of work carried out by the unit, headlining the aims of the draft strategy and asking members of the public to fill out the questionnaire and post their completed forms into the ballot box provided
14. Feedback was collated by the Communications Team with assistance from the Directorate Support Unit
15. Consultation closes end of July

Findings:

Feedback from all areas of the consultation has been very positive with the majority of the people who responded either agreeing or strongly agreeing with the priorities set out by the unit in the draft strategy. There were two notable exceptions: Within Play the score for the priority "Build a workplace health network to promote healthier lifestyles" was 64.6% with 35.5% saying that this was not important: Within Museum the priority "Make our collections and information more available via the internet and digital formats" scored 66.6% with 33.4% of respondents saying that this was not important.

All four services areas (Canal & Countryside, Museums, Play and Physical Activities) were seen as being important to the city but levels of satisfaction varied considerably.

- Canal & Countryside 92%
- Museums 75.2%
- Physical Activities 63.5%
- Play 49%

Levels of usage also varied.

- Canal & Countryside 78.2% using monthly or more
- Sports/leisure facilities 40.5% using monthly or more
- Play areas/facilities and events 37.7% using monthly or more
- Museums & Galleries 29.5% using monthly or more

A full breakdown of the results is at Appendix 2

Conclusions:

It is widely agreed that the public response to a strategy consultation is not normally very high and we are therefore extremely pleased with the response we have received in this particular case. There are some interesting suggestions to enhance the strategy and some feedback, received via the freetext comments section, to be passed on to other units in the council e.g. Economy and Tourism and Parks and Open Spaces.

Some small adjustments will need to be made to the draft strategy as a result of the consultation process and the final document will then be released in October 2008. The final strategy will be launched via press release and on the internet (front-page with link). The changes which are made as a result of our consultation will be highlighted to ensure the citizens of Exeter can see that their voices have been heard and that their input is valued. All of the organisations which have taken part in the consultation process will also be contacted and directed to the final Strategy document and thanked for their feedback.

Liaising with the Consultation Officer in the Communications Team has been hugely beneficial and an excellent learning experience. This will be carried forward and shared with the rest of the unit for use in future consultation work.

Marie Thornton
Service Improvement Officer

July 2008

Exeter City Council - Leisure & Museums Strategy

Consultation Plan

The Council's Community Scrutiny Committee recently approved a draft Leisure and Museums Strategy. This new document replaces the previous strategy which had been in place for 5 years. Whereas the previous strategy concentrated very much on tangible developments, the new one focuses more on the outcomes the Council would wish to see from its considerable investment in cultural facilities and services. Those outcomes are better health, more opportunities for education and learning, an improved environment, greater community involvement through events around the city and an improved quality of life.

The Council has decided to seek advice and comment from a broad range of interests with a view to improving and adapting the strategy to make it more effective and transparent. It will use different forms of consultation appropriate to the audience.

The audiences are:

General Public:	General users of the Council's cultural services
Voluntary Groups:	Clubs, associations and other organisations which represent general users.
Staff:	All members of the Unit
Colleagues:	Other members of Exeter City Council staff
Professional Agencies:	Organisations representing various interests within the cultural sphere
Hard to hear:	Members or organisations representing groups who face particular barriers in finding out about or using the Council's cultural services

General Public

10 questions will be included in the Wavelength Questionnaire due to be sent out in March 2008.

Residents of the city will be made aware of the strategy via the Council website where they can see a copy, and fill in a structured feedback form (same questions as L&M section of Wavelength questionnaire. Those who choose can telephone for a paper copy of the strategy, which will be sent with the same questions.

The questionnaire will ask if the respondent approves the basic aims of the strategy, if they agree that the outcomes are the correct ones, and ask for ideas on delivering those outcomes.

Voluntary Groups

L&M staff have identified about 200 such groups in the city, and each will be contacted. The contact will contain a short illustrated document on the origins and basic content of the strategy, and a feedback form (same questions as Wavelength) with more free space to set out their own ideas. The groups will be directed to the website for access to the full strategy document, but can request a paper copy as well. Initial contact will be by email, except where this is not an option i.e. no email address. This system will also be used for volunteers working directly with L&M services. Such groups will include sports clubs, friends' organisations, heritage groups, play organisations and so on.

Staff

About 97% of L&M staff – about 90 in all – have attended compulsory one day training sessions, split into three groups. About an hour and a half was spent on each day looking at the draft, and discussing the methods and approach used in the draft. Email will be sent to "Everyone on Email" with link to strategy on website and feedback form with (wavelength) questions.

Colleagues

In the City Council are many colleagues who are crucial to the work of Leisure & Museums – support staff, accountants, IT staff and so on – who have experience and knowledge on our services. They will receive the email as set out above with a footer asking managers to forward paper copies to staff without access to a PC.

Professional Organisations

The consultation will use the same questions and direction to the website. Contact to be made by email unless this is not an option.

Hard To Hear

Following discussions with the Council's Communications Team and Policy Team it was agreed to divide this category as follows:

Young People Leisure activities formed a major part of a youth engagement day in 2007, and these results will be used for the strategy.

Older People An Older People's engagement day was also held in June 2007, and this topic will be addressed.

Ethnic Minorities The Council will approach Exeter Community Initiatives to do a specific piece of work

People with Disabilities The Council will approach Living Options to do a specific piece of work

Mental Health The Council will approach the Mental Health Users Forum with a view to setting up a focus group.

Timetable

The programme of consultation will start in mid April 2008, with a roll-out of contacts with all the groups. It is expected that this will take about a month to reach all the respondents, who will each be asked to respond within a month. The specialist consultations with Hard to Hear groups will be commissioned by the end of April, and should be available by mid June/early July.

Evaluation of the responses will begin as they are returned, but will not finish until the expiry of the month's response period, i.e. end June. It will be completed by the end of July, and a revised strategy, based on the feedback received will be published later in the year (September/October time).

Alan Caig
Head of Leisure & Museums
in association with Marie Thornton
Service Improvement Officer

April 2008

Leisure & Museums – Combined Online and Wavelength Results

The results from the standalone online survey were combined with the 660 results from the Wavelength 17 survey. These figures may vary significantly from the results from Wavelength because of use of an age group weighting model, which uses a multiplier for the results from each age group in order to give a more accurate reflection of the population of Exeter by age group.

Q1 – Overall aims of the strategy

Q1a

		Count	Column Valid N %
Improve their health through increasing physical & mental activity	Strongly agree	312	45.9%
	Agree	335	49.3%
	Neither	29	4.2%
	Disagree	4	.6%
	Total	680	100.0%

Q1b

		Count	Column Valid N %
Learn through attending events & activities at the museum	Strongly agree	179	26.3%
	Agree	426	62.5%
	Neither	47	6.8%
	Disagree	5	.7%
	Strongly disagree	24	3.6%
Total	681	100.0%	

Q1c

		Count	Column Valid N %
Have greater community involvement through events around the city	Strongly agree	214	31.7%
	Agree	349	51.7%
	Neither	107	15.9%
	Disagree	5	.7%
	Total	676	100.0%

Q1d

		Count	Column Valid N %
Enhance the environment through improving or conserving the Valley Parks	Strongly agree	359	52.8%
	Agree	296	43.5%
	Neither	24	3.5%
	Disagree	1	.1%
	Strongly disagree	0	.1%
	Total	680	100.0%

Q1e

		Count	Column Valid N %
Improve the quality of life by improving satisfaction with the services on offer	Strongly agree	272	41.6%
	Agree	309	47.3%
	Neither	68	10.3%
	Disagree	5	.7%
	Total	653	100.0%

Canal & Countryside

Q2a

		Count	Column Valid N %
Run activities and events	Very important	223	32.8%
	Important	365	53.7%
	Not very important	85	12.5%
	Not important at all	7	1.0%
	Total	681	100.0%

Q2b

		Count	Column Valid N %
Encourage volunteers to get involved with works in the valley parks	Very important	193	28.3%
	Important	395	58.1%
	Not very important	90	13.2%
	Not important at all	3	.4%
	Total	680	100.0%

Q2c

		Count	Column Valid N %
Improve interpretation so visitors are better able to understand what is happening	Very important	194	28.4%
	Important	349	51.0%
	Not very important	130	19.0%
	Not important at all	11	1.6%
	Total	683	100.0%

Q2d

		Count	Column Valid N %
Improve the canal's facilities for boat users, canoeists anglers, walkers & cyclists	Very important	386	56.6%
	Important	250	36.6%
	Not very important	45	6.6%
	Not important at all	1	.2%
	Total	682	100.0%

Physical activity

Q3a

		Count	Column Valid N %
Keep facilities such as swimming pools & sports centres up to date & in good condition	Very important	543	79.3%
	Important	133	19.4%
	Not very important	6	.8%
	Not important at all	4	.6%
	Total	685	100.0%

Q3b

		Count	Column Valid N %
Build a workplace health network to promote healthier lifestyles	Very important	125	18.4%
	Important	332	49.0%
	Not very important	201	29.7%
	Not important at all	20	2.9%
	Total	678	100.0%

Q3c

		Count	Column Valid N %
Promote & enable more participation events for physical activity	Very important	201	29.6%
	Important	406	59.7%
	Not very important	66	9.7%
	Not important at all	7	1.0%
	Total	680	100.0%

Q3d

		Count	Column Valid N %
Continue to improve our sports development activities with young people in & out of school	Very important	439	64.3%
	Important	229	33.5%
	Not very important	11	1.7%
	Not important at all	3	.5%
	Total	682	100.0%

Play

Q4a

		Count	Column Valid N %
Help communities organise their own play activities and programmes	Very important	190	28.1%
	Important	415	61.3%
	Not very important	63	9.3%
	Not important at all	9	1.3%
	Total	677	100.0%

Q4b

		Count	Column Valid N %
Use our new play rangers to make the city's parks safer & more interesting for play	Very important	327	48.3%
	Important	305	44.9%
	Not very important	39	5.7%
	Not important at all	7	1.1%
	Total	678	100.0%

Q4c

		Count	Column Valid N %
Run our holiday play schemes at full capacity	Very important	243	35.8%
	Important	327	48.2%
	Not very important	104	15.3%
	Not important at all	5	.7%
	Total	679	100.0%

Q4d

		Count	Column Valid N %
Refurbish play areas & skate parks with equipment to keep them up to date & in good condition	Very important	418	61.5%
	Important	238	35.0%
	Not very important	17	2.5%
	Not important at all	7	1.0%
	Total	680	100.0%

Museums

Q5a

		Count	Column Valid N %
Make our collections and information more available via the internet and in digital formats	Very important	105	15.7%
	Important	341	50.9%
	Not very important	205	30.6%
	Not important at all	19	2.8%
	Total	670	100.0%

Q5b

		Count	Column Valid N %
Continue to work closely with schools & teachers to develop national curriculum based programmes so that we can offer direct benefits to young people Use our collections to help schools with their national curriculum work	Very important	311	46.2%
	Important	332	49.2%
	Not very important	26	3.8%
	Not important at all	6	.8%
	Total	674	100.0%

Q5c

		Count	Column Valid N %
Continue to improve the care & documentation of our large collections so that everyone can enjoy & learn from them, now and in the future	Very important	307	45.5%
	Important	351	52.1%
	Not very important	16	2.3%
	Not important at all	1	.1%
	Total	674	100.0%

Q5d

		Count	Column Valid N %
Present a varied programme of temporary exhibitions and events to ensure we offer something of interest to everyone in our community	Very important	377	56.0%
	Important	266	39.5%
	Not very important	29	4.3%
	Not important at all	1	.1%
	Total	673	100.0%

Q5e

		Count	Column Valid N %
During the closure of the main museum, work with partners to take our events & activities all over the city and beyond	Very important	250	37.1%
	Important	319	47.4%
	Not very important	95	14.2%
	Not important at all	8	1.2%
	Total	672	100.0%

Q6

		Count	Column Valid N %
Q6 How strongly do you agree that this is the best way of measuring the success of our services?	Strongly agree	214	32.9%
	Agree	389	59.8%
	Neither	35	5.3%
	Disagree	9	1.4%
	Strongly disagree	4	.6%
	Total	650	100.0%

Q7 – How important is each service to the city?

Q7a

		Count	Column Valid N %
Canal and countryside	Very important	478	70.5%
	Important	195	28.8%
	Not very important	5	.7%
	Total	679	100.0%

Q7b

		Count	Column Valid N %
Physical activities	Very important	281	41.7%
	Important	341	50.5%
	Not very important	50	7.4%
	Not important at all	3	.5%
	Total	674	100.0%

Q7c

		Count	Column Valid N %
Play	Very important	298	44.3%
	Important	336	50.0%
	Not very important	36	5.3%
	Not important at all	3	.4%
	Total	673	100.0%

Q7d

		Count	Column Valid N %
Museums	Very important	307	45.4%
	Important	343	50.7%
	Not very important	26	3.8%
	Not important at all	1	.1%
	Total	676	100.0%

Q9 – How satisfied are you with each of the following services?

Q9a

		Count	Column Valid N %
Canal and countryside	Very satisfied	162	23.8%
	Satisfied	460	67.6%
	Neither	41	6.0%
	Fairly dissatisfied	13	1.9%
	Very dissatisfied	4	.6%
	Total	680	100.0%

Q9b

		Count	Column Valid N %
Physical activities	Very satisfied	39	5.8%
	Satisfied	385	57.4%
	Neither	201	30.0%
	Fairly dissatisfied	39	5.8%
	Very dissatisfied	7	1.0%
	Total	670	100.0%

Q9c

		Count	Column Valid N %
Play	Very satisfied	33	4.9%
	Satisfied	335	50.1%
	Neither	270	40.4%
	Fairly dissatisfied	29	4.4%
	Very dissatisfied	2	.2%
	Total	668	100.0%

Q9d

		Count	Column Valid N %
Museums	Very satisfied	93	13.7%
	Satisfied	395	58.4%
	Neither	153	22.7%
	Fairly dissatisfied	28	4.1%
	Very dissatisfied	7	1.0%
	Total	676	100.0%

Q10 – How frequently have you used the facilities in the last 12 months?

Q10a

		Count	Column Valid N %
Sports/leisure facilities and events	Daily	27	4.8%
	Weekly	162	28.7%
	Monthly	89	15.9%
	Within last 6 months	160	28.4%
	Within last 12 months	126	22.3%
	Total	564	100.0%

Q10b

		Count	Column Valid N %
Museums and galleries	Daily	8	1.3%
	Weekly	32	5.3%
	Monthly	133	22.4%
	Within last 6 months	220	37.0%
	Within last 12 months	202	34.0%
	Total	595	100.0%

Q10c

		Count	Column Valid N %
Canal and countryside	Daily	87	13.4%
	Weekly	185	28.6%
	Monthly	213	32.9%
	Within last 6 months	119	18.4%
	Within last 12 months	43	6.6%
	Total	646	100.0%

Q10d

		Count	Column Valid N %
Play areas/facilities and events	Daily	17	3.6%
	Weekly	89	18.9%
	Monthly	107	22.9%
	Within last 6 months	128	27.1%
	Within last 12 months	129	27.5%
	Total	470	100.0%

Text from standalone online survey

Q1

There are now two museums - RAMM and St Nicholas Priory! We also want visitors to learn through visiting new exhibitions as well as events and activities.

The swimming pools in Exeter need a massive amount of work done on them, they are filthy and really unattractive. basic things like having changing rooms to take your shoes off before you go through to the shower areas are needed.

Increase understanding and sense of ownership of the city - sense of belonging and shared responsibility - through involvement with events, volunteering and decision making

Increase opportunities through consultation with geographic communities and communities of interest

Access to the Arts and creative activities

A strong policy driven strategy that provides a variety of opportunities for swimming is the hallmark of a serious attempt to widen participation.

Q2

Working across departments to deliver the best and most meaningful products

The Canal/Estuary area brings the water related environment right into the city, providing an ideal opportunity for formal and informal leisure activity.

Providing facilities is good but the events should be left to organisations / clubs to run for themselves.

More cycle paths

Ensure water quality is fit for open water swimming

Q3

To capitalise on the success of local talent the council must put competition swimming and other aquatic sports at the forefront of its thinking. To combine this with collaboration with local sports science and health expertise is an opportunity not be mi

Support of non-mainstream activities to encourage those who feel excluded from team events or from activities which require high levels of fitness. Air quality is important, so monitoring and improving noise, pollution and smells will help.

Offer discounted costs during early morning/late evening to encourage use by workers.

GP referrals for leisure centre use - both council run (free) and private run (big discounts on membership)

More support should be given to providers of sport/martial arts/yoga classes in the city. Despite a wealth of this activity, there aren't clear links to the city's health agendas. These classes are a regular means of exercise & social interaction for many

Assist voluntary organisations with their premises / grant applications etc rather than the Council owning all the facilities

Allow the expansion of current sporting activities by allowing them space to grow, and not inhibiting them

Q4

Work with existing organisations to create and deliver activities appropriate to diverse communities

The priority and resources put into making new play areas should be balanced with the need to provide resources for older play areas. Where antisocial behaviour has proved to be a problem, facilities provided should be re-evaluated to better serve needs.

Support community involvement in decision making and running of small schemes in addition to Council run large schemes

Offer coaching in skate parks and basketball courts

I don't think you should refurbish things for the sake of doing it. Some of the older play areas were actually nicer than they are now e.g. ship playground on the quay. There seemed to be nothing wrong with it prior to refurbishment

Develop more culture based play to include theatre, music, art and dance.

Q5

We shouldn't forget that the Youth Service has an important part to play too. They should be considered as partners in certain elements of the strategy.

To provide a layered approach to learning and information so that visitors to the Museum can approach the collection at a level suitable for them. This can be partly achieved through developing IT as in first part of this section.

To enable RAMM to collect objects relevant to current and future generations

RAMM has a national and international profile - this should be upheld as a good advocate for the city and to promote tourism

more advertising for events. Exeter seems a bit slow sometimes.

Improved methods of advertising the museum and all of its activities.

Improve staff development and address morale issues to ensure quality and sustainability of increased service requirements

How about an Egyptology exhibition at the Pyramids when it finally closes.

Emphasise point 4, get in a variety of exhibitions and exciting activities

Develop the participation of families and Early Years children and settings in Museums and museum activities

Q6

The physical activity measure (although government inspired) is too rigid and ignores the subjective benefits of participation is sport and active recreation.

It's all quantitative measures. How about some quality measures too? People say they are enjoying exercise more because of the city council or people are learning new things about the city in which they live and getting more of a sense of place?

If more people felt they had a sense of ownerships of events, activities and local-decisions

By rates of participation in organised activities. From the current usage to what they could be in 1yr-5yr in the future. I.e. how the club (what ever it may be) has grown due to more awareness of the activity from the council and general public.

Are these points particularly measurable i.e. will we know if we are improving and meeting targets?

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

REPORT ON INSTALLATION OF PLAY AND LEISURE FACILITIES AT KINGS HEATH PARK

1. PURPOSE OF THE REPORT

- 1.1 To give Members a detailed understanding of the development of the King's Heath play site, as requested at the last meeting.

2. BACKGROUND

- 2.1 The design and installation of play areas on new sites and those where major refurbishment is taking place is the responsibility of the Leisure section of the Leisure & Museums Unit. The section consists of three teams: River and Canal, Countryside and Leisure Facilities, but all the play area work is carried out by the Leisure Manager himself, with the assistance of the Leisure Support Officer. Details of the play area work programme are attached as Appendix I.
- 2.2 The development of the King's Heath Park site has been ongoing for a number of years. The inability or reluctance of Persimmon Homes to transfer the site of the play areas to the City Council for adoption, as it was required to do by the Section 106 agreement, meant that the estate was built and occupied before work could begin on the installation of the play equipment.
- 2.3 Unusually the adoption of the King's Heath public open space took place in five stages, with the multi-use games area (MUGA) and the fenced play space the first two, on the 10 October 2007 and 16 November 2007 respectively. The remainder of the open space – making up the rest of the new park – was adopted in December of that year. The agreement specified that the developers would provide the MUGA and the fencing and the money for the play area, while the Council was to design, procure and install the play equipment itself.
- 2.4 It has been rare in recent years that whole new parks are acquired by the City Council, but the size of the King's Heath development meant that there was an opportunity to provide a substantial tract of public open space in the city, with a large play area.
- 2.5 In 2007 the Council adopted a play strategy that included a policy to make play areas more adventurous and to include naturalistic features where possible. However, equipment manufacturers are only just beginning to respond to local authorities' requests for such features, and there is not a great choice of suitable items that comply with the policy.

3. CONSULTATION

- 3.1 As is usual in the case of any new play area of more than one or two items, the Leisure Manager undertook consultation to gather ideas and gain support for the proposals. The key events were:

- The Leisure Manager attended My Neighbourhood Partnership Meeting on 4 October 2007 (pre adoption) to meet residents and discuss initial plans for the park and likely timescales.
- He attended another My Neighbourhood Partnership Meeting on 13 November 2007 to give residents an update on progress. By this time the Council had adopted the tarmac MUGA base, the play area space had been turfed and adoption was imminent. The Leisure Manager told the meeting that his aim was to complete the installation during the early summer, but that he was unable to guarantee that, given the quantity of other work he was dealing with.
- The main on-site consultation event took place on Saturday 17 November 2007 in the play area space. We had a small marquee and a display of equipment ideas and options. The event was well attended by residents who gave feedback on all areas of the Park facilities e.g. play equipment, teen shelters, teen facilities, options for the eastern end of the Park and the colour scheme for the MUGA. The feedback was in the form of voting for preferred options, filling in comment forms, and more general chats with the Leisure Manager and Leisure Support Officer.
- The Leisure Support Officer attended a further meeting with Residents on 11 March 2008 to update them on the project and display pictures of more or less the final scheme.

4. MULTI USE GAMES AREA

- 4.1 Lots of work went into the MUGA before adoption took place. This involved researching products, manufacturers, and installers, designing and specifying the facility and going through a tendering process. There was also significant work involved in getting the developer to bring the MUGA base up to a standard suitable for adoption. All this work allowed us to order the MUGA fencing (tarmac sub-base already installed) as soon as this area of the Park was adopted. The order was made on 15 October 2007, the manufacturers were informed on our choice of colour scheme on Monday 19 November - this allowed us to let residents have a say in this aspect at the consultation event. Installation of the MUGA began on 3 December 2007 and took approximately a week. We arranged for a separate contractor to lay the tarmac wearing course, which was done on 13 / 14 October 2007. By this stage the court was very much available for use and has been popular with residents ever since. The line painting (sports markings) was done on 3 July 2008. The delay on this aspect was because line painting is very much more cost effective when batched, and we were awaiting other line marking jobs to be ready. However the court could be and was used before line painting.
- 4.2 Floodlighting of the MUGA is imminent and we aim for this to be in place before the end of this summer. A separate planning application had to be made for the lights and was submitted in January 2008, with permission received on 8 April 2008. We ordered the supply and installation of the lighting scheme in Feb 2008 (subject to planning permission). There have been a few issues holding this installation up, the main one being that the floodlight ducting installed by the developers is not satisfactory and cannot be used - this has meant the contractor has had to re-design the power supply to the MUGA and to re-adjust the quote accordingly. However the main delay here is due to the contractor, who has proved reluctant to set a date and deliver the project – probably due to there being plenty of work to be had at the

moment. The lighting should be installed and functional by September, and we continue to chase the contractor.

5. PLAY AREA

- 5.1 The team went to the main consultation event with a number of ideas worked up, and these were largely confirmed by residents' opinions. We also held an in-house play design meeting in the early stage, with contributions from the officer responsible for the ongoing maintenance of the play area, a landscape architect and ECC's Play Development Manager.
- 5.2 Given the unusually large scope afforded by the rare opportunity to install a major project in a new park, the team decided early on, with the support of the Play Area Project Group, that an ambitious scheme incorporating aspects of adventurous and naturalistic play should be implemented at Digby. Recent research has shown that the constant "designing out" of risk in play areas has led to them becoming bland, boring and unable to deliver the real task of play – stimulating the mental and physical imagination of children or anyone else who uses the equipment, or setting. For the first time therefore the team ventured into the design of actual play installations, rather than making up an area from off-the-shelf components. Both of the large Digby features, and particularly the Digby Special, have been specially designed by us and have had to be refined many times and on many levels to ensure they are suitably safe, have good play value, will be robust enough, will be affordable and are buildable. Sourcing the right materials and getting this right has taken a long time, and a number of iterations of the process.
- 5.3 This in itself would not have caused the actual installation of the play area to be later than we would have liked, but it was in itself a significant use of time on the part of both the team members. At the same time however, and most unusually, they were dealing with the design and preparation of two other projects – the new parks at Summerway and at Wyvern Barracks. As members will know, the latter has also occupied an enormous amount of unplanned officer time. As highlighted above, one new major project is unusual, three represents real difficulty in time management. Leisure & Museums has little influence over when new parks and open spaces come on stream; the timetable is usually dictated by the developers, so there was nothing we could do about this logjam.
- 5.4 Furthermore, and most disruptive to the play area programme, it was announced in February that there would be a public inquiry for the Harbour Revision Order in July. This has required a large amount of essential research and the compilation of much documentation, and, partly due to the number and tenacity of formal objections, the scale of this has been huge. All of this work falls on the Leisure Manager, and there is no-one else who can do it. The inquiry date was re-set for the beginning of September, which was a rigid deadline that could not be ignored. Intensive work for the inquiry is still ongoing. In addition there is substantial work being carried out to prepare for the new swimming pool, also supervised by the Leisure Manager, although directly carried out by the Leisure Facilities Manager.
- 5.5 The programme therefore slipped across the winter and spring, to the extent that it was no longer possible to install the major items before the summer holidays.
- 5.6 There were of course other items in the project plan which were more traditional and could be obtained off the peg. We initially decided against ordering these separately, because this in itself adds to the total workload and cost, and it is always desirable to

do a whole site at one time. We did however change this decision at the request of the Residents' Association.

- 5.7 Installation of some of the play equipment commenced on Monday 21 July and was complete by 30 July. This leaves us to arrange a second installation (probably in Autumn 2008) when we will install the full complement of equipment for the Park.
- 5.8 There has been other work going on over this time, for example works to replace/amend the play area gates was arranged by us and carried out in February 2008. Also a sculptured piece of granite was installed in the Eastern end of the Park in May 2008 and is a striking aesthetic feature fitting with the naturalistic feel of that area of the Park, which can also be used as an informal play item – it has had safety surfacing installed.

6. CONCLUSIONS

- 6.1 It is very clear that this project could not have been delivered any earlier, not at least without significant damage to other work in hand. It is unfortunate that it missed the summer holidays, and it is a matter of real regret for the team managing the project, who are dedicated to achieving good design, high play value, and real satisfaction on the part of the users, the children and young people for whom these projects are created.
- 6.2 We certainly should have spoken to the Residents' Association and Ward Councillors much earlier however, once we realised that we could not meet the timetable we hoped for ourselves, and agreed a course of action to mitigate the problem within the resources we did have available.

5. RECOMMENDED

- 1) That Scrutiny Committee Community receive the report.

HEAD OF LEISURE AND MUSEUMS

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC4
19.8.08

FINANCIAL PROGRAMME FOR PLAY AREAS 2008/09

Budget 2008/09 in Z1136 49001	
Capital Projects	£189,795
S106	£287,977
Budget for Play Areas	£477,772

Activity Code (Z0)	Site	Project Sum	Spent Money in previous years	Budget 08/09	Budget 09/10	Spent money (FIMS) this year		Money committed	
						Ordered	Retentions		
New Starts 08/09	Countess Wear MUGA			55,000					
New Starts 08/09	Exhibition Fields Ramp Replacement			16,000					
New Starts 08/09	Belmont Park Play Area			9,000					
1010	Myrtle Close		205	30,795					
1027	Pendragon			55,000				48,638	
1028	Summerway			24,000			4,909		
Sub Total Capital Schemes		0	205	118,795			4,909	48,638	
S106 Funded Z1136 49001									
2004	Summerway		44,402	39,643			7,201	3,222	
2008	Digby		27,530	137,371			40,918	8,819	
2009	Wyvern		1,526	138,972				28,102	
	Kinnerton Way (Floodlights)			13,051					
Sub Total Section 106 Schemes		0	73,458	329,037			48,119	40,143	
TOTAL									
		0	73,663	447,832	0		53,028	88,781	
		0						0	

£15,980 available for S106 Willeys Ave

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

REVIEW OF THE COUNCIL'S ARRANGEMENTS TO RESPOND TO NOISE COMPLAINTS

1. PURPOSE OF THE REPORT

- 1.1 Scrutiny Committee Community on 4 September 2007 supported the adoption of an action plan to improve our response to noise complaints and asked for an update in September 2008. This report discusses progress.

2. BACKGROUND

- 2.1 The Environmental Protection Act 1990 (EPA90) places a duty on the Council to investigate and take appropriate action in respect of statutory nuisances. A statutory nuisance is not merely an annoyance but either something that is prejudicial to health, or relates to the use of a property in such a way that it has a significant and detrimental impact on a neighbouring occupier's enjoyment of their property. As is the case with most local authorities, the type of nuisance complained about most in Exeter is noise nuisance.

- 2.2 The sources of noise can be varied, from dogs barking to shouting and DIY, but the most common noise complained about is amplified music. There are a number of factors, which must be taken into account when judging whether noise amounts to a statutory noise nuisance, these include:

- **volume** – if someone can distinguish the lyrics of a song being played loudly next door, then it will often be considered intrusive;
- **noise frequency** – a repetitive bass beat, although relatively low in volume, can penetrate structures such as walls more easily and be particularly intrusive;
- **time of day** – music played at 1pm will be tolerated more so than at 1am, as background noise levels are very much reduced and most people are asleep;
- **duration** – a very short burst of loud noise may be tolerated (eg 10 minutes of DIY drilling in the early evening) whereas a longer burst may be found to be intrusive (eg 3 hours of drilling);
- **frequency** – a one-off party may be tolerated, but a regular noise problem every weekend can be intolerable;
- **intent** – in some cases the perpetrator is intentionally wishing to create a nuisance problem in order to cause upset and annoyance.

- 2.3 To assess whether a statutory noise nuisance exists, an officer must consider the above factors in the light of the evidence obtained. The best evidence is an officer witnessing the noise whilst inside the complainant's house. Evidence from officers (eg Environmental Health Officer, Environmental Health Technicians, Housing Officers and Community Patrollers), the complainants themselves and recording devices such as MATRON (a digital recorder sampling sound through a noise meter) can be used. However, it is of fundamental importance that the officer can justify evidence of a statutory nuisance being caused, as service of an Abatement Notice is an enforcement process that can place substantial restrictions on a person, with severe penalties for non-compliance.

Noise Complaints received

- 2.4 Since October 2006 all calls logged by the council's 24 hour Control Centre were recorded on the Environmental Health M3 database, giving a far more reliable picture of noise incidents from that date. Data for the number and type of noise complaints for the 12 month period 1 April 2007 – 31 March 2008 is detailed in Appendix 1.
- 2.5 The data indicates that:
- Domestic noise is the main source of noise complaint received by the Council, (Graph 1)
 - The number of complaints per month is fairly consistent with peaks in August and October – the latter peak may be due to the return of University students and therefore identifies the potential for working with the University to increase student awareness regarding noise and the impact they can have on the community, (Graph 2)
 - Friday and Saturday appear to be the busiest time for noise complaints, (Graph 3)
 - 628 late night complaints were made to the Control Centre over a 12 month period; of these 23% of the total (144 complaints) were received between 00:00 and 03:00, (Graph 4)
 - Graph 5 indicates that on average between 5/6 complaints a week are received by the Control Centre during the hours that staff are unavailable to respond to complaints (00:00-08:00).

3. REVIEW OF SERVICE IMPROVEMENTS

- 3.1 Areas for potential service improvements were reviewed, the Action Plan, (attached at Appendix 2), details the outcomes from the review and progress thus far.

Community Patrol Improvements

- 3.2 A number of noise review workshops have been held involving Environmental Protection staff, the Community Patrollers and Control Centre staff, all of whom are involved in the noise service provided by the Council. The purpose of the workshops was to discuss the processes involved at all stages of the investigation of noise complaints and identify improvements. Key improvements implemented are highlighted below and all are detailed in Appendix 2:
- Customer standard response sheets have been provided for both Control Centre staff and the Community Patrol, this ensures that consistent information is received from, and given to customers when they contact the service.
 - The procedural manual outlining the process for both out of hours and in hours response to noise has been updated, with greater emphasis on engagement with complainants at the time of the complaint.
 - The Patrollers have been given training to enable them to gather the evidence out of office hours to help the Senior Environmental Protection Officer (SEPO) assess if the level of noise witnessed is a statutory nuisance. A “triage” system has been introduced to identify those complaints which require more detailed investigation and/or formal action. Those cases where the noise has been witnessed by the Community Patrol and is considered to be excessive are brought to the attention of the SEPO on the next working day.
 - Standard letters have been drafted for the Patrollers to give to the ‘noise-maker’ at the time of their visit; this will be used for previously unregistered complaints where the Patrollers have requested the level of noise to be reduced and represents the first step in our investigation process.

- A system has been set up to identify cases where notices have been served to ensure that Patrollers give priority to complaints relating to these cases, this will ensure that good evidence is collected quickly, which in turn will result in swifter, more decisive action being taken.
- 3.3 The above has resulted in a clearly defined role for all those staff involved in the noise service which has resulted in a more consistent and transparent approach to dealing with noise complaints. Furthermore, there is in place a clearly defined process, from the receipt of the initial complaint through to its investigation and resolution, which has resulted in swifter and more decisive action being taken with cases.

Joint review of Environmental Health Services and Housing Services

- 3.4 The purpose of this part of the review was to examine the way that noise complaints relating to Council tenants were investigated with a view to strengthening the processes and procedures. It involved examining the IT used by both services to determine if the integration of systems could lead to improvements, a procedure and literature review, and a review of the role and responsibility of officers in both services.
- 3.5 Whilst the Environmental Health (EH) Service has the duty to enforce Section 80 of the Environmental Protection Act 1990, Housing Services have a role to ensure compliance with local authority tenancy conditions relating to noise nuisance. Furthermore environmental health staff can work with housing colleagues by providing evidence and technical inputs into applications for Anti-social Behaviour Orders, possession orders and injunctions where noise nuisance is cited in the justification for seeking the order or injunction. The appointment of a housing solicitor has facilitated and improved the formal process.
- 3.6 The following improvements have been implemented:
- Access for out of hours staff to both the EH M3 system and the Housing Academy system has been established, to enable cross-referencing.
 - Single points of contact (SPCs) within EH and Housing have been identified and monthly meetings scheduled to discuss cross-service cases.
 - M3 has been configured to provide information on incidents reported which is discussed at the monthly SPCs meetings. This enables repeat complaints to be identified which may be better dealt with by EH staff using the statutory nuisance provisions of the Environmental Protection Act 1990 rather than tenancy legislation, thus leading to a speedier conclusion/resolution of complaints.
- 3.7 The above improvements have resulted in a more co-ordinated approach towards dealing with noise complaints relating to Council tenants. Roles have been clearly defined and the monthly meetings using information from the IT systems has led to a more efficient and speedy conclusion of complaints, with the most appropriate action being taken by the relevant service. Further work is taking place to improve and strengthen this collaborative working.

Procedure and Evidence Review

- 3.8 A number of improvements have been made in this area some of which have already been mentioned above (eg customer standard response sheets for staff and the updating of the procedural manual). In addition, the procedure for the installation of the noise recording equipment, MATRON, and forms completed by complainants have been reviewed and amended. Furthermore two new MATRON systems have been

purchased which have the ability to capture recordings of noise for a period before and after the complainant has either switched the recording on or off. This is particularly useful for the investigation of complaints where the noise source is intermittent.

- 3.9 Greater and more effective use of the Community Patrol has streamlined and simplified the investigation process. Patrollers are now better equipped to gather good evidence when they visit out of hours and there is a system in place to flag those complainants which need to be progressed via formal action. Whilst it is recognised that the Patrollers cannot fulfil the role of an Environmental Health Officer, they have made significant progress towards providing an effective and efficient out of hours noise response.
- 3.10 During 2007/08 a total of nine notices were served which related to six premises/vehicle. Four of the notices related to domestic noise from four premises, one notice related to a vehicle alarm and four related to commercial noise from one premises. In addition, officers have worked with colleagues from Housing Services and Registered Social Landlords (RSLs) where anti-social behaviour legislation has been used to tackle problems. To date one Anti-social Behaviour Contract (ABC) has been issued by an RSL and the landlord has applied for Notice Seeking Possession if the tenant breaches the EPA notice and/or the ABC.
- 3.11 In the first quarter of 2008/09 three notices (two domestic noise and one car alarm) have been served, and one of the domestic noise complaints is being prepared for prosecution for a breach of the notice. With regard to the other domestic noise notice, officers are working with Housing Services to provide evidence to support an application for an Anti-social Behaviour Order. As well as an increase in the number of notices served, there has been a step change in the way that complaints are investigated from receipt to resolution, and a notable increase in the quality of evidence gathered by the Community Patrollers; this is anticipated to translate into greater enforcement action in future months.

Review of Out of Hours Service

- 3.12 The Table below details the average number of noise complaints received per week by time period.

Table 1. Average Number of complaints received per week by time period

	2006/7	2007/8	2008/9*
00:00 - 03:00 (Calls taken by Control Centre)	4	3	4
03:00 - 08:00 (Calls taken by Control Centre)	1	2	3
Office Hours	6	9	13
Calls responded to by Community Patrol	10	14	15

* Only includes the first quarter of 2008/09

- 3.13 With the greater emphasis towards improving our out of hours response and the up-skilling of the Patrol, officers now provide a more reactive 'blue-light' response to complaints during the hours they are on duty. Patrollers will respond to complaints received up to midnight and if there is a need work overtime to complete their investigation they have now been given the discretion to work beyond midnight.

- 3.14 The possibility of extending the late night coverage provided by the Community Patrol on certain nights, is currently being explored. The true demand for such a service is not sufficiently known at this point in time. Operating a pilot scheme over the short-term to gauge customer demand would assist in informing any proposal to widen the out of hours cover to respond to noise.

Detailed review of processes relating to noise and customer satisfaction survey including benchmarking with comparator Councils

- 3.15 This has involved improvements to the management processes of our noise service. M3 has been used to generate a number of monitoring reports which can be used to improve the monitoring and management of the noise service. Reports are used to monitor progress of complaints and also identify persistent complaints which can be used during the monthly meetings with Housing Services.
- 3.16 Since October 2007 a total of 202 customer satisfaction survey forms have been sent to customers who have used the noise service, the survey post-dates many of the improvements which have been initiated as a result of the review. An analysis of the responses is detailed in Appendix 3. Whilst only 25 forms have been returned the responses are reasonably encouraging with a majority of our customers confirming they were kept informed of the progress of their complaint (64%); 76% strongly agreed that we dealt with their complaint in a timely manner; 80% felt that all our staff showed professionalism and courtesy, and they were able to contact the service they required with ease.

Noise Focus Group

- 3.17 As part of the review process, in June members of the public who had used our noise service were invited to attend a Noise Focus Group, which was facilitated by the Council's Community Consultation Officer. 30 service users were invited and on the evening 13 people attended, all of whom had made a service request between December 2007 – May 2008.
- 3.18 The key issues raised by the Group were:
- **Community Patrol** - *"The birth of the Community Patrol was the best thing that's happened"* - *"The Community Patrol were absolutely smashing"* but there was frustration at their limited hours and the perception that they had limited powers to deal with problems. The comment was also made that the CPs did not always come into the property and sometimes assessed the situation from a van outside.
 - **Environmental Protection Officers** – Comments seemed to centre on differences between what complainants saw as a noise nuisance and the officers' interpretation. In particular there seemed to be a problem with sporadic domestic noise such as doors banging.
 - **Housing** – One group member confirmed that by talking to Housing this had solved the problem, whilst others felt that the Council was "too soft" on tenants.
 - **The investigation process** - There was frustration that the process was slow, cumbersome and placed too much emphasis on the complainant gathering evidence, keeping logs etc. Some people said that they had not been kept adequately informed about what was going on. There was a feeling that the information given out by agencies was either inadequate or contradictory.
 - **The University** - About half of the attendees reported problems with nearby houses in multiple occupation. They felt that the main cause of nuisance was student parties. People reported that these parties often went on all night and that large numbers attended them. Some of the group members said that they

had contacted the university who had written to the students in question. There was a desire that the university should take preventative action so that students did not cause problems.

- **Police** - It was felt that the police were not interested in dealing with noise related problems unless there were additional factors involved, such as a potential breach of the peace.

3.19 The outcome of the session was summarised as follows:

“It would be unreasonable to assume that the cases of the people who attended the group represented a complete cross-section. However, it was notable that none of the people who attended seemed to have had a satisfactory resolution to their case. Some had had some respite but no long term resolution. Some had experienced noise nuisance for many years, others had given up complaining. Although some cases related to problems with a single property, others related to noise nuisance in the area generally, especially in areas of housing in multiple occupancy, where nuisance (usually in the form of late night parties) could come from any one of a number of houses, making an effective solution more difficult.”

Group members suggested the following solutions:

- Council to be tougher on its tenants.
- Council agencies (Community Patrol and Environmental Health) to be tougher on offenders.
- University to use their security staff to respond to out of hours nuisance from students.
- University to fine students who breach code of conduct.
- Better information available, to make clear who to contact and what rights a complainant has.
- Better liaison between landlords and Council and more landlord accountability for tenants.
- Possible use of laws on public broadcasting to take action against offenders.
- Better communication with complainants at all stages of the process.
- Exeter City Council to allow less multiple occupancy in houses.

This was a very useful exercise and has identified a number of actions which can and are being taken forward:

- Environmental Health and Housing Officers are working closely together to improve our response to noise complaints from Council tenants, and the Community Patrol is being used more effectively in the evidence gathering process in order to enable appropriate action to be taken.
- Discussions are underway with the University in order to tackle noise complaints arising from the University student population in the City and the potential for improving the management of student lets by landlords, by the introduction of an Accreditation Scheme. The university has recently appointed a Community Liaison Officer to help take preventative action.
- During Noise Action Week, May 2008, a press release was issued publicising the Council's noise service and the updated web pages on noise were re-launched.
- The Private Sector Housing section raised awareness of the problem of noise from tenants via the quarterly Landlords Newsletter.

Wavelength 17

- 3.20 The 17th Wavelength Panel Questionnaire was used as an opportunity to ask a number of questions regarding the Council's Noise Service. A copy of the questionnaire can be found on the Council's website <http://www.exeter.gov.uk/index.aspx?articleid=8153> .

The feedback was as follows:

- Panellists were asked if they were aware of the Council's noise nuisance services. The majority (76.7%) were aware of Environmental Health but fewer (41.2%) knew about the Community Patrol service.
- Just under half of respondents had experienced noise nuisance but only a small percentage (18.4%) had contacted the council about it. The main reasons for not contacting the council were not knowing what the service could do, not knowing how to contact them or not being aware of the service.
- Overall satisfaction with the two services was just over 50%.
- The main cause of noise nuisance was loud music or TV from a dwelling (59.1%), followed by people being noisy in the street.

This indicates a lack of knowledge of the noise service that the Council provides and the need to raise public awareness of the existing service.

Benchmarking

- 3.21 Six local authorities from the Exeter Benchmarking Group were contacted – Oxford, Bedford, Carlisle, Lancaster, Canterbury and Lincoln – to determine whether or not they provided an out of hours noise service. Three did and three did not.
- 3.22 The table below summarises the level of service provided:

Table 1. Level of Out of Hours Service provided by 6 LAs in Exeter's Benchmarking Group

Name of Local Authority	Population	OOH service Y/N	Number of staff	Voluntary/ Contractual	Hours operated	Direct Costs for 2007/08
Oxford	149,100	Y	7	C	10:00-08:30 plus 24hr on weekend	£79,676
Canterbury	135,278	Y	10	V+C	18:00-06:00 Fri-Mon	£16,862 plus mileage
Bedford	147,991	Y	10	C	21:30-02:30 Fr-&Sat 24/7 call out to noisy parties	£35,000
Exeter	119,600	Y	10	C	07:00-00:00 7 days a week	Within existing service provision
Lincoln	82,824	N	X	X	X	X
Carlisle	100,739	N	X	X	X	X
Lancaster	138,000	N	X	X	X	X

- Oxford had one officer on duty to respond, but would not visit first time requests for service before 23:00, would send a standard letter to first time calls between 23:00-01:00 and visit all calls after 01:00. During 2007 they received 1565 calls.
- Bedford would respond with two officers and receive between 3,000-4,000 calls per year, the service is under review for 2009/10.
- Canterbury will respond to alarms, parties which disturb the neighbourhood (3 or more calls) or anything referred to them by the Police. During 2007/08 they received 254 calls but only visited 13 of these complaints.

This indicates a varied level of service, which appears to be reflected in the cost of the service. The Community Patrol in Exeter provides a wide range of other services, they open parks/cemeteries, check play equipment in play areas, and deal with low level anti-social behaviour throughout the city, in addition to dealing with a wide range of complaints for all Council services which will include the investigation of noise complaints out of hours. Therefore, the costs for dealing with noise complaints out of hours up until midnight are absorbed within the provision of the Community Patrol service as a whole. The costs for the services in Oxford, Canterbury and Bedford are over and above the service provided by each local authority.

Further enhancements to the service for consideration

- 3.23 The review of the noise service should be viewed as work in progress. Improvements have been made and systems and working arrangements will continue to be reviewed and enhanced; feedback from Customer Satisfaction surveys will be assessed and where appropriate improvements to the service will be made. Opportunities for publicising the service will continue to be explored.
- 3.24 Further development work with Housing Services will be undertaken and once consistent and transparent systems have been implemented these will be taken forward and developed with RSLs.
- 3.25 Opportunities for mobile working for the Community Patrollers is being explored; the use of mobile technology should enable the Patrol to access office systems whilst in the field which, in turn, will lead to more efficient data handling.
- 3.26 Partnership working with the University to tackle noise from the student population is being developed via the University Liaison group. This includes sanctions imposed by the University where justifiable complaints are identified, and the potential for improving the management of student lets by Landlords by the introduction of an Accreditation Scheme, as well as the work to be undertaken by this University's new Community Liaison Officer.
- 3.27 Whilst the Police do not have an enforcement role with regard to statutory noise nuisance, they do receive a number of complaints from the public relating to noise. There will be further work with the Police to examine how each organisation deals with noise and to consider the development of joint working arrangements to provide an improved response.
- 3.28 Officers will use the Noise Focus Group as a sounding board when changes to procedures or documentation are considered to ensure that a customer perspective is embedded.

3.29 An extension of the hours of out of hours cover will be explored to see if a service can be provided beyond midnight on certain nights of the week.

4. RECOMMENDED that

- 1) Scrutiny Committee Community notes the improvements to the Council's noise service and the further improvements under development.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

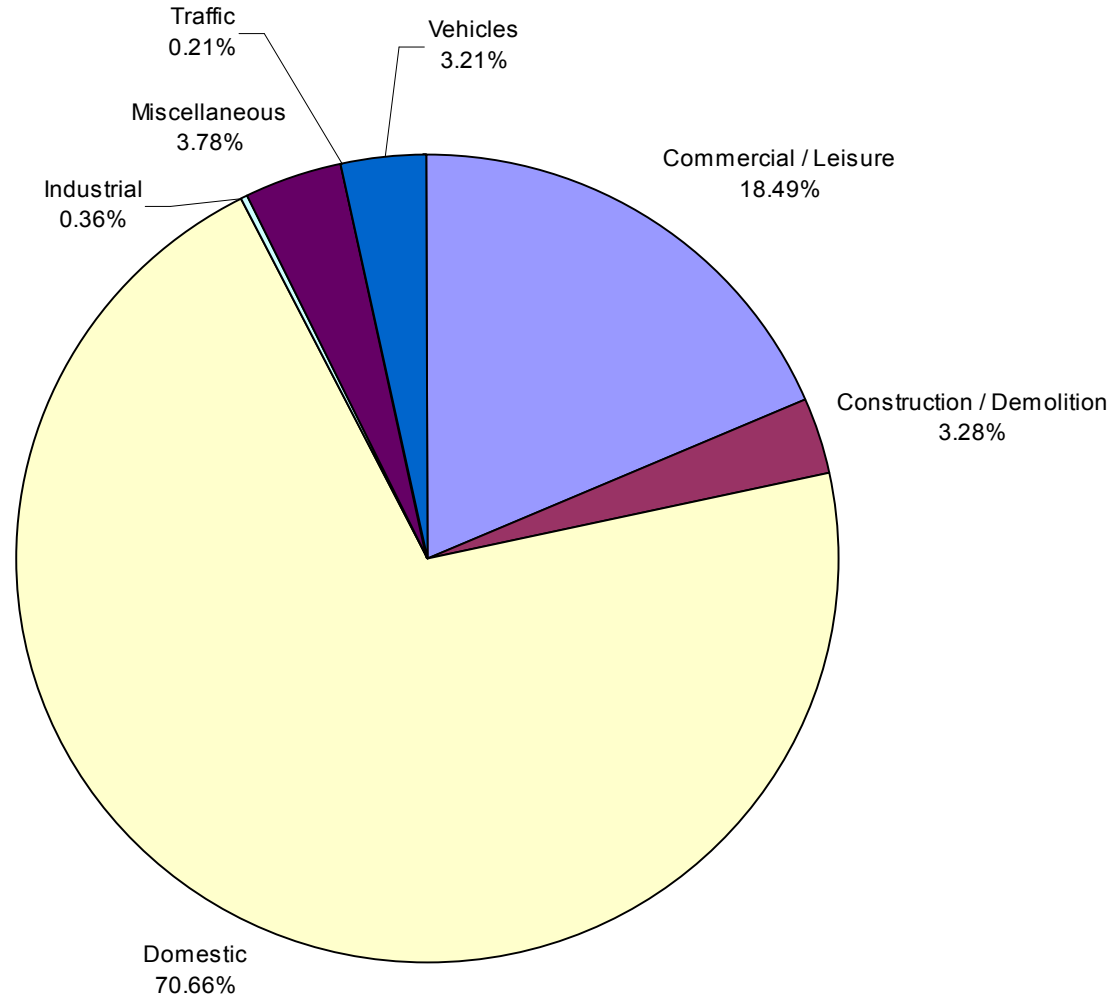
National enforcement priorities for local authority regulatory services – Peter Rogers 2007

S:LP/Committee/908SCC12
19.8.08 v3

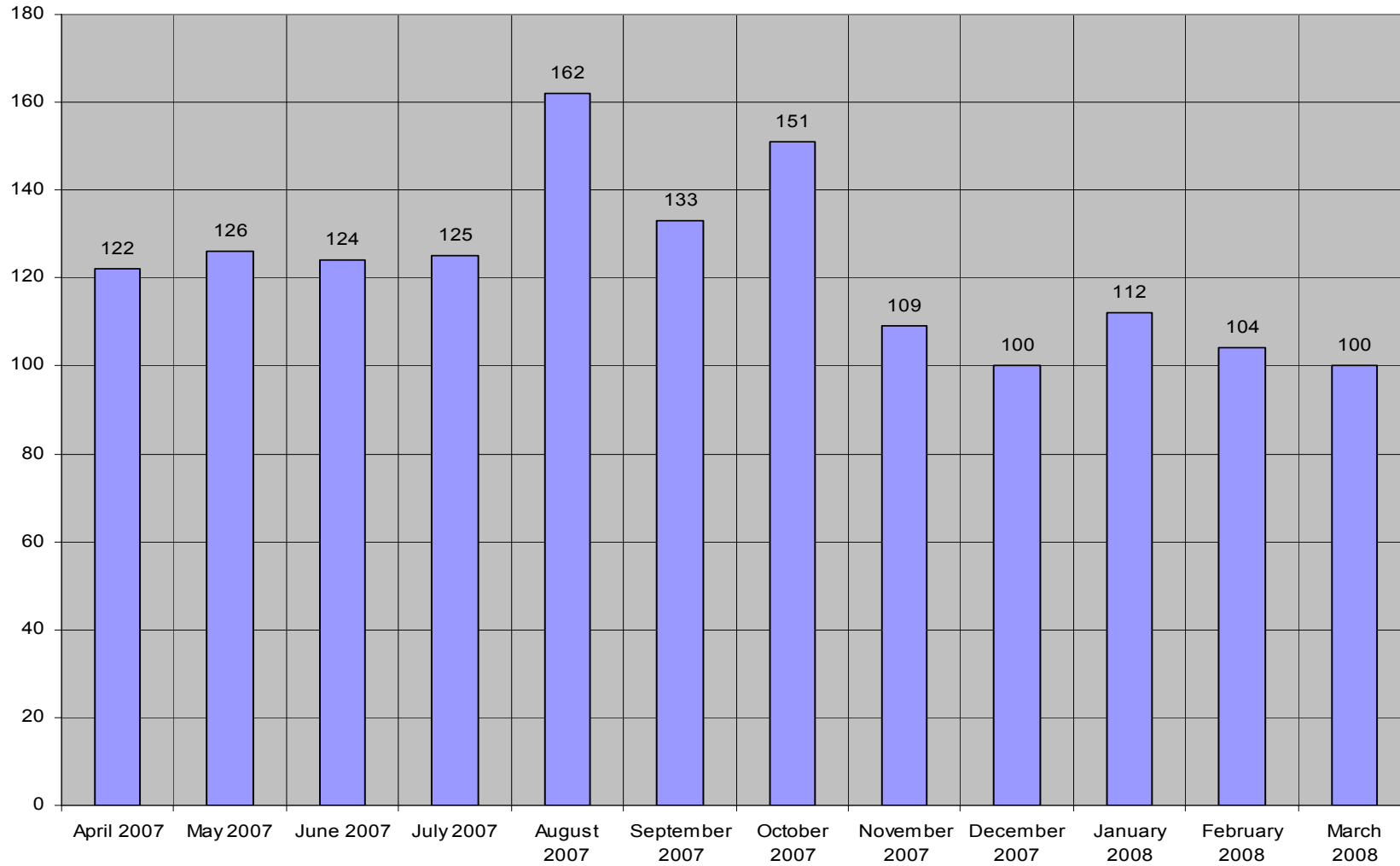
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APPENDIX I

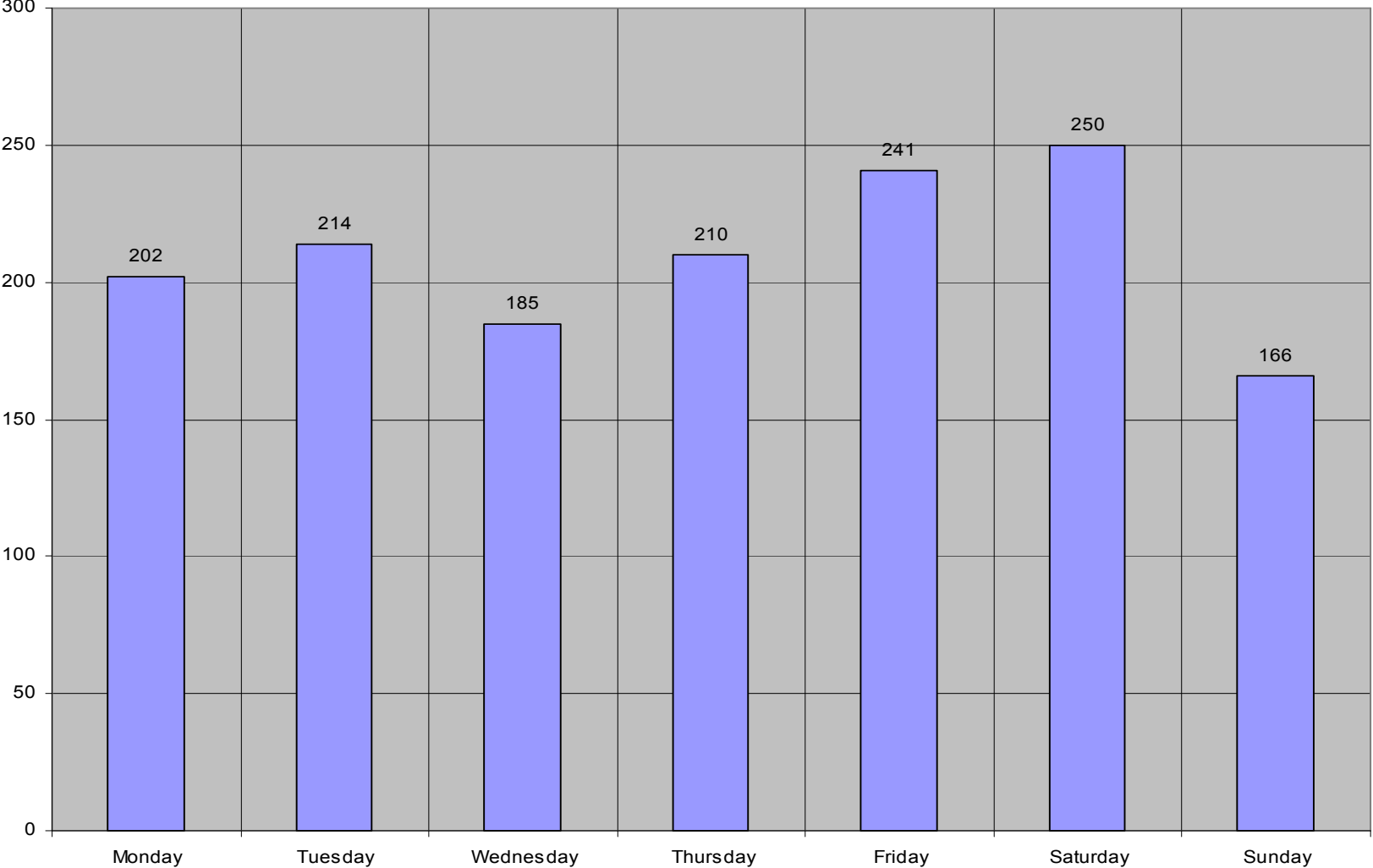
Noise Complaints received by Source Group between April 2007 and March 2008



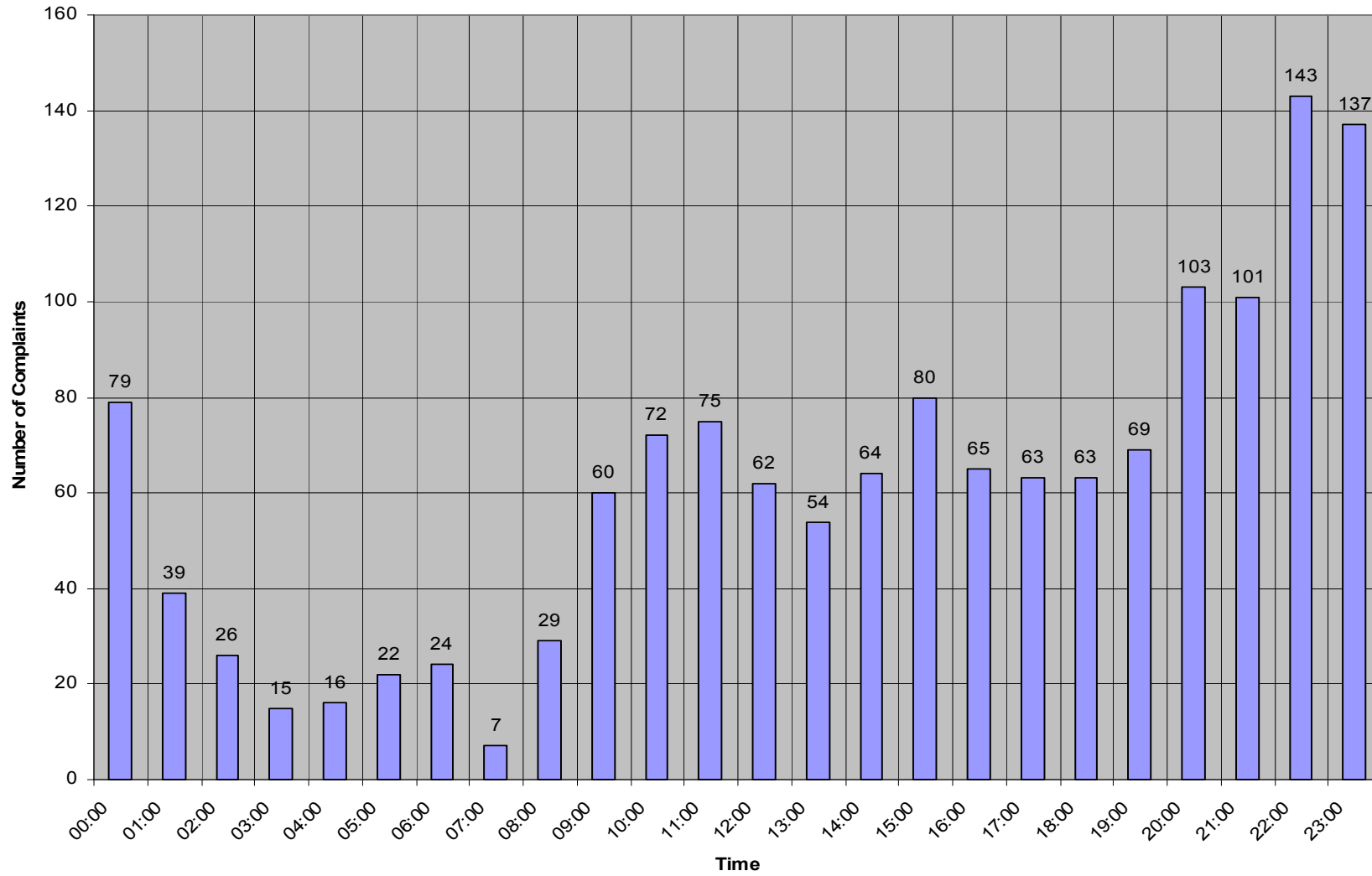
Noise Complaints Received by Month between April 2007 and March 2008



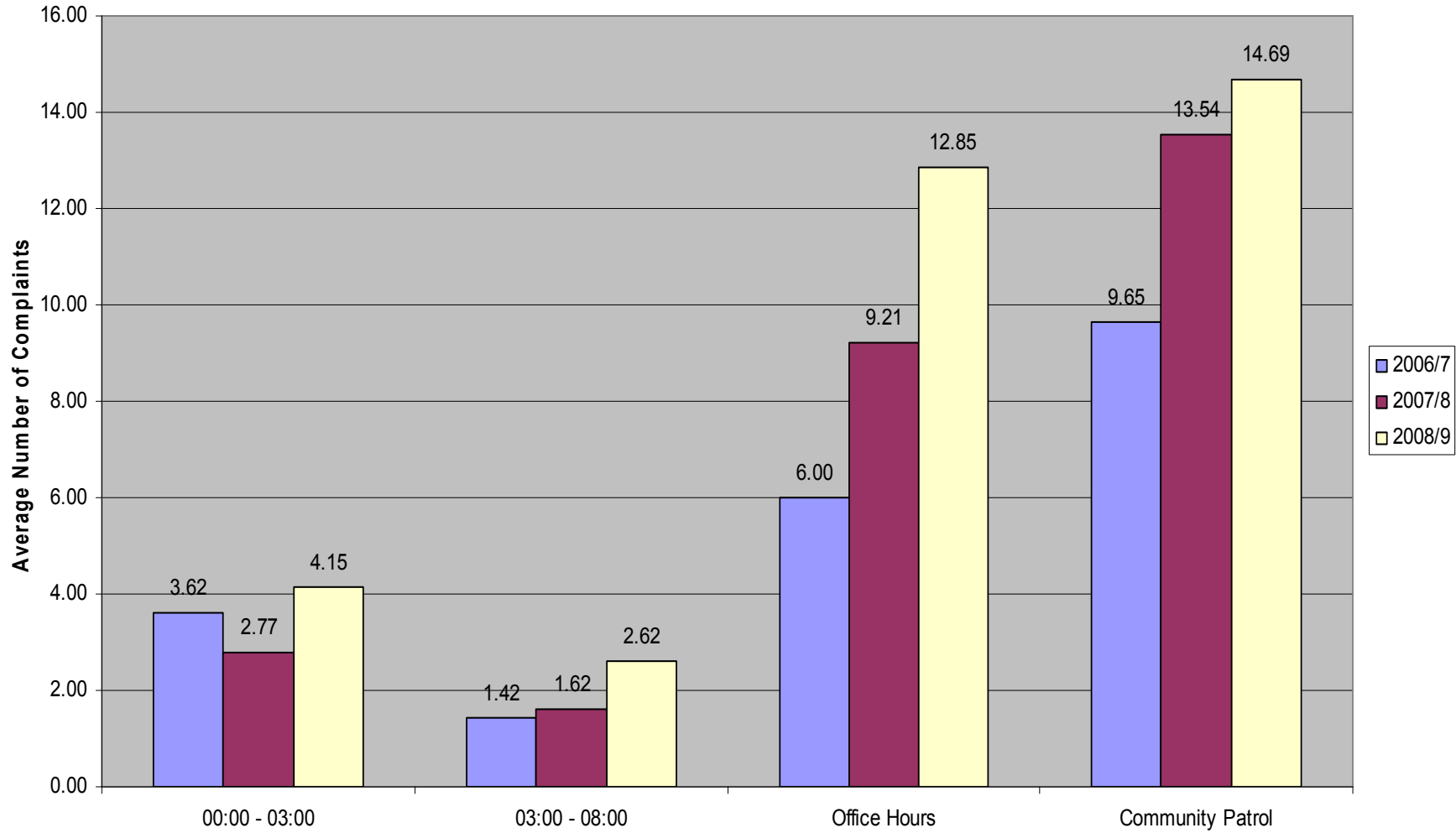
Noise Complaints received by Day between April 2007 and March 2008



Noise Complaints by hour between April 2007 and March 2008



Average number of Noise complaints received per week by Time Period



NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
1	Communication					
1.1	Lack of an integrated computer system for all officers involved with noise – EH/Housing/Customer Services	H	Investigate linking the EH M3 system with the Housing Academy system	Officers will have better access to information which will help them take appropriate action when in the field	Completed	<p>The link to Academy was established during January Access, administration and training has been completed.</p> <p>The introduction of monthly meeting and designation of service Single Points of Contact (SPCs) within Environmental Health, Housings and the Out of hours responders negate the need to provide Academy access for those working during office hours.</p> <p>Access to these systems by the Control Centre and Patrol was deemed imperative.</p>
1.1.1		L	Investigate linking the EH M3 system with the Customer CRM system.		Work in Progress	Investigation into the wider availability of CRM (Customer Relations Management system) is deferred until 2008/09. It is unlikely that this will materially improve the level of Out of hour's service delivery in its present form.
1.1.2		H	Arrange for case officers to have access to all the systems		Completed	Investigation into wider access to the individual complaint systems suggested there was a greater benefit to be had by introducing regular case meetings between Service SPC's than by simply accessing each others databases blind. (See above)
1.1.3		L	To investigate if all systems can be linked to the Employee Protection Register		Completed	Although the importance of access to the EPR is imperative the present system of directly linking this to the M3 complaint system enables those attending incidents (or in the case of the Out of Hours service, those dispatching responders to an incident) access to the system. Ongoing investigations into remote access to the M3 system may broaden this in the future.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
1.2	Lack of structured/ ad hoc working groups for sharing information	H	Timetable regular meetings between Estate Management representative, Senior Community Patroller and the Senior Environmental Protection Officer	Provide a free flow of information between officers dealing with common problems across the directorate.	Completed	<p>A review of Environmental Health and Housing Services' procedures for dealing with noise nuisance affecting council tenants has been undertaken and the improvements arising from that are outlined in this Plan.</p> <p>The introduction of regular meetings between service SPC's has been introduced to ensure a common approach to action against noise and nuisance. Meetings are held monthly and issues arising between meetings now follow a clearly defined channel of response ensuring a more dynamic approach to enforcement action.</p> <p>Service SPC's are: Senior Environmental Protection Officer, Housing Antisocial Case Manager, Senior Community Patroller and Senior Controller.</p>
1.2.1		H		Better access to information and awareness of the roles of those dealing with noise. Will lead to a more transparent and consistent approach in dealing with noise	Completed	M3 has been configured to provide detailed information on incidents reported and provides SPC's with an early warning of problems developing.
1.2.2		H		SPC's will identify their priority cases and share resources and expertise with partners	Completed	Case specific meetings will be called as required to address individual issues and may include other partner organisations.
1.3	Need for standardised working practices for all officers dealing with noise including EH/Housing/RSLs	M	Produce a standard operating procedure to be adopted by all the agencies involved in noise	Will lead to a more transparent and consistent approach towards dealing with noise	Work in Progress	Although this is considered a priority, it is recognised that achieving an effective joint agency response will take time to achieve. This will lead on from the conclusion of the report as part of our ongoing service improvement programme.

APPENDIX II

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
1.3.1		H			Work in Progress	The standardisation of inter departmental working practices will continue to develop from the elements implemented, and identified in this document, to a fully integrated package planned during 2008/9. Whilst this is important, the monthly meetings of the SPCs will ensure that a more consistent and efficient approach to tackling noise will be undertaken.
1.3.2		L			Slippage/Not Progressed	The benefit of using Antisocial Behaviour legislation as opposed to current Environmental Health remedies is unclear. Further evaluation is necessary and can be undertaken outside this review.
1.3.3		M			Work in Progress	The procedure manual outlining the process for both out of hours and in hour's response to noise has been updated and will continue to be developed. This is a "living" document which needs constant review and updating.
1.4	Need for remote access to IT for officers on district dealing with complaints	L	Investigate the use of handheld PCs in the field with access to office based systems	Better access to information for field officers which will improve our response to noise and ensure complainants are kept informed	Completed	Investigation into remote access to the current IT systems indicated that this is not a cost efficient option at this time. It is felt that the recent modifications to the use of M3, particularly by 'out of hours' staff, is a firm foundation upon which to build. Control Staff will continue to input complaints 'live' and the Patrol will update these at the end of each duty period. It was recognised that this results in some lost time on patrol but procedures have been put in place to minimise this.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
1.4.1		L			Slippage/Not Progressed	The ongoing development of the M3 system may provide for mobile access in the future and this is being actively pursued.
1.5	Officers unaware that there are Information/Policy leaflets dealing with noise and lack of consistency in the content of the leaflets	M	Review all internal leaflets relating to noise (EH and Housing) and consider combining leaflets	Field officers better able to advise complainants. Should lead to a more consistent and transparent approach to dealing with noise	Completed Slippage/Not Progressed	This was primarily an induction training issue and has been addressed. Conscious of the cost implication, advisory leaflets will be reviewed and their content standardised when the current stock is used. In the meantime specific advisory inserts will be used with standard letters and patrollers will provide specific information leaflets to complainants and those complained of.
	Theme	Priority	Action	Rationale	Progress	Outcome
	Training					
	Community Patrol Officers feel there is too much “find out how we go along” to dealing with noise.	H	Arrange in-house training session for all staff	Better understanding of what can be delivered, which should ensure that complainant's expectations are not falsely raised.	Completed	It was felt that the established CP training programme was somewhat inflexible and a more structured approach was necessary. A modular training programme has been introduced, primarily for the patrollers aimed at better equipping them to respond to complaints. This modular approach is being adapted for all staff in the section and will include both in-house and external training providers. Modules include legislation, processes, evidence gathering, direct intervention techniques and likely outcomes. In line with this, all new staff will undergo minimum competency based induction training which includes practical work experience across the section.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
3.1.2		H	Review of Complaint procedures		Completed	The reassessment of procedures for addressing complaints sought to empower response staff through clearer definition of their specific role and how that interacted with that of the department and directorate.
					Work in Progress	A clearly defined process from initial complaint to resolution or closure is now in place to encourage clarity of purpose and where necessary, swifter and more decisive action.
					Work in Progress	The use of evidence from patrol reports together with planned visits by EP staff and use of the MATRON have been re examined and procedures amended. The Patrollers have a greater understanding of the need for a thorough investigation of complaints and the evidential information which is required by EP staff. Service improvements in this area are expected to be reflected, in part, in the number of nuisance cases that progress to Abatement Notices, where evidence supports this course of action, or greater customer satisfaction with our response to their complaints.
3.1.3		H			Completed	The review re-emphasises the importance of engagement and the importance of the person suffering the nuisance being an integral part of the investigation and outcome. It showed also that the process of review should be continuous. It was recognised that resources would be a limiting factor and prioritisation of complaints was key to success.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome
3.1.4					Completed	The community patrol now plays a far more integral part in the resolution of noise nuisance. Whilst recognising that they cannot fulfil the role of an Environmental Health Officer, they have made significant progress toward providing an effective out of hour's noise response. As their training progresses so will their role as enablers in the process already established in this review.
3.1.5		H	Partnership development	The need to share resources	Completed	Joint agency working has been developed. Joint actions and patrols with the police are one example of direct partnership action delivering a greater impact upon specific problems
	Theme	Priority	Action	Rationale	Progress	Outcome
4	Administration/ Monitoring					
4.1	Recording information	H	Consistency of input.	Good response relied on good information	Completed	A greater role has been undertaken by our Business Support team providing accurate information enabling wider intelligence sharing.
4.2	Reports	H	Weekly/fortnightly reports – repeat complaints?		Completed	Management reports are being produced enabling closer case management of complaints.
					Completed	Reports are provided to case managers showing the impact of the incident within a specific area over a period of time. This enables officers to plot the development of the incident and monitor its completion.
					Completed	Complex complaints may take sometime to resolve and M3 provides the information necessary for managers to oversee progress and ensure completion targets are met.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

	Theme	Priority	Action	Rationale	Progress	Outcome	
Page 82	4.3	Reviews	H	Monthly meetings		Completed	Reports from M3 may identify patterns of seemingly isolated complaints that may collectively indicate a problem requiring attention. These are particularly useful for inter departmental, interagency meetings
						Work in Progress	An ongoing Customer satisfaction survey will ensure that the level of service provided is reviewed and identify if we are meeting our customer service requirements.
	4.4	Customer Satisfaction	H	Assess impact of service		Work in Progress	See above. The focus group resulted in a number of issues which can be addressed. Members of the Group expressed a desire for continuing involvement in the review of the noise service.
	5	Statutory Notices	H	Review the process for service of notices	Improve the process	Completed	All EHO's are to be authorised to service Notices. The process from initial complaints to notice and prosecution has been redefined and simplified
		Theme	Priority	Action	Rationale	Progress	Outcome
	5	Resources					
	5.1	Early Morning Cover	M	Incremental enhancement for staff	Cover after midnight	Work in Progress	The community patrol service operates until midnight daily. Providing 17/7 cover with ten members of staff is challenging. We have tightened up the process to ensure the maximum availability of the patrol up to midnight, but to extend provision whilst maintaining the current level of service will have a significant financial impact and should be considered in the light of the demand on the service.

NOISE REVIEW: ACTION PLAN AND OUTCOMES – BASED ON THE ISSUES IDENTIFIED IN THE SCRUTINY COMMITTEE REPORT DATED 4 SEPTEMBER 2007 AND THE STAFF WORKSHOPS AND PARTNER CONSULTATION, UNDERTAKEN AS PART OF THE REVIEW PROCESS

Extract from the Scrutiny Committee – Community Report 4 September 2007 – including the actions taken to address these issues:

7. PROPOSAL

7.1 To address the issues identified in the report the following service improvements are proposed:

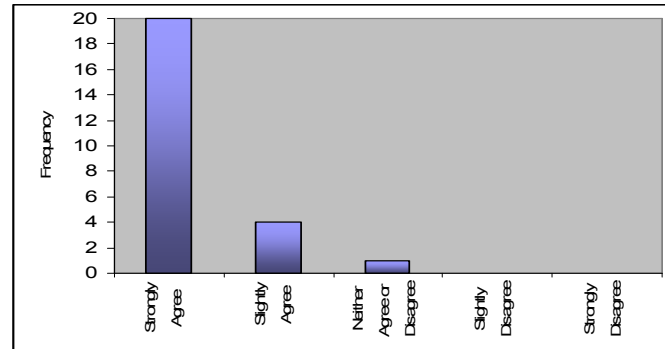
- a) That improvements are made to the collection and use of evidence gathered by Community Patrol to enhance the identification of, and enforcement against statutory noise nuisance **See 3.1.2; 3.1.3 and 3.1.4**
- b) A joint review between Environmental Health Services and Housing Services takes place to strengthen procedures for dealing with noise nuisance affecting council tenants. **See 1.1, 1.1.2, 1.2, 1.2.1, 1.2.2, 1.3, 1.3.1, 1.3.2, 4.1, 4.2 and 4.3**
- c) The collection of evidence from log-sheets, MATRON recordings and planned visits is reviewed together with the threshold of evidence for serving Abatement Notices, and any necessary changes made. **See 3.1, 3.1.1, 3.1.2, 3.1.3, 3.1.4 and 4.5**
- d) That potential incremental enhancements to late night coverage by Community Patrol in response to peaks in service demand, is explored with the Patrollers and Control Centre staff. **See 5.1**
- e) A more detailed review of arrangements for responding to noise nuisance is carried out by March 2008, to include benchmarking with comparator councils and a customer satisfaction survey. **See 4.1, 4.2, 4.3 and 4.4**
- f) As part of this review, to identify a series of further incremental enhancements, prioritised on a best value basis, for further consideration. **The subject of this Report.**

APPENDIX III

Noise Complaints – Customer Satisfaction Statistics October 2007 – June 2008

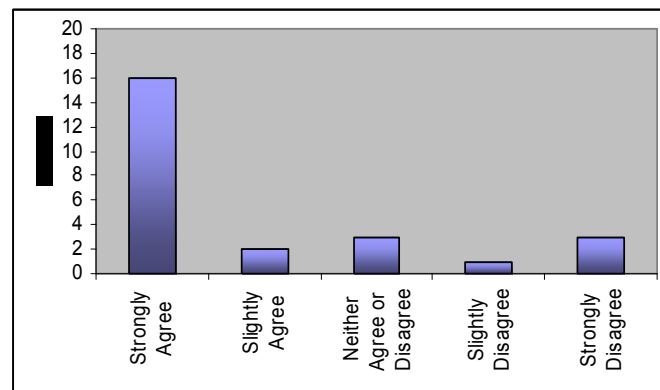
1. You were able to contact the service you required with ease

Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	4	16%
Neither Agree or Disagree	1	4%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



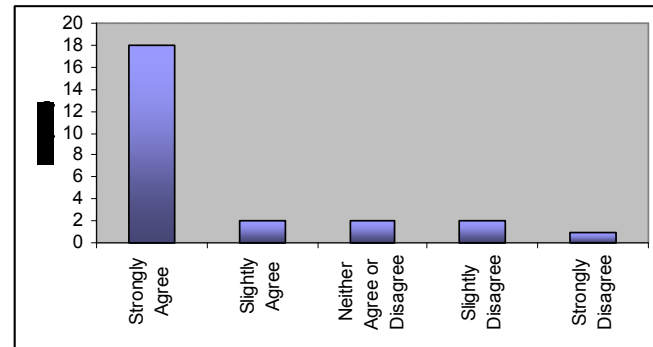
2. You were kept informed of the progress we were making with your problem or service

Response	Frequency	Percentage
Strongly Agree	16	64%
Slightly Agree	2	8%
Neither Agree or Disagree	3	12%
Slightly Disagree	1	4%
Strongly Disagree	3	12%
Total	25	100%



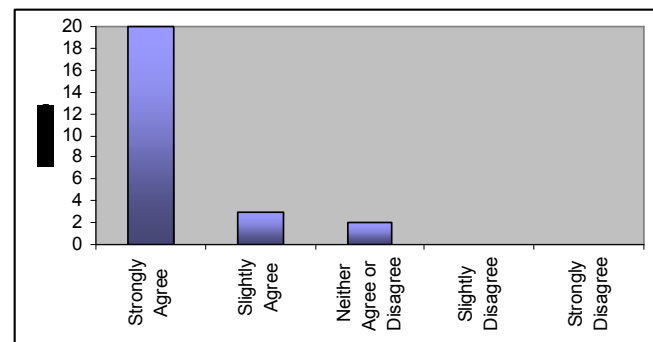
3. The quality of the information (both written and verbal) was clearly explained

Response	Frequency	Percentage
Strongly Agree	18	72%
Slightly Agree	2	8%
Neither Agree or Disagree	2	8%
Slightly Disagree	2	8%
Strongly Disagree	1	4%
Total	25	100%



4. Our staff showed professionalism and courtesy throughout

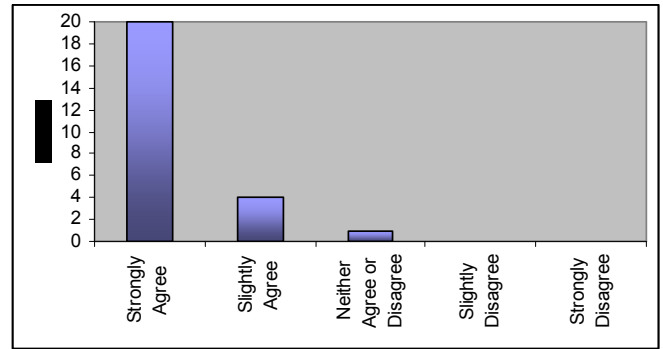
Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	3	12%
Neither Agree or Disagree	2	8%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



APPENDIX III

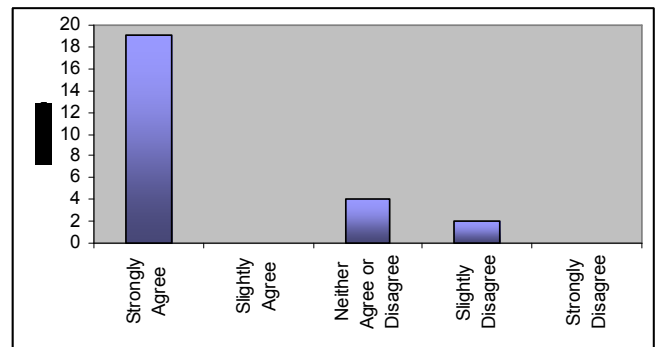
5. Our telephone manner was professional and courteous

Response	Frequency	Percentage
Strongly Agree	20	80%
Slightly Agree	4	16%
Neither Agree or Disagree	1	4%
Slightly Disagree	0	0%
Strongly Disagree	0	0%
Total	25	100%



6. We dealt with your problem or request for service in a timely manner

Response	Frequency	Percentage
Strongly Agree	19	76%
Slightly Agree	0	0%
Neither Agree or Disagree	4	16%
Slightly Disagree	2	8%
Strongly Disagree	0	0%
Total	25	100%



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EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

2008 REVIEW OF RECYCLING PLAN (2006-2011)

1. PURPOSE OF THE REPORT

- 1.1 This report updates Scrutiny Committee Community on progress with the Recycling Plan since its approval in 2006 and seeks ongoing support from Scrutiny for recycling initiatives.

2. BACKGROUND

- 2.1 Exeter City Council is the Waste Collection Authority (WCA) for Exeter and has responsibility to arrange and manage recycling and composting programmes for household waste collected in Exeter. The avoided disposal cost of material diverted from landfill by or through the recycling activities of the City Council is claimed from Devon County Council as the Waste Disposal Authority (WDA).
- 2.2 During 2007/8 just over £538,000 was claimed from the WDA for recycling of materials carried out directly by the City Council. This income was used to support the costs of recycling and waste activities.
- 2.3 As an authority rated 'excellent' for waste services by the Audit Commission, Exeter City Council is exempted from the requirement to provide a Recycling Plan. However in the interests of good quality service planning, a Recycling Plan is produced, reviewed and updated as appropriate.

3. WASTE ARISING AND RECYCLING RATE

Recycling/Composting Rates

- 3.1 Exeter City Council has a nationally set recycling/composting target of 30% and progress towards and past this target is as follows:

	2003/04	2004/5	2005/6	2006/7	2007/8
Exeter City Council recycling/composting rate	17.30%	20.74%	30.04%	33.86%	35.05%

- 3.2 Additionally the City Council supports the aspirations of the Municipal Waste Management Strategy for Devon that originally set a locally agreed recycling / composting target of 40% by 2010 which is the figure from the Governments Waste Strategy for England 2007. The Exeter Recycling Plan sets out how the City Council intends to reach this target, which excludes materials recycled from the Civic Amenity and Recycling Centre at Exton Road.
- 3.3 In March 2007 the Devon wide target within the Municipal Waste Management Strategy was revised by Devon County Council to 50% which meant that the contribution by local authorities would also need to increase to 41.5%. This change does not automatically require an amendment to the Exeter Recycling Plan as this target refers to Exeter as a whole and so includes materials passing through the

Civic Amenities and Recycling Centre at Exton Road, which would give a combined recycling rate of 45.79% for 2007/8

3.4 The present targets within the Exeter Recycling Plan are as follows:

	2006/07	2007/08	2008/09	2009/10	2010/11
Target	31%	33%	35%	37%	40%

Members will note that we have already exceeded our 2008/09 target.

3.5 The costs and benefits of increasing the targets within the Exeter Recycling Plan will be reviewed soon when work begins to update the Plan.

Waste Arisings

3.6 A critical issue for general waste management is to control the total amount of waste generated, irrespective of whether it is recycled or landfilled. Avoiding the initial production of waste is normally the most advantageous outcome for the environment.

3.7 The City Council has been particularly successful in keeping the total amount of waste collected fairly stable against a national background of increasing waste arisings as detailed in the following table.

Exeter City Council	2003/4	2004/5	2005/6	2006/7	2007/8
Total household waste collected (tonnes)	39888	38870	39066	39193	38922
Change on previous year	-2.74%	-2.55%	+0.5%	+0.33%	-0.69%

3.8 As the population has increased throughout this period this effectively means the waste produced per head of population has actually fallen. The figure for residual waste per head of population (assuming a population of 119600) was 250 kg (2007/8), comfortably below the proposed statutory target of 310 kg by 2010. While it is difficult to quantify the respective impacts of different factors, the side waste ban (instigated 2004), alternate week collections, ease of recycling and education/awareness campaigns are all likely to have made significant contributions.

3.9 The successful Green Shopping Campaign launched in 2007 in association with the Express and Echo, EDF Energy and Tidy Exeter Group made a significant contribution to this. The aim was to reduce the number of single use plastic bags used in Exeter by 25% during the year. To achieve this over 22,000 reusable jute shopping bags were given away to shoppers during the last 12 months, diverting an estimated 25 million bags from landfill, but also helping to raise the issue of waste minimisation amongst the public.

Landfill Allowance Trading Scheme (LATS)

3.10 The LATS scheme remains the key driver for municipal waste management in Devon for forthcoming years. LATS places limits on how much biodegradable municipal waste can be landfilled in Devon, setting diminishing amounts for each year until 2020. By 2020 only 35% of the amount of biodegradable waste landfilled in 1995 will be allowed, and for each tonne landfilled over this amount a fine of up to £150 per tonne will be levied. The LATS allowances and penalties are the responsibility of Devon County Council as they apply to Devon as a whole, though the responsibility will transfer to Exeter if it is granted unitary status.

- 3.10 The implementation of the LATS scheme is one of the reasons that the County Council is proposing a new Energy from Waste plant for Exeter, as material that has passed through such a plant will have its entire biodegradable component removed.

4. SCHEME UPDATES

Kerbside 'Recycle from Home' Scheme - Recycle for Exeter

- 4.1 The use of 'Recycle from Home' logo has been replaced (where practical) with 'Recycle for Exeter' using a well-recognised recycling logo that is used on all the national WRAP (Waste and Resources Action Programme) campaigns. All the properties in the City continue to be able to participate in the kerbside recycling scheme.

Information Stickers on recycling containers

- 4.2 There is an ongoing project to provide new information stickers on all household recycling containers throughout the city. This is needed as many of the older containers have no information at all, some have illegible information and some have incorrect information caused by changes to the list of materials accepted for recycling. Having well labelled recycling containers increases the chances of residents putting the correct materials in the container.

Garden Waste Collection Scheme

- 4.3 The garden waste collection scheme continues to be operated by two collection vehicles covering every participating household in the city once a fortnight. Materials are stockpiled at Water Lane, before being shredded and taken to local farms for composting and eventual use. Fees for the 2007/8 collection season remained the same at the 2006/7 level, but late joiners had a discounted rate of £10.00 from August 2007. This proved popular and over 400 joined the scheme for the last 6 months of the season. Over 5,000 households are now renting brown bins and the remainder have access to biodegradable sacks that can be purchased from local retailers. During 2007/8, 2200 tonnes of garden waste were collected and composted. The price of the collection service was raised to £25.00 for the 2008/9 season, to better reflect the cost of the service.
- 4.4 Around 500 tonnes of leaf fall (predominantly from street sweepings) and green waste from parks and open spaces continue to be composted at the Water Lane facility. Home composting is further encouraged by the sale of the subsidised composting bins, with over 1000 additional bins being sold by cleansing services and partners WRAP in 2007/8. Although putrescible waste removed via this route does not count towards our recycling figures this is the most sustainable way of dealing with this fraction of the waste. DEFRA is currently considering ways of measuring waste composted at home so that it can be brought into future recycling figures.

Bring Banks

- 4.5 The Council continues to operate an extensive network of 70 bring banks around the City which are very well used by the community. With the exception of book, textile and shoe banks (and small glass banks in difficult-to-access locations), all are serviced by the Council.
- 4.6 The two main materials collected via bring banks are paper and glass. The paper tonnage collected rose from 469.3 tonnes (2006/7) to 488.82 tonnes (2007/8); the paper in the kerbside fell slightly during this period. The glass tonnage collected increased from 2034.42 tonnes (2005/6/7) to 2184.66 tonnes (2007/8); glass not

being accepted in kerbside collections due to issues of cross-contamination and different handling requirements.

Schools Recycling Scheme

- 4.7 A free of charge recycling service continues to be offered to all schools within Exeter. In addition to the actual collection of materials, the Council also provides an educational support service to all participating schools and colleges, supported by education visits and targeted communications and use of the MRF training room. Working with the Council education officer three schools started Eco clubs and were supplied with sweat-shirts sponsored by Viridor Waste Recycling.

University of Exeter

- 4.8 The Council does not collect waste from the University and so the focus of the recycling work with the University is to providing recycling information to students when they move off campus and live in the city community. Each student house was sent information on recycling at the start of the academic year. During 2007/8 the Council was involved in the Exeter University Green Fair, promoting recycling to the students and also with the Greensociety. Mugs made from recycled plastic were sponsored by European Metal Recycling and given out at university events promoting recycling.

Third Party Recycling

- 4.9 Charities, community and voluntary groups continue to collect a significant amount of recyclable materials in the City every year (1075 tonnes 2007/8). The Council purchases such material directly from groups and also pays recycling credits to the groups to reflect the saving in disposal costs.
- 4.10 Other recyclable materials (glass, cardboard and paper) are purchased from other Councils and a small number of commercial waste management companies. These materials are stockpiled alongside other recycle and sold for reprocessing.

Enforcement/Education Officers

- 4.11 The Council currently employs three Enforcement/Education Officers who promote waste minimisation and recycling. Their main duties are to assist the public in their use of recycling schemes and to ensure that the green bin is being used in the correct manner and it is not being contaminated by non-recyclable material. This important role helps ensure that the quantity and quality of recycled waste is continually improved. During 2007/8 one of the officers has been leading the information stickering project, providing updated labels on recycling bins.
- 4.12 Fixed Penalty Notices - Under the Clean Neighbourhoods and Environment Act 2005 Councils were granted powers to issue Fixed Penalty Notices (FPN) for offences under the Environmental Protection Act 1990. This includes the s46 offence of not complying with the Council's requirement to separate household waste as directed by the Council, (e.g. contaminating recycling containers with non-recyclable waste) The FPN allows the offender to pay a fine in lieu of prosecution for the offence. If the offender does not pay, the council has the option to prosecute for the original offence.

The difficulties of obtaining a prosecution under s46 EPA were highlighted when ECC lost its case in *ECC v Challice* 2006. In the light of this we did not issue any FPNs in 2007/8 but this is under continual review and it is expected that they will be issued during 2008/9.

- 4.13 The Education and Enforcement Officers working procedures are regularly reviewed to ensure that their time is spent in the most efficient way, with continued close liaison with the collection crews, their supervisors, and other front line staff. The collection crews are the true 'front line' in setting the standard for clean recycling, as they have the opportunity to open the lid and look in the bin before emptying it. Contamination is then reported back to the Education and Enforcement Officers. The MRF staff also closely monitor the standard of material delivered by the crews so action can be taken when material arrives that is below standard.
- 4.14 Despite this there continues to be a problem with clinical waste and food-contaminated recyclable waste, much originating in the bottom of wheelie bins or from communal recycling systems. Ways to address this issue continue to be explored, but clearly education, enforcement and engineering (to make it easier for people to recycle) all have a vital part to play.
- 4.15 Education events - road shows, school fetes, compost giveaways, Real Nappy Campaign, play-days, and MRF tours all contribute to the continuing efforts to inform residents about recycling in Exeter.

MRF (Materials Reclamation Facility)

- 4.16 The MRF started operations in September 2001 and since then all remaining residential properties have been added to the kerbside recycling scheme. The facility was constructed at a cost of £1.7 million and has a current operating capacity of around 8,500 tonnes per year. Since the plant opened, recycling material tonnages have risen constantly. In March 2007 a TiTech optical sort was installed. This equipment is designed to mechanically remove plastics from the paper line. This ensures that the paper is sold on for reprocessing with minimal contamination and the plastics removed are also available for sale to reprocessors.

A review of the MRF operations is due later in 2008.

Waste Storage Provision in New Developments

- 4.17 The recycling team continue to comment on the provision for waste management in all new development in the city, from a house conversion into flats to large housing estates. Such is the high density of new developments that the ideal of sufficient accessible storage facilities for individual properties can seldom be achieved. This means many new developments have communal facilities not ideally placed, limiting the scope to link waste to individual households and hence address any issues over quality or quantity of recycling or waste.

Waste Analysis

- 4.18 Funding was secured from DEFRA to cover the costs of a waste analysis from Exeter properties, reported in 2005/06. This covered three seasons; the final summer season was completed in July 2007. The addition of this extra information did not change the key findings which were:

- 20% extra residual waste is collected from properties served by a weekly refuse collection.
- 80% of available paper is being captured for recycling, compared to 33% of plastic and 60% of cans.
- 19kg of glass is thrown away on average by each household each year.

This information is being used to help inform the Council's communications in response to the many media requests received.

5. RECYCLING TRADE WASTE SERVICE

This service was introduced in October 2007, initially collecting paper and card, with a view to expanding the range of materials collected in the future. A collection of plastic and metal cans was introduced in July 2008 following a survey of customer needs. A total of 131 tonnes was recycled in 2006/7, and diverted from landfill.

The introduction of a trade waste recycling service does not affect the recycling rate in Exeter as trade waste is classified as Municipal waste – not Domestic. However, it does mean that less of Exeter's Municipal waste is being sent to landfill as this recyclable material is now collected and sent for reprocessing via the Council's MRF.

6. MAIN CHALLENGES FOR 2008/9

Pending the review of the Recycling Plan the current priorities for recycling in the short-term are contained in Appendix I: Proposed Improvement Plan for Recycling Rates 2008/09.

6.1 The main challenges for 2008/9 are to:

- Reduce the levels of contamination in the recycling, with a continued focus on the reducing contamination by clinical waste - we will explore whether we should charge to collect grossly contaminated recycling;
- Further encourage waste minimisation to reduce the amount of waste being produced, especially food waste;
- Further improve household participation and increase the quantity of material that is recycled through collection schemes;
- Increase the quality of recyclate collected;
- Encourage greater participation in the garden waste collection scheme and the promotion of home composting to divert organic waste from landfill; with a special focus on diverting appropriate food waste into compost.

The focus of all these activities is to make the current system operate even more efficiently and effectively.

7. RECOMMENDED:

- 1) that Scrutiny Committee Community acknowledge the positive progress that the Council had made in implementing the Recycling Plan.
- 2) that Scrutiny Committee Community support the Recycling Plan and the accompanying action plan pending the review of the Recycling Plan.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

2006-11 Recycling Plan

S:LP/Committee/908SCC11
23.8.07

PROPOSED IMPROVEMENT PLAN FOR RECYCLING RATES 2008/9

	PRIORITY	ISSUE	HOW	WHEN	TARGET	COMMENTS
1	H	Increase tonnages collected via Recycle for Exeter kerbside collection Householders are currently presenting approximately 30% waste for recycling yet 60% can be recycled.	All 49,675 households on kerbside collection scheme. <ul style="list-style-type: none"> Education and promotion of the full range of acceptable recycling materials via communications campaign, organised visits to the MRF, Road shows and events Promote school visits by Education Officer Increase level of enforcement deployed by Education and Enforcement Officers Targeted marketing – use of ECC website Ensuring recycling receptacles are labelled 	March 2009 and on-going	Aim for 1% increase per year (equivalent to 400 tonnes)	As the recycling collection infrastructure is already in place, this represents one of the most cost-effective methods of increasing recycling. Also counts towards Gershon efficiency targets.
2	H	Reduce the amount of contamination in the recycling stream. Reduce the amount of 'bagged recycling' in the recycling containers. Clinical waste is ongoing problem and present a H&S issue to MRF workers	Promote the fact that 'bagged recycling' in the recycling containers is unacceptable Achieve this by a city wide multi media publicity campaign and follow up with targeted information to householders that do not comply. Consider the introduction of a charge to collect grossly contaminated recycling.	March 2009 March 2009		The crews are tasked with checking the bins (lifting the lid and looking for contamination) this is not possible when the recycling is in bags.
4	M	Improve quality of recycling material collected by manual solo street sweepers.	Solo street sweepers to separate cans, paper and plastic from other waste as part of normal work.	On-going		No additional funds required.
5	H	Waste minimisation. Growth in waste arisings	Combination of activities to promote recycling and waste minimisation, as	On-going	Zero increase in waste	Maintaining good relations with the

	PRIORITY	ISSUE	HOW	WHEN	TARGET	COMMENTS
6	L	Waste to Energy Plant	Planning permission granted by Devon County Council for a Energy from Waste incinerator.	Likely to be commissioned 2010	60,000 tonnes of waste incinerated pa, of which 27k will be ECC derived.	Will greatly assist in reducing waste to landfill and meeting LATS targets.
	Recycling Performance		<p>2008/09 Statutory target 30% Local target 35%</p> <p>2007/08 Performance Statutory target 30% Local target 33%</p> <p>Dry recycling 29.35% Composted <u>5.7%</u> Total <u>35.05%</u></p>	On-going	2008/09 35%	Performance is on target.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

DRAFT TREE AND WOODLAND STRATEGY

1. PURPOSE OF THE REPORT

- 1.1 To present to Members a draft Tree and Woodland Strategy for the City.

2. BACKGROUND

- 2.1 The Council has recently put in place a number of strategies that set the framework within which it manages its green environment. However it does not have in place a strategy for managing the City's trees and woodland.
- 2.2 The importance of trees to the environment, the City and its residents and visitors is considerable and work has been ongoing to survey the City's trees over the last few years. It was thought that a Tree and Woodland Strategy was the next logical and essential step in managing this valuable resource wisely.
- 2.3 A cross-directorate officer team has therefore been developing the strategy in consultation with a Member tree working party. This working party has met several times to consider various drafts of the strategy, receive feedback on the consultation on the strategy and guide the officer group.
- 2.4 The working party last met on 5 August 2008 to receive the draft Tree and Woodland Strategy and agree the action plan prior to reporting it to this committee.
- 2.5 The strategy has been made available to Members via the internet (<http://s-civ-wap01:9071/ieListDocuments.asp?Cid=127&Mid=1709>) however the action plan is attached to this report for Members to consider in detail.

3. CONSULTATION ON THE STRATEGY TO DATE

- 3.1 As stated above, officers from across the Council have been involved in the development of the strategy representing Parks and Open Spaces, Leisure and Planning.
- 3.2 However given the strong feelings that tree management engenders the Tree and Woodland Strategy has also been the subject of wider consultation. This included;
- a wavelength survey;
 - a questionnaire; and
 - a focus group of 'corporate' stakeholders including representatives from Exeter Wild City – Devon Wildlife Trust, University of Exeter, Devon County Council and the Environment Agency.
- 3.3 The responses from the consultation have been instrumental in forming the strategy and are included as appendices to the strategy.

4. NEXT STEPS

- 4.1 Following consideration by Committee the draft Tree and Woodland Strategy will be consulted on again. The Strategy will be placed on the website and appropriately publicised.
- 4.2 It is intended that following this further consultation the final version of the Tree and Woodland Strategy will be brought back to this committee later in the year prior to adoption by the Council.

5. RECOMMENDED

- 1) that Members accept the Draft Tree and Woodland Strategy and the action plan prior to further consultation.

HEAD OF CONTRACTS AND DIRECT SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC3
19.8.08

TREE STRATEGY - APPENDIX 1 ACTION PLAN

ACTION PLAN 2009-14

The Action Plan is based around the key aims. Issues arise from consultation, surveying, inspections, peer group interaction. Wider consultation of the first draft will expand the action plan.

Aim A: To enhance the city's natural environment

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
<p>Trees, woodlands and hedgerows influence an area far wider than the land on which they stand. Failure to identify key sites and safeguard or enhance them would have a significant detrimental impact</p>	<p>Agree in general terms frameworks eg woodlands and green corridors, mainly as a planning issue/process. Working groups will consist of LAs/EA/Highways Agency/Forestry Commission/Woodlands Trust etc.</p>	<p>Develop a woodland and green corridor plan in association with adjacent LAs and other landowners Produce a long term structure plan for the retention and enhancement of trees, woodlands and hedgerows in and around the city</p>	<p>POS, Countryside, Planning</p>	<p>Sep 2009</p>	<p>1,6</p>
<p>There is a need to increase the area of urban woodlands, and links to green corridors. Sites need to be identified to inform the Local Development Framework and plan accordingly</p>	<p>Identify key locations of woodland sites for planning and woodland management purposes</p>	<p>Expanding the total area of urban woodland</p>	<p>POS, Countryside, Planning</p>	<p>Sep 2010</p>	<p>1,6</p>

TREE STRATEGY - APPENDIX 1 ACTION PLAN

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
Creating suitable conditions to encourage wildlife in the city	Increasing the biodiversity of the tree stock in liaison with wildlife interest bodies	Richer mix of flora and fauna with a more sustainable critical mass. Better partnership links	POS, Countryside, Planning	Ongoing	1,2,3,4,5,6
Planning and funding of future tree planting on a macro and micro scale	Using the information from other projects, identify a master planting plan for trees across the city, and outside the city boundaries	Enable a better-structured means of long term tree provision	POS, Countryside, Planning, Stakeholders	Sep 2010	1
Unplanned approach to tree planting has resulted in poor species mix and age ranges	Commit to a sustained long term programme of tree planting	Planting at least 200 trees of 1.8 m height or greater each year on public owned land Planting 500 small trees each year in new or established woodland areas	POS, Countryside,	Commence Sep 2009	1,2,5,6
Unsuitable regimes and protection of mature and veteran trees	Survey and identify the location of veteran trees and ancient woodlands to comply with (PPG9) Nature Conservation	Actively manage the Council's stock of veteran trees, and identify important trees in private ownership	POS,	Sep 2009	1,2,3,4
Ancillary activities can greatly improve understanding and acceptance of tree issues	Co-ordinate and promote activities such as bird and bat box construction,	Education of younger children of the importance of trees,	POS, Countryside, Stakeholders	Ongoing	1,3,

TREE STRATEGY - APPENDIX 1 ACTION PLAN

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
Trees have a large impact on ameliorating the effects of climate change.	childrens play and tree climbing activities Seek opportunities for funding streams for legacy planting, sustainability, carbon footprint benefits	and the effects of anti social behaviour eg vandalism Improved funding to accelerate planting programmes	POS, Countryside, Planning	Ongoing	1,6

TREE STRATEGY - APPENDIX 1 ACTION PLAN

B: To achieve a better coordinated approach to the management of trees, woodlands and hedgerows

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
Disjointed approaches to management	Seek out common ground in management styles to provide uniformity, assist in improving standards, and form tighter networking by the production of a protocol agreed that supports the tree strategy	Overall improvement in management and understanding of requirements	POS, CS, PS Stakeholders	Sep 2010	1,2,6
Access to woodlands as part of a walking or cycling route is restricted for a range of reasons. Due to different approaches to public access and tree management, better understanding of what is possible can open up new opportunities.	Increase the numbers and areas of private and public woodlands giving good quality access to the public, by improving education, marketing and promotion	Increased public involvement and interest, biodiversity and habitats, partnership funding opportunities, vital green corridor links	POS, CS, PS Stakeholders	Sep 2011	1, 2, 3,5,6
Insufficient levels of involvement by Operational managers in Planning Guidance for new developments	Improve liaison and involvement particularly at pre-application stages of proposals.	Retention of important existing or potential tree zones, and	POS CS PS	Sep 2009	1,2,4,6

TREE STRATEGY - APPENDIX 1 ACTION PLAN

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
TPO s are an important tool to control and influence tree owners.	Clarify currency of existing TPOs to ensure effectiveness and relevance	Improved management	PS	Sep 2010	1,3,4,6
Partnership benefits – including sponsorship	Investigate additional and non-traditional funding sources	Increased and accelerated planting programmes, greater publicity and stakeholder involvement	POS, CS, Stakeholders	Ongoing	1,6

TREE STRATEGY - APPENDIX 1 ACTION PLAN

C: To improve the overall standard of tree care and create a healthier, safer tree population

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
Limited data is available on the numbers, condition and location of trees on council land	Complete condition survey of all trees in the Council's care Use of asset management database Ability to manage data and hold historical information	Definitive information available to allow a comprehensive management regime.	POS CS	Sep 2009	2,3,4,6
Identification of the condition and importance of specific habitats, veteran trees, biodiversity gaps	Produce site specific woodland management plans, with an emphasis on biodiversity values	Improved management to meet NERC objectives	POS CS PS Stakeholders	Sep 2010	1,2,3,4,6
Management of existing tree stock – improvement methodology, common working practices between partners	Set and publish standards of management for common use by partners	People will be aware of the standards they can expect	POS CS Stakeholders	Sep 2009	2,3,4
Strategic approach to tree care. Many tasks are programmable. Many requests are received for minor work to trees that is not a priority.	Set a 3 yearly rolling programme of work on a ward by ward basis.	Improved cost effectiveness.	POS	Sep 2009	2,3,4

D: To inform and involve local people

TREE STRATEGY - APPENDIX 1 ACTION PLAN

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
<p>Many people are unaware of the legal obligations of tree owners, the rights they or others have or do not have in relation to tree problems. This generates misconceptions and confusion.</p>	<p>Use of interactive web pages, standard letters and leaflets that will be user friendly.</p>	<p>Provide basic information on standards, rights, obligations in an easily understood and accessible manner</p>	<p>POS, PS, Legal</p>	<p>Sep 2010</p>	<p>1,3,4</p>
<p>Many people express an interest in being more directly and practically involved in tree issues. Very simple measures can have a big impact. Severe damage can be prevented by someone re-tying a tree-tie then informing the owner.</p>	<p>Establish a Voluntary Tree Warden scheme to allow individuals and communities a direct involvement in areas of tree management.</p>	<p>Community based interest in trees fostered and supported</p>	<p>POS</p>	<p>Sep 2009</p>	<p>2,3,4</p>
<p>Links to other national initiatives such as Tree Planting Week, Events and Promotion</p>	<p>Community based activities to coincide with National Tree Week Community workdays or other involvement events and activities Guided themed walks or talks</p>	<p>Community based interest in trees fostered and supported</p>	<p>POS CS Stakeholders</p>	<p>Ongoing</p>	<p>2,3,4</p>

TREE STRATEGY - APPENDIX 1 ACTION PLAN

E: To increase the number of street trees in line with the Exeter Vision

Issue	Proposal	Outcome	Lead Officers	Target Date	Objective Ref
Public demand for more street trees not being met	Identify and fund street tree planting schemes over a five year period	Improved environment	POS, Stakeholders	2010 - 2015	1,2,3,4,5,
Difficulty and restrictions in establishing street trees	Plan tree stations ahead of road construction, or as part of road improvements	Improved opportunity for planting to succeed	PS, Stakeholders	Ongoing	1,2,4,5,
Limited life span of street trees	Recognise that street trees will require regular attention and replacement before they reach the end of their natural life span	Planned Short-term management	PS, POS, Stakeholders	Ongoing	1,2,3,4,5,
Reactive approach to street tree maintenance	Implement a three year programme of work to trees	More cost effective management	POS, Stakeholders	2009	1,2,3,4,5,

EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 2 SEPTEMBER 2008

HOMELESS DECISIONS AFFECTING VULNERABLE PEOPLE

1 PURPOSE OF REPORT

- 1.1 To detail the housing options and advice provided to vulnerable homeless applicants to whom the Council have no duty under Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002.

2 BACKGROUND

- 2.1 Following discussion at the previous scrutiny meeting concerning the Homelessness Strategy, it was requested that a report be submitted outlining the process for assisting clients who receive a negative decision; predominantly those receiving a decision that they are considered intentionally homeless.
- 2.2 Prior to this request a new performance indicator designed to highlight positive outcomes for negative decision, was included in this financial year's basket of indicators. This figure will be reported on at the end of this quarter and considered at the housing performance review meeting. The target set is that 75% of all applicants receiving a negative decision are still then assisted to secure a solution to their housing need. As this is not something other authorities report on it is difficult to set a target but anecdotal information would suggest other authorities in Devon would be around 50% for such a target.

3. ASSISTANCE FOLLOWING A NEGATIVE DECISION

- 3.1 Following a formal homeless application the client will always receive written confirmation of the outcome of the application and the reasons for our decision. In the case of a negative decision, the letter contains a number of standard paragraphs to guide the client and includes details of a provisional housing options appointment where the client will be given specialist advice on finding suitable housing. The standard paragraphs are as follows:

"The Council will give you appropriate advice and assistance in any attempts you make to secure your own accommodation. In anticipation that you wish to take up this option I have provisionally made a housing options appointment for you for XXXX <date and time>

If you have not already done so you may apply to be registered on the Council's Housing Register, which is a waiting list of those in housing need who are seeking permanent housing. An application form is obtainable from the Civic Centre, Paris Street, Exeter if you require this.

You may also be entitled to Housing Benefit from the council to help you pay for a private rent if you are on a low income or are unemployed. Please contact the Revenues department at the Civic Centre if you require advice and assistance in this way.

If you have any new information, which you feel the Council should be made aware of and which may affect the above homeless decision, please contact your caseworker in the Housing Advice Team as a matter of urgency.

*Under s.202 of the Housing Act 1996 you have the right to request a review of this decision. Your request must be made in writing and must be submitted **within 21 days of receiving this letter**. You do not need to give reasons for requesting a review but it will help if you are able to state why you think the decision is wrong. Once we receive your request we will write to you and give you an opportunity to supply any additional information or documents you think will support your review request and ask whether you want to make any representations in person.*

If you do request a review and are unhappy with the outcome you may have the right to appeal to the County Court.

You may wish to seek independent advice from a Citizens Advice Bureau, Shelter or a Solicitor.

If you do not understand anything in this letter please ask your homeless caseworker to explain it to you. "

- 3.2 This section of the letter was drawn up in consultation with Shelter.
- 3.3 If a vulnerable client does require temporary accommodation during the review process then it will be provided dependent on their previous history in temporary accommodation. A risk assessment will be undertaken to ensure the temporary accommodation offered is suitable for the client.
- 3.4 Where the client chooses to attend the housing options interview the following issues will be discussed:
- Accessing the private rented sector – through Smartmove (the council funded service managed by Exeter Homeless Action Group (EHAG). The deposit is guaranteed to the landlord and the rent in advance required is covered by the scheme. Ongoing support is then provided by EHAG.
 - Assessing the amount of Housing Benefit entitlement the applicant may receive. This may help to increase the options available to them.
 - A referral to supported accommodation, (this will often have been done at the point of initial contact but can be chased up at this stage).
 - Use of HomeChoice to encourage bidding on a wide range of properties to maximise opportunity to move into permanent accommodation.
- 3.5 If the client does wish to challenge the decision we will signpost them to appropriate advice agencies, including EHAG, the CAB and local solicitors.

4 RECOMMENDED

That Members note the procedures that have been put into place.

HEAD OF HOUSING SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 2 SEPTEMBER 2008

HOUSING STRATEGY 2007– 2012

1. PURPOSE OF THE REPORT

- 1.1 To update Members on progress in meeting the targets set out in the revised Housing Strategy 2007–2012.

2. BACKGROUND

- 2.1 The Housing Strategy 2007 – 12 was approved by the Executive in September 2007 following a thorough review of the previous Housing Strategy; including extensive public and stakeholder consultation and an Equalities Impact Assessment. It has been agreed as “fit for purpose” by the Government Office South West” (GOSW).
- 2.2 The Strategy sets out the actions the Council will take in order to ensure that everyone in the city has the opportunity to live in a suitable home that they can afford. It is organised around the key themes of the Mission Statement: **everyone, home and opportunity.**

Key areas of the Strategy include:

- ensuring that private sector housing in the City is of a decent standard;
 - managing and improving the Council’s housing stock;
 - providing housing advice and preventing homelessness;
 - maintaining a register of housing need;
 - overseeing the allocation of affordable housing in the city;
 - making efficient use of all housing stock;
 - enabling the development of new affordable housing, and
 - bringing empty property back into use
- 2.3 The Housing Strategy was informed by the results of the Exeter and Torbay Housing Market Assessment. This examined housing markets across the sub-region and illustrated the problems of affordability and undersupply of both market and affordable housing throughout the area. The Housing Strategy highlights the need for co-ordinated joint action by both housing and planning authorities to tackle these problems. Discussions are underway as part of the emerging Local Development Framework.
- 2.4 Since the approval of the Strategy, the recent downturn in the housing market is having an impact on the housing challenges and how they are tackled. Whilst improved affordability of the owner occupied stock may be a long term benefit of the downturn, in the short-term, prices remain unaffordable for many, whilst access to mortgage finance has become increasingly restricted, particularly for low cost home ownership products and those households without deposits.
- 2.5 The slow-down in new house building may also impact negatively on the delivery of affordable housing through S106 contributions on private developments. Around 70% of the affordable housing that was thought to be deliverable during 2008-11

comes from Planning Agreements. A new section has therefore been added to the Action Plan (row 27) in order to respond to current market conditions. This highlights ways in which additional affordable lettings can be created and how to take advantage of any opportunities for additional affordable housing development in the current market.

3. PROGRESS AGAINST TARGETS

- 3.1 The Housing Strategy includes two Action Plans; one setting out actions with specific target dates for completion, while the other outlines those more general actions that should be ongoing. Appendix I attached to this report summarises these and the progress made.

4. RECOMMENDED

- 1) That the Scrutiny Committee Community notes the progress being made towards achieving targets set out in the Housing Strategy 2007–2012 Action Plan.
- 2) That Scrutiny Committee notes the effects of the market downturn on delivery of aspects of the Housing Strategy and supports the additional actions set out in the Action Plan to respond to these conditions.

HEAD OF HOUSING SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC13
19.8.08

HOUSING STRATEGY ACTION PLAN PROGRESS

APPENDIX I

Owner Key

SHM	Strategic Housing Manager	HEM	Housing Enabling Manager	HOH	Head Of Housing
HNM	Housing Needs Manager	PEHD	Principal Environmental Health Officer	JOT	Joint Funded Occupational Therapist
HEO	Housing Enabling Officer	SPM	Special Projects & Tenants Liaison Manager	PPM	Performance & Projects Manager
HPS	Head of Planning Services	HSS	Housing Support Services	TSM	Tenant Services Manager
RTSM	Repairs & Technical Services Manager	EHPM	Empty Homes Partnership Manager		
DAHC	Devon Affordable Housing Co-ordinator				

				Theme 1 - Everyone				
Action – Housing Unit Equalities Action Plan				Target	Priority	Owner	Resources	Progress against plan
Page 1 10a	Develop our Housing Equalities and Diversity Action Plan and the Housing Equalities and Diversity Implementation Group to properly reflect our strategic housing role.			October 08	High	PPM	Staff time	New group established and starting work towards development of Housing Equality and Diversity strategy.
	2	Action – Supported Housing actions			Target	Priority	Owner	Resources
2.b	Develop a framework for Supported Housing delivery for Exeter through the Devon Local Area Agreement			March 08	High	SHM	Staff time	Work on the Devon LAA ongoing with considerable input from Strategic Housing Services through Devon Strategic Housing Group
3	Action- Housing for people with learning disabilities			Target	Priority	Owner	Resources	Progress against plan
3.a	Work with Devon Learning Disability Team and Supporting People to identify need and types of accommodation/support required.			March 2009	Medium	SHM	Staff time	Some people have been assessed by JOT and are being allocated to homes in the pipeline

4	Action- Housing for people with mental health problems	Target	Priority	Owner	Resources	Progress against plan
4.a	Work in partnership to increase the availability of appropriate housing and support services for people with mental health problems living in the community.	March 2009	Medium	SHM	Staff time	Some people have been assessed by JOT and are being allocated to new homes in the pipeline
	Ensure the Homelessness Strategy addresses the needs of homeless people with mental health problems.	August 2008	High	HNM	Staff time	COMPLETE New Homelessness Strategy published
5	Action- Accessibility	Target	Priority	Owner	Resources	Progress against plan
5.a	Implement policy of all new affordable housing to be built to Lifetime Homes Standards where practicable/viable.	March 08	High	HEM	Staff time/capital resources	COMPLETE Implemented
5.b	Evaluate the role of the Occupational Therapist within Housing Services and negotiate further funding from 2009.	March 2009	Medium	HOH	Revenue funding	COMPLETE Funding agreed until 2009
5.c	Increase to £15,000 grant available to owner-occupiers requiring adaptations who move to more suitable accommodation.	October 2007	Low	PEHO	Capital funding	COMPLETE
5.d	Develop robust monitoring of demand for and provision of accessible housing in the city.	Oct 2008	Medium	JOT	Staff time	Ongoing
5.e	Seek adoption of a suitable Development Plan Document on Accessible Housing within the Local Development Framework.	March 2008	High	SHM	Staff time	Discussions with Planning ongoing.
6	Action- Housing for people with sensory disabilities	Target	Priority	Owner	Resources	Progress against plan
6.a	Research need for accommodation for people with sensory disabilities and work with housing associations to meet identified need.	March 2009	Medium	EHM	Staff time	Ongoing
7	Action- Older persons housing	Target	Priority	Owner	Resources	Progress against plan
7a	Undertake a modernisation programme of suitable sheltered housing schemes to ensure they comply with Supporting People standards and provide long-term accessible housing to older people.	March 2012	Low	RTSM	Capital funding agreed	Programme commenced
7b	To develop a comprehensive, cross-tenure Older Persons Housing Strategy in partnership with other agencies and through consultation with older people.	March 2009	Medium	HSM	Staff time	Work with Devon Supporting People is ongoing.

7c	To continue to review the Council's sheltered housing and support services for older people in accordance with the emerging Supporting People Older Persons' Strategy.	March 2009	Medium	HOH	Staff time	Sheltered Housing Review group established
7e	To work in partnership to develop Extra Care and other innovative models of housing/care provision.	April 2010	Medium	HOH	Staff time/capital funding	Discussions underway with DCC
7d	To consult with black and minority ethnic communities regarding older persons housing needs.	March 2009	Medium	HEO	Staff time and consultation costs	Contacts with BME groups developed
8	Action-gypsies and travellers	Target	Priority	Owner	Resources	Progress against plan
8a	Identify sites in Core Strategy.	March 2008	High	HPS	Staff time	Ongoing- Member group established
8b	Consult with community regarding preferred models of site provision/management.	March 2010	Low	HPS	Staff time	Will be done when sites identified
8c	Work with registered social landlords to secure provision.	March 2011	Low	HEM	Staff time	Devon G&T Coordinator being appointed to help
	Action- Black and minority ethnic communities	Target	Priority	Owner	Resources	Progress against plan
	Review homelessness/housing advice services in light of findings of the Inclusive Housing Project	June 2009	Low	HNM	Staff time	Project completes in 2009
	Develop meaningful and ongoing consultation with Exeter's black and minority ethnic groups on housing issues.	October 08	Medium	HEO	Staff time/revenue funding	Some consultation undertaken as part of Housing Strategy review, further consultation planned
10	Action- Faith	Target	Priority	Owner	Resources	Progress against plan
10a	Research implications of Islamic teaching on loans/interest and possible effect on housing opportunities.	October 08	Medium	HEO	Staff time	Ongoing
	Action- Children and young people	Target	Priority	Owner	Resources	Progress against plan
10b	To explore and develop opportunities for further consultation and information sharing with young people on housing issues.	March 2009	Low	HNM	Staff time	Link with the annual Young Person's Consultation Day
	Action- Gender	Target	Priority	Owner	Resources	Progress against plan
10c	To widen housing performance monitoring to include gender.	March 2008	Medium	PPM	Staff time	Included in CORE, Housing Advice figures and Tenant Census

10d	To require monitoring by gender of take up of low cost home ownership.	March 2008	Medium	HEO	Staff time	COMPLETE - now have access to Home2own data system
11	Action – Housing issues for gay, lesbian and transsexual people					
11a	Consider housing issues relating to sexuality through the Housing Equalities and Diversity Implementation Group and develop appropriate policies.	October 08	Medium	PPM	Staff time	To be done
12	Action- Student Accommodation	Target	Priority	Owner	Resources	Progress against plan
12a	Consult on and adopt Supplementary Planning Guidance seeking to limit further student developments in certain areas.	March 2008	High	HOPS	Staff time	SPG on Permissions for conversions to student accommodation agreed, established an agreement with University on new sites.
12b	Investigate setting up an accreditation scheme for student accommodation.	October 2008	Medium	PEHD	Staff time	In development and will be launched December 08
	Action- Customer and tenant involvement	Target	Priority	Owner	Resources	Progress against plan
13a	In partnership with local registered social landlords explore and develop methods of consultation/involvement that can reach all social housing tenants.	October 2008	Low	HOH	Staff time	To be done
13b	Develop resident consultation/satisfaction mechanisms to gain feedback on residents' experiences of affordable housing developed through S106 agreements on private developments.	March 2009	Medium	HEM	Staff time	To be done
				Theme 2 - Home		
14	Action- Improving quality of private sector housing in Exeter	Target	Priority	Owner	Resources	Progress against plan
14a	Implement a programme to educate and inform property owners on the benefits of proper maintenance and energy conservation.	March 2009	Medium	PEHO	Staff time	To be done
14b	Assess feasibility of the use of an accreditation scheme or selective licensing for rented properties alongside mandatory HMO licensing.	October 2008	Low	PEHO	Staff time	To be done

14c	Extend the existing landlord insulation grant scheme (PLEA) to include non-priority groups, including students (further 3,000 homes).	December 2008	Medium	PEHO		To be done
14d	Organise training for landlords regarding energy efficiency and fuel poverty issues and promote grants.	December 2008	Medium	PEHO		To be done
15	Action- Achieving excellence in management of council homes	Target	Priority	Owner	Resources	Progress against plan
15a	Use the recommendations from the mock inspection of the housing service to identify areas for improvement and develop robust, SMART service improvement plans for implementation	March 2008	High	HOH	Staff time/ revenue funding	COMPLETE Mock inspection completed and action plan agreed.
15b	Undertake a full tenants' census and use the data to ensure a tailored and inclusive service.	March 2008	High	PPM	Staff time/ revenue funding	COMPLETE Work underway to use data collected
15c	Research feasibility of the use of incentive schemes to improve rent arrears, anti-social behaviour and tenancy management.	October 2008	Medium	HOH	Staff time/ revenue implications	Planned for 2009
15d	Submit management and performance information to Housemark and commence in-depth benchmarking of services.	March 08	Medium	PPM	Staff time	Underway – to be completed by October 2008
15e	Review and amend existing procedure manuals and undertake refresher training where necessary.	March 2009	Low	HSS TSM RTSM SPM PPM	Staff time	New procedures being developed starting with Tenancy Services.
16	Action- Ensuring high management standards in all affordable housing	Target	Priority	Owner	Resources	Progress against plan
16a	Develop exemplar policies and appropriate legal frameworks to secure housing management standards in privately managed affordable housing.	June 2008	Low	HEM	Staff time	Some policies developed for specific scheme but now no longer necessary as scheme likely to be managed by ECC in future

	Action- Council-owned land	Target	Priority	Owner	Resources	Progress against plan
16b	Deliver 75 new homes on Council land by March 2009. All homes to be built to at least Code for Sustainable Homes level 3 with inclusion of further sustainable measures if possible.	October 2009	High	HEM	Capital resources and staff time	Expect first starts on site in the Autumn. Partnership with RSL now in place. Resident consultation on sustainable housing measures undertaken. Technical review ongoing.
	Action- Downsizing	Target	Priority	Owner	Resources	Progress against plan
16c	Develop downsizing incentives scheme for other registered social landlords in the city.	March 2009	Medium	HEO	Staff time/capital funding	Being developed will be launched by October 08.
16d	In partnership with other agencies explore possibilities for downsizing support in the private sector.	March 2009	Medium	PEHO	Staff time	To be done
	Action – Empty Homes	Target	Priority	Owner	Resources	Progress against plan
17	Develop a separate Empty Homes Strategy	October 2008	High	HEM EHMP	Staff time	Draft completed
	Action- Sustainability	Target	Priority	Owner	Resources	Progress against plan
17a	Implement policy that all new affordable housing to meet at least level 3 of the Code for Sustainable Homes wherever possible.	March 08	High	HEM	Staff time/ capital resources	Implemented through Housing Strategy and in negotiations with developers
17b	Complete and promote current eco-homes exemplar project and identify and take forward further such projects.	October 2009	Medium	HEM	Staff time/ capital resources	Site and partner RSL identified, design agreed. Planning application to be submitted by autumn 08
17c	Implement policy that all new affordable housing to be designed according to Secured By Design principles	March 08	High	HEM	Staff time	Implemented through Housing Strategy and negotiations with

						developers
17d	Assist Planning department to develop a sustainability checklist and guidance to encourage sustainable construction methods and materials to be adopted in new developments and refurbishments.	Sept 2008		HEM/ HPS	Staff time	COMPLETE
17e	Review relevant policies for the management of Council homes, development of new housing and private sector renewal to ensure compliance with the Biodiversity Duty. Develop new policies where necessary to ensure biodiversity is protected.	March 2010	Low	HOH PEHO	Staff time	To be done
18	Action- Housing types and tenures	Target	Priority	Owner	Resources	Progress against plan
18a	Explore options and allocate funding to create a supply of 'intermediate' rented housing.	March 2009	Medium	HEM	Staff time/ capital resources	Scheme going ahead for 10 units in partnership with RSL, further schemes planned
19	Action- Energy Efficiency	Target	Priority	Owner	Resources	Progress against plan
19a	All new dwellings to achieve a minimum SAP rating of 75*	March 2010	High	HEM	Staff time/ capital resources	Achieved
19b	Continue to improve the energy efficiency of Council houses in the city by: <ul style="list-style-type: none"> Installing loft and cavity wall insulation into remaining houses not already benefiting; Installing a further 200 gas combination condensing boilers (SEDBUK 'A' rated) Investigating the viability of a trial to install solar water heating into properties receiving renovation grants 	December 2010	High	RTSM	Staff time/ capital resources	Programme Underway
						Theme 3- Opportunity
20	Action- Homelessness	Target	Priority	Owner	Resources	Progress against plan
20a	Revise and update the Homelessness Strategy	August 2008	High	HNM	Staff time	New Homelessness Strategy published.
20b	Reduce homelessness acceptances by 25% by 2010 and 50% by 2015 through improved housing advice and homelessness prevention services.	March 2010/2015	Medium	HNM	Staff time/ revenue & capital resources	On target
20c	Consult with service users regarding accessibility and quality existing of homeless services in the city.	October 2008	High	HNM	Staff time	Completed and fed into Homelessness Strategy
20d	Ensure no young person aged 16 or 17yrs or care leaver up to the age of 21yrs is	March	High	HNM	Staff time	On Target

	accommodated in B&B by 2010.	2010				
20e	Reduce the use of temporary accommodation by 50% by 2010	March 2010	High	HNM	Staff time/ revenue & capital resources	On target at end of last quarter
20f	Assist in reducing youth homelessness by 50% by April 2008	April 2008	High	HNM	Staff time/ revenue resources	Completed – youth homelessness reduced by 80% since 2005
21	Action- Preventing rough sleeping and repeat homelessness	Target	Priority	Owner	Resources	Progress against plan
21a	Revise the Resettlement Strategy as part of the Homelessness Strategy review; ensuring numbers found on rough sleeper counts remain below 9.	August 2008	High	HNM	Staff time	Completed as part of Homelessness Strategy
21b	Review the current partnership agreement between ECC Health/Social Services/Drugs Action Team and secure future funding for the Street Homeless Outreach Team	March 2008	High	HNM	Staff time/ revenue resources	Project team currently working on this. CLG funding secured for 3 years
Page 17 c	Work with Supporting People team and other partners to review unmet housing and support needs for the client group and develop a Move-on strategy.	March 2009	Medium	HNM	Staff time/ revenue resources	Some progress with sectorial review of homelessness services now partially completed
d	Ensure that existing accommodation projects accommodating rough sleepers are reconfigured to meet the changing needs of the client group. Ensure additional funding is secured where a need for additional resources is identified.	March 2010	Low	HNM	Staff time/ revenue resources	To be done
21e	Develop partnership protocols for information sharing with key partners agencies (mental health, probation, drug agencies)	March 2009	Low	HNM	Staff time	Ongoing through Homelessness Collaboration project
22	Action- Housing advice/homelessness prevention	Target	Priority	Owner	Resources	Progress against plan
22a	Complete review of the housing advice service against the Audit Commissions Key lines of enquiry (KLOE 8) and agree an improvement plan.	October 2008	Medium	HNM	Staff time	Review completed – service improvement plan to be produced by Oct 08
22b	Develop customer feedback mechanisms including mystery shopping	October 2008	Medium	HNM	Staff time/ revenue	Part of service improvement plan
22c	Benchmark housing advice service against peer-group to ensure value for money.	Oct 2008	Medium	HNM	Staff time	To be done
22d	Review and update housing advice information leaflets.	March 2008	High	HNM	Staff time	COMPLETE

23	Action- Temporary accommodation and direct lettings	Target	Priority	Owner	Resources	Progress against plan
23a	End use of bed and breakfast for 16 and 17year olds and care leavers up to 21yrs by 2010.	March 2010	High	HNM	Staff time/ revenue	In progress
23b	Improve methods of customer feedback from clients in temporary accommodation.	October 2008	Medium	HNM	Staff time	In progress – client user groups established
23c	Improve the standard of advice and information provided to tenants in temporary accommodation with the aim of developing a tenant's handbook.	October 2008	Low	HNM	Staff time/ revenue resources	To be completed as part of Temporary Accommodation service improvement plan
23d	Ensure that the stock of temporary accommodation meets clients needs whilst also reducing the stock of temporary accommodation by 50% by March 2010	March 2010	High	HNM	Staff time	On target
23e	Ensure temporary serviced accommodation meets level B of Supporting People Quality Assessment by 2009.	March 2009	High	HNM	Staff time	In progress
23f	Increase the number of properties available through Extralet to 50 by 31 March 2008.	March 2008	High	HEM	Staff time/ revenue resources	51 properties now available
23g	Complete a business plan for the Extralet service by Dec 2007 to secure the long-term future of the Management Agency.	December 2007	High	HEM/ HNM	Staff time	Completed – being submitted to Scrutiny September 08
24	Action- Allocations	Target	Priority	Owner	Resources	Progress against plan
24a	Implement recommendations arising from the mock inspection of the Exeter Home Choice service.	October 2008	Medium	HNM	Staff time	Underway as part of service improvement plan
24b	Carry out focus groups with successful applicants and applicants on the waiting list to obtain feedback on the standard of service and implement recommendations.	October 2008	High	HNM	Staff time	Feedback mechanism established
24c	Improve information to applicants of alternative housing options in the city through staff training and improved literature.	October 2008	Medium	HNM	Staff time	Completed – website updated and staff training carried out
24d	Deliver outreach surgeries at other statutory and voluntary agencies to provide accessible advice to applicants on the Home Choice service and evaluate effectiveness.	October 2008		HNM	Staff time	Outreach surgeries being held
25	Action- Developing more affordable housing	Target	Priority	Owner	Resources	Progress against plan
25a	Develop and implement Supplementary Planning Document on Affordable Housing.	March 2008	High	HEM	Staff time	Joint work with Planning Department ongoing but delayed by LDF work
25b	Implement policy of 35% affordable housing on sites of 15 homes or more with 70% of affordable homes social rented housing and 30% affordable intermediate housing.	March 2008	High	HEM	Staff time	Included in Housing Strategy – to be

						implemented when Core Strategy submitted.
25c	Implement policy of financial contribution in the form of commuted sums on developments of between 3 and 14 dwellings.	March 2008	High	HEM	Staff time	To be implemented when Core Strategy submitted.
25d	Develop tools to assess scheme viability.	March 2008	High	HEM	Staff time	Viability study completed
25e	Develop model to allocate available public subsidy between Section 106 and Non-S106 sites taking account of targets, developer contributions, site availability and yields	March 2008	High	SHM	Staff time	Underway

Theme 4- Sub-regional issues

26	Action- Sub-regional Strategy	Target	Priority	Owner	Resources	Progress against plan
26a	Identify mechanisms and funding to take forward the sub-regional Strategic Land Availability and Viability studies and develop sub-regional delivery targets and monitoring systems.	October 2008	High	ETHMA Steering Group	Staff time	Methodology agreed and SLA study underway. Work ongoing to develop joint work at sub-regional level.
26b	Submit a bid on behalf of partner authorities for a sub-regional choice-based lettings system.	October 2007	High	HOH	Staff time/ revenue funding	Bid submitted and has been successful, officer now appointed

27

Additional Actions – Creating additional lettings of Affordable Housing

Action

27a	Acquire completed homes that private developers cannot sell and create intermediate rent and social rent	October 2009	High	HEM	Staff time, capital funding	Researching sites
27b	Bring forward affordable housing on S106 sites where developer has market units 'on hold'	March 2010	High	HEM	Staff time, capital funding	Negotiations underway with developers
27c	Identify sites under 14 units that have planning consent for private development and find ways of bringing forward for affordable housing	March 2010	High	HEM	Staff time, capital funding	Research underway and discussions with RSL

						commenced
27d	Set up Devon-wide Community Land Trusts scheme	March 2010	Medium	DAHC	Staff time	Devon-wide mechanism being progressed
27e	Support development of STEPs housing project in partnership with Exeter Community Initiatives	March 2009	Medium	HEO	Staff time, capital funding	£5k funding committed, business plan done, SLA being prepared,
27f	Convert hard-to-let sheltered housing to permanent or temporary affordable housing for non-elderly	March 2010	High	HOHS/ HEM	Staff time, capital funding	Investigation underway
27g	Encourage tenants to use space rooms for lodgers	October 2008	Medium	EHM	Staff time	Leaflet being drafted to go on Council website
27h	Convert shared ownership units that are difficult to sell in the current market to rented units and explore feasibility of Rent-to-buy	October 2009	High	HEM	Staff time, capital funding	Being raised in developer negotiations
27i	As prices in second-hand market decline purchase second-hand street properties to convert to affordable housing.	October 2010	Medium	HEM	Staff time, capital funding	Budget allocated
27j	Making better use of all stock through Conversions and Extensions	October 2010	High	EHM RTSM	Staff time, capital funding	3 Council done, others in pipeline with RSLs
27k	Encouraging Mutual Exchanges	Sept 2008	High	HNM	Staff time	New Scheme underway
27l	Encouraging Private Landlords to take people off the Housing Register (LetStart)	July 2008	High	HMN	Staff time	7 moves achieved

EXETER CITY COUNCIL

SCRUTINY COMMITTEE - COMMUNITY 2 SEPTEMBER 2008

COMMUNITY SERVICES STEWARDSHIP TO 30 JUNE 2008

1. PURPOSE OF REPORT

- 1.1 This report advises Members of any major differences by management unit to the revised budget.

2. STEWARDSHIP TO 30 JUNE 2008

- 2.1 The current forecast suggests that net expenditure for this committee will decrease from the revised budget by a total of £152,780 which represents a variation of 0.9% from the revised budget.

- 2.3 The main variations by management unit are detailed below:

	£
2007-2008 REVISED ESTIMATE	16,957,340
81A1 ENVIRONMENTAL PROTECTION	(3,220)
A vacancy in the litter enforcement team has resulted in a net saving.	
81A2 CLEANSING SERVICES	(177,500)
A Local Public Service Agreement in respect of Street Cleansing will result in the receipt of a Performance Reward Grant.	
Savings are anticipated on staffing costs in the Street Cleansing and Refuse Collection services.	
<ul style="list-style-type: none">Action Point – the 2009/10 estimates will reflect the reduced staffing costs in these services.	
81A3 LICENSING, FOOD, HEALTH & SAFETY	(33,000)
Savings have arisen in respect of vacant posts in the unit. Additional income has been generated from the Licensing activities.	
<ul style="list-style-type: none">Action Point – the 2009/10 estimates will reflect the reduced staffing costs in this service.	

81A4	TECHNICAL AND AGENDA 21	3,000
	Net income from an external contract is expected to be less than the estimated level.	
81A5	WATERWAYS & COUNTRYSIDE	95,400
	Agency staff costs have been incurred due to the need to cover long-term sickness.	
	Further costs are expected to arise due to the ongoing work towards the new harbour authority; these additional costs will be funded from general reserves as approved by Executive in June 2003.	
	The cost of utilities is expected to exceed the estimate.	
	Staff costs in Countryside Services will exceed the estimate due to the extension of a post within the section; savings on a post within the Community Outreach service (81B5) will cover the additional costs.	
81A6	GROUNDS MAINTENANCE	32,600
	Grass cutting costs are expected to exceed the estimate due to weather conditions.	
	There has been a restructure affecting this service and Cemeteries & Crematorium (81B2), which will result in additional costs in this unit and a corresponding saving in 81B2.	
	The post of Temporary Arboricultural Assistant has been vacant resulting in reduced staffing costs in the tree management service; it is estimated that this will reduce the transfer required from the tree management earmarked reserve from the amount included in the original budget by £7,000.	
81A7	MUSEUMS SERVICE	(11,470)
	The estimate for staff will not be fully spent due to vacancies; in addition there will be a saving on pension costs.	
	Utility costs at the Royal Albert Memorial Museum (Royal Albert Memorial Museum) are expected to exceed the estimate.	
	National Non-Domestic Rates (NNDR) in respect of the Royal Albert Memorial Museum and the new museum store are expected to be less than estimated.	
	There has been a reduction in income from a non-operational property.	
81A8	CONTRACTED SPORTS FACILITIES	2,500
	Additional costs have arisen in respect of NNDR.	

81A9	OTHER SPORTS FACILITIES	0
	No material variance is expected to arise.	
81B2	CEMETERIES & CREMATORIUM	(32,620)
	There has been a restructure affecting this service and Grounds Maintenance (81A6), which will result in a saving in this unit and corresponding additional costs in 81A6.	
81B3	PROPERTIES	(9,240)
	Additional net income is expected to arise in this service.	
81B5	COMMUNITY OUTREACH	(25,840)
	A saving is expected on staffing costs due to a vacant post; part of this saving will be used to cover additional staff costs in the Countryside Service (81A5).	
81B6	RECYCLING	(59,520)
	A saving has arisen on staffing costs due to vacant posts. Income from the sale of recycled materials is expected to exceed the estimates. Additional income will arise from a Local Area Agreement.	
81B9	ADMINISTRATION SERVICE	0
	No material variance is expected to arise.	
81C1	HOME AID	(2,030)
	Additional income from grant work is expected to arise.	
81C2	ADVISORY SERVICES	73,400
	Expenditure on repairing private sector leased properties when they are handed back is expected to exceed the estimate.	
	A saving is expected on salary costs due to vacant posts; these savings will be partially offset by expenditure on agency staff.	
	The use of bed and breakfast accommodation to meet homelessness demand is expected to result in expenditure exceeding the original estimate. An additional contracted property will mean the serviced temporary accommodation estimate will be exceeded; this additional property is expected to reduce the use of bed and breakfast accommodation in the long term.	
81C3	HOUSING PARTNERSHIP	1,810
	No material variance is expected to arise.	

81C4 PRIVATE SECTOR HOUSING (7,050)

Savings have arisen in respect of staffing and administrative costs. Additional income is expected to arise.

81C6 CONTRACTS AND DIRECT SERVICES 0

The costs of this unit are fully recharged to its clients, and there is therefore no direct impact on this committee.

2008-2009 EXPECTED FINAL OUTTURN **16,804,560**

EXPECTED TRANSFERS TO / FROM RESERVES **(83,090)**

EXPECTED TOTAL NET EXPENDITURE **16,721,470**

3. RECOMMENDED

That Scrutiny Committee Community note this report.

DIRECTOR OF COMMUNITY
AND ENVIRONMENT

HEAD OF TREASURY SERVICES

COMMUNITY AND ENVIRONMENT DIRECTORATE CORPORATE SERVICES DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report

None

S:LP/Committee/908SCC16
19.8.08

**SCRUTINY COMMITTEE - COMMUNITY
STEWARDSHIP
01 APRIL 2008 TO 30 JUNE 2008**

ANNUAL BUDGET	SUPPLEMENTARY BUDGET	REVISED BUDGET	CODE	CURRENT OUTTURN FORECAST	FORECAST VARIANCE
1,313,000	0	1,313,000	81A1 ENVIRONMENTAL PROTECTION	1,309,780	(3,220)
3,705,600	25,680	3,731,280	81A2 CLEANSING SERVICES	3,553,780	(177,500)
529,970	0	529,970	81A3 LICENSING, FOOD, HEALTH & SAFETY	496,970	(33,000)
294,450	0	294,450	81A4 TECHNICAL & AGENDA 21	297,450	3,000
770,050	21,000	791,050	81A5 WATERWAYS & COUNTRYSIDE	886,450	95,400
1,898,440	26,220	1,924,660	81A6 GROUND MAINTENANCE	1,957,260	32,600
1,526,150	60,700	1,586,850	81A7 MUSEUMS SERVICE	1,575,380	(11,470)
1,228,320	1,500	1,229,820	81A8 CONTRACTED SPORTS FACILITIES	1,232,320	2,500
103,750	1,500	105,250	81A9 OTHER SPORTS FACILITIES	105,250	0
348,770	124,300	473,070	81B2 CEMETERIES & CREMATORIUM	440,450	(32,620)
55,020	1,750	56,770	81B3 PROPERTIES	47,530	(9,240)
474,840	0	474,840	81B5 COMMUNITY OUTREACH	449,000	(25,840)
652,460	0	652,460	81B6 RECYCLING	592,940	(59,520)
0	3,000	3,000	81B9 ADMINISTRATION SERVICE	3,000	0
35,490	0	35,490	81C1 HOME AID	33,460	(2,030)
848,610	0	848,610	81C2 ADVISORY SERVICES	922,010	73,400
2,051,260	0	2,051,260	81C3 HOUSING ENABLING	2,053,070	1,810
767,770	13,900	781,670	81C4 PRIVATE SECTOR HOUSING	774,620	(7,050)
73,840	0	73,840	81C5 SUNDRY LANDS MAINTENANCE	73,840	0
0	0	0	81C6 CONTRACT & BUILDING SERVICES	0	0
0	0	0	81C7 DIRECTOR COMMUNITY & ENVIRONMENT	0	0
<u>16,677,790</u>	<u>279,550</u>	<u>16,957,340</u>	NET EXPENDITURE	<u>16,804,560</u>	<u>(152,780)</u>

TRANSFERS TO / (FROM) EARMARKED RESERVES - 81A6 (75,090)
81A3 (8,000)

OUTTURN AFTER ADJUSTING FOR MOVEMENTS ON RESERVES 16,721,470

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EXETER CITY COUNCIL
SCRUTINY COMMITTEE - COMMUNITY
2 SEPTEMBER 2008

HOUSING REVENUE ACCOUNT
STEWARDSHIP TO JUNE 2008

1. PURPOSE OF REPORT

- 1.1 To advise Members of any major differences by management unit to the outturn forecast for the first three months of the financial year up to 30 June 2008.

2. STEWARDSHIP TO 30 JUNE 2008

- 2.1 During this period the total of the variances indicate that there will be a net surplus of £127,010, of which £27,010 will be transferred to the working balance at 31 March 2009 and £100,000 will be used to increase the Revenue Contributions to Capital works. It is estimated that the working balance will increase to £2,875,601.

The main variations by management unit are detailed below: £

2008-2009 ESTIMATED TRANSFER TO THE WORKING BALANCE **0**

5A1 MANAGEMENT

There are saving on salaries due to various vacant posts between April and June, the Housing Manager post was vacant until 1 July 2008. This has been partly offset by agency staff costs. (75,140)

The expected increase in utility costs has been reflected in the figures, and costs in respect of tenants removal and legal expenses are expected to exceed the budget.

Transport costs are also expected to exceed the budget due to essential user lump sum now being assigned to various posts. There is a reduction in the costs that can be offset against the capital receipts pooling as a result of the reduction in Right To Buy sales.

There is additional Supporting People Grant income in respect of sheltered accommodation back dated to April 2003; this is due to previous changes of tenancies.

5A4 REPAIRS FUND CONTRIBUTION **100,000**

The additional income from the Supporting People Grant and the increase in rents receivable, as a result of the continued reduction in Right to Buy sales, has enabled an increase in the Revenue Contributions to Capital works associated with achieving the Decent Homes Standard and required fire risk works on sheltered accommodation.

5A6 CAPITAL CHARGES

Additional costs have been incurred in respect of the redemption of a finance lease 7.130

5A8 RENTS

A reduction in the number of Right To Buy sales has resulted in an increase in the rent collectable. (61,000)

5B2 INTEREST

It is estimated that there will be a reduction in the mortgage interest as a result of additional early redemptions in respect of mortgage debt. 2,000

2008-2009 FIRST QUARTER FORECAST INCREASE IN WORKING BALANCE (£27,010)

3. ACTION PLAN

3.1 The budgets, for recoverable staffing costs in respect of Right To Buy administration will be further reduced to reflect the estimated reduction in RTB sales in 2009/10.

4. RECOMMENDED

That Scrutiny Committee – Community note this report.

DIRECTOR CORPORATE SERVICES

DIRECTOR COMMUNITY AND ENVIRONMENT

CORPORATE SERVICES DIRECTORATE COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

None

S:LP/Committee/908SCC17
19.8.08

SCRUTINY COMMITTEE - HOUSING REVENUE ACCOUNT STEWARDSHIP

APRIL 08 TO JUNE 08

Code	Approved Annual Budget	Current Outturn Forecast	Movement
	£	£	£
5A1	Management	2,819,760	(75,140)
5A3	Sundry Lands Maintenance	279,160	0
5A4	Repairs Fund Contribution	7,835,840	100,000
5A6	Capital Charges	16,510	7,130
5A8	Rents	(14,905,670)	(61,000)
5B1	Government Subsidy	4,425,560	0
5B2	Interest	(446,300)	2,000
5B4	Variance in Working Balance	0	27,010
	Net Expenditure	0	0
	Working Balance	2,848,591	2,875,601

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EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 2 SEPTEMBER 2008

PROGRESS UPDATE - ENVIRONMENTAL & CLIMATE CHANGE STRATEGIES

1. PURPOSE OF THE REPORT

- 1.1 This report outlines the progress that has been made by the Council in terms of implementing the action plans of both the Environmental and Climate Change Strategies.

2. BACKGROUND

- 2.1 The Environmental Strategy (2007-2012) was adopted by the Council in June 2007 at Scrutiny Committee Community. The Strategy sets out how the Council intends to tackle the key environmental challenges facing Exeter and explores how to reduce the city's impact on the global environment. The Strategy also draws together and evaluates the effects of the Council's own policies and practices on the environment, with the aim of reducing environmental damage.
- 2.2 The Climate Change Strategy was adopted by the Council in January 2008. The Strategy sets out key proposals for how the Council, working with others, can take the lead in reducing greenhouse gas emissions within Exeter by 30% by 2020 (from 1990 levels). The Strategy covers five policy areas ('themes') for action: energy, transport, waste, community leadership and adapting to the effects of climate change.

3. PROGRESS MADE

- 3.1 Examples of progress that have been made by the Council in relation to both strategies during 2007/08 are outlined in Appendix I to this report.

4. INDICATORS

- 4.1 Since 1996, the Council has monitored a set of sustainability indicators to measure progress made in terms of meeting the Council's Local Agenda 21 objectives. Upon the adoption of the Environmental Strategy for Exeter this list of indicators was expanded to include further environmental indicators. A number of Corporate Environmental Performance Indicators are also monitored on an annual basis to assess the Council's environmental management performance. A summary of the progress made in this respect is the subject of a separate report to this committee.
- 4.2 A summary of the results for the environmental and sustainability indicators is provided in Appendix II. As can be seen, improvements have been made in a number of areas, including the recycling of domestic waste, energy efficiency of housing, standard of street cleanliness and the number of complaints received for dog fouling. The indicators also enable us to identify where further work may be needed in the future, such as addressing the increase in nitrogen dioxide levels observed in some parts of the city.

5 RECOMMENDED

- (1) that the examples of progress made to date be noted;
- (2) that the Council reaffirms its commitment to manage and continually improve its own sustainability performance;
- (3) that the Council continues to work in partnership with other organisations within the city and with the community to tackle climate change and improve quality of life in the city;
- (4) that progress continues to reported to this committee on an annual basis.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report:

Environmental Strategy
Climate Change Strategy

S:LP/Committee/908SCC9
19.8.08

ENVIRONMENTAL STRATEGY AND CLIMATE CHANGE STRATEGY

PROGRESS MADE

2007/2008

1. Climate Change

Action within the Council

- The Council took part in the Carbon Trust's Local Authority Carbon Management Programme between May 2007 and March 2008. Support was provided to help calculate and analyse our carbon footprint and explore opportunities to reduce emissions from Council buildings, vehicles and waste production. A Carbon Management Strategy and Implementation Plan has been produced, which identifies key actions for the Council to take to reduce carbon dioxide emissions by 20% by 2013.
- To reinforce the Council's commitment to resource management, targets to reduce waste, carbon dioxide emissions and water consumption at the Civic Centre have continued to be monitored. The results are the subject of a separate report to this committee.
- Over 30 staff have been trained to be Environmental Champions and have undertaken baseline audits of energy use and waste production at the majority of Council sites. The champions will spearhead a number of campaigns during the year to reduce energy consumption, reuse waste where possible and recycle what is left. This should have a significant impact on carbon emissions across all Council sites.

Action within the Community

- Following the adoption of the Climate Change Strategy in January 2008, work is progressing on implementing the action plan. Five climate change projects have been awarded funding through Exeter's Climate Change Parking Levy, including insulation grants for low-income households, a smart-meter project for local schools, a retailers energy efficiency scheme and aerial heat and renewable energy surveys of the city. Work is also progressing on the idea of developing a local carbon offset scheme for Exeter, which would encourage local people and organisations to make voluntary donations to fund energy efficiency, renewable energy schemes, and sustainable transport projects within the Exeter area.
- Meanwhile, the New Growth Point Board set up to oversee developments east of Exeter has now received a report from consultants setting out options for low and zero carbon solutions at key development sites. The clear conclusion from this work is that site-wide energy solutions are often more cost effective than individual home solutions in relation to the larger sites outside the City. However, delivering and financing the necessary infrastructure to deliver site-wide solutions is logistically difficult. The New Growth Point Board are continuing to discuss the implications of, and next steps for this work.
- A Committee Paper is expected to be taken to Scrutiny and Executive in September setting out proposals for further analytical work by Exeter University to be conducted in partnership with EDF Energy (who have indicated their willingness to offer financial support for this work). This further analytical work will explore

options for renewable energy - possibly delivered on a district level - for those areas of Exwick that are not on the gas network and instead, rely heavily on inefficient electric heating. This study will also consider options for shared energy supply in the key industrial estates, undertaking, in the first instance, detailed mapping of energy use in these areas (and liaising with consultants employed to work on the County Council 'waste-to-energy' plant proposals at Marsh Barton).

2. Energy/Water Consumption

Action within the Council

- A reduction in the Council's carbon emissions has been the main theme through 2007/2008. To achieve this an energy saving transformer has been installed at the Civic centre, which should reduce emissions due to electricity consumption by up to 10%. Automated meter reading has been installed at nine of the higher electricity usage sites. This provides half hourly profile data, which allows electricity consumption to be analysed and identify where savings can be made. Advanced Demand Side Metering, ADSM, have been contracted in to survey water usage across all Council sites and install appropriate water saving equipment.
- On the renewable energy front two projects have been undertaken by the Council. In August 2007 three wind turbines were mounted on the roof of the Civic Centre as a study into the feasibility of using wind generation in the urban environment. In December 2007 the oil boiler at Belle Isle Nursery was replaced with an energy cabin using a wood pellet boiler as the primary heat source. A solar thermal array on the side of the cabin supplements the pellet boiler resulting in zero carbon emissions for heating the greenhouses. Learning from the experience gained at Belle Isle, a feasibility study to replace the oil boilers at the Corn Exchange with a wood pellet boiler is currently underway.

Action within the Community

- The Council has continued to promote energy efficiency grants for home-owners. As well as running the on-going Warm-up Exeter Scheme, which subsidises the cost of insulation for low-income households who are just above benefit levels, a new scheme aimed at landlords has been developed. Private Landlord Energy Action [PLEA] grants are available to landlords to install insulation measures and to provide replacement boilers or full gas central heating systems.
- During 2007/08 a total of 926 households benefited from Warm-up Exeter Grants, which resulted in 1,113 energy efficiency measures (loft or cavity wall insulation) being installed. During the same period 140 privately rented dwellings benefited from the provision of insulation measures, together with either the installation of central heating or the replacement of old, inefficient boilers, through the PLEA Grants. During 2008 Warm-up plus grants, providing free, rather than subsidised, insulation to low income households who are not on benefits are to be introduced. These grants are being funded through the Council's car park levy and will be limited.
- The Council, in partnership with the other 9 local authorities in Devon, has identified 10 Devon Warm Zones in which the full range of energy efficiency grants will be actively promoted by community organisations. The organisations involved will benefit by receiving payment for each insulation measure that has been installed as a direct result of their work. Promotional activity in the Warm Zones will begin in 2008 and aims to install insulation to 15,000 households throughout Devon in the next 3 years

- A further 71 cavity wall and 381 loft insulation measures were undertaken in Council owned dwellings in 2007/08. This means that 88% of Council homes have now been fitted with loft insulation, 98% with cavity wall insulation and virtually all external doors have been replaced. The Council is on track to meet its target of all homes having loft and cavity wall insulation (where feasible) by April 2011. In addition, gas condensing boilers with a SEDBUK 'A' rating have been installed into a further 50 Council homes to replace old, inefficient gas/electric systems and a further 50 properties will benefit in 2008/09. A programme of external rendering and upgraded cavity insulation to 16 British Iron and Steel houses (BISF) took place in 2007/08 and a further 16 will benefit in 2008/09. A new contract for the external rendering and insulation of blocks of flats is being prepared for 2008/09. The average SAP (energy efficiency) rating of Council houses in the city is now up to 69.3 (2007/08), compared to 47 in 2002.
- A pilot solar water heating system has been installed into five Council homes in Leypark Road. The systems will be monitored on a monthly basis to determine the level of savings that the tenants can expect. A small budget of £25,000 has been established to install more solar water heating systems and tenants are being sought to extend the pilot.

3. Waste/Recycling

Action within the Council

- Waste levels have continued to fall at the Civic Centre, resulting in a 59% reduction in May 2008 compared to April 1998 levels. The introduction of a new recycling system at the Civic Centre and accompanying awareness campaign is being explored to make it easier for staff to recycle more of their waste, which could reduce waste levels still further. Through the Environmental Champions scheme (See section 2) the recycling facilities at other sites is also being investigated.

Action within the Community

- The Council achieved a recycling/composting rate of 35% in 2007/08 and is on target to achieve this again in 2008/09 – fulfilling the target of 35% for this year. The Council's garden waste composting scheme continues to expand and 2,219 tonnes of waste was collected in 2007/08. Activities continued to promote home composting, which resulted in the sale of over 1,000 composters.
- A programme of improvements to the MRF processing systems was completed during 2007/8. The installation of the Titech Autosort has improved the quality of the paper sent for recycling by removing 95% of the plastics from the paper line before sorting by hand in the paper cabin.
- The key driver for change over the next few years will be the European Landfill Directive, which requires that the amount of biodegradable municipal waste sent to landfill sites needs to be progressively reduced; to 75% of 1995 levels by 2010, 50% by 2013 and 35% by 2020. These targets apply to Devon as a whole and projections suggest that without additional treatment facilities, meeting targets will become an increasing problem from around 2010. Waste Disposal Authorities (in this case Devon County Council) can meet their targets either by investing in new collection and processing systems, buying unused landfill allowance permits from other authorities, or paying fines of up to £150 per tonne of material landfilled outside their allowances. The net effect of this new system will be to focus attention on the removal of biodegradable material from the municipal waste stream to reach these progressively more challenging targets. The proposal by DCC to build an Energy from Waste plant at Marsh Barton means that the remaining biodegradable fraction of the waste stream (food waste) would be diverted from landfill fulfilling the targets and prevent the imposition of fines.

- All schools in Exeter schools are now participating in the school recycling scheme, which provides schools with large bins for mixed recyclables and smaller boxes for collecting the materials in classrooms and offices. In addition, many schools and groups have continued to benefit from educational talks and workshops on waste and recycling issues with Council officers either visiting the schools, or using hosted visits to the multimedia suite in the MRF visitors' room. During 2007/8 the recycling team hosted over 100 events, including visits to the MRF, talks to community groups, fun days, School fetes, compost giveaways and events promoting re-usable bags.
- Since June 2007 the Council has been working in partnership with the Express and Echo, EDF energy and the Tidy Exeter Group to reduce the number of plastic shopping bags by 25% during 2007/8. The aim is to save over 8 million plastic bags by promoting reusable jute bags. Over 15,000 of these bags, of varying design, have been given out (or sold for Charity) throughout 2007/8.
- In October 2007, Cleansing Services introduced a new trade waste recycling service for local businesses. Following a survey to existing customers, the scheme was initially set up as a trial, providing collections of bagged paper and bailed cardboard. The take up of this service and the quantity of material collected has been exceptional and as a result the service became permanent at the beginning of May 2008. In July 2008, the service was expanded to include mixed plastics and cans and a radio advertising campaign is being undertaken to create further interest.

4. Sustainable Purchasing

- Work has continued to integrate sustainability issues into the Council's procurement activities. The introduction of a sustainability based evaluation matrix together with the use of a whole life costing approach has meant that all purchasing decisions will be grounded in sustainability, reflecting the true cost to the Council, its residents and the environment. The existing Procurement Strategy is to be redrafted as the Sustainable Procurement and Commissioning Strategy to demonstrate the Council's commitment to promote and improve the economic, social and environmental well being of the city and surrounding area. The continued use of an electronic procurement system provides environmental benefits in terms of moving towards a paperless process and encourages local contractors to work with the Council.
- The Council has recently introduced the Exeter Green Accord, a sustainability accreditation scheme to evidence the commitment of companies that supply to the Council or buy from the Council. There are three ascending levels of accreditation that can be achieved, with the lowest level needing to be met for companies to be able to work for the Council. To encourage continuous improvement the Council has, by partnering with Government sponsored enterprises, arranged free training sessions in order to help companies climb up the accreditation ladder. The Green Accord has already been nationally recognised through achieving the top Government Opportunities (GO) Sustainability Award in June 2008 and has been recognised by Constructing Excellence South West as example of procurement excellence. At the present time, the scheme applies to building companies and their allied trades and consultants. Future plans are to extend the scheme across all Council suppliers and ultimately to engage with other public and private sector employers to widen the use of the accreditation mark.

5. Sustainable Transport

Action within the Council

- The Green Travel Plan was introduced in July 2006 with the aim of promoting and encouraging more sustainable ways for staff to travel to work and, once at work, for

going about their business travel. Staff have enthusiastically taken up the challenge, saving themselves money, improving their health and helping the environment in the process:

- 54 staff have purchased discounted annual bus tickets
 - 36 staff are now getting a discount on park and ride
 - 38 staff are getting a discount on rail travel to work
 - 70 staff have purchased bicycles under the 'cyclescheme'
 - 21 staff regularly use the pool bikes
- The Council's two pool cars are frequently used and staff have access to two cars from the Exe Car Club, which are parked in Southernhay. The Green Travel Plan also includes a workplace parking charge for staff who bring their cars to work. The money raised from this charge is used to help finance the discounts available to staff.
 - A number of activities have been undertaken through the 'Be Active For Life Project' to promote cycling within the Council. 14 pool bikes are available for staff, 'Dr Bike' Clinics have been arranged and cycle training is available. In addition, new cycle storage facilities have been provided at Oakwood House and the Ark and plans are in progress to improve cycle storage provision at the Civic Centre.
 - Since June 2008, three of the Council's refuse vehicles have been running on 100% bio-fuel, which is produced locally from recycled vegetable oil and has a significantly lower carbon footprint than conventional diesel. Monitoring of these vehicles is currently being undertaken with a view to increasing the number of vehicles running on bio-fuel if successful. The fleet also contains three Citroen Berlingo electric vans and a petrol/electric hybrid car for Planning Officers to use on site visits. In addition, new fleet management software has been installed, which will enable the mileage and fuel consumption of Council vehicles to be monitored.

Action within the Community

- Members were updated on Park and Ride developments in Exeter at the March 2008 meeting of the Economy Scrutiny Committee. In short, key developments include the creation of a Park and Ride Strategy which includes an investigation, led by the County Council, into the feasibility of a new park and ride facility close to the A377 Alphington Spur and A30 junction. Given its position in a sensitive location, a major consideration for this site will be the need to develop measures to reduce its environmental impact. Improvements have also been made to toilet and baby changing facilities at Matford and at Honiton Road.
- Other examples of progress on sustainable transport initiatives include:
 - further pathway enhancements to the green circle route and the production of an updated leaflet pack
 - further progress on developing an 'Exwick walking loop', with completion of the path from Exwick Lane to St Peter's Mount;
 - the publication of a new Exeter Walking Map and the completion of a shared use pathway from Willow Way to Pinhoe Road.
 - continued support to the Cycle Demonstration Town Project (combining infrastructure works and 'soft' measures to increase the take-up of cycling) led by Devon County Council. The Project has recorded a 25% increase in cycle trips across Exeter between 2005 and 2007.
 - partnering Sustrans (the sustainable transport organisation) and Devon County Council in development work linked to the new TravelSmart individualised travel marketing project for Exeter and Exminster (launched in April 2008)

- As part of National Bike Week 2007, Cycle Sunday, an event incorporating two family bike rides and workshops was organised in conjunction with Sustrans and Devon County Council.

6. Street Cleanliness

- Since the comprehensive review of the cleaning of streets and public spaces in the city in 2005 the new street sweeping regimes have settled down well and there has been a noticeable reduction in the number of complaints about litter and detritus. This is reflected in the results for BVPI 199 (see Appendix) and the Local Public Service Agreements survey results. One of the newest additions to this service is a "Red Coat Tour" cleaner who sweeps and litter picks points of interest on these routes. Extra resources have also been applied to the leaf fall season, again with positive results.
- To improve street cleanliness in the city, litter and dog patrols have continued and refuse that is put out too early for collection continues to be targeted. These activities resulted in 559 litter and 97 dog control order tickets being issued to offenders in 2007/08. There were 133 litter, 2 fly-tipping, 1 dog fouling and 2 dog off lead prosecutions for failing to pay the fixed penalty ticket. New Dog Control Orders were introduced in February 2007, which brought our existing orders in line with the Clean Neighbourhoods and Environment Act 2005 and introduced dog controls on the Cathedral Green in line with the new legislation.

7. Air, Land and Water Quality

- In April 2007 the five existing Air Quality Management Areas (AQMAs) were replaced by a single AQMA covering all the main routes into the city. During 2007/08 officers worked with Devon County Council Transport Officers to draft an Air Quality Action Plan to tackle the pollution from road vehicles within this area. The AQAP is due to be submitted to DEFRA in August 2008.
- As part of the implementation of the Contaminated Land Strategy, sites within the city with a current or historical industrial use have been identified and recorded on GIS. A database of these sites has also been compiled and the sites prioritised for further investigation. Assessments are being undertaken on the "higher risk" sites and many sites are being dealt with through the planning process. Action in this area of work is being monitored via two new BVPIs.

8. Countryside and Wildlife

- A new Countryside Ranger Post (2 year temporary contract) is proving invaluable in helping the Council to deliver its biodiversity obligations. This includes provision of biodiversity advice for planning applications, production of action plans for the Council's Biodiversity Action Plan and a popular programme of countryside events aimed at families and young children.
- Several projects have been completed as part of the Riverside Valley Park Enhancement Scheme, including improvements to Belle Isle access and the maritime buoy installation and interpretation at the head of the canal. Other projects that will be completed during the next year include a youth angling lake near to the Double Locks and a series of canoe loops on the river and canal.
- Several projects have been undertaken to increase the wildlife value of the city including:
 - Wild flower meadow creation in Ludwell.
 - Gull bunting project, in partnership with the RSPB, to create habitat at Mincinglake, Ludwell and Topsham.

- Interpretation panels in Ludwell and Riverside.
- Woodland creation.
- Volunteers from the city have helped with tree planting, hedge management and improving access throughout the city's countryside areas. This is in partnership with the British Trust for Conservation Volunteers as part of the 'green gym' initiative to encourage people to become healthier by working in green spaces to improve their environment. A wide-ranging, and well attended, events programme has been delivered, including a children's nature week, a fungal foray and a chance for people to watch shire horses ploughing in preparation for barley sowing to help conserve the city's rare farmland birds.
- The Wild City Project, a partnership project between the Council and the Devon Wildlife Trust is underway. The purpose is to encourage initiatives across the city that make the city richer in wildlife and help people to enjoy it. The Wild City Project Officer is now in post and the project is currently in the development stage.

9. Sustainable Construction

- Work is continuing on the preparation of the Local Development Framework (LDF) for Exeter, which will provide planning guidance up to 2026. The draft Submission Core Strategy includes policies requiring sustainable urban drainage systems, biodiversity, wildlife corridors and green infrastructure in new developments. To provide an evidence base for the Core Strategy, a Strategic Flood Risk Assessment and Green Infrastructure Study are nearing completion.
- In early 2008, planning conditions to require a proportion or 10% of energy from renewable sources for large residential and commercial developments were introduced. For the period prior to the adoption of the LDF a sustainability checklist has been adopted for completion as part of the planning application process. This asks applicants to measure their development against (BREEAM) Building Research Establishment Environmental Assessment Method and Code for Sustainable Homes standards.
- Plans are being progressed to construct 50-70 new affordable homes on Council land. These homes will conform to at least Level 4 of the Code for Sustainable Homes and additional sustainable features, not covered by the Code, may be included where possible. A very successful 'Green Housing' consultation has been undertaken with tenants to help identify their priorities for sustainable homes. The homes will be developed in partnership with Sovereign Housing Association who will apply for Housing Corporation funding for the project.
- A project is also underway to build 2 homes to Level 4 of the Code for Sustainable Homes on Council-owned land in the Heavitree area of the city. It has been a challenge to find a suitable design on such a constrained site but negotiations are underway with the planners and an application for full consent is expected shortly. Funding has been obtained from the Housing Corporation to deliver the project, and the Executive has agreed to dispose of the land for this purpose. The homes will be built in partnership with Devon and Cornwall Housing Association. A firm of architects who specialise in ecological design are employed on both projects and we are working with them to develop a cost-effective technical approach that can provide thermally efficient and more sustainable homes with low running costs for future residents.
- The Council's Empty Homes Team is likely to soon start proceedings for the first Empty Dwelling Management Order to bring long-term empty properties back into use.

10. Fairtrade

- Exeter's Fairtrade City campaign has continued and after a successful application to the Fairtrade Foundation the status has been retained. Since gaining the award the campaign has continued to gain momentum with an estimated 40 shops and 50 cafes in the city now selling Fairtrade products. To mark this increase the fifth edition of Exeter's Fairtrade Directory was launched in Fairtrade Fortnight in March. In addition, Exeter's campaign won the 'Media and Communications' Award in the National Fairtrade Fortnight Awards 2007. The Awards, which are organised each year by the Fairtrade Foundation, reward examples of best practice in terms of promoting Fairtrade within the local community.
- Events and media publicity continued throughout the year in order to promote Fairtrade to both Council staff and members of the public. In Fairtrade Fortnight 2008, activities included a Fairtrade cocoa event for Exeter primary schools with Divine Chocolate, a launch event in Princesshay, a Fairtrade promotion at Exeter City Football Club, campaigns at the University of Exeter and Exeter College and a range of exhibitions and sampling stalls across the city. In addition, a Fairtrade breakfast was organised for Council staff. The campaign gained extensive media coverage from the Express and Echo, whereby an article was printed every day throughout the fortnight.
- The Council has continued to expand the range of Fairtrade products available to staff and visitors. A range of Fairtrade drinks and snacks are available in the vending machines and committee rooms at the Civic Centre and at other sites. Napkins to promote Exeter being a Fairtrade City have been produced and are available in the committee rooms.

ENVIRONMENTAL/SUSTAINABILITY INDICATORS

Indicator	Trend	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
Energy Use									
The average SAP of Council owned dwellings (BVPI 63). Target: increase the SAP ratings of Council houses incrementally to 70 by 2010.	Better	N/a	N/a	48.1	52.0	60.0	65.0	68.6	69.3
The average SAP and carbon rating of private sector housing. Target: increase the average SAP rating of private sector housing to 70 by 2010.	Better	N/a	N/a	N/a	N/a	N/a	N/a	2006: 61	2007:62
Waste/Recycling									
Annual amount of household waste collected per person (including Civic Amenity site waste)	No change	0.48 tonnes	0.50 tonnes	0.52 tonnes	0.49 tonnes	0.49 tonnes	0.46 tonnes	0.46 tonnes	0.46 tonnes*
Percentage of household waste recycled and composted (including/excluding Civic Amenity site waste)	Better	18.4% (incl.) 11.3% (excl.)	19.5% (incl.) 12.0% (excl.)	20.9% (incl.) 14.4% (excl.)	23.7% (incl.) 17.2% (excl.)	33.7% (incl.) 20.7% (excl.)	41.5% (incl.) 30.0% (excl.)	44.6% (incl.) 33.9% (excl.)	45.6% (incl.) 35.0% (excl.)
Transport									
Percentage change in traffic volumes or flows on different classes of road by vehicle type / Traffic Flows into Exeter (LTP6 indicator)	No change	0.7% reduction in traffic passing inner cordon in 2001	-	No change in traffic passing inner cordon in 2003 compared	Data to follow	Data to follow	Data to follow	Data to follow	Data to follow

Indicator	Trend	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
		compared to 2000		to 2002					
Number of cycling trips (LTP3 indicator)		Data to follow	Data to follow	Data to follow	Data to follow	Data to follow	Data to follow	Data to follow	Data to follow
Number of bus and train journeys to and within Exeter	Better	11,630,000 journeys	11,750,000 journeys	12,250,000 journeys	12,200,000 journeys	12,980,000 journeys	Data to follow	Data to follow	Data to follow
Percentage of children travelling to school by different modes	Better	N/a	Walk (54.7%) Car (30.0%) Cycle (3.0%) Bus/train (12.1%)	Walk (57.7%) Car (30.2%) Cycle (2.7%) Bus/train (8.8%)	Walk (55.0%) Car (29.2%) Cycle (3.4%) Bus/train (11.7%)	Walk (62.1%) Car (27.7%) Cycle (2.6%) Bus/train (7.0%)	Walk (67%) Car (23.5%) Cycle (4.7%) Bus/train (4.1%)	Data unavailable	Walk (62.4%) Car (24%) Cycle (4.0%) Bus/train (9.5%)
Street Cleanliness									
Percentage of land/highways that have combined deposits of litter and detritus that fall below an acceptable level (BVPI 199a).	Better	New indicator 2003/04	New indicator 2003/04	New indicator 2003/04	19%	15%	10%	9.4%	6.1%
The proportion of relevant land and highways from which unacceptable levels of graffiti are visible (BVPI 199b). Target: 2.25% by 2008/09.	Better	N/a	N/a	N/a	N/a	N/a	3.4%	2.9%	2.2%
The proportion of relevant land and highways from which unacceptable levels of fly-posting are visible (BVPI 199c). Target: 0.6% by 2008/09.	Better	N/a	N/a	N/a	N/a	N/a	0.8%	0.7%	0.2%
Percentage of residents who are satisfied with the	No change	65%	Data collected	Data collected	57%	Data collected	Data collected	69%	Data collected

Indicator	Trend	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
standard of street cleaning			every 3 years	every 3 years	every 3 years	every 3 years	every 3 years		every 3 years
No. complaints received regarding dog fouling per 1,000 population	Better	162 (1.44 per 1,000 pop)	95 (0.85 per 1,000 pop)	90 (0.81 per 1,000 pop)	78 (0.72 per 1,000 pop)	86 (0.75 per 1,000 pop)	80 (0.68 per 1,000 pop)	87 (0.73 per 1,000 pop)	103 (0.86 per 1,000 pop*)
Air, Land, Water Quality									
Average number of days when air pollution is moderate and high for NO ₂ , SO ₂ , O ₃ , CO or PM ₁₀ (recorded at monitoring site in Queen St)	No change	2000: NO ₂ = none SO ₂ = none Ozone = 16 PM ₁₀ = no data	2001: NO ₂ = none SO ₂ = none CO = none Ozone = 30 PM ₁₀ = 13	2002: NO ₂ = none SO ₂ = none CO = none Ozone = none PM ₁₀ = 9	2003: NO ₂ = none SO ₂ = none CO = none Ozone = 1 PM ₁₀ = 3**	2004: NO ₂ = none SO ₂ = none CO = none Ozone = 3 PM ₁₀ = 21	2005: NO ₂ = none SO ₂ = none CO = none Ozone = 4 PM ₁₀ = 6	2006: NO ₂ = none SO ₂ = none CO = none Ozone = 20 PM ₁₀ = 7	2007: NO ₂ = none SO ₂ = none CO = none Ozone = 19 PM ₁₀ = 6
Nitrogen dioxide levels in a) High St (Guildhall), b) Aliphington St and c) Fore St Heavitree (ppb)	Worse	a) = 14.7 b) = 18.4 c) = 14.3	a) = 13.4 b) = 20.2 c) = 14.5	a) = 15.1 b) = 22.9 c) = 16.1	a) = 18.0 b) = 24.6 c) = 18.4	a) = 14.5 b) = 22.3 c) = 17.8	a) = 15.1 b) = 22.9 c) = 17.4	a) = 18.4 b) = 24.6 c) = 19.6	a) = 18.0 b) = 27.1 c) = 22.9
No. of noise complaints made per 1,000 population		N/a	N/a	N/a	N/a	N/a	N/a	N/a	1468 (12.3 per 1,000*) 345
No. of 'sites of potential concern' with respect to land contamination (BVPI 216a). Target: 320 sites by 2008/09.	Better	N/a	N/a	N/a	N/a	N/a	350	346	
River water quality in a) River Exe, b) North Brook, c) Alphin Brook d) Exeter Canal	No change	2000: a) Very good b) Fairly good c) V. good/good d) Fairly good	2001: a) Very good b) Fairly good c) V. good/good d) Fairly good	2002: a) Good/fairly good b) Fairly good c) Good d) Fairly good	2003: a) V good/fairly good b) Good c) Good d) Fair	2004: a) V good/good b) Good c) Good d) Fair	2005: a) Very good b) Good c) Very Good/ Good d) Fair	2006: a) V good/ good b) Good c) V Good/ Good d) Fairly good	N/a

Indicator	Trend	2000/01	2001/02	2002/03	2003/04	2004/05	2005/06	2006/07	2007/08
Countryside and Wildlife									
Areas of protected natural or semi-natural habitats (SSSIs, ESAs, local nature reserves etc)	No change	259.5 hectares	259.5 hectares	259.5 hectares	259.5 hectares	261.5 hectares	261.5 hectares	261.5 hectares	261.5 hectares
Areas of semi-natural green space available for community use per 1,000 population e.g. Valley Parks	Worse	6.5 hectares	6.6 hectares	6.7 hectares	6.6 hectares	6.5 hectares	6.3 hectares	6.2 hectares	6.2 hectares*
Percentage of residents satisfied with parks and open spaces	Better	64%	Data collected every 3 years	Data collected every 3 years	78%	Data collected every 3 years	Data collected every 3 years	80%	Data collected every 3 years
Percentage of new homes built on previously developed land (BVPI 106)	Worse	96%	96%	90.5%	70%	55.4%	87.5%	80.4%	68.6%

* calculated using population data for 2006 as figures for 2007 are not yet available

** for March to December only due to database problem

SAP = the Government's Standard Assessment Procedure for the Energy Rating of Dwellings, which from 2005 is calculated on a scale of 1-100. The higher the number the more energy efficient the building is.

EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 2 SEPTEMBER 2008

CORPORATE ENVIRONMENTAL PERFORMANCE INDICATORS: RESULTS AND PROGRESS

1 PURPOSE OF THE REPORT

1.1 This report presents information on the Council's corporate environmental performance indicators for the period 2007/08. The specific indicators under consideration are:

- the reduction in the total quantity of paper resources used by the Council
- the purchase of recycled paper
- the reduction in waste produced from the Civic Centre
- the reduction in carbon dioxide emissions within the Council
- the reduction in water consumption at the Civic Centre

2 BACKGROUND

2.1 The environmental performance indicators are used to monitor progress in implementing the objectives of the Council's Environmental Strategy and Carbon Management Strategy and Implementation Plan. The current indicators reflect, in particular, the level of resource use by the Council.

2.2 The indicators are kept under review and changes are made, where appropriate, to take account of the increasing knowledge and understanding about how the Council's policies and practices impact on the environment.

3 RESULTS

Paper Use

3.1 The Council's Environmental Strategy sets the following target for paper consumption by the Council:

- To reduce paper consumption (office paper, copier paper, headed paper, compliment slips) within the Council by 10% by 2007/08 from a baseline of 2005/06 levels.

3.2 The results of the paper monitoring exercise are summarised below.

Year	Total paper purchased/ consumed (reams*)	Percentage change over previous year	Percentage change from 2005/06 levels
2005/06	10,459 reams	3.9% decrease	-
2006/07	10,867 reams	3.9% increase	3.9% increase
2007/08	9,280 reams	14.6% decrease	11.3% decrease

* A ream comprises 500 sheets of standard A4 paper, or its equivalent

** Paper consumed rather than purchased

3.3 The figures are calculated from data supplied by the relevant administrative sections on the quantity of paper used during the years in question. Due to difficulties in quantifying

'ad hoc' uses of paper, such as leaflets for promotions, only paper in every day use (copier paper, headed paper, complement slips) is included and this is used as an indicator of overall performance.

3.4 A total of 4.6 million sheets of paper were used in 2007/08, which represents a 15% decrease since the previous year and an 11% decrease since the baseline year of 2005/06. This reduction is thought to be due to increased levels of duplex printing, as well as a drive towards electronic forms of data handling and storage.

3.5 Constant vigilance and commitment is required at all levels to actively reduce paper consumption further, such as maximising electronic forms of data storage, rationalising distribution lists, increasing duplex printing and identifying unnecessary paper usage.

Recycled Paper

3.6 The Council's Environmental Strategy sets the following target for recycled paper purchased by the Council:

- Purchase 98% of paper (copier paper, headed paper and compliment slips) from a recycled source by 2007/08.

3.7 In 2007/08, 93% of monitored paper (copier paper, headed paper and compliment slips) was from a recycled source, compared to 87% in 2006/07. This improvement has been achieved by reducing the amount of coloured paper (currently from a non-recycled source) used within the Council by 80%. To achieve the target it would be necessary to further reduce the consumption of coloured paper or to purchase coloured paper from a recycled source (as was done in the past). A reduction in the amount of colour photocopying would also be needed, as there are currently no recycled papers available on the market suitable for this purpose.

Waste Reduction

3.8 The Council's Environmental Strategy sets the following target for the reduction of waste produced from the Civic Centre:

- Reduce the amount (by weight) of office waste for disposal from the Civic Centre by 60% by April 2011, from a baseline of April 1998 (60 tonnes) and thereafter stabilise production at this level.

3.9 The results for waste reduction at the Civic Centre are summarised below:

Year	Waste produced (Civic Centre)	Percentage reduction from baseline (April 1998)
May 2006	27.3 tonnes	55% reduction
May 2007	28.4 tonnes	53% reduction
May 2008	24.7 tonnes	59% reduction

3.10 The results were calculated from a waste auditing exercise, which involves monitoring the total amount of waste (for landfill disposal) produced from the Civic Centre over a two-week period. From this data, the mean quantity of waste disposed of per day and thus the annual waste production is estimated.

3.11 A 59% reduction in the amount of waste (for landfill disposal) produced from the Civic Centre was observed in May 2008, compared to the baseline of April 1998. This represents a 13% reduction in waste levels since the previous year.

- 3.12 Although waste levels have reduced substantially over recent years there is significant potential for further reduction. The waste audit undertaken by the Environmental Champions in April 2008 estimated that 60% of office waste from the Civic Centre could be recycled using existing facilities. A proposal has been put forward to improve the accessibility of recycling facilities to make it easier for staff to recycle and recycling provision at other sites is currently being investigated.

Carbon Dioxide Emissions

- 3.13 The following carbon reduction target has been adopted as part of the Council's Carbon Management Strategy and Implementation Plan:
- To reduce carbon dioxide emissions from energy, water, waste and transport by 10% by 2009/10 and 20% by 2012/13 from a baseline of 2006/07.
- 3.14 The main target is broken down into individual targets for energy, transport and waste:
- To reduce carbon dioxide emissions from energy use in buildings by 25% by 2012/13
 - To reduce carbon dioxide emissions from transport by 10.5% by 2012/13
 - To reduce carbon dioxide emissions from waste by 20% by 2012/13
- 3.15 A further target has been set to ensure that a significant portion of the Council's carbon dioxide reduction target is derived from energy reduction and efficiency measures (as opposed to renewable energy):
- To reduce energy consumption in buildings by 15% by 2012/13
- 3.16 The results of the first year of monitoring are shown below. The Council's carbon footprint reduced by 4.3% in 2007/08 compared to the baseline of 2006/07. Although emissions from the transport fleet increased, this was counteracted by a reduction in emissions from buildings energy use and business mileage. A number of projects are underway or planned to reduce emissions from the transport fleet, including the use of biodiesel, monitoring of fuel consumption/mileage and eco-driver training for fleet drivers so a reduction in emissions should be seen in future years. The results of the first year are encouraging and show that the Council is on track to meet its target of a 20% reduction in emissions by 2012/13.

Source	Tonne CO ₂ 2006/07	Tonne CO ₂ 2007/08	% Reduction
Energy use in buildings	1,898	1,741	8.25%
Transport Fleet	913	952	-4.4%
Business Mileage	83	75	8.8%
Total Transport	995	1,028	-3.3%
Waste	25	23	6.6%
Water	6	7	-6.3%
Total	2,925	2,799	4.3%

- 3.17 For simplification, it has been decided to cease reporting on the Council's original energy reduction targets, the first of which was to reduce energy consumption in eight of the largest energy use sites* by 20% between 1992/3 and 1997/98. This target has largely been maintained since this time, with a 19.5% reduction achieved in 2007/08. A second target for a 20% reduction in energy use in a further three premises** between 1997/98 and 2002/03 has also been achieved (25.1% reduction observed in 2007/08). A third target

to reduce carbon dioxide emissions at the Civic Centre by 2% between 2001/02 and 2007/2008, unfortunately has not been achieved (emissions increased by 13% over this period), however, this will be tackled by a number of projects as part of the Carbon Management Strategy and Implementation Plan and will continue to be monitored as part of the Council's carbon reduction targets.

* Civic Centre, Guildhall, Corn Exchange, Toronto House, Rougemont House, Broadwalk, King William St Extension, Guildhall and Harlequin Car Parks.

** Grandisson Court, King William St and Mary Arches St Multi Storey Car Park

Water Use

3.18 The following target for reduction in water consumption was adopted by SMT in February 2003, for submission to the Government's former 'Making a Corporate Commitment Campaign' (MACC2):

- To reduce water consumption at the Civic Centre by 8% by 2003/4, from a baseline of 2001/02.

Reduction in Water Consumption at the Civic Centre

Period	Water Consumption (m ³)	Saving on 2001/02 (m ³)	% Saving on 2001/02
2004/05	4190	515	10.9
2006/07	4361	344	7.3
2007/08	4351	354	7.5

3.19 Between 2001/02 and 2007/08 there was a 7.5% decrease in water consumption at the Civic Centre, which falls just short of the 8% reduction target. Further savings are likely to be achieved through the refurbishment of the washrooms, which will include low-flush toilets and sensor taps with spray heads.

4 RECOMMENDED

- (1) that the results for paper use, purchase of recycled paper, waste production, carbon dioxide emissions and water consumption are noted;
- (2) that the targets are kept under review.
- (3) that a further report is submitted to this Committee in 12 months time.

HEAD OF ENVIRONMENTAL HEALTH SERVICES

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling this report:

S:PA/LP/ Committee/908SCC10
19.8.08

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