

SCRUTINY COMMITTEE - COMMUNITY

7 June 2011

Present:

Councillor Kevin Mitchell (Chair)

Councillors Thompson, Branston, Bull, Choules, Clark, Crow, Hobden, Morris, Mottram, Newcombe, Tippins and Wardle

Director Community and Environment, Head of Leisure and Museums, Head of Contracts and Direct Services, Head of Environmental Health Services, Acting Head of Housing Services, Museums Manager, Housing Needs Manager and Member Services Officer (HB)

Also present:

Councillor RM Hannaford - Portfolio Holder for Housing and Community Involvement

Councillor Sheldon - Portfolio Holder for Environment and Leisure

31 **Minutes**

The minutes of the meeting held on 8 March 2011 were taken as read and signed by the Chair as correct.

32 **Declaration of Interests**

Members declared the following personal interests:-

COUNCILLOR	MINUTE
Councillor Newcombe	35 (Devon County Councillor and Chair of the County Council's People's Scrutiny Committee)
Councillor Morris	42 (husband employed by UCATT)
Councillor Choules	46 and 48 (employed by the University of Exeter)

33 **Questions from the Public under Standing Order 19**

In accordance with Standing Order No. 19, a question from Ms B.James in respect of the supply of rented accommodation from the private sector was put, to which the Portfolio Holder for Housing and Community Involvement responded. A copy of the question had been circulated to Members and was made available at the meeting. The question and the reply from the Portfolio Holder for Housing and Community Involvement (in italics) is appended to the minutes.

A Member stated that a number of private landlords had experienced difficulties in respect of benefit claimants and that this could prejudice the availability of private housing for rent. He requested that a report be submitted to a future meeting of the Committee on ways of improving the system. Members were informed that it was not possible to change the system locally as it was a national scheme. The Housing Needs Manager also stated that advice given to tenants of private properties by Council officers was in accordance with the Homelessness Code of Guidance.

A motion that a report be submitted to the next meeting was put to the vote and lost.

The member of the public asking the question responded to the points raised.

Scrutiny Committee - Community agreed that the answer be noted.

34 **Questions from Members under Standing Order 20**

In accordance with Standing Order No. 20, a Member asked for an update on progress in appointing a permanent Head of Housing Services together with a supplementary question on progress on the overall staff restructuring. The Portfolio Holder for Housing and Community Involvement advised that preliminary discussions on restructuring proposals had been held with group leaders and that further information could therefore be obtained from the respective leaders.

35 **Portfolio Holders' priorities for the forthcoming year**

Councillor Newcombe declared a personal interest as a Devon County Councillor and the Chair of the County Council's People's Scrutiny Committee.

Together with an update in respect of priorities for 2010/11, Councillor Sheldon presented the priorities within the Environment and Leisure Portfolio for the forthcoming year. Both reports are attached to these minutes.

The following responses were given to Members' questions:-

- although graffiti could be required to be removed from public buildings, bus shelters etc., it was only possible to remove these from private property with the owners' consent. In some cases, the expense was considerable and therefore a charge was made;
- solutions to address problems associated with the accumulation of rubbish in back alleys would be actively pursued;
- means of further improving recycling rates would be investigated including potential schemes for improving glass collection. Because of the associated costs, any proposals for glass collection would be reported to this Committee;
- in conjunction with the University, additional waste collections were being arranged for the end of term period in key areas. There would be community collections on 11 and 23 June 2011 with additional domestic collections scheduled for the period 13 June - 1 July. The University were proactively assisting in educating students in the collection regime. Similarly, schemes for the other end of term periods would be examined; and
- the provision of additional play equipment and the protection from vandalism of existing equipment had been identified as priorities.

Together with an update in respect of priorities for 2010/11, Councillor RM Hannaford presented the priorities within the Housing and Community Involvement Portfolio for the forthcoming year. Both reports are attached to these minutes.

The following responses were given to Members' questions:-

- the reduction of empty properties was a priority and the empty homes team had been restructured to this end. Empty Dwellings' Management Orders were a possible avenue for bringing empty properties back into use where informal approaches had failed;
- the 30 year business plan for housing would take into account the new Council Housing Finance reform and an interim report with indicative figures would be

submitted to the next meeting of this Committee in September, with final figures likely to be known in the New Year;

- the affordable housing target for 2011/12 was 150;
- improved dialogue with other housing providers would be a further target as would continuing partnership work with other agencies such as the Police within the neighbourhood management policy;
- negotiations were ongoing with the County Council in respect of continued housing support within the Supporting People framework for older persons' housing related services;
- because of the potential for further harsh winter weather, provision for rough sleepers would be re-assessed;
- dialogue with developers would continue as an important aspect of maximising opportunities for the provision of affordable housing with a view to seeking different structures for their provision; and
- in the same way as liaison meetings with social landlords and tenants were central to housing management practice, consideration would be given to establishing similar dialogue with residents of the City's four Residential Park Homes sites.

Scrutiny Committee - Community noted the achievements and priorities presented.

MATTERS FOR CONSIDERATION BY EXECUTIVE

36 Food Law Enforcement Plan 2011/12

The Head of Environmental Health Services presented the report informing Members of the Council's performance against the previous year's Food Law Enforcement Plan and seeking approval for the adoption of the Food Law Enforcement Plan 2011/12 which set out the Council's regulatory function in respect of food safety over the forthcoming year.

He responded as follows to Members' queries:-

- establishments which posed an immediate threat to food safety could be and had been closed by visiting Environmental Health Officers. During an inspection, where a number of issues had been identified, those with the greatest priority were identified for early action;
- although there was a structured risk-based programme for visits by officers, all inspections were undertaken without prior notice. Exeter compared well with other areas and compliance rates were above 97%;
- in respect of the food hygiene rating system (FHRS), establishments could ask for a further inspection after two months. They could also post their own comments on the FHRS web-site;
- recent inspections of food stalls, etc., had been undertaken at both Exeter City FC and Exeter Chiefs; and
- food safety courses were an important intervention tool and a recent course for child minders had proved very successful, reducing the need for inspection of low risk premises.

Scrutiny Committee - Community supported the report and requested Executive to recommend to Council:-

- (1) approval of the Food Law Enforcement Plan 2011/12, which included the revised Food Safety Enforcement Policy; and

- (2) authorisation of the Head of Environmental Health Services to change the Enforcement Plan, as necessary, in the light of centrally issued guidance and/or to meet operational needs.

(Report circulated)

37 **Health and Safety Service Plan 2011/12**

The Head of Environmental Health Services presented the report seeking approval of the Health and Safety Service Plan for 2011/12 which set out the Council's performance over the past year, proposals for requiring health and safety in businesses for the forthcoming year and included a revised health and safety enforcement policy.

Scrutiny Committee - Community supported the report and requested Executive to recommend to Council:-

- (1) the approval of the Health and Safety Service Plan 2011/12, which included the Health and Safety Enforcement Policy; and
- (2) authorisation of the Head of Environmental Health Services to change the Enforcement Plan, as necessary, in the light of centrally issued guidance and/or to meet operational needs.

(Report circulated)

MATTERS FOR CONSIDERATION BY SCRUTINY COMMITTEE - COMMUNITY

38 **Cost of Reverting To Weekly Residual Refuse Collections**

Councillor Winterbottom attended the meeting and spoke on this item having given notice under Standing Order No. 44.

The Head of Environmental Health Services presented the report setting out an estimated cost of returning all households to a weekly residual collection and highlighting associated implications.

Councillor Winterbottom referred to the Special Meeting of this Committee held on 11 January 2011 as a result of the difficulties in refuse collection experienced over the Christmas period due to weather conditions at which he had proposed a Council tax increase of £2 a month to meet the extra cost of reintroducing a weekly collection. He enlarged on this suggested solution, the £2 relating to a Band D household with increases of £1.78 and £1.56 for Band C and D properties respectively also proposed, as he believed that C and D properties were largely terraced properties which would benefit most from weekly collections. He also stated that such an increase would represent approximately 1.6% of the total Council tax paid. With the introduction of a waste to energy plant he maintained that, as there would be less landfill, there would be a reduction in disposal costs.

He felt that weekly collections would have environmental benefits as such a regime was more suitable to temperate climates such as the UK and stated that the National Association of Pest Controllers had identified an increase in rats in urban areas over recent years, partly attributable to the increase in household waste. He also stated that there should be an associated small increase in employment opportunities and that the Government was in favour of weekly collections. He requested that a survey

be undertaken via the Exeter Citizen on increasing the Council Tax on the basis suggested to fund the reintroduction of a weekly collection.

The Head of Environmental Health Services confirmed that research had shown substantial increases in recycling associated with an alternate weekly collection. A £2 a month increase in Council Tax would still equate to an increase of nearly 20% for City Council tax payers, which would far exceed the Government cap on Council tax rises. In addition, there would still be significant costs to the Council tax payer associated with the gate fee payable for waste taken to the waste to energy plant.

There was support from some Members for a survey. One Member suggested that environmental improvements would be most noticeable in those properties where black bins were collected from back alleys. Here, rubbish was sometimes left out for up to 10 days, one of the associated problems being difficulty of access for those with bicycles and prams. Other Members opposed the proposal and stated that the majority of the top 30 recycling Councils and, all in the top 10, operated an alternate weekly collection regime and that recycling rates were higher when residual collections were every two weeks. He also stated that the media often focussed on bad news stories. A Member queried the accuracy of any survey undertaken in the manner suggested, stating that she had experience in such surveys and a newspaper survey would only attract a 5% return at most, with any returns being dominated by the "motivated disgruntled", rather than the satisfied majority. Reference was made to the proposal in the Localism Bill for local authorities to pay EU fines which could apply if the level of biodegradable landfill material did not meet EU standards.

The motion to undertake a survey was put to the vote and lost.

Scrutiny Committee - Community noted the report.

(Report circulated)

39 **Temporary Accommodation Review and Strategy**

The Acting Head of Housing Services presented the report informing Members of the Council's plan to continue the reduction in the use of Temporary Accommodation for homeless people.

He enlarged on how the initial reduction in numbers had been achieved and referred to the pressure which had contributed to the Council seeing an increase in demand and why the prediction was for future increases in demand. Members were advised of the breakdown in the budget following cuts in Supporting People funding and informed that discussions were continuing with the County on how to maximise the service, in particular for older persons. Further details were provided on those defined as in "priority" housing need and on the rough sleepers' counts.

Scrutiny Committee - Community noted the report and supported the actions proposed.

(Report circulated)

40 **RAMM's Temporary Exhibition Programme 2011/12**

The Museums Manager presented the report setting out the importance of the exhibition programming to a successful opening and detailing the upcoming programme for 2011/12.

A Member felt that, on opening, the museum should include regular exhibitions by Exeter residents and local artists. The Museums Manager responded that, each year, there would be an open invitation and fixed date for artists and artist groups to send in their proposals which would be considered by RAMM's programming group supported by an external panel of advisors. She went on to confirm that the staff would consult with the Portfolio Holder on exhibition policy generally as the newly refurbished museum re-established itself.

Scrutiny Committee - Community noted the report.

(Report circulated)

PERFORMANCE MONITORING

41 **HRA Capital and Revenue and AIM Property Maintenance Out-Turn 2010/11**

The Head of Contracts and Direct Services submitted a report detailing the fourth quarterly/outturn report, covering the period from January to March 2011 (but including updated figures at 21 April 2011). It included the financial position of the £7.6 million programme of reactive and planned property maintenance and refurbishment at the end of 2010/11 and covered revenue funded housing and non-housing schemes as approved by Council for the financial year 2010/11 and budgets for schemes rolled forward from 2009/10. Where necessary, the report also provided specific details on significant programme variations.

Scrutiny Committee - Community noted the outturn financial position and works in 2010/11, as detailed in the report.

(Report circulated)

42 **AIM Property Maintenance Proposed Programme 2011/12**

Councillor Morris declared a personal interest as her husband was employed by UCATT.

The Head of Contracts and Direct Services presented the report detailing the proposed programme of property asset related project work in relation to the budgets set in 2011/12 in respect of reactive and planned maintenance, improvement and refurbishment to housing and non-housing properties and other projects to be monitored by the Asset Improvement and Maintenance (AIM) group in 2011/12.

He advised that the permanent kitchen and bathroom replacement had not yet been put in place.

Scrutiny Committee - Community noted the programme of property asset related work for 2011/12, as detailed in the report.

(Report circulated)

43 **Annual Results of Performance Monitoring 2010/11**

The Director Community and Environment presented the report advising Members of performance at the end of the year on a range of services across the Directorate.

Scrutiny Committee - Community noted the report.

(Report circulated)

44 **Housing Revenue Account - Final Accounts 2010/11**

The Director Community and Environment advised Members of the overall financial performance of the Housing Revenue Account for the 2010/11 financial year ended 31 March 2011.

Scrutiny Committee - Community noted the report.

(Report circulated)

45 **Revenue Final Accounts - Community 2010/11**

The Director Community and Environment advised Members of the overall financial performance of the Community and Environment Directorate for the 2010/11 financial year ended 31 March 2011.

The Scrutiny Committee - Community noted the report.

(Report circulated)

MATTERS FOR CONSIDERATION BY EXECUTIVE

46 **Changes to Community Patrol Service and Control Centre**

Councillor Choules declared a personal interest as an employee of the University of Exeter.

The Head of Environmental Health Services presented the report seeking approval for the restructuring of the Community Patrol following a review of the activities and resources of the Patrol. The Committee resolved to discuss that part of the report that was not exempt in open meeting.

The Head of Environmental Health Services responded to Members' queries. With regard to the statistical information on complaints received, he advised that, whilst a general picture of anti social behaviour could be built up, including that of transient noise, this comprised a whole raft of different requests covering domestic and all commercial premises as well as open spaces. It was therefore not practicable for the information to be used when Licensing Hearings considered premises licences. In response to a question about relocating the Community Patrol base, he explained how the Community Patrollers would organise their transport to and from work.

One Member felt that the proposal was retrogressive. Another was concerned that the proposal to retract the overall service was inappropriate when there was an active night-time economy. The Chair referred to transient noise such as that occurring when the nightclubs were emptying and that, as such, it was possible to trace noise problems back to an individual premises and he asked how that would be dealt with in the future. The Head of Environmental Health Services replied that with

chronic noise problems from either commercial or domestic venues, monitoring would be carried out by means of digital noise recording devices (MATRONS) and programmed monitoring by Environmental Health Officers.

Reference was made to the spike in complaints at the beginning of October associated with the return of students to the City. It was proposed that consideration be given to providing extra cover for this period.

Scrutiny Committee - Community:-

- (1) requested further consideration of the proposed shift pattern with a view to increasing after hour cover by moving the shift to 23.00 hours to 24.00 hours every day of the week for the whole of the October period when a greater number of student-related problems were being experienced; and
- (2) subject to (1) above, supported the report and requested Executive to approve the proposed re-structure of Community Patrol resources and the proposed hours, as set out in the report.

(Report circulated to Members)

47 Local Government (Access to Information) Act 1985 - Exclusion of Press and Public

RESOLVED that, under Section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the consideration of the following items on the grounds that they involved the likely disclosure of exempt information as defined in Paragraph 1 of Part I, Schedule 12A of the Act.

48 Changes to the Community Patrol Service and Control Centre

Councillor Choules declared a personal interest as an employee of the University of Exeter.

The Head of Environmental Health Services presented the report seeking approval for the restructuring of the Community Patrol following a review of the activities and resources of the Patrol.

Subject to Min. No. 46 above, Scrutiny Committee - Community supported the report and requested Executive to approve the proposed re-structure of Community Patrol resources and the proposed hours, as set out in the report.

(Report circulated to Members)

49 Restructure of the Housing Enabling and Empty Homes Team

The Acting Head of Housing Services presented the report seeking approval for the restructure of the Housing Services Unit's Enabling and Empty Homes Teams to create a new Housing Development Team.

Scrutiny Committee - Community supported the report and requested Executive to:

- (1) approve the deletion of the posts of Empty Homes Partnership Manager and Empty Homes Partnership Officer [CE06118 and CE06182] from the establishment of the Council, the employment of the holders of these posts to be terminated on the grounds of redundancy on 30 September 2011 with

compensation being paid to the holders of the posts in accordance with the discretion exercised by the Council under the provisions of the Local Government (Early Termination) (Discretionary Compensation) (England and Wales) Regulations 2006;

- (2) approve the new structure as outlined in Appendix II of the report, to be implemented in accordance with the Council's Organisational Change Policy, and for any displaced employees to be confirmed as redundant; and
- (3) where, despite all efforts, notice of redundancy is confirmed and suitable alternative employment not found, those employees with two or more years' service be paid a compensation payment upon employment termination in accordance with the discretion exercised by the Council under the provisions of the Local Government (Early Termination) (Discretionary Compensation) (England and Wales) Regulations 2006.

(Report circulated to Members)

The meeting commenced at 5.30 pm and closed at 9.15 pm

Chair

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Minute Item 33

QUESTION FROM A MEMBER OF PUBLIC

UNDER STANDING ORDER NO.19

SCRUTINY COMMITTEE - COMMUNITY – 7 JUNE 2011

QUESTION FROM MS BERYL JAMES

How does the Housing Office satisfy the need to maintain a sufficient supply of rented accommodation from the private sector given its cavalier and unfair attitude towards landlords which adversely impacts on the Council's finances ?

This evidenced by

- Failure to negotiate with the landlord when the tenant applies to the Housing Office
- Partial advice given to tenants to remain in properties beyond the notice period given under Section 21 of the 1988 Housing Act, even where there are serious arrears, with the direct result that the landlord must pay the £175 court fee for a repossession order
- The further £110 cost to the landlord of a bailiff to carry out eviction
- The loss of housing stock withdrawn by disillusioned landlords placed in severe financial difficulty
- The resulting inability of the tenant to obtain references for future private housing and thus becoming a long term financial burden on the Council Tax payers
- The loss of revenue from Council Tax arrears on the property
- The cost of paying Housing Benefit to the tenant

RESPONSE

In responding to this question I can only answer in general terms on the Council's policy and can not respond to any specific cases or incidents.

- *We would always try to advise the landlord of the contact with their tenant where appropriate. This might be as a courtesy or to enable the landlord to speak to the tenant*
- *The advice given to a tenant who exercises their legal right to remain in a property beyond the notice period would also include that they continue to abide by the terms and conditions of the tenancy agreement. We would expect the tenant to continue to pay their rent whilst their housing situation is resolved. The matter of the collection of rent is matter for the landlord and the tenant and the Council is not involved.*
- *When applying to the court for a possession order a landlord can apply to seek costs such as this that they have incurred.*
- *It is not our intention to disillusion private landlords but the advice given is in accordance with housing law and we would be remiss if we did not give tenants full and proper advice.*
- *As stated previously we would expect a tenant to continue to pay their rent and comply with all other terms and conditions of their tenancy.*
- *Council Tax arrears on the property would be liable and pursued in the normal manner.*
- *Housing Benefit is entitlement based and therefore paid to those who need it.*

PORTFOLIOHOLDER FOR ENVIRONMENT AND LEISURE UPDATE ON PRIORITIES FOR 2010/11

- **To manage the RAMM redevelopment project to minimise the cost and reopen in December 2011.**

Good progress has been made and the museum is on track to reopen in December with a big programme of national regional and local exhibitions, events and activities.

- **To make necessary savings in a careful and considered way trying to minimise the impact on the public.**

We have saved over £1million across the Directorate, where possible by making efficiencies. The new leisure management contract let this year was a significant contributor to this.

- **To continue to implement the changes to the refuse collection service and make any necessary adjustments.**

The remodelling of the refuse collection rounds into 5 zones across the city was successfully implemented in the Autumn, giving a more efficient route structure. A further 14000 households have been brought into the alternate weekly collection cycle making 90% of households; this has saved on fuel and staffing, increased recycling and allowed the rounds to be more balanced. We have also improved how we catch up after Bank Holidays so that 80% of households do not change their collection day. Some areas where there are still back alley collections of black bags, remain a challenge.

- **To maintain all our current play areas to a good standard, to tackle vandalism and maximise the use of S106 money to make improvements.**

We have developed and improved play areas including Wyvern Park and Wonford Playing Fields. Vandalism remains a problem in some areas and sadly we have had to take some equipment out of use at the Chillzone because of repeated attacks by vandals.

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PORTFOLIO HOLDER FOR ENVIRONMENT & LEISURE PRIORITIES FOR 2011/12

- **Open the Royal Albert Memorial Museum in December 2011**

We will reopen the museum and offer exhibitions and events which will attract the attention of many thousands of potential visitors and re-establish RAMM as the South-West's premier museum. RAMM will open on Sundays as well. Through our partnerships with national museums and the Royal Collection we will offer local people the chance to see world-ranking exhibitions on their doorstep as well as providing a significant attraction for visitors.

- **Enhance the City's parks and play areas**

Exeter already has a wonderful range of parks and it is our aim to maintain and extend play facilities and equipment in parks including paddling pools in St Thomas and Heavitree. The pools have undergone a substantial refurbishment including improvements to the water treatment systems to improve water quality, pressure grouting and a new water-proof coating as well as partial rebuilding of the pump houses. The pools will be open for 16 weeks in 2011/12, longer than they were last year. Despite the financial challenges faced by the Council we believe that this is money well spent given the pleasure that these facilities bring to the City's children and families.

- **Keep the City clean and pleasant for everyone**

We will continue our rolling programme of deep cleans of parts of the city and our work in removing chewing gum and graffiti. We will look for opportunities to enhance this further, particularly if the new Business Improvement District goes ahead.

We will continue to work to improve cleanliness of back alleys by working with residents to find the best way for them to store and present their rubbish. We realise that there won't be one solution for every area but we will need to be flexible and creative.

- **Minimise waste and build on our recycling rates**

We will work hard to make our collection and recycling systems as efficient as possible whilst not forgetting that our prime aim is to minimise the waste produce in the first place. Increasing our recycling rate will be a challenge as the recession will reduce the amount of newspapers and magazines purchased and because industry has been working hard to reduce the weight of packaging used.

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PORTFOLIOHOLDER FOR HOUSING AND COMMUNITY INVOLVEMENT

PRIORITIES FOR 2010/11

- To work with the Social Health and Inclusion Partnership to focus our work to support priority groups and areas.

We continue to work with SHIP and its agreed action plan which is working towards improving services to homeless people and other vulnerable groups together with increasing the supply of affordable housing.

- To provide at least 100 new units of affordable housing.

We exceeded this by providing 146 units of affordable housing during 2010/11

- To effectively manage the new council housing repairs contract, ensuring a smooth transition that delivers service improvements.

Our contractor, Mears, started this contract on the 29 September 2010. Indications show that tenant satisfaction is high and the quality of work is improving.

- Consult council housing residents on the new Tenant Services Authority regulatory framework for social housing and develop a set of local standards for Exeter to meet our obligations.

A major consultation exercise took place in August of 2010 from which our local offer was agreed with tenants and published. This was part of the Council's response to the new TSA Regulatory Framework.

- To continue to work with the Resident Auditor Team for Council housing and act on their findings.

The Resident Auditor Team continues to undertake detailed assessments of existing housing services and producing reports on their findings. Recently the group have looked at our lettable standard on council houses when re-let and the possible use of incentive schemes.

- To review the processes by which the need for disabled adaptations are assessed and provided.

The review looked at the Disabled Adaptation service across rented properties and resulted in a protocol being agreed and signed by all

registered providers to ensure a consistent level of service delivery of adaptations.

PORTFOLIOHOLDER FOR HOUSING AND COMMUNITY INVOLVEMENT

PRIORITIES FOR 2011/12

- To provide a supply of high quality, social rented housing within the city in light of new government policy.

We plan to develop a city-wide Strategy with all social landlords that takes into account the implementation of the governments new “affordable rent” tenancies and fixed term tenancies. This includes ensuring negotiation and lobbying to ensure the maximum number of “social rented” homes are provided and re-let through Devon Home Choice. We plan to re-structure the enabling and empty homes to meet these challenges.

There will be a 30 year business plan produced for housing that takes into account the implementation of a new self financing Housing Revenue Account in line with Government proposals.

- To provide at least 150 new units of affordable housing.

We currently expect this target to be exceeded by the end of March 2012. There are currently over 141 new homes on site across the city.

- Publish an annual report to tenants which includes the agreed targets within the local offer and our performance against these offers as per the Tenancy Services Authority (TSA) regulatory requirements.

Following the major consultation exercise in response to the new TSA Regulatory Framework requirements we are required to publish and monitor the range of service standards and priorities (Local Offer) agreed with tenants that the Council will aim to meet in future years.

Although the TSA is to be abolished the Regulatory Framework they have published remains.

- Review the Neighbourhood Management Policy

Following the re-structure of the Tenancy Services team it will now work towards a more tenure neutral pro-active approach in the management of neighbourhoods working with all appropriate agencies to deliver effective management of our neighbourhoods.

- To work with Devon County Council on how older persons housing support services are provided in Exeter to our tenants in the future.

Devon County Council is currently reviewing the funding arrangements for the provision of older persons support services across Devon which is going out to consultation in June 2011. We wish to ensure tenants are best served by any changes in the funding arrangements and continue to receive appropriate support.

- To encourage good quality privately rented accommodation whilst recognising the need for managing the impact of HMOs upon established communities.

We will seek to introduce a discretionary HMO licensing scheme in the wards around the University in order to help improve the safety and management of the estimated 2000 HMOs in the area.

- Work pro-actively with all agencies to prevent homelessness and work to support those that are.

We will update our strategy for helping rough sleepers during periods of extreme cold weather and look to ensure they are provided with hot food, warm clothes and medical assistance where it is needed.

We will pro-actively work to help people facing mortgage difficulties remain in their home.