

## **PLACE SCRUTINY COMMITTEE**

Date: Thursday 10 November 2016  
Time: 5.30 pm  
Venue: Rennes Room, Civic Centre, Paris Street, Exeter

Members are invited to attend the above meeting to consider the items of business.

If you have an enquiry regarding any items on this agenda, please contact Sharon Sissons, Democratic Services Officer (Committees) on 01392 265115.

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

### *Membership -*

Councillors Brimble (Chair), Lyons (Deputy Chair), Foggin, Henson, Keen, Mitchell, Prowse, Robson, Wardle and Wood

## **Agenda**

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

#### **1 Apologies**

To receive apologies for absence from Committee members.

#### **2 Minutes**

To sign the minutes of the meeting held on 8 September 2016.

#### **3 Declaration of Interests**

Councillors are reminded of the need to declare any disclosable pecuniary interests that relate to business on the agenda and which have not already been included in the register of interests, before any discussion takes place on the item. Unless the interest is sensitive, you must also disclose the nature of the interest. In accordance with the Council's Code of Conduct, you must then leave the room and must not participate in any further discussion of the item.

Councillors requiring clarification should seek the advice of the Monitoring Officer prior to the day of the meeting.

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

It is considered that the Committee would be unlikely to exclude the press and public during consideration of the items on this agenda, but if it should wish to do so, the following resolution should be passed:-

**RECOMMENDED** that, under Section 100A(4) of the Local Government Act 1972, the press and public be excluded from the meeting of the particular item(s) on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraphs of Part I of Schedule 12A of the Act.

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

Details of questions should be notified to the Corporate Manager Democratic and Civic Support at least three working days prior to the meeting. Further information and a copy of the procedure are available from Democratic Services (Committees) (Tel: 01392 265115) and also on the Council web site - [www.exeter.gov.uk/decisions](http://www.exeter.gov.uk/decisions).

6 **Questions from Members of the Council under Standing Order 20**

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

**ITEMS FOR DISCUSSION BY SCRUTINY COMMITTEE**

7 **Budget Monitoring Quarter 2**

To consider the report of the Assistant Director Finance.

(Pages 5 -  
14)

8 **Update on City Centre Strategy**

To consider the report of the Economy and Enterprise Manager.

(Pages 15  
- 36)

9 **Recycling Plan Review**

To consider the report of the Assistant Director Environment.

(Pages 37  
- 46)

**ITEMS FOR INFORMATION ONLY**

10 **South East Devon Joint Habitat Regulations Executive Committee Minutes**

To receive the minutes of the meeting held on 21 September 2016

(Pages 47

## 11 Legacy Leisure Working Group Minutes

To receive the minutes of the meeting held on 12 September 2016

(Pages 51  
- 54)

### **Date of Next Meeting**

The next scheduled meeting of the Place Scrutiny Committee will be held on **Thursday** 12 January 2017 at 5.30 pm in the Civic Centre.

Find out more about Exeter City Council services by looking at our web site <http://www.exeter.gov.uk>. This will give you the dates of all future Committee meetings and tell you how you can ask a question at a Scrutiny Committee meeting. Alternatively, contact the Democratic Services Officer (Committees) on (01392) 265107 for further information.

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**REPORT TO:** SCRUTINY COMMITTEE PLACE  
**Date of Meeting:** 10 NOVEMBER 2016  
**Report of:** Assistant Director Finance  
**Title:** BUDGET MONITORING REPORT TO 30 SEPTEMBER 2016

**Is this a Key Decision?**

No

**Is this an Executive or Council Function?**

No

**1. What is the report about?**

This report advises Members of any material differences to the revised budget in respect of the Place Scrutiny Committee revenue and capital budgets.

Potential areas of budgetary risk are also highlighted in this report, so that Members are aware that certain budgets have been identified as being vulnerable to factors beyond the control of the Council, which may result in potential deviations from budget, and are therefore subject to close monitoring by officers.

**2. Recommendations:**

**That Members of Scrutiny Committee – Place assure themselves that Officers review areas with significant variances and undertake the necessary actions to address the issues that the variances may cause.**

**3. Reasons for the recommendation:**

Local authorities have a statutory duty to set and monitor their budgets during the year and to take any actions necessary because of potential overspending or potential shortfalls in income. Members are therefore presented with a quarterly financial update in respect of Place Services Scrutiny Committee and this is the first report for 2016-17.

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

The financial resources required to deliver Place Services during 2016-17 are set out in the body of this report.

**5. Section 151 Officer comments:**

This report has been prepared on behalf of the Section 151 Officer to set out the projected financial position of Place Services as at 31 March 2017.

**6. What are the legal aspects?**

Part 2 of the Local Government Act 2003 provides the legislative framework for the process of setting and managing budgets. In particular, Section 28 of the 2003 Act requires local authorities to monitor their budgets during the financial year.

**7. Monitoring Officer's comments:**

The Section 151 Officer has clearly set out the areas of overspend and those areas need careful management.

## 8. Report Details:

### Place Services Scrutiny Committee Budget Monitoring to 30 September 2016

#### 8.1 Key Variations from Budget

The current forecast suggests that net expenditure for this committee will increase from the revised budget by a total of £408,210 after transfers from reserves and revenue contributions to capital, as detailed in Appendix 1. This represents a variation of 4.35% from the revised budget. This includes supplementary budgets of £692,370 already agreed by Council.

8.2 The significant variations by management are:

MU Code	Management Unit	Over / (Underspend)	Detail
81D6	Cleansing Chargeable Services	85,500	<ul style="list-style-type: none"> <li>The overspend is due to income from the trade refuse and recycling services being below target, together with some increased transport expenditure.</li> </ul>
81D8	Recycling	50,700	<ul style="list-style-type: none"> <li>The forecast overspend is mainly due to a decrease in income received for recyclable materials.</li> </ul>
83A3	Car Parking	(98,630)	<ul style="list-style-type: none"> <li>Income from off street parking fees anticipated to exceed budget, partially offset by additional expenditure on equipment tools and materials.</li> </ul>
83B5	Planning Services	170,000	<ul style="list-style-type: none"> <li>Additional expenditure on legal and other costs associated with planning appeals including claim for costs award for planning appeal at Exeter Road, Topsham.</li> </ul>
83B8	Major Projects	£30,000	<ul style="list-style-type: none"> <li>The budget funds the legal team and property consultants engaged to deliver the property transactions required to bring forward the Bus &amp; Coach Station redevelopment. This work has ramped up this year and the initial budget was inadequate to meet these demands.</li> </ul>
83B9	Markets & Halls	76,500	<ul style="list-style-type: none"> <li>Owing to a delay in the installation of the solar panels at the Matford Centre the income is anticipated to be below budget. In addition, income from ticket sales, and ancillary sales at the Corn Exchange, is below target, as is income from room bookings and business units at the Matford Centre.</li> </ul>
83C2	Museum Service	69,800	<ul style="list-style-type: none"> <li>After a transfer from reserves of £29k, the anticipated overspend of £41k is mainly due to the RAMM shop opening later than originally anticipated.</li> </ul>

#### 9. Place Capital Budget Monitoring to 30 September 2016

To report the current position in respect of the Place Capital Programme and to update Members with any anticipated cost variances, acceleration of projects or slippage of schemes into future years.

### 9.1 Revisions to the Place Capital Programme

The 2016-17 Capital Programme, including commitments brought forward from 2015-16 was last reported to Place Scrutiny Committee on 8 September 2016. Since that meeting the following changes have been made to the programme:

Description	£	Approval/Funding
<b>Capital Programme, as reported to Place Scrutiny Committee, 8 September 2016</b>	<b>10,881,240</b>	
Budget Deferred to 2017/18 & Beyond at Quarter 1	(5,321,820)	Approved by Council 18 October 2016
Overspends/(Underspends) reported at Quarter 1	(933,870)	
Railway Arches at Riverside, Cowick Street	50,000	
Farmers Market Electricity	10,000	
<b>Revised Capital Programme</b>	<b>4,685,550</b>	

### 9.2 Performance

The Place Capital Programme is detailed in Appendix 2. The appendix shows a total spend of £1,878,805 in 2016-17 with £10,430 of the programme potentially accelerated from 17-18.

### 9.3 Capital Variances from Budget

No significant variances or issues concerning expenditure have arisen for this committee.

### 9.4 Capital Budgets Deferred to 2017-18 and Beyond

No significant amounts have been identified as being wholly or partly deferred to 2017-18 and beyond.

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

Place Committee contributes to 6 key purposes, as set out in the Corporate Plan; a stronger city, keep place looking good, keep me / my environment safe and healthy, provide great things for me to see and do, help me run a successful business and deliver good development

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

Areas of budgetary risk are highlighted to committee as part of the quarterly budget monitoring updates. An action plan to address the key areas of budgetary risks within Place was reported in March 2016 and is attached as Appendix 3, for reference only.

### 12. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, Economy safety and the environment?

No impact

**13. Are there any other options?**

No

**DAVE HODGSON**

**Assistant Director Finance**

**Author: FINANCIAL SERVICES TEAM**

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

**Background papers used in compiling this report:**

None

Contact for enquiries:

Democratic Services (Committees)

Room 2.3

(01392) 265275



PLACE SCRUTINY COMMITTEE  
OUTTURN

APRIL 2016 TO SEPTEMBER 2016

ACTUAL TO DATE			YEAR END FORECAST				
PROFILED BUDGET	ACTUAL TO DATE	VARIANCE TO DATE	CODE	APPROVED BUDGET	OUTTURN	OUTTURN VARIANCE	QUARTER 1
£	£	£		£	£	£	£
128,741	118,949	(9,792)	81A1 ENVIRONMENTAL PROTECTION	386,640	386,640	0	(3,000)
77,895	94,893	16,998	81A3 LICENCING,FOOD,HEALTH & SAFETY	363,920	363,920	0	(7,680)
71,717	79,078	7,361	81A4 PUBLIC SAFETY	457,670	466,210	8,540	5,000
466,988	473,757	6,769	81A6 PARKS & GREEN SPACES	966,680	993,690	27,010	27,010
199,422	75,664	(123,758)	81B&C BUSINESS & COMMERCIAL OPS	13,950	21,490	7,540	0
163,597	115,206	(48,391)	81B2 CEMETERIES OPERATIONAL	206,700	206,700	0	0
89,966	95,145	5,179	81C9 ASSISTANT DIRECTORS	0	0	0	0
815,384	851,911	36,527	81D2 DOMESTIC REFUSE COLLECTION	2,070,470	2,047,070	(23,400)	0
765,276	913,143	147,867	81D4 STREET CLEANING	1,454,480	1,480,420	25,940	25,940
85,727	77,669	(8,058)	81D5 PUBLIC CONVENIENCES	158,880	162,880	4,000	4,000
(184,818)	(364,218)	(179,400)	81D6 CLEANSING CHARGEABLE SERVICES	(316,320)	(230,820)	85,500	42,500
132,566	97,518	(35,048)	81D7 EXTON ROAD OVERHEADS AND FLEET	215,010	222,410	7,400	0
150,056	138,702	(11,354)	81D8 RECYCLING	192,070	242,770	50,700	0
762,206	473,757	(288,449)	81F1 PUBLIC REALM ASSETS	3,027,720	3,048,330	20,610	0
19,889	16,095	(3,794)	83A2 TRANSPORTATION	46,460	46,460	0	0
(2,610,951)	(2,812,251)	(201,300)	83A3 PARKING SERVICES	(5,246,270)	(5,344,900)	(98,630)	(72,270)
328,989	278,529	(50,460)	83A4 ECONOMIC DEVELOPMENT	746,090	717,190	(28,900)	0
218,850	216,124	(2,726)	83A5 ARTS & EVENTS	335,100	360,000	24,900	24,950
171,889	183,512	11,623	83A6 TOURIST INFORMATION	410,070	414,970	4,900	0
(10)	(2,860)	(2,850)	83A8 DISTRICT HIGHWAYS & FOOTPATHS	700	700	0	0
(33,154)	(43,195)	(10,041)	83A9 BUILDING CONTROL	45,420	45,420	0	0
0	0	0	83B1 LAND DRAINAGE	15,900	15,900	0	0
339,350	511,606	172,256	83B5 PLANNING SERVICES	983,560	1,153,560	170,000	60,000
0	0	0	83B6 CONSERVATION	6,350	6,350	0	0
0	4,600	4,600	83B7 AFU	0	6,500	6,500	0
15,000	31,298	16,298	83B8 MAJOR PROJECTS	30,000	60,000	30,000	0
(274,251)	(361,728)	(87,477)	83B9 MARKETS & HALLS	(388,960)	(312,460)	76,500	0
(45,772)	(46,453)	(681)	83C1 WATERWAYS	65,080	65,080	0	0
980,759	1,053,833	73,074	83C2 MUSEUM SERVICE	2,250,660	2,320,460	69,800	0
(5,249)	28,589	33,838	83C3 CONTRACTED SPORTS FACILITIES	895,390	870,390	(25,000)	(25,000)
<b>2,830,062</b>	<b>2,298,874</b>	<b>(531,188)</b>	<b>NET EXPENDITURE</b>	<b>9,393,420</b>	<b>9,837,330</b>	<b>443,910</b>	<b>81,450</b>

## TRANSFERS TO / (FROM) EARMARKED RESERVES

83B7 - AFU (6,500)

83C2 - Museum Service (29,200)

## REVENUE CONTRIBUTION TO CAPITAL

OUTTURN FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES	9,801,630
REVISED BUDGETS	9,393,420
ADJUSTED OUTTURN VARIANCE	408,210

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## CAPITAL MONITORING TO 30 SEPTEMBER 2016

	2016/17 Capital Programme	2016/17 Spend to 30 September	2016/17 Forecast Spend	2016/17 Budget to be Carried Forward to 2017/18 and Beyond	2016/17 Programme Variances (Under)/Over
	£	£	£	£	£
<b>PLACE</b>					
<b>KEEP PLACE LOOKING GOOD</b>					
Play Area Refurbishments	153,830	47,145	153,830		
Topsham Recreation Ground	3,530	0	3,530		
Rougemont Gardens - Path & Railings	37,000	0	37,000		
Exhibition Way Bridge Maintenance	39,580	0	39,580		
Canal Bank Repairs & Strengthening	5,750	1,111	5,750		
Repair to Turf Lock Gates	30,630	30,632	30,630		
Repair Canal Bank at M5	44,550	0	44,550		
Replace Car Park Ticket Machines	209,520	209,521	209,520		
Queen's Crescent CPO	18,000	0	18,000		
Canal Pontoon	26,220	0	26,220		
<b>KEEP ME/MY ENVIRONMENT SAFE &amp; HEALTHY</b>					
Heavitree Church Retaining Wall	55,000	0	55,000		
Northernhay Driveway	60,000	0	60,000		
Vehicle Replacement Programme	600,000	432,211	600,000		
Mincinglake Reed Beds and Storage Ponds	6,530	4,148	6,530		
Guildhall, John Lewis & Mary Arches MSCP Fire Alarms	90,000	0	90,000		
Car Park Surfacing - Haven Road	30,000	0	30,000		
Replace Lifts at Mary Arches MSCP	100,000	0	100,000		
Budlake Road Resurfacing	50,000	0	50,000		
Farmers Market Electricity Supply	30,000	59	30,000		
Riverside Arches	50,000	0	50,000		

	2016/17 Capital Programme	2016/17 Spend to 30 September	2016/17 Forecast Spend	2016/17 Budget to be Carried Forward to 2017/18 and Beyond	2016/17 Programme Variances (Under)/Over
	£	£	£	£	£
<b>PROVIDE GREAT THINGS FOR ME TO SEE &amp; DO</b>					
Sports Facilities Refurbishment	92,550	4,418	92,550		
Passenger Lift at RAMM	45,000	1,120	45,000		
RAMM Shop	65,500	0	65,500		
Livestock Centre Roof Replacement	7,380	0	7,380		
St Nicholas Priory	115,000	0	115,000		
<b>MAINTAIN THE ASSETS OF OUR CITY</b>					
RAMM Roof Access Improvements	68,500	0	68,500		
<b>DELIVER GOOD DEVELOPMENT</b>					
Newcourt Community Hall (S106)	5,920	2,155	5,920		
Newcourt Community Hall (Grant)	16,240	26,672	26,670	(10,430)	
Countess Wear - Village Hall	75,000	70,859	75,000		
Beacon Heath Martial Arts & Boxing Club - New Roof	20,810	4,508	20,810		
Devonshire Place (Landscaping)	350	0	350		
Alphington Village Hall (Repairs & Extension)	50,000	32,621	50,000		
St Sidwells Community Centre	22,380	18,991	22,380		
Ibstock Environmental Improvements	1,400	1,020	1,400		
Bus Station Construction	1,096,580	478,178	1,096,580		
Leisure Complex - Build Project	1,362,800	513,439	1,362,800		
<b>PLACE TOTAL</b>	<b>4,685,550</b>	<b>1,878,805</b>	<b>4,695,980</b>	<b>(10,430)</b>	<b>0</b>

## AREAS OF BUDGETARY RISK

The table below identifies areas that have been identified as a budgetary risk within the Place revenue and capital budgets.

The revenue budget areas of risk are:

Budget Title	Approved Budget	Risk
<b>Revenue: Cemeteries</b>	(£276,680)	<p>The income budgets include various sources such as interment fees, rights of burial and headstone fees.</p> <p>To date the income received is marginally lower than profile. It should be noted that income was 11% below the annual budget in 2014-15 and 14% below annual budget in 2015-16.</p> <p>Income levels will continue to be monitored and the issue flagged to senior management if the trend of income continue as previous years.</p>
<b>Revenue: Cleansing Chargeable Services</b>	(£345,700)	<p>The majority of the income is subject to local and national markets with many competitors.</p>
<b>Revenue : Recycling</b>	£192,070	<p>The budgets include estimated income from the sale of reclaimed materials amounting to £730k. This income is subject to fluctuations in the market, and can be very volatile.</p>
<b>Revenue: Car Parking</b>	(£5,763,000)	<p>The fee income budget for car parking is £5.7m; figures to date indicate that this will be exceeded.</p> <p>The 2015-16 income was £6.28m meaning the budget was exceeded by 10%.</p> <p>Car Parking income can be volatile and a 3% shortfall in income would mean a shortfall of £173k against the budget.</p> <p>This is an ongoing budgetary risk. However, based on income to date, fee income is projected to be above the budget but the volatility of this income source should be noted.</p>

Budget Title	Approved Budget	Risk
<b>Revenue: Planning Services</b>	737,960	<p>There has been a number of recent planning decisions which have been appealed. This generally results in a need for external consultancy and legal advice.</p> <p>Significant expenditure has been incurred to date (£120k), the year end projection is currently £170k.</p> <p>However, this figure could increase substantially if further appeals are received.</p>
<b>Revenue: Markets &amp; Halls</b>	(£388,960)	<p>The budgets for this service are reviewed annually by the Markets and Halls manager in consultation with the relevant Principal Accountant, and set at levels which are believed, at the time, to be realistic. In recent years, the Markets and Halls service has achieved better results than estimated; in 2015/16, the net income exceeded the budget by approximately £100,000.</p> <p>However, some sources of income cannot be guaranteed to continue at current or historical levels so there is a risk that the net income budget may not be achieved.</p>

**REPORT TO:** Place Scrutiny Committee  
**Date of Meeting:** 10 November 2016  
**Report of:** Victoria Hatfield, Economy & Enterprise Manager  
**Title:** Update on actions - City Centre Strategy for Exeter 2013 – 2022

**Is this a Key Decision?**

No

**Is this an Executive or Council Function?**

Executive

**1. What is the report about?**

1.1 To update members on actions within the City Centre Strategy 2013 – 2022 (Building on a Decade of Change – Delivering a Competitive and Attractive City Centre), future ownership of actions and a way forward for managing the wider city centre.

**2. Recommendations**

2.1 For Members to review and comment on completed and on-going actions from the City Centre Strategy 2013 – 2022.

2.2 To note that over the next 6 months consultation will take place with key city centre stakeholders, business groups and networks to recommend a way forward.

**3. Reasons for the recommendation**

3.1 To ensure actions remain relevant and achievable within current financial and staffing capabilities and that the city centre is an attractive place to live, visit and do business.

3.2 To ensure accountability in the development of the city centre in a holistic manner.

**4. What are the resource implications including non financial resources?**

4.1 Delivery of actions will be met from existing budgets (where possible) future capital bids, external funding sources and Exeter BID.

**5. Section 151 Officer comments:**

5.1 There are no financial implications contained in this report.

**6. What are the legal aspects?**

6.1 None identified.

**7. Monitoring officer Comments:**

7.1 This report raises no issues of concern for the Monitoring Officer.

## **8. Background**

- 8.1 The City Centre Strategy 2013 – 2022 was approved at Scrutiny Committee Economy and Executive in September 2013, with the delivery overseen by the City Centre Manager. Due to this post no longer being within the structure of the City Council, actions have been distributed internally within the City Council with some actions being managed and delivered by Exeter Business Improvement District (Exeter BID) and Devon County Council. Excellent progress has been made in delivering the strategy, with a large number of actions within the strategy ongoing or have been completed, as highlighted in Appendix 2.
- 8.2 Since the introduction of Exeter BID in the summer of 2015, the City Centre Management Partnership Board was disbanded, with Exeter BID taking on a number of roles and actions from the City Centre Strategy. Appendix 1 shows which areas of the city centre are included within the Exeter BID area.

## **9. Future delivery of the Exeter City Centre Strategy 2013 – 2022**

- 9.1 Appendix 2 updates on the significant progress made on each action within the City Centre Strategy since its adoption in September 2013. It is indicated within each action its future ownership, either internally or externally, to ensure implementation.
- 9.2 There is a need to review the City Centre Strategy within the next 12 months to ensure it is still relevant to the city centre in relation to how the city has developed since the strategy was written and approved, to improve the overall city centre experience and to address new developments within the city, such as:
- South Street & Exeter Corn Exchange
  - Princesshay Leisure
  - Exeter Bus Station
  - St Sidwell's Point
- 9.3 As shown in Appendix 1, Exeter BID is a defined area within the city centre, which does not cover the wider city centre. Since its emergence, this has highlighted gaps in how the city centre is holistically managed - such as Southernhay, Magdalen Road parts of Sidwell Street and Queen, St David's and links to the Quayside.
- 9.4 The long term management of the city centre remains a priority for the City Council, but is not managed in a holistically way. To ensure the long term sustainability and prosperity of the city centre there a number of options going forward:
- Remain with current structures and networks to manage the wider city centre (outside of the Exeter BID boundary)
  - Exeter BID is the main city centre organisation to manage the wider city centre
  - Introduce a city wide group (of interested parties) to proactively manage the wider city centre to improve the city centre experience and offer
- 9.5 I will bring forward proposals in the next 6 months in relation to the overall management of the City Centre, as a result of consultation with city centre business groups and networks.



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

10.1 The City Centre Strategy covers a wide range of purposes and the mission statement of the City Council:

- Purposes
  - A stronger city
  - Provide great things to see and do
  - Help me run a successful business
  - Deliver good development
- Mission Statement
  - We will enhance Exeter as the regional capital working with our partners to improve the quality of life for all people living, working in and visiting the city

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

11.1 Actions are included in alternative City Council strategies to ensure delivery.

**12. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults; economy; safety and the environment?**

12.1 The purpose of the City Centre Strategy is to develop the city centre as a safe and welcoming place to visit, live and work for all.

**13. Are there any other options?**

13.1 There is the option to continue with a stand-alone city centre strategy for Exeter or combine it with existing or emerging strategies which cover the whole of Exeter. Due to the significance of the city centre and its impact it has on the wider community and economy, it is merited with having its own strategy.

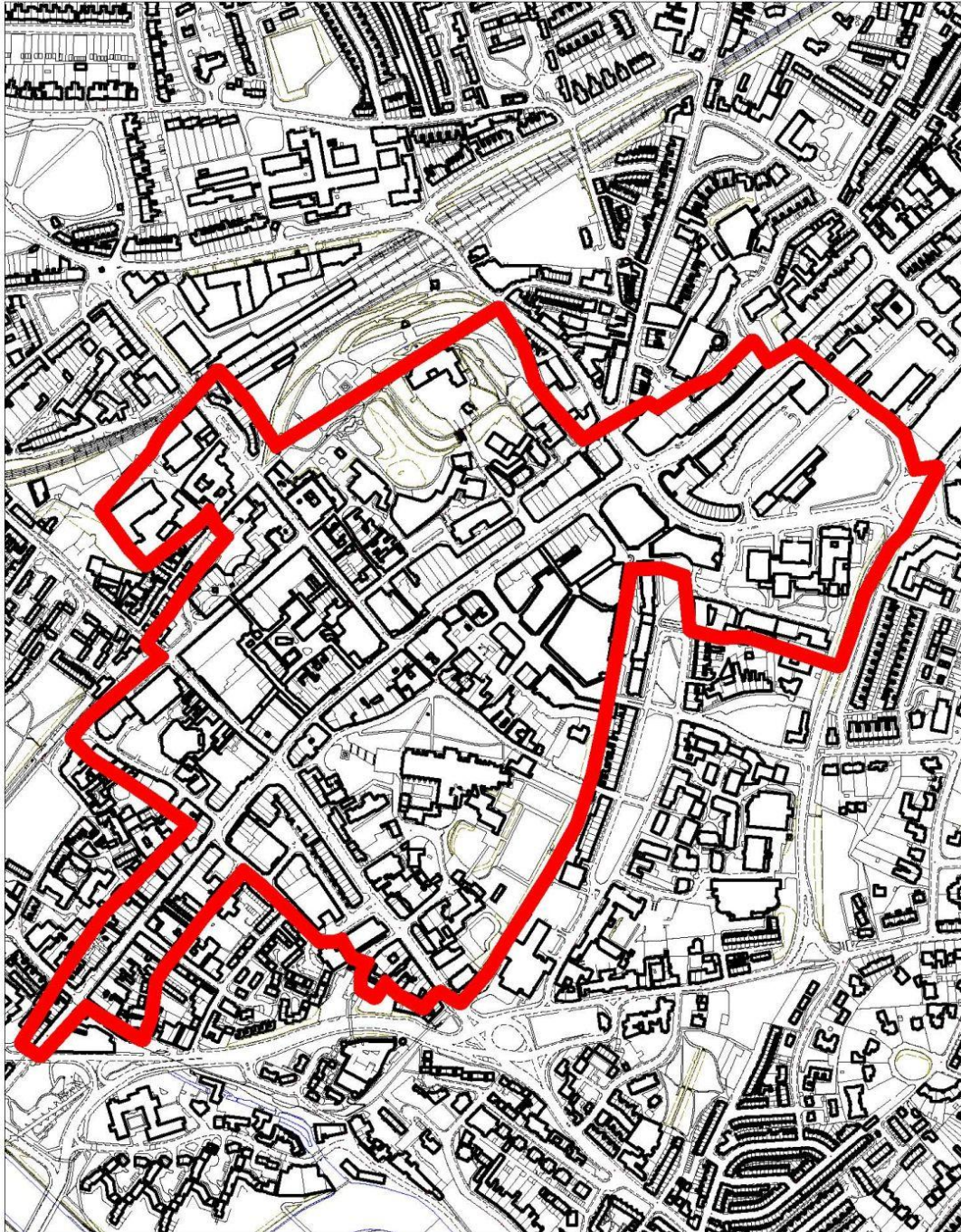
**Victoria Hatfield, Economy & Enterprise Manager**

**Local Government (Access to Information) Act 1972 (as amended)  
Background papers used in compiling this report:-**

Scrutiny Committee Economy – 23 September 2013  
Executive – 17 September 2013

Contact for enquires: Democratic Services (Committees), Room 2.3, 01392 265275

### APPENDIX 1 - Exeter BID levy area



↑ Exeter Bid Area 2014

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Exeter City Council, Civic Centre, Paris Street, Exeter, EX1 1NN

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## Appendix 2 - City Centre Strategy 2013 – 2022 Action Plan

<b>Projects only deliverable through a City Centre BID</b>					
<b>Aim 1 – A sustainable, resilient and competitive City Centre</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Objectives/Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Business Improvement District (BID)	Spring 2014 target for BID ballot	City Centre businesses Chamber of Commerce Exeter City Council Devon County Council  BID feasibility study & campaign – minimum of £30k	To strengthen the City Centre's competitive position, improve marketing and promotional activity, increase day visitor numbers, increase awareness of the Exeter 'offer' and enhance City Centre safety, security and cleansing & maintenance.	Vote successful and Exeter BID established, CEO appointed autumn 2016	Exeter BID
Retailer inward investment targeting	Reviewable targets list First list 2015	Exeter City Council Private landlords Chamber of Commerce BID  £8,000 p.a.	To further strengthen Exeter's competitive position by strengthening the representation of significant retail names in the city.	Researched once new Inward Investment Officer post in position	Exeter City Council
Improved presentation of vacant retail units. On-going development of initiatives for use of vacant retail units	On-going	Exeter City Council Private landlords BID  £10,000 p.a.	To enhance the visitor experience. To create a better trading environment for all businesses.	No update from BID but keen to explore opportunities for window displays in vacant units moving forward	Exeter BID
<b>Aim 2 – A vibrant City Centre that offers attractions for all</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Renovation and regular Summer use of Northernhay bandstand	2015	Exeter City Council BID Lottery funding	To deliver increased enjoyment in (& use of) Northernhay Gardens – reducing incidents of	Did not progress due to unsuccessful HLF bid. Alternative to be	Exeter City Council

		Corporate business sponsors £50,000	anti-social behaviour and encouraging wider use of a key City Centre park.	investigated	
City Centre WiFi and 4G	2015	City Centre businesses City Centre BID Exeter City Council Private sector providers City Centre landlords	Delivering a more business and customer-friendly City Centre.	4G introduced into Exeter April 2016	Exeter City Council
<b>Aim 3 – A welcoming and safe evening and night-time environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Purple Flag Award or appropriate alternative quality scheme	2015	Devon & Cornwall Police Exeter City Council University of Exeter City Centre BID Community Safety Partnership	Achieving Purple Flag status – the measure of the safest and most welcoming UK towns and cities at night – would deliver a range of benefits for the City Centre. Benefits would include: <ul style="list-style-type: none"> <li>• A raised profile and an improved public image for the City Centre;</li> <li>• Increased visitor numbers;</li> <li>• Increased expenditure;</li> <li>• Further reductions in levels of crime and anti-social behaviour;</li> <li>• The delivery of a more successful mixed-use economy.</li> </ul>	The Community Safety Partnership is working with the BID to work towards accreditation in 2017.  Purple Flag application funding is in Exeter BID budget for 2017-18	Exeter City Council

<b>Aim 4 – A better first impression</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
City Champions / Ambassadors	2015	Exeter City Council Chamber of Commerce Exeter & Heart of Devon Hoteliers and Restaurants Association City Centre businesses BID	To ensure that 'city gatekeepers'/first points of contact have a good knowledge of Exeter City Centre (facilities, attractions and history). This will be achieved through provision of targeted training and information to taxi drivers, hoteliers, bus drivers and other frontline staff. This will lead to improved perceptions of Exeter as friendly & safe, leading to increased return visits & trade.	BID have engaged The Welcome People who now supply a team of three ambassadors to the BID. They work across three key areas – Customer/public welcome, Business engagement and Information/intelligence gathering	Exeter BID
Improvement to Cathedral & Quay Car Park/City Centre links through South Street, Coombe Street and to the Quayside	2017	Exeter City Council Devon County Council BID	To enhance the visitor experience and significantly improve first impressions of the City Centre.	Some decks deep cleaned and others to follow. Review of signage at car park to better advertise Quay underway. Improved anti-vandal lighting being sourced	Exeter City Council
City Centre 'Hidden Pockets' (for example Coombe Street, Parliament Street & The Mint)	2017	Exeter City Council Devon County Council BID	To deliver targeted improvements and signage to the 'interesting' hidden City Centre public spaces, leading to enhanced perceptions of the individuality and diversity of Exeter and enhancing the attractiveness of – and visitors	Work on area specific branding will commence now that main BID branding work has been completed	Exeter BID

			enjoyment of – the City Centre.		
<b>Aim 5 – A clean, well maintained and safe environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Child Safe Zone – expanding scheme beyond the Guildhall Shopping Centre/Princesshay	2015	City Centre businesses Exeter City Council Devon & Cornwall Police	To deliver a more family-friendly shopping environment, further strengthening competitive position over other regional shopping locations.	To progress	Exeter BID

<b>Key projects for City Centre Strengthening and Growth</b>					
<b>Aim 1 – A sustainable, resilient and competitive City Centre</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Redevelopment of the Bus Station	Target start date – 2015	Exeter City Council Land Securities Devon County Council Stagecoach	To deliver a step-change in the City centre leisure and retail offer and deliver a state-of-the art bus station and modern swimming pool complex.	St Sidwell Point is at RIBA stage E / F1, with the design for the bus station not far behind. Tender pack for procuring main contractor is being produced. Detailed planning application for both developments has been submitted. An interim bus station solution has been developed. St Sidwell Point remains on course for completion in December 2018	Exeter City Council
West Quarter Development Strategy	2015	Exeter City Council Fore Street Business	To identify a programme of measures to enhance Fore Street	Consultant to be appointed to research	Exeter City

		Collective Devon County Council	and the West Quarter – leading, in turn, to improved perceptions of what the West Quarter has to offer and, in due course, to improvements to footfall and trading levels.	options for South Street and the surrounding area. Working group being formed to look at the requirements for a new venue in the city	Council
Visitor Coach Parking Strategy	Report – Spring 2014	Exeter City Council Heart of Devon Tourism Partnership	To enhance the City Centre visitor experience. To encourage repeat visits.	Provision of new coach parking adopted during redevelopment of Exeter Bus & Coach Station. Consultation to continue regarding the redevelopment	Exeter City Council
Park & Ride expansion	On-going strategy development	Devon County Council	To deliver easier access to the City Centre, improving travel options for visitors, shoppers and city workers.	Discussions continue relating to new P&R provisions for Exeter	Devon County Council
Sunday Trading Hours	As legislation comes forward	City Centre businesses Exeter City Council Public transport operators	To capitalise on any long-term changes to the Sunday trading regulations – strengthening the City Centre’s competitive position.	Legislation is not being pursued by the government	N/A
<b>Aim 2 – A vibrant City Centre that offers attractions for all</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future</b>

		<b>est. (where identified)</b>			<b>Owner</b>
Delivering an action plan for 'showcasing' local food producers more effectively within the City Centre – to also include analysis of options for developing 'edible city' initiatives	Initial plan of action – 2014	Exeter Chamber of Commerce Private sector partners Real Food Store Exeter City Council	To strengthen links between City Centre and key local food producers. To deliver increased City Centre interest and attractiveness.	Exeter Street Food Market established within the city and Quay. Additional work to progress	Exeter City Council
Developing the 'Castle Quarter'	2014 – completion of feasibility study/delivery strategy	Exeter City Council Exeter Phoenix Devon County Council Exeter Chamber of Commerce	To strengthen the overall offer of the City Centre – ensuring visitors are encouraged to visit the greatest possible range of city attractions and to move beyond the 'core' City Centre area and to maximise City Centre dwell time.	To be reviewed	Exeter City Council
Review of use of Northernhay & Rougemont Gardens and Southernhay	2014	Exeter City Council Exeter Chamber of Commerce Devon County Council	Significant opportunities for increasing use of green spaces at the heart of the City Centre, delivering enhanced City Centre enjoyment and making a significant contribution to the safety and attractiveness of key City Centre parks.	Significant capital expenditure is required in Northernhay Gardens to cope with additional events, Members have decided to retain current levels of use at this site. Requests for use of Rougemont and Southernhay are always considered on their merits	Exeter City Council
Christmas Lights	On-going	Exeter City Council Exeter Chamber of Commerce Corporate business sponsors	To deliver a funding package to ensure the delivery of Christmas Lights that are unique, innovative and that support the City Centre's competitive position.	City Centre Christmas lights under the full control of Exeter BID. Old Christmas lights offered to community	Exeter BID



		City Centre businesses BID  Core 'baseline' City Council budget of £14,500 agreed for 2013, 2014 & 2015		groups and Exeter BID  New BID scheme in place following tender process, extensive coverage of the BID area will be in place for Christmas 2016	
<b>Aim 3 – A welcoming and safe evening environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Develop a clear Strategy for the development of the evening and night-time economy	2013/14	Devon & Cornwall Police Exeter City Council City Centre licensees City Centre businesses Community Safety Partnership	To secure the safest possible evening and night-time economy, ensuring a positive reputation for the City Centre as a visitor destination during the evening and night-time period.	The EAVNTE working group has completed its initial action plan and has recently adopted a further plan of work until 2017.  Exeter BID is working to identify options and opportunities to bridge the gap between daytime and evening economies. Currently two separate working parties considering each strand with intention of pulling them together when ready	Exeter City Council
To examine the potential of Early Morning Alcohol Restriction Orders	2014/2015	Devon & Cornwall Police Exeter City Council City Centre licensees City Centre businesses	A new power that should be considered. Potential to reduce 'pre-loading'. Significant improvements anticipated in	This is being kept under review but there are no plans to pursue such measures at the moment	Exeter City Council

		Community Safety Partnership	safety – and perceived safety – of City Centre. Anticipated impact on broadening-out the attractiveness of the City Centre at night to the widest possible cross-section of the community. Potentially significant savings in relation to policing costs and cleansing & maintenance.		
Taxi Marshalls	2013 Development on-going	Devon & Cornwall Police Exeter City Council University of Exeter Community Safety Partnership Exeter Businesses - BID	To secure the safest possible evening economy environment, ensuring a positive reputation for the City Centre as a visitor destination during the evening and night-time period.	Taxi Marshalls continue to operate on Saturday nights and on other selected occasions when footfall in the city centre is expected to be high	Exeter City Council - EAVNTE
'Safe Zone'	2015	Exeter City Council Devon & Cornwall Police Street Pastors City Centre licensees NHS Community Safety Partnership	To create a place of 'refuge' in the City Centre during the night-time period – to potentially include a new Street Pastors' base and the provision of a Health Triage service.	The Help Zone continues to operate on Saturday nights and on other selected occasions when footfall in the city centre is expected to be high	Exeter City Council - EAVNTE
<b>Aim 4 – A better first impression</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Central Station Forecourt enhancement	2013	Devon County Council Exeter City Council Network Rail  £660,000	To deliver the best possible first impression to City Centre visitors and ensuring a sense of 'arrival'.	Enhancement scheme completed	N/A
West Quarter enhancements ('The Hill')	2015	Exeter City Council Local businesses	To strengthen West Quarter as a key hub of independent	Consultant to be appointed to research	Exeter City

		Devon County Council	businesses and café culture, driving footfall and 'signposting' West Quarter businesses.	options for Corn Exchange, South Street and the surrounding area	Council
Connecting Fore Street, South Street, the 'West Quarter' & the Quayside	2015	Exeter City Council Devon County Council	To deliver improved pedestrian spaces, improve accessibility through, and minimise the impact of traffic in, the West Quarter. In turn this will strengthen the attractiveness of the area to visitors and shoppers and improve links between the City Centre and Quayside.	Toucan upgrade of crossing of Acorn junction completed. No other works planned for the foreseeable future. Opportunities potentially with redevelopment of South Street area	Devon County Council
Exeter St David's Station Forecourt	2015	Exeter City Council Devon County Council	To deliver the best possible first impression to City visitors and sense of arrival in a city of regional significance.	Initial master planning work underway. Nothing likely to come forward until mid 2020's as part of major redevelopment proposals	Devon County Council
Public Toilet provision (to include Community Toilet Scheme)	On-going	Exeter City Council Exeter Chamber of Commerce City businesses	To improve provision of public toilets in terms of quality and accessibility. To ensure accessibility of toilets is excellent for all parts of the community.	To be reviewed	Exeter City Council
<b>Aim 5 – A clean, well maintained and safe environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Extend the EBAC radio	2014	City Centre businesses	To deliver a safer, more	EBAC scheme now	Exeter

network to cover all City Centre pubs and clubs and other venues where appropriate		Exeter City Council Devon & Cornwall Police Licensees Association  Minimal cost to City Council Cost to business of approximately £450 per radio	welcoming City Centre during the evening & night-time period.	covers a large number of pubs and clubs within the city. Further work is being conducted to strengthen this	City Council
Expansion of Exeter Businesses Against Crime (EBAC)	Annual improvement plan	City Centre businesses Exeter City Council Devon & Cornwall Police  Nil cost to public sector Annual costed improvement plan	To deliver a safer, more welcoming, City Centre and ensuring the City Centre becomes less of a target for shoplifters, criminal activity & anti-social behaviour.	The EBAC Partnership continues to work effectively in reducing city centre crime and ASB. Work will be continuing to strengthen this partnership further through its inclusion as a member of the Community Safety Partnership. Links extended to surrounding towns to provide wider intelligence and monitoring	Exeter City Council
Promotion of the 'Diverted Giving' & 'Suspended Food/Drinks' scheme	2013 launch Annual development plan	City Centre businesses Exeter Community Safety Partnership Exeter City Council Devon & Cornwall Police	To deliver a safer, more welcoming City Centre during the evening & night-time period.	The Community Safety Partnership is currently considering different methods for assisting the street attached	Exeter City Council
Tidy Trade Waste Presentation	2016 – development action plan	City Centre business / BID Trade Waste operators Exeter City Council	To reduce trade waste litter, reduce poor waste presentation on street, encouraging improved	Linked to Scores on the Floors	Exeter City Council

		Devon County Council	waste management at premises and encourage a tidier, cleaner street		
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**Essential day-to-day operational issues**
**Aim 1 – A sustainable, resilient and competitive City Centre**

Project	Year	Lead Partners and cost est. (where identified)	Outcomes	Update	Future Owner
Customer-convenient trading hours	Annual Progress Report	City Centre businesses Public transport operators Exeter & Heart of Devon Hoteliers & Restaurants Association Exeter City Council	To improve the link between the day-time and evening economies and to broaden the character of the latter by strengthening the café culture and extending opening hours. To deliver an improved ambience and reduce the incidence of alcohol-related anti-social behaviour.	A new Statement of Licensing Policy for the Licensing Act 2003 has been adopted which encourages the café culture	Exeter City Council
Review of street markets – identification of opportunities for significant development	Options report – Summer 2014	Exeter City Council	Identification of opportunities for growth and enhancement of City Centre markets, with a view to enhancing City Centre shopping opportunities and dwell time.	Markets section is working with others (such as Exeter Street Food) to help facilitate a better markets programme	Exeter City Council
Year-round Markets	On-going	Exeter City Council	To deliver increased City Centre retail options with a year-round series of specialist markets – building on the delivery of the 2012 Cathedral Christmas Market.	Some questions have been raised about the desirability of markets in the city centre and there is a lack of suitable site for city centre markets	Exeter City Council
Regular PI monitoring and reports	Annual Progress Report	City Centre Manager Exeter City Council City Centre businesses	To ensure the decision-making process is well informed, with reliable and up to date information	BID have installed 5 footfall cameras through the city centre.	Exeter BID

			on City Centre performance	Additional options currently being considered to further improve availability of data to aid performance	
<b>Aim 2 – A vibrant City Centre that offers attractions for all</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Review of street trading/street trading regulation across the City Centre. Deliver a City centre focus on street food.	2014	Exeter City Council Devon County Council Exeter Chamber of Commerce City Centre businesses	To recognise the potential of appropriate street trading to enhance the vibrancy of the City Centre; to use designated street trading and 'street food' areas as a mechanism for drawing footfall in to 'secondary' retailing areas such as Castle Street and the Cultural Quarter & Fore Street and the West Quarter.	The street trading policy has been reviewed	Exeter City Council
Continued development of Exeter Trails – for independent cafes, food, arts & crafts, vintage & boutique and sports & leisure	Annual plan	Exeter businesses Exeter City Council  Opportunities to link to development of Exeter App  £10,000 City Council funding to first series of maps	To deliver a better and more varied visitor experience. To support a key component of the City Centre 'offer'.	In scope of BID marketing team. Trails will be developed within BID marketing work but will retain its identity	Exeter BID
Christmas Market	Annual (first year – 2012)	Exeter Cathedral Exeter City Council Exeter Chamber of	To strengthen the attractiveness of Exeter as a visitor destination during the Christmas shopping	Contract being negotiated with Exeter Cathedral and Market	Exeter BID

		Commerce Exeter & Heart of Devon Hoteliers & Restaurants Association	period, with an annual Christmas Market. Year-on-year growth to be delivered.	Place Europe to continue the Christmas Market	
Betting Shops – Review of Policy/Provision	2014	Exeter City Council	To consider what role betting shops play in the City Centre, ensuring that over-provision does not detract from the core City Centre retailing area.	The Gambling Act 2005 Licensing Policy has been reviewed and now includes a Local Area Profile	Exeter City Council
<b>Aim 3 – A welcoming and safe evening environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Support the activities and initiatives of the Exeter Alcohol, Violence & Night time Economy Group	On-going	City Centre businesses Community Safety Partnership Exeter City Council Devon & Cornwall Police Public transport operators	To deliver improvements to the Exeter evening and night-time economy, ensuring the City Centre is an attractive and safe place in the evening for the broadest possible cross-section of the community.	The EAVNTE working group has completed its initial action plan and has recently adopted a further plan of work until 2017	Exeter City Council
To review the practicalities of a scheme identifying 'problem' premises – with the potential rolling publication of the top 5 problem premises.	On-going	Devon & Cornwall Police Exeter City Council City Centre licensees	To secure the safest possible evening economy environment, ensuring a positive reputation for the City Centre as a visitor destination during the evening and night-time period.	Multi agency meetings regularly take place regarding concerns over non-compliance, with a view to working with those premises	Exeter City Council
Taxi Rank Provision	On-going	Devon County Council Devon & Cornwall Police Exeter City Council	Rank location, size and management have a major proven impact on safe and efficient dispersal of late-night economy users.	Rank implementation has now been completed	Exeter City Council
Best Bar None Scheme	Launched 2015	City Centre businesses Community Safety	To encourage higher standards of bar management in licensed	EANTE initial lead now driven by BBN, withi	Exeter City Council –

		partnership Exeter City Council	premises, particularly City Centre based businesses	support from Exeter City Council	EAVNTE
Reducing anti-social behaviour from the street-attached community	Ongoing	Community Safety Partnership	To support the street attached to access health, addiction and housing provision, and to mitigate the negative anti-social behaviour that some members of the street attached community cause to residents, businesses and visitors to the city centre	The CSP has formed the multi-agency Street Attached Group (StAG) to engender a joined up approach to weakening the street attachment and mitigating ASB. StAG will link to Integrated care Exeter (ICE) work programme C (health of street community) and other appropriate service providers	Exeter City Council
<b>Aim 4 – A better first impression</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Street Scene – ‘Scores on the Floors’ Scheme and other partnership working	2014/2015	Exeter City Council City Centre businesses Chamber of Commerce	Building on the success of the Food Hygiene Rating Scheme, to encourage businesses to take more care with their own external housekeeping – refuse provision, customer litter, flyposting and graffiti. A scheme that rates and recognises tidy premises should help deliver a cleaner, brighter City Centre and a more attractive and successful trading location.	Accreditation scheme has been put on hold, in favour of a focus on improving trade waste presentation (see Tidy Waste Presentation)	Exeter City Council
Taxi Forum	2013 and on-going	Exeter City Council Taxi operators Devon County Council	Recognising that taxis are a critical part of the smooth operation of the City Centre, a	The taxi forum continues to meet every 3 months to seek enhanced safety	Exeter City Council



			<p>developing Taxi Forum will provide the opportunity to strengthen dialogue with the taxi trade and in turn to work with the taxi trade to:</p> <ul style="list-style-type: none"> <li>• Deliver the best possible customer service, with well-informed drivers aware of all that the City Centre has to offer, of City Centre attractions and events and of City facilities;</li> <li>• Ensure that taxi provision (including the location of City Centre taxi ranks) is convenient and clearly 'signed';</li> <li>• Promote a positive and distinctive image for Exeter taxis.</li> </ul>	and standards around this licensing regime	
Higher Taxi Quality Standards	2015 ongoing	Exeter City Council Taxi operators Taxi Forum Devon County Council	<p>De-restriction of taxi numbers coupled with higher quality standards was agreed in march 2015. For new entrants, higher quality standards include:</p> <ul style="list-style-type: none"> <li>• Distinctive red &amp; black livery</li> <li>• In-cab CCTV</li> <li>• Lower emission vehicles</li> <li>• Enhanced training</li> </ul>	<p>Quality standards are phased for existing fleet:</p> <ul style="list-style-type: none"> <li>• 2016 – livery</li> <li>• 2016 – enhanced training</li> <li>• 2017 – CCTV</li> <li>• 2020 – LEVs</li> </ul>	Exeter City Council
Aggressive charity collectors Policy	2014	Exeter City Council Exeter Chamber of	To enhance the visitor experience by agreeing controls on	The Licensing team is currently looking at the	Exeter City Council

		Commerce Charity Commission	aggressive charity collector activity in the City Centre, with a code of conduct to strike the right balance between charitable donations and the number of pitches, numbers of chuggers and number of days on which 'chuggers' are permissible.	feasibility of adopting a new code of conduct	
<b>Aim 5 – A clean, well maintained and safe environment</b>					
<b>Project</b>	<b>Year</b>	<b>Lead Partners and cost est. (where identified)</b>	<b>Outcomes</b>	<b>Update</b>	<b>Future Owner</b>
Delivery of an annual action plan on street & paving maintenance	Annually	Devon County Council	To provide more resilient paved areas to minimise pedestrian exposure to paving defects	Works currently in progress - Approximately 90m <sup>2</sup> of slabbed footway repaired at the junction of the High Street with Bedford Street. Approx. 15m <sup>2</sup> of slabs being relayed near Goldsmith Street. Approx. 104m <sup>2</sup> of footway slabs will be relayed fronting the Guildhall to Trickhay Street	Devon County Council
Expansion of Exeter Businesses Against Crime (EBAC). Annual Improvement Plan	Annual improvement plan	City Centre businesses Exeter City Council Devon & Cornwall Police	To deliver a safer, more welcoming, City Centre, ensuring the City Centre becomes less of a target for shoplifters, criminal activity & anti-social behaviour.	Work in ongoing to enhance the scheme and encourage more businesses to join	Exeter City Council
Delivery of a co-ordinated anti-begging strategy (see also 'Diverted Giving')	Annually – six-monthly progress	Exeter City Council Exeter Community Safety Partnership	To deliver a safer, more welcoming, City Centre	The Community Safety Partnership is currently considering different	Exeter City Council

project)	review	Exeter Community Initiatives Devon & Cornwall Police City Centre businesses  £1,500 for initial launch publicity – Community Safety Partnership		methods for assisting the street attached	
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**REPORT TO: SCRUTINY COMMITTEE – PLACE**  
**Date of Meeting: 10 NOVEMBER 2016**  
**Report of: ASSISTANT DIRECTOR - ENVIRONMENT**  
**Title: RECYCLING PLAN REVIEW**

**Is this a Key Decision?**

No

**Is this an Executive or Council Function?**

Executive

**1. What is the report about?**

- 1.1 This report updates Scrutiny Committee Place on our current performance in waste reduction and recycling, and the reasons for current trends. It also provides an update on progress on the annual Recycling Plan, and seeks ongoing support and suggestions from Scrutiny for recycling initiatives.

**2. Recommendations:**

- 1) That Scrutiny Committee Place notes the current trends on waste reduction and recycling, and supports the ongoing actions planned for 2016/17 that are described in this report.

**3. Reasons for the recommendation:**

- 3.1 The actions described in this report are necessary in order to progress towards our recycling targets.

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

- 4.1 The actions described in the report are being implemented within the budget allocated to the recycling strategy.
- 4.2 Operating recycling collections and our own Materials Reclamation Facility (MRF) in-house enables the Council to sort materials to a high standard and sell directly to reprocessors, achieving good prices. Overall income from material sales and Devon County Council recycling credits in 2015/15 was £867,900.
- 4.3 Recycling income is largely influenced by the international market for paper, card, metals, plastics and glass. Price fluctuations can be mitigated by continuing to provide reprocessors with clean, well-sorted materials from our MRF. Increasing our recycling rate will also increase our income.

**5. Section 151 Officer comments:**

5.1 There are no financial implications contained in this report.

**6. What are the legal aspects?**

6.1 There are no statutory recycling targets that currently apply to waste collection authorities. The Household Recycling Act 2003 requires the Council to offer a kerbside recycling collection of at least two materials.

**7. Monitoring Officer's comments:**

7.1 This report raises no issues for the Monitoring Officer.

**8. Report details:**

**8.1 Household waste reduction and recycling performance**

8.2 The amount of household waste sent for disposal in Exeter dropped from 25,083 tonnes in 2014/15 to 23,673 tonnes in 2015/16. This is very encouraging, given that waste reduction sits above recycling in the waste management hierarchy. DEFRA reported that in 2015/16, non-recycled waste collected by UK local authorities increased by 0.6% on average, compared to Exeter's reduction of 5.6%. The overall reduction in waste collected per head of population is likely to keep Exeter in the top 10% of local authorities for this indicator. Waste reduction has been promoted in the last 12 months through extending biweekly rubbish collections to more properties where appropriate, and a strengthening of the 'no side waste' policy by not collecting extra waste that is placed on top of rubbish bins.

8.3 The 2016 annual recycling statistics for Devon indicate that Exeter's recycling rate dropped slightly from 33.8% in 2014/15 to 33.3% in 2015/16. The Council's Corporate Plan includes a target to increase our recycling rate by one percentage point each year. Our reduction last year of 0.5% should be viewed in the context of an average drop of 0.7% drop among all UK local authorities. This national trend suggests that a plateau has been reached after significant progress in the last two decades, and further improvement will depend on improving the way we engage with communities, and increasing the range of materials collected for recycling.

8.4 Exeter is one of five Devon district councils to experience a drop in tonnes recycled last year. Those councils that have increased their recycling tonnage have done so mainly through a significant change of service: introduction of weekly food waste collection and/or addition of new materials to their recycling scheme.

8.5 The waste that is taken by householders to Devon County Council's two bulky waste Recycling Centres in Exeter is excluded from our recycling statistics. Including the recycling centre tonnage (as Unitary authorities are able to do) would have increased our 2015/16 recycling rate to 48%. This indicates that Exeter residents are not necessarily poor recyclers.

## **9. Reasons for the trend in recycling performance**

- 9.1 The quantity of waste sent for recycling dropped by 1,011 tonnes. Half of this reduction is due to a drop in kerbside recycling tonnage, principally paper and plastic. The continued decline in paper consumption due to more online reading of newspapers and magazines is a long term trend that is likely to continue.
- 9.2 We continue to monitor the composition of material collected for recycling, for example the first full year of the 5p carrier bag charge has greatly reduced the volume of bags collected for recycling and we are assessing the potential to divert resources into capturing other materials.
- 9.3 The remaining drop in recycling tonnage is due to:
- (i) A drop in material collected by voluntary groups and charities, largely because Devon County Council no longer pays recycling credits for textiles collected by these groups
  - (ii) Composted leaf sweepings are now measured on weight delivered to the composting site in North Devon, rather than on material collected in Exeter. The moisture loss during storage and transport reduces the weight counting towards our recycling rate.
- 9.4 While disappointing, the Exeter's reduction in recycling rate is slightly less than the UK-wide drop of 0.7 percentage points reported by DEFRA earlier this year. DEFRA also reported a 0.6% increase in non-recycled waste, with Exeter being an exception to this upward trend.
- 9.5 Data for the recycling rate during 2016/17 to date is unavailable. However, Quarters 1 and 2, the Materials Reclamation Facility processed 4,099 tonnes compared 4,107 tonnes the previous year, indicating that the downward trend of the previous year has been halted.
- 9.6 Exeter's published recycling rate of 33.8% refers only to scheduled waste collection and street sweepings, and excludes waste from Devon County Council's two Recycling Centres in Exeter. If the Recycling Centres were included in our statistics (as is the case in unitary authorities) our household waste recycling rate would be 48%.
- 9.7 Education measures aimed at improving our capture of recyclable materials are described in paragraph 8.4 below. While our waste minimisation policies have been successful, our challenge is to divert more of the waste from 'grey bin' to 'green bin'.

## **10. Food waste collection**

- 10.1 Following a procurement exercise, Eunomia was appointed as the consultant to model a range of options for the separate collection of food waste. Eunomia's final report is due in December 2016, and this will consider the financial and operational considerations of these options. The introduction of weekly food waste reductions is expected to divert more than 3,000 tonnes of food waste from disposal to recycling, lifting our recycling rate to over 40%.
- 10.2 Introduction of a food waste collection also tends to prompt an increase in recycling of materials already included in our kerbside recycling scheme (paper, card, plastic & cans), due to the publicity and extra profile resulting from a service change.

## **11. Commercial waste recycling**

- 11.1 In 12 months, Exeter City Council's commercial recycling scheme achieved 12% growth and now has 500 customers. The amount of material recycled increased by 48% to 328 tonnes thanks to increased take-up of commingled and glass recycling. Our pricing structure makes recycling cheaper than rubbish collection, and we are revising the structure to make the saving larger and more transparent.
- 11.2 In 2016 we have provided temporary waste management services at 30 events, including the Radio 1 Big Weekend and the Great West Run, ensuring that wherever practicable, packaging materials and cups are captured for recycling.
- 11.3 We have submitted a tender to the Exeter Business Improvement District to be the preferred supplier of waste and recycling services to BID members, offering a preferential rate for recycling collections.

## **12. Recycling behavioural change**

- 12.1 Although kerbside recycling collections are now well-established in the UK, with Exeter's scheme being rolled out from 1996, lack of understanding of which materials to recycle remains a barrier to improving recycling rates. The WRAP 2016 Recycling Tracker survey reports that 66% of householders feel uncertain about whether or not to recycle at least one item of waste, and 49% put at least one item in the rubbish bin that could have been recycled.
- 12.2 Our recycling education messages this year have concentrated on overcoming this confusion so that our residents can be confident, well-informed recyclers. This is complemented by targeted messages aimed at specific communities.
- 12.3 The 'Recycling Times' two page spread of information, facts and figures and call to action has run in four editions of the Exeter Citizen. The articles have highlighted in particular plastics and cans – materials which tend to have lower capture rates due to confusion about what can be recycled and how clean the items need to be.
- 12.4 The Twitter page launched in July 2016 @dustcartdenis contains updates, news recycling information and fun facts all designed to promote recycling in a light-hearted way. It currently has 259 followers, resulting in 100,000 'impressions' to individual users and 1,400 responses or 'engagements'.
- 12.5 With our Facebook page Denis the Dustcart launched in September 2016, this promotes more in-depth discussion about recycling and reaches out to a broader demographic than Twitter. It is easier for groups and societies to get on board with the messages on Facebook, enabling us to link to other campaigns. In its first three weeks the Facebook page achieved 102 'likes' and 2,027 post reaches which led to 643 'engagements'. Examples of the positive feedback to our social media output are shown in the Appendix.
- 12.6 We use the Council's Gov Delivery facility to send out a recycling newsletter, which has 1,800 subscribers and is still growing. As well as repeated the messages about what to recycle, the newsletter highlights what happens to the materials we collect for recycling. According to WRAP's research this is something residents are keen to know and helps encourage recycling participation.



- 12.7 The two specific communities targeted so far this year with more tailored messages are Exeter University students and our own housing tenants. In partnership with the Student Guild, in September we repeated the house to house visits with our Recycling Officer, reaching 247 households to ensure these had the correct information about recycling, waste presentation and access to waste and recycling containers. We have provided appropriate information for the student handbook and enabled the Guild's iExeter phone app to link directly with the Council's online waste & recycling collection day look-up facility. We have also provided copy for an article in the Expose student magazine, with the aim of providing more balanced coverage of our waste and recycling service. Working with the Council's private sector housing team we have communicated with 900 landlords to seek their assistance and remind them of their duties around management of domestic waste by their tenants.
- 12.8 We provide articles for the quarterly Insight council tenants' magazine, which reaches approximately 4,500 households. These articles give straightforward information about what and how to recycle, and our policies for the correct presentation of waste which is helpful in areas where high density and communal bin stores cause particular challenges. This complements the work done by the Waste Operations team liaising with Housing Services to improve bin storage and waste presentation & collection arrangements in 'hot spots' where waste accumulates or is wrongly presented.
- 12.9 Waste reduction is promoted using the range of media listed above and in partnership with the Recycle Devon campaign. When food waste collections are introduced it is important that the waste reduction message is not lost; we will encourage households to reduce food waste, compost at home if they can, and only then use their food waste recycling bin. The Senior Recycling Officer has arranged for 'round table' meetings involving the Exeter Food Network and other local stakeholders to promote a community-led approach to reducing food waste that is sent for disposal.
- 12.10 Over the coming months we will work to grow the social media presence by targeting local groups and postcode areas as well as promoting the core message of 'Reduce, Reuse and Recycle' including minimising the waste produced at home. This will be complemented by campaigns at local community level, targeting those areas identified in last year's analysis of kerbside recycling yields, which identified communities where participation in recycling is low.

12.11 A recent survey by the Recycle Now campaign shows 44% of all plastic bottles in the UK end up being disposed of as rubbish instead of recycled. While recycling more of these bottles is one of our objectives, we remain committed to waste reduction. 'Refill Devon' is a practical campaign which aims to stem the tide of single-use plastic bottle pollution by making Devon a county in which refilling your water bottle becomes a cultural norm. In time we plan to roll this project out across Devon but are launching it first in Exeter. The Senior Recycling Officer is working with Exeter BID and a colleague in the waste team at Devon County Council to encourage local businesses to sign up. Participating cafes, shops, hotels and other businesses can become Refill Stations simply by displaying a round, blue Refill sticker in their window. This will alert passers-by that they're welcome to come on in and fill up their water bottle – for free.



12.12 The post of full-time Recycling Officer is currently vacant, with recruitment in progress. Once this post is filled it is anticipated that the other measures identified in the report to Scrutiny Committee – Community on 1 March 2016 will be implemented.

### 13. Recycling infrastructure

13.1 One additional glass recycling bank will be installed in Prince of Wales Road in 2016/17. This will serve the University student community living in the city by providing them with a bottle bank on their route to the campus. An increase in the number of textile banks has been delayed by the termination of the arrangement with Devon's previous contractor and the appointment of the Salvation Army as the new contractor. The Salvation Army has confirmed its willingness to work with the Council to establish more textile recycling sites.

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

14.1 Achieving a one percentage point increase in recycling rate per year is part of the corporate management work programme. Completing the business case for food waste collection and introducing a food waste collection as soon as possible was a manifesto pledge in this year's Council elections.

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

15.1 Recycling generates a significant income to the Council. The risk of failing to meet income targets arises from stagnating or reduced recycling tonnages, and from the volatile markets for recyclable materials. The measures outlined above and in the previous report to Scrutiny Committee – Community on 1 March 2016 are planned to increase the amount of material collected for recycling. Exeter's Materials Reclamation Facility already achieves best possible income by sorting materials to a high standard and selling materials directly to reprocessors.

**16. What is the impact of the decision on equality and diversity; health and wellbeing; safeguarding children, young people and vulnerable adults, community safety and the environment?**

16.1 Recycling ranks above disposal in the 'waste management hierarchy', which considers the environmental impacts of all methods of dealing with waste. No other impacts have been identified.

**17. Are there any other options?**

17.1 There are no other options that will achieve the objectives identified in this report.

**Robert Norley, Assistant Director Environment**

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

**Background papers used in compiling this report:-**

None

Contact for enquires:  
Democratic Services (Committees)  
Room 2.3  
01392 265275

Appendix 1

Examples of social media posts supporting recycling education

You Retweeted

 **Recycle Devon** @RecycleDevon · Sep 16  
Last but by no means least, keep an eye out for today's cunning  
[#UnusualSuspect](#) [bit.ly/2cdsvK5](https://bit.ly/2cdsvK5) [#RecycleWeek](#)



**Unusual Suspect Number Five**

**WANTED FOR RECYCLING**

**NAME:** Toilet Roll Tube  
**CASE NUMBER:** #0178789  
**DESCRIPTION:** Around 10cm tall, straight build, beige in colour.  
**CRIME:** Disguises themselves as a non-recyclable and ends up in the bathroom bin.

**You can RECYCLE items from your BATHROOM**

Did you know?  
Toilet roll tubes are the number one recyclable item that doesn't get recycled, with 25% ending up in rubbish bins?

← 2 ❤️ 1 ⋮

 **Denis the Dustcart** @DustcartDenis · Sep 13  
There's a bunch of [#UnusualSuspects](#) in your [#Bathroom](#). Can you name one? (Hint: toothpaste boxes) [#RecycleWeek](#) [bit.ly/2bdXoZA](https://bit.ly/2bdXoZA)

← ↻ ❤️ || ⋮



Denis the Dustcart @DustcartDenis · Sep 30

Looks prettier out, but keeping the packets on till you're ready to eat will stop your veg going soft so quickly  
#WorldVegetarianDay



Example of feedback from our Facebook page:

https://www.facebook.com/DustcartDenis/posts/202475830182009?notif\_t=page\_wall&n

CityNet -

Find friends

Shillingford Organics > Denis the Dustcart Like Page

13 October at 22:17 · 🌐

What a very resourceful page, some people really struggle to know what is / what is not recyclable - graphics is always a great way to get the message out. It would be nice if all councils did it the same way so as not to confuse people. 😊

Like Comment Share Message

Denis the Dustcart Chronological

Denis the Dustcart Thanks! That'll go to Denis' head 😊  
Like · Reply · Commented on by Merrick Palmer (?) · 14 October at 12:22

Write a comment...

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## Minutes of the meeting of the South East Devon Habitat Regulations Executive Committee held at Knowle, Sidmouth, on Wednesday 21 September 2016



Attendance list at end of document

The meeting started at 6.08pm and ended at 6.52pm.

**\*13 Public speaking**

The Chairman welcomed everyone present to the meeting.

There were no questions from members of the public.

**\*14 Declarations of interest**

There were none.

**\*15 Matter of urgency**

The Chairman advised that there was one matter of urgency for the committee to consider.

The Habitat Regulation Delivery Manager sought agreement from the Executive Committee to bring forward funding (in the sum of £1000), identified in the 5 year Delivery Programme for years 2-5 to ensure the collection of data from the Wetland Bird Survey (WeBS) to year 1. The funding would enable funding two WeBS surveys at low tide by boat on the Exe Estuary, every 5 years. The first survey to be undertaken in November 2016.

**RESOLVED: that the South East Devon Habitat Regulations Executive Committee agrees to bring forward funding (in the sum of £1000), identified in the 5 year Delivery Programme for years 2-5 to ensure the collection of data from the Wetland Bird Survey (WeBS) to year 1. For this funding to enable 2 WeBS surveys at low tide by boat on the Exe Estuary, every 5 years. The first survey to be undertaken in November 2016.**

**\*16 Exclusion of the public**

**RESOLVED:**

that the classification given to the documents submitted to the Executive Committee be confirmed; there were two items which officers recommended should be dealt with in Part B.

**\*17 Financial report**

The Executive Committee considered the Habitat Regulations Delivery Manager's report updating Members on the overall financial position of developer contributions received by all three local authorities as mitigation payments toward measures identified in the South East Devon European Site Mitigation Strategy. The report set out details of the contributions received from inception until the end of the first quarter of the 2016 financial year and also included anticipated income from contributions where planning permission had been granted, however the mitigation payment had not yet been paid.

Amanda Newsome, Natural England, reiterated her comments within the report in respect of addressing inconsistencies in the CIL and Section 106 charges between the three authorities and zones and also the need to consider options for funding of mitigation

measures in perpetuity. In response, the Habitat Regulation Delivery Manager advised that reports on both these matters would be presented at the next committee meeting.

**RESOLVED: that the South East Devon Habitat Regulations Executive Committee:**

- 1. Notes the quarterly update on the overall financial position, including contributions received, contributions not received because arrangements might be in place for contributions to be withheld, expenditure and anticipated contributions (from signed Section 106 Agreements).**
- 2. Receives an update on 5 year income forecasts of developer contribution receipts at the next Committee meeting, clearly identifying where these receipts have been retained by the collecting authority where any agreement is in place for contributions to be withheld.**
- 3. Receives reports at the next committee meeting addressing inconsistencies in rates being charged in respect of CIL and Section 106 between the three authorities and options for the funding of mitigation measures in perpetuity.**

**\*18 Annual Business Plan and Five-Year Delivery Programme**

The Executive Committee considered the Habitat Regulations Delivery Manager's report setting out the mitigation measures put forward in the 2016 Annual Business Plan and outlining progress made towards delivery of the following measures during the period 29 June to 11 August:

- Revised zoning, Voluntary Exclusion Zone and codes of conduct for the Exe Estuary;
- Purchase and run a new patrol boat;
- Appointment of two wardens (Habitat Mitigation Officers);
- Warden vehicle;
- Dog project;
- Petalwort translocation and monitoring at Dawlish Warren;
- Habitat Regulations Delivery Manager;
- Codes of conduct, dog bins, map highlighting sensitive areas and monitoring on the Pebblebed Heaths;

**RESOLVED: that the South East Devon Habitat Regulations Executive Committee:**

- 1. Notes the progress made towards delivering the 2016 Annual Business Plan.**
- 2. Receives a further progress update on the delivery of the 2016 Annual Business Plan at the next meeting (quarterly basis).**

**\*19 Exclusion of the public**

**RESOLVED:** that under Section 100(A) (4) of the Local Government Act 1972 the public (including the press) be excluded from the meeting as exempt information, of the description set out on the agenda, is likely to be disclosed and on balance the public interest is in discussing this item in private session (Part B).

**\*20 Suitable Alternative Natural Green Space (SANGS) – Scoring site options**

The Executive Committee considered the Habitat Regulations Delivery Manager's report providing further detail on potential strategic SANGS sites currently under investigation



across the three partner authorities. Sites had been given indicative scores against criteria established by Natural England and further enhanced by Teignbridge District Council.

In response to a question about delivery of SANGS, Cllr Humphrey Clemens updated the Committee that Teignbridge District Council had successfully secured land between Exeter Road and Eastdon Woods north of Shutterton Lane in Dawlish for SANGS and that a planning application for change of use of the land had been submitted. The £2.9m project was due to open the following summer. During discussion on the secured site, the Committee spoke of the need for monitoring to ensure that the SANGS was effectively meeting the objective of mitigation – this was important for future decisions in respect of SANGS provision. The Habitat Regulation Delivery Manager advised that monitoring would primarily be focused on impacts to the protected sites.

Points raised during discussion on the site options presented within the report included:

- There was no guarantee that favoured sites would come forward, therefore site options should not be completely discounted without good reason. In response it was advised that the next stage would be to discuss final options with partners and focus efforts on the most appropriate sites.
- A summary of the strengths and weaknesses of each site would be useful.
- Be useful to identify what each site needed to provide in order to meet the mitigation needs.
- There was a need to address ongoing maintenance of SANGS once secured. In response the Committee was advised that this matter was currently been discussed with Land Trust. There were a number of different models available and these would be presented to the Committee at a future meeting.

**RESOLVED: that the South East Devon Habitat Regulations Executive Committee:**

- 1. Notes progress towards delivery of Suitable Alternative Natural Green Space (SANGS) across the region.**
- 2. Receives a further report at a future Committee meeting which sets out detailed options for strategy delivery on SANGS provision.**

**\*21 Suitable Alternative Natural Green Space (SANGS) – opportunity**

The Executive Committee considered the Habitat Regulation Delivery Manager's report providing recommendations on the specific mechanism for partnership funding following the Committee's approval, in principle, to acquire land identified in Appendix A to the report for Sustainable Natural Green Space (SANGS). The Executive Committee had been advised earlier in the meeting that the land, which was being forward funded by Teignbridge District Council, was now secured.

**RESOLVED:**

- 1. that the South East Devon Habitat Regulations Executive Committee agrees the following funding arrangements for specified land for Sustainable Alternative Natural Green Space :**
  - a) Funding the purchase and instatement of land (shown in Appendix A to the report) for Suitable Alternative Natural Green Space at Dawlish at a cost of up to £2,923,000. Teignbridge District Council has separately approved forward funding this acquisition.**

- b) Repaying Teignbridge District Council up to £643,000 by March 2020, and delegating authority to the Habitat Regulations Delivery Manager and the S151 Officers of East Devon District Council (accountable body) and Teignbridge District Council to agree arrangements and the final amount in accordance with proven expenditure.
  - c) Delegating authority to given to the S151 Officer of East Devon District Council (accountable body), Teignbridge District Council and Exeter City Council, in consultation with the Habitat Regulation Delivery Officer and the Heads of Planning of the partner authorities, to agree the reduction in Teignbridge District Council's partnership contributions to SANGS mitigation until such time as the number of dwellings permitted in Teignbridge (when taken with other funding provided) balances the amount of forward funding provided by Teignbridge District Council for the Dawlish SANGS.
  - d) The Committee to receive quarterly financial reports reporting SANGS receipts at Teignbridge and which identify the residual balance due to Teignbridge under the arrangements set out in a – c above.
2. That the ongoing management of the specified land (detailed in the confidential committee report) be addressed through a future report to the Executive Committee.

**Attendance list**

**Committee Members:**

Cllr Andrew Moulding, East Devon District Council (Chairman)  
Cllr Humphrey Clemens, Teignbridge District Council  
Cllr Rachel Sutton, Exeter City Council

Amanda Newsome, Natural England  
Peter Lacey, Green Infrastructure Board

**Officers**

Henry Gordon Lennox, Strategic Lead – Legal, Democratic Services and Licensing (EDDC)  
Neil Harris, Habitat Regulations Delivery Manager  
Naomi Hartnett, Principal Projects Manager  
Peter Hearn, Strategic Infrastructure Planning (ECC)  
Hannah Whitfield, Democratic Services Officer (EDDC)  
Andy Wood, Projects Director

Chairman ..... Date.....

## LEGACY LEISURE WORKING GROUP

Tuesday 12 September 2016

### Present:-

Councillor Bialyk (Chair)  
Councillors D Henson and Robson  
Councillor Hannon (attended as Local Member)

### Also Present

Events Facilities and Markets Manager, Leisure Facilities Manager and Democratic Services Officer (Committees) (SLS)

Jeremy Wright and Phil Roebuck – Legacy Leisure

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### APOLOGIES

Apologies were received from Councillor Brimble.

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### MINUTES OF MEETING HELD ON 14 JUNE 2016 AND MATTERS ARISING

The minutes of the meeting held on 14 June 2016 were agreed as an accurate record of the meeting.

Councillor Robson referred to the customer analysis and Steve Lyon recalled that a reporting cycle has been missed as the last meeting had been cancelled, and there had not been the opportunity to update Members. He had made that information available to Members.

Councillor Bialyk welcomed input from any of the City Council's Members, with both positive comments as well as negative, as part of an endeavour to promote a sea change in culture. He requested that the agenda be shared with all Members to encourage this. Action SS

19

### Customer Analysis CUSTOMER COMMENTS ANALYSIS 2015/16

Steve Lyon circulated an analysis of customer comments made for each of the leisure centres for the period July 2015 to July 2016, which monitored the trend in the quantity and type of comment received. The analysis formed part of the contract monitoring process.

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### CUSTOMER COMMENTS FEEDBACK

Steve Lyon circulated a copy of the detailed customer comments for the month of May to July 2016. The format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and by staff and where a compliment had been recorded on a centre by centre basis. He provided a month by month account and an update on any further response. A steady number of comments had been made, which followed similar trends of patronage, which peaked in January, followed by hikes in June as people began to get fit for the beach and then in September combating the indulgences of the summer. The comments seemed to flow throughout the year, and were fairly evenly balanced

across the sites and only spiked when an incident occurred at a centre. The comments provided an open and honest forum.

Dave Lewis enquired about the latest status of the showers at Clifton Hill Sports Centre and suggested that an update on the report should be provided on the action taken. Steve Lyon reminded Members of an issue relating to the water pressure of the showers, resulting in the isolation of one of the two tanks feeding the showers, which had in turn effected the water retention and temperature of standing water in the remaining tank. It had taken some time to re-establish the pressure and also ensure that the standing water did not harbour a source of legionella. Jeremy Wright added that a specialist company had been engaged to deal with this matter. He agreed to make an addendum and update the report. Action JW

Jeremy Wright responded to a comment by Councillor Bialyk and agreed that the balance between the positive comments or complaints had to be placed into perspective and it was easy to look at some of the aging facilities and come to a conclusion. Staff went to great lengths to ensure the facilities were fit for purpose and offered the right environmental conditions. He acknowledged some other comments relating to the cancellation of classes, and the general appreciation that sometimes, class times needed to change. Steve Lyon sought further clarification from Jeremy Wright on the change to a fitness class at Clifton Hill Sports Centre, responding that if a class was not sufficiently subscribed, in effect a traffic light system advised patrons if the class was under review. Every effort was made to accommodate those effected.

Members noted the report.

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### **PRESENTATION ON THE SERVICE IMPROVEMENT PLAN FOR WONFORD SPORTS CENTRE**

Phil Roebuck, the Manager of Wonford Sports Centre provided an update on the Service Improvement Plan work, covering the Sports Centre and also the pitch and putt facility at Northernhay Golf Centre.

Wonford Sports Centre could be a challenging location, with instances of anti-social behaviour and also working in a building dating from 1984. There was a dedicated and motivated staff, many of whom were taking or had completed a number of NVQ courses in instruction of fitness. He responded to a Member who enquired about the courses which predominantly included NVQ and on the job training and regular assessment.

Recent in-house audits showed that they had met the required standard for finance with 89% having been attained, 96% in relation to the Environment Management system and of an equally high standard 98% related to health and safety.

Following on from last year's successful Quest Assessment, a follow up Directional Review was due to take place, with an unannounced visit which could take place between 1<sup>st</sup> September and 31<sup>st</sup> October. Councillor Bialyk enquired if there was a green or energy strategy and if that included a programme of replacement or upgraded energy lighting. Jeremy Wright confirmed that the company operated such a strategy with staff encouraged to constantly be looking at ways to reduce the impact on the environment, and that included a changeover to LED or low energy bulbs, which were ISO1410 accredited. This stance also included a requirement for staff to log onto a 'dashboard' which monitored energy use of the individual sites, or provide an explanation to the senior management team. A whole range of initiatives

such as push taps or timed or sensor lighting, or at the very least a simple message reminding patrons to consider their energy use.

Phil Roebuck also updated Members on the improvements to the facility activities including:-

- 12 new spin bikes, with 13 classes a week.
- the introduction of a circuit classes and high intensity circuit classes which now regularly included 30 people participating.
- two netball clubs also now use the centre for training matches at the weekend.

Other activities included:-

- an established wheelchair basketball club with teams of 4 to 6 players involving disabled and able bodied players.
- Walking football for players 55 plus with an established group of up to 30 regular players.
- From May, Friday evening sessions of Street Games included boxing, football and basketball as part of an informal drop in session for young people that ran over 12 weeks. This was funded by Active Devon and Exeter City Football Club.
- Sway Dance for children aged 4 – 13 years, with separate sessions for 4 – 7 and 8 – 13 years at St Luke's and St Leonard's schools, that culminates in a performance at the Riverside Leisure Centre every three months.
- 'Sportivate' exercise for young women aged and 19 – 25, who were also able to access use of the crèche whilst they use the gym sessions. Further applications for funding were being made.
- a renewal of a partnership with Badminton England.
- the relaunch of an Adult Weight Management programmes, which has replaced the NHS/ Devon County Council programmes, with a 12 week course. Although there was a cost associated, it was felt beneficial to the community to continue with a similar programme, following the same regime.

New initiatives included:-

- the launch of a new family membership for 2 adults and 2 children being able to use all of the facilities in the city.
- the continuation of promotion to schools but an acknowledgement that many schools had their own facilities.
- to develop the off peak usage of the hall.
- they worked with partners to encourage more participation through Active Devon to increase participation by the local community

Jeremy Wright also referred to the level of potentially alarming circumstances in and around the Sports Centre, with staff doing all they could to offer an alternative for the young people to focus on. Steve Lyon referred to recent damage to an outside pitch, and Phil Roebuck was currently obtaining quotes for the repair. Apart from repair, consideration had been given to bringing a roof over the outdoor pitch, but they were mindful that there were pitches at Exeter University and also at Heavitree Sports and Social Club. Councillor Robson suggested the character of the area would change again once when Lidl had reopened their store.

Northbrook Golf Course was open from the end of March until the end of September, with the changing and variable weather patterns having a direct effect on its use. One factor this year had been the commencement of work but the Environment Agency, who were in the process of building a road as part of flood defence work, and although there had been a degree of compensation for the loss

of a hole and also new tee-of locations, work was due to take place until the end of 2017.

Councillor Bialyk enquired if there was any demand to offer 9 holes rather than the current 18 holes. Jeremy Wright welcomed the opportunity for open access for the community, encouraging players of all standards and suggested that experienced golfers were, in any case, unlikely to use the course. Phil Roebuck reminded Members that the disrupt by the flood defence work meant that hole 8 had been lost, and there were two access points manned by staff and to control the traffic.

He was able to confirm that an audit for the site had resulted in a 92% finance audit, environmental audit of 92% and health and safety 97%.

Jeremy Wright added that it was planned to introduce 'Footgolf' at the site next year, which was an inexpensive family experience which could be developed without any changes to the pitch, but there would be separate sessions.

Phil Roebuck and Jeremy Wright responded to a number of Members' questions

- that walking football could still be very competitive, with teams picked on the day.
- although it was difficult to directly correlate the legacy of the Olympics and participation, overall participation had improved from additional funding.
- they had recently made 17 bids for funding, but it was noticeable that some of the funding streams had started to dry up.
- there was an events management team on individual sites, in so far as designated member of staff acted as coordinators, but the number of such events at Wonford Sport Centre was low.
- the use of Exeter Arena tended to be from the same schools who block booked the track.

Councillor Bialyk referred to the work taking place to develop a Sports Strategy and he welcomed the involvement of Members. He welcomed this opportunity to see what leisure activity was taking place, as the City Council was currently working to pull together all of these activities to build up a city wide picture. It was important to think of ways to encourage people to engage in a range of activities and he acknowledged the reward of seeing people change their lives.

Councillor Hannon passed on the details of the Devon Handball Association to Phil Roebuck, who said that he was happy to make further contact with a view to using the facilities at Wonford.

Members thanked Phil Roebuck for an informative and comprehensive report. Phil agreed to send a copy of the presentation to Members.

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### **DATE OF NEXT AND FUTURE MEETINGS**

Members noted the following dates -

18 October 2016 - Clifton Hill Sports Centre/Pyramids Swimming Pool  
7 December 2016 Annual Tour of Leisure Facilities  
13 December 2016 - Northbrook Swimming Pool

(The meeting commenced at 10.00 am and closed at 11.15 am)