

## **PLACE SCRUTINY COMMITTEE**

Date: Monday 12 June 2017

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 Sills (Chair), Lyons (Deputy Chair), Foggin, D Henson, Keen, Owen, Mitchell, Prowse, 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 9 March 2017.

#### **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.

**PRESENTATION TO COMMITTEE**

**7 Public Realm Surface in Sidwell Street**

An update will be provided on the pavement surface in Sidwell Street with a view to a future update on the wider treatment of the city centres' pavements and walkways to the Place Scrutiny Committee in September.

**8 Scrutiny Committee Portfolio Holders' Year End Update - June 2017**

Councillor Brimble (Portfolio Holder Place) Councillor Bialyk (Portfolio Holder Health and Wellbeing, Communities & Sport) Councillor Denham (Portfolio Holder City Transformation, Energy and Transport), Councillor D Gottschalk (Portfolio Holder City Development), and Councillor R Sutton (Portfolio Holder Economy and Culture) to present year end updates for 2016/17. (Pages 5 - 16)

**ITEMS FOR CONSIDERATION BY THE EXECUTIVE**

**9 Environmental Enforcement Options**

To consider the report of the Service Manager Community Safety & Enforcement. (Pages 17 - 20)

**10 Review of Environmental Health and Licensing Statutory Service Plan 2017/18**

To consider the report of the Environmental Health and Licensing Manager. (Pages 21 - 26)

## ITEMS FOR DISCUSSION

### 11 **Place Final Accounts 2016/17**

To consider the report of the Chief Finance Officer.

(Pages 27  
- 38)

### 12 **Update on the Visitor Strategy 2018 - 2020**

To consider the report of the Tourism and Sport Manager.

(Pages 39  
- 42)

### 13 **Pop-Up Shop Space in Exeter**

To receive the report of the Economy and Enterprise Manager.

(Pages 43  
- 48)

## ITEMS FOR INFORMATION ONLY

### 14 **Appointment of Legacy Leisure Working Group and Minutes**

To receive the minutes of the meeting held on 4 April 2017 and to appoint the Members of the Legacy Leisure Working Group for the forthcoming year.

(Pages 49  
- 54)

The current members are Councillors Bialyk, Sills and D Henson. A replacement Member is sought from the Labour Group. The Terms of Reference are attached.

To note the meetings include a site visit at 9.30am, and meeting at 10.00am, for the forthcoming year as detailed below. The meetings are open to all Members.

11 July 2017 - Annual Tour of Leisure Facilities - Open to all Members.

12 September 2017 - Wonford Sports Centre/ Northbrook Golf Course (Wonford Community Centre)

24 October 2017 - Clifton Hill Sports Centre/Pyramids Swimming Pool (Isca Centre)

12 December 2017 - Northbrook Swimming Pool (Isca Centre)

### 15 **Task and Finish Scrutiny Membership**

To note an update of the Task and Finish Group membership – June 2017

(Pages 55  
- 58)

## Date of Next Meeting

The next scheduled meeting of the Place Scrutiny Committee will be held on **Thursday 14** September 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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## PLACE SCRUTINY COMMITTEE

12 June 2017

### Portfolio Holder Priorities 2016/17 – Year end report

End of year updates against priorities for all Portfolio Holders are included within this report.

Members will note that some Portfolio Holders report to a different scrutiny committee and are unable to take questions at all committees.

#### **2016/17 Leader of the Council: Councillor Peter Edwards**

	<b>Priority</b>	<b>Update</b>
PH1	Work with partners in the Heart of the South West on a devolution deal that meets the needs of Exeter	Work continuing on draft Productivity Plan. Draft terms of reference released for HoTSW Joint Committee.
PH2	Set up a new vehicle for delivering housing and commercial schemes	Detailed business case ongoing.
PH3	Introduce a pan-council performance framework	Draft performance framework prepared.

**2016/17 Portfolio Holder for Support Services: Councillor Ollie Pearson**

	<b>Priority</b>	<b>Update</b>
PH4	Produce and implement a digital customer platform and maximise opportunities for shifting customers to digital services	Set up and phase 1 automated processes due to be completed in May.
PH5	Introduce a new communication and marketing strategy	Strategy is being prepared by new Director of Communications and Marketing.
PH6	Oversee prioritisation of the council's IT requirements and effective and efficient delivery by Strata Solutions	Regular Internal Review Board meetings are held to review workloads and raise issues of concern.
PH7	Take forward the Asset Management Plan	Review of legal advice on investment strategy and options on community asset transfer underway.
PH8	Introduce new procurement arrangements	Job evaluation paperwork completed for new team.  There are a number of queries regarding contract regulations. A report will be presented to the June / July committee cycle.

**2016/17 Portfolio Holder for People: Councillor Emma Morse**

	<b>Priority</b>	<b>Update</b>
PH9	Investigate and deliver more cost effective and responsive temporary accommodation to meet housing needs	<p>Purchase costings have been received and a detailed business case asking for capital expenditure will be presented to the June Executive.</p> <p>Advert for leased shared properties is live on contract finder.</p> <p>New funding regime has been announced and a reduction in existing self-contained units planned. This is being managed by the Housing Customer Relations Lead in communication with the Housing Needs Team.</p>
PH10	Implement the action plan for the Homelessness Strategy	<p>Partnership delivery groups are live and joint member steering group meeting took place in April.</p> <p>New legislation has been announced which will require an update to the strategy. This will take place over the next year for implementation in April 2018.</p>
PH11	Ensure the City Council is taking an active role in developing and monitoring the priorities of Integrated Care Exeter and CoLab	Commissioning and Development Leads selected in April 2017 will drive the detailed business case forward. Due to deliver commissioning plan and evidence from test of change by October 2017.
PH12	Consult on and implement the new Local Council Tax Support Scheme for 2017/18	Task completed in full.
PH13	Work with partners to support the development of money management skills	<p>Merger with Somerset Savings &amp; Loans has not gone ahead. Plough &amp; Share now in talks with City of Plymouth Credit Union about a possible merger.</p> <p>Two applications have been received for the 'Budgeting &amp; Money Management Support' Tender (from Citizens Advice and Homemaker Southwest). Further clarification needed from suppliers before tender can be awarded. Revised decision date set for 12 May.</p>
PH14	Ensure that the impact of Welfare Reform on residents and the Council is identified and mitigated where possible	Devon County Council have requested data following implementation of the Minimum Income Floor within local Council Tax Support schemes, to consider funding some of the administration costs in applying these changes, and in relation to the amount of saving achieved.

	Priority	Update
		<p>We are looking into setting up a referral process to Business Link who assist self-employed customers to maximise income and offer support.</p> <p>Sedgemoor highlighted that Universal Credit full service impacts on Citizens Advice as customers are left un-supported by DWP. Our local Citizens Advice are working with us in planning for full service Universal Credit in June 2018, and have been requested to seek data from their Somerset colleagues.</p> <p>Interactive dashboard purchased to achieve the following:</p> <ol style="list-style-type: none"> <li>1. Better understanding of who has been impacted by welfare reforms, and who will be impacted by reforms to come.</li> <li>2. Better understanding of where debt is within the city, down to Ward and Street level.</li> <li>3. Understanding of where we can target best use of DHP.</li> </ol>
PH15	Continue to focus on the recovery of funds due to the Council, based on principles of understanding customers' ability to pay	<p>Council Tax collection for 2016/17 ended 0.2% above target.</p> <p>Rent (HRA) collection for 2016/17 improved above the previous year's end point by 0.10%.</p> <p>Rent (Non-HRA) arrears for 2016/17 ended overall lower at the end of the year compared to the end of the previous year, with only the PSL tenure arrears showing an increase:</p> <p>STA arrears – down 0.21%  Extralet arrears - down 3.48%  PSL arrears - increase 0.73%</p> <p>Housing Benefit overpayment collection – the total debt outstanding at the end of 2016/17 is lower, compared to the end point of 2015/16 by just under £100k.</p> <p>So apart from a slight increase in PSL arrears (0.73%), the overall picture is of improvement in collection, despite the resourcing issues.</p>

**Proposed 2017/18 new priority**

- Investigate alternatives to current local Council Tax Support scheme



**2016/17 Portfolio Holder for Housing Revenue Account: Councillor Hannah Packham**

	<b>Priority</b>	<b>Update</b>
PH16	Set up a HRA Management Board	Report being presented to the June cycle of committees.
PH17	Maximise value from contractors	Regular contract meetings in place to drive up performance of existing contractors. Further development of 'New Operating Model' awaiting appointment of new Director.
PH18	Ensure that the efficiency and effectiveness of the housing function matches, or aims to match that of best-in-class providers	External benchmarking being used to identify areas of comparative weakness and an internal report for 2016/17 being drafted. Managers addressing any potential areas of weaknesses.
PH19	Propose and consult on a new model for supporting residents of our older persons' accommodation	Now in place and completed.
PH20	Undertake a comprehensive survey of our housing stock in order to understand future investment requirements and inform budget planning	Awaiting interim report. Following a meeting with consultant's the report will be shared with the Housing Management Team and the Portfolio Holder.

**2016/17 Portfolio Holder for Place: Councillor Stephen Brimble**

	<b>Priority</b>	<b>Update</b>
PH21	Work with Devon & Cornwall Police to provide extra police officers in Exeter	<p>Discussions have been held with the Director of Communications and Marketing regarding improving the communications around Community Safety Partnership activities.</p> <p>The Council has an ongoing dialogue with the Police regarding policing arrangements.</p>
PH22	Develop and implement a strategy that provides public reassurance and reduces the root causes of ASB	<p>Work has been taking place around the protocol for dealing with the implementation of the PSPO.</p> <p>Best Bar None has launched its third year.</p> <p>The service successfully prosecuted three drivers who were illegally plying for hire in the city and putting public safety at risk.</p>
PH23	Improve the recycling rate	<p>Funding from the Devon Authorities Strategic Waste Committee has been allocated towards an externally appointed Recycling Advisor to work full time in Exeter for four months on direct engagement with residents in low-recycling areas. These areas will be identified in May and the engagement work due to start mid-summer 2017.</p>
PH24	Improve cleansing of the city centre (to achieve A grade in the city centre and B grade elsewhere)	<p>System data is now starting to highlight areas requiring changes to operational performance.</p> <p>Iphone phased roll out continuing.</p>
PH25	Complete the business case for doorstep food waste collections and analyse options	<p>Presentation of final report to a special meeting of Informal Executive to take place on a date to be agreed after the elections.</p>
PH43	Progress a solution for management of the Exe Estuary Harbour, canal and waterways	<p>Work plan for delivery of PMSC compliance is currently being formed following retirement of existing Service Manager.</p>

**2016/17 Portfolio Holder for City Transformation, Energy & Transport:**  
**Councillor Rosie Denham**

	<b>Priority</b>	<b>Update</b>
PH26	Lead the Council's work with Exeter City Futures, including exploring how new technology can help to tackle congestion, achieve energy independence and progress a smart city agenda, including digital technology infrastructure	<p>Work has progressed over the year on a number of projects working towards the Exeter City Futures goals of energy independence and a congestion-free Exeter, including a data portal, city centre district heating network, and retro-fitting council properties with smarter energy solutions. Exeter City Futures launched an accelerator programme in January 2017 with 39 applications received from entrepreneurs and businesses proposing solutions to a range of 5 'challenges' around the two goals identified at a business workshop in December 2016. One of the proposals is a trial of an on-demand mini-bus for specific Exeter businesses in a geographic location initially, with the potential to upscale if proven effective. The Council is working with Exeter City Futures and the University on a community engagement partnership project to raise awareness of the ambitions and engage with communities to equip them with the tools to solve similar challenges on a smaller scale. A large part of the work will be using data to analyse the problem, and the data portal will play a key role in this. Exeter City Futures are building an education programme and are working with Exeter College and the Maths School on some small projects that could be scaled up if viable solutions are created. Exeter City Futures have spent a significant part of the last 12 months building their profile – locally, nationally and globally - and raising awareness across the city; their aims for the next 6-12 months are to target local businesses and encourage them to sign up to the goals of Exeter's ECF vision, alongside bringing the successful incubated entrepreneurs to the next phase of the accelerator programme. The small Exeter City Futures team have recently secured office space in the city centre in order to bring all of the incubator people together to co-locate and share ideas and resources.</p>
PH28	Work with local residents and businesses to explore ideas for future investment in South Street and the wider West Quarter,	<p>Review of South Street feedback underway. A summary and scoping report will follow.</p> <p>New venue needs assessment underway</p>

	<b>Priority</b>	<b>Update</b>
	including options for a new city-centre performance venue	by appointed consultant.

**2016/17 Portfolio Holder for City Development: Councillor Daniel Gottschalk**

	<b>Priority</b>	<b>Update</b>
PH30	Progress the publication of a new development plan and address securing a future five year housing supply (working with the Leader)	<p>Public consultation on issues concluded and responses being analysed. Parallel “call for sites” across the Greater Exeter Strategic Plan area generated around 400 potential options. Next stage to screen suitability, consolidate and analyse.</p> <p>First meeting of the Members Steering Group and Reference Forum Meetings took place in April.</p> <p>Dedicated team now established in Civic Centre.</p> <p>Duty to cooperate meeting held with all neighbouring authorities on 20 March and no issues of concern raised.</p>
PH32	Establish governance arrangements for the CIL and an infrastructure fund for the 3 authorities	Draft Revised CIL Regulation 123 List to be taken through the political process in Summer / Autumn 2017, following the conclusion of work to revisit habitats mitigation costs across the Greater Exeter area.
PH33	Meet government targets for time taken to determining planning applications	The current government “accounting period” for performance is Oct 15- Sep 17. The Council’s performance is 66% for major applications and 72% for non-major as at 19/04/2017.

**2016/17 Portfolio Holder for Health and Wellbeing, Communities & Sport:**  
**Councillor Phil Bialyk**

	Priority	Update
PH34	Oversee implementation of the community strategy	<p>In partnership with the Exeter Community Forum we are looking to implement the programme for community builder roles to be deployed in areas across the city. Over the next five years these roles will help to engage more residents and help them to contribute to a stronger sense of community by developing new resources and activities.</p> <p>Areas of the city identified for community builder roles are out for consultation with Exeter Community Forum members. The ECF Grass Roots Panel meet in May to make recommendations to Council on 11 July.</p> <p>Youth Strategy launch took place 22 March. Advisory group in place to support working groups around themes identified by young people. Key themes include:</p> <ul style="list-style-type: none"> <li>• A voice for young people</li> <li>• Things to do, places to go</li> <li>• Protection from bullying &amp; violence</li> <li>• Support young people's mental health</li> <li>• Environment for young people</li> <li>• Young people friendly economy</li> </ul> <p>Report to People Scrutiny 1 June 2017.</p>
PH35	Explore how Asset Based Community Development (ABCD) can be introduced across the council and in key services	This issue will be revisited when new Portfolio Holder appointed with relevant director.
PH36	Work with partners to improve the health and wellbeing of Exeter's communities	<p>Wellbeing Exeter programme is being delivered to targeted areas of city to offer a social prescribing service to residents who would benefit from access to local community based activities and support around a range of needs. This is being evaluated by Plymouth University.</p> <p>This pilot is currently funded until September 2017, Devon Community Foundation are tasked with identifying ongoing funding for the programme. The Community Builders funded by Exeter City Council/Neighbourhood CIL will be an ongoing element of this programme over the next 5 years.</p>
PH37	Implement the council's	An implementation plan is being finalised

	Priority	Update
	Equality and Diversity Policy	<p>which will set out priority areas for action, timescales, resources etc. A paper on proposals regarding equality impact assessments will go to the Operational Management Board in June. Training for Managers on equality impact assessments will be run during the Summer.</p> <p>Priority to identify senior management champion for equality.</p>
PH38	Renew Exeter's Fairtrade City status and seek additional partners and new support for this initiative	Fairtrade city status renewed in November 2016. Successful Fairtrade Fortnight events held between 27 February – 12 March 2017. Fairtrade Steering Group have met to review Fairtrade Fortnight 2017 and to plan activities for the rest of the year.
PH39	Take forward the St Sidwell's Point and bus station developments, including procurement of operators	Tender review ongoing, completion expected May 2017.
PH40a	Improve cycle routes – including promoting good design	Assisting Devon County Council with delivery of primary routes to east of city, incorporating new design features.
PH40b	Provide more cycle parking around St Sidwell's Point	<p>Approximate numbers now proposed:</p> <ul style="list-style-type: none"> <li>• 90 by Crown Estate</li> <li>• 40 by Crown Estate further afield</li> <li>• 60 by Exeter City Council</li> <li>• 38 by others</li> </ul>
PH41	Sign off and help implement the City Sports Strategies	<p>Expression of interest submitted to Sport England, awaiting to see if successful to stage two. We will be notified of decision by June 2017.</p> <p>An interim Sports Strategy detailing the priorities for Exeter City Council and Active Exeter will be completed by June 2017.</p> <p>Portfolio Holder has been updated on emerging Facilities Strategy.</p>
PH42	Continue working with partners to make Exeter the most active city in the South West by 2018	Expression of interest submitted to Sports England, in order for Exeter to be selected to bid for Local Delivery Pilot status. Two stage process, outcome expected in June 2017.

**2016/17 Portfolio Holder for Economy & Culture: Councillor Rachel Sutton**

	<b>Priority</b>	<b>Update</b>
PH27	Support the Innovation Exeter project with the University and others to develop the knowledge economy to create more graduate and higher-paid jobs	Work continuing and the Greater Exeter Growth and Development Board under chairmanship of Deputy Vice Chancellor Mark Goodwin will seek, following the elections, a commitment from partners on the resourcing of the programme.
PH29	Conclude the review of governance arrangements for the RAMM	Following further consideration of the external consultant's report, the Senior Officer/Member Working Group decided not to pursue transfer to trust at this stage, instead to maintain the museum within the local authority framework.



**REPORT TO:** Place Scrutiny Committee and Executive Committee  
**Date of Meeting:** 12 June and 11 July 2017  
**Report of:** Service Manager Community Safety & Enforcement  
**Title:** Environmental Enforcement Options

**Is this a Key Decision? \***

Yes

*\*One that affects finances over £1m or significantly affects two or more wards. If this is a key decision then the item must be on the appropriate forward plan of key decisions.*

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

Executive.

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

Identifying options available to provide additional environmental enforcement to support the Clean Streets Strategy.

**2. Recommendations:**

Place Scrutiny Committee support and recommend approval by Executive of the following :-

- 2.1 to undertake a 12 month pilot scheme using a specialist private contractor in order to test the impact of higher visibility enforcement on littering and dog fouling;
- 2.2 to ensure a sensitive and balanced approach to environmental enforcement through an appropriate operational pre-agreement with the provider; and
- 2.3 to precede such a scheme with a focused campaign via all relevant media in order to educate and engage residents and visitors on the issues of littering and dog fouling.

**3. Reasons for the recommendations:**

- 3.1 To provide a low financial risk opportunity to test the merits of investment in additional permanent environmental enforcement resource.

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

Specialist environmental enforcement providers offer a range of options and such pilot schemes are provided at nil cost to a Council with the provider funding their costs from any Fixed Penalty income and sharing any surplus with the Council.

**5. Section 151 Officer comments:**

There appear to be no financial implications contained in the report. The section 151 Officer would expect a detailed business case to be developed prior to any procurement exercise to ensure that all aspects of service delivery are explored.

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

Councils have the power to issue Fixed Penalties under the Environmental Protection Act 1990.

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

In the event that the Executive agrees to Pilot such a scheme, the Council must follow a procurement process to select the contractor. The contractual obligations must be in writing in order to comply with the Council's Standing Orders.

In the event the Executive prefers to trial a part-fund in-house resource, then the Monitoring Officer suggests that a more detailed business case is required. This should include the option to employ staff on a fixed term basis whilst the pilot is tested.

**8. Report Details:**

- 8.1 Since June 2014 a small team of five officers have been providing enforcement for the Council.
- 8.2 This has focused on statutory and business critical areas of enforcement such as collecting stray dogs, parking enforcement and removal of tents from Council land.
- 8.3 Work to combat littering and dog fouling has only extended to low level education and engagement such as street stencils. No Fixed Penalties have been issued by the team during this period for these offences.
- 8.4 High visibility enforcement patrols to deter dog fouling have been successful but often only for as long as officers have been within clear sight. Behaviour is only modified for as long as the offender believes he/she may be observed and fined. Behavioural change will only be successful by sustained education and enforcement activity.
- 8.5 Education and engagement is far more effective if it can be backed up with fair and proportionate enforcement.
- 8.6 Performance standards and baseline data around 'place' are already collected by cleansing managers as part of the Clean Streets Strategy. This can be used to gauge whether an increase in environmental enforcement during a pilot scheme does have a positive, negative or zero impact on how the city looks.
- 8.7 A suitable selection process would be required before contracting a provider.

**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?**

A reduction in littering and dog fouling has a positive environmental impact. An increased number of uniformed officers representing the Council on the streets would enhance community safety.

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

- 9.1 Maintain the status quo and undertake high profile patrols in areas where problems are identified and reported by residents or Members. This is unlikely to improve compliance or drive behavioural change.
- 9.2 Directly employ additional in-house Enforcement Officers to enable greater focus on environmental issues. This is likely to improve compliance but requires investment in salary, training, protective clothing, uniform etc of approx. £25K per officer per annum.
- 9.3 In 2010/11 a total of 619 Fixed Penalties at £75 were issued (total £46,425). There is potential for income to at least part-fund additional in-house resource.

Steve Carnell  
**Service Manager Community Safety & Enforcement**

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

Background papers used in compiling this report:-

Contact for enquires:

Democratic Services (Committees)  
Room 2.3  
01392 265275

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## **REPORT TO PLACE SCRUTINY COMMITTEE, EXECUTIVE AND COUNCIL**

**Date of Meeting: Place Scrutiny 12 June 2017 / Executive 11 July 2017 / Council 25 July 2017**

**Title: Environmental Health and Licensing Statutory Service Plan**

### **Is this a Key Decision?**

No

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

Council Function

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

To seek approval for the adoption of the Environmental Health and Licensing Statutory Service Plan 2017/18. The Statutory Service Plan sets out the Council's regulatory function in respect of food safety, health and safety, licensing, environmental permitting and other statutory functions over the forthcoming year. A draft copy of this is available in the Members' Room, on the Council's website or available on request.

#### **2. Recommendations:**

That Place Scrutiny Committee and Executive supports and Council approves the Statutory Service Plan, and the Environmental Health and Licensing Manager being authorised to change the Statutory Service Plan in the light of centrally issued guidance and/or to meet operational needs.

#### **3. Reasons for the recommendation:**

- 3.1 The Food Standards Agency Framework Agreement requires the Council to produce a Food Law Enforcement Plan (referred to as the Enforcement Plan). The key aim of the plan is to demonstrate how the Council will fulfil its regulatory obligations in respect of its food safety service.
- 3.2 Section 18 of the Health and Safety at Work, etc. Act 1974 places a duty on the Council to make adequate arrangements for enforcement of health and safety. The Health and Safety Executive (HSE), requires the Council to produce an annual Health and Safety Service Plan. Responsibility for Health and Safety at Work enforcement lies with the HSE and Local Authorities (LAs). Councils are generally responsible for enforcement at premises in which non-industrial activities are undertaken (e.g. retail premises, warehouses, offices etc) whilst HSE is responsible for industrial activities.
- 3.3 The Statutory Service Plan incorporates:
  - the service aims and objectives;
  - information about all enforcement and related services provided by the Council's Environmental Health and Licensing Service

- the Action Plan for 2017/18 detailing the actions and improvements for the service in an effective, risk based, proportionate & consistent way over the forthcoming year; and
- the financial arrangement for providing the service.

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

The Action Plan will be carried out within the existing resource allocation as detailed in both the Statutory Service Plan and Revenues and Estimates for 2017/18.

There are no reductions, restructuring and/or redundancy implications as the key changes identified in this report do not give rise to any additional resource requirements as changes are to existing processes. However, in delivering to the changed requirements there may be some training implications for existing staff.

#### **5. Section 151 Officer comments:**

5.1 There are no additional financial implications contained within this report.

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

- 6.1 The Food Standards Agency Framework Agreement requires the Council to produce a Food Law Enforcement Plan (referred to as the Enforcement Plan). The key aim of the plan is to demonstrate how the Council will fulfil its regulatory obligations in respect of its food safety service. In the current Framework Agreement and Code of Practice, the Food Standards Agency indicates that full compliance with all inspection frequencies will be expected
- 6.2 Section 18 of the Health and Safety at Work, etc. Act 1974 places a duty on the Council to make adequate arrangements for enforcement of health and safety. The Health and Safety Executive (HSE), requires the Council to produce an annual Health and Safety Service Plan. Responsibility for Health and Safety at Work enforcement lies with the HSE and Local Authorities (LAs). Councils are generally responsible for enforcement at premises in which non-industrial activities are undertaken, whilst HSE is responsible for industrial activities.
- 6.3 The Licensing Team play an important role in maintaining a safe and vibrant city by ensuring that licensable activities are effectively regulated, and where non-compliance is found, effective action is taken. Licensing functions are self-funding and following the implementation of the EU Services Directive and subsequent court cases, licence fees must reflect the cost of the service and cannot be used to fund other areas of the Council's activities. Therefore any reduction in overheads to this function means that we are legally obliged to implement a reduction in the licence fees set.

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

7.1 This report raises no issues to concern the Monitoring Officer.

## **8. Report details**

### **Key Achievements in 2016/17:**

#### **8.1 Programmed Interventions**

The service inspected 618 food businesses during the year. Out of those targeted for inspection 99.5% were inspected. There were a low number of self-inspection questionnaires (SIQ's) used during the year as an alternative regulation strategy for low risk businesses and to ensure resources are directed towards high-risk activities. SIQ's are a cost-effective means of maintaining contact with this group as well as providing the business with a useful means of keeping up to date with changes in law and other related issues affecting their business.

#### **8.2 Service Requests**

Environmental Health and Licensing is responsible for investigating complaints relating to food safety, health and safety regulation, infectious disease control, air quality, environmental permitting, contaminated land, licensing, anti social behaviour, statutory nuisance and also for providing health promotion and training activities for businesses. 4,465 such requests were received by the service during 2016/17.

In addition during 2016/17, 450 anti social behaviour cases were dealt with by the service. These are often complex, time consuming and require the coordination of a number of different agencies.

#### **8.3 Sampling**

The authority participates in national and local food-sampling initiatives to monitor the quality of food on sale in the City which is classified as satisfactory, unsatisfactory or unacceptable. Additional samples are taken in response to food complaints and where it is alleged a premises or foodstuff is implicated in a food poisoning incident.

The service continues to use an Adenosine Triphosphate (ATP) meter which is a simple, rapid method for monitoring cleanliness, hygiene and risk.

#### **8.4 Control and Investigation of Outbreaks and Food Related Infectious Diseases**

The service is responsible for the investigation of outbreaks and food related infectious diseases in the City.

Whilst the service has adequate resources to deal with its workload on a day to day basis, however when the service is presented with a large scale outbreak requiring an extensive investigation then the service struggles to complete key elements of the service plan.

#### **8.5 Education and Awareness**

A key component of proactively engagement is assisting business compliance through education and awareness. The service runs a number of accredited training courses as well as informal workshops to allow business to access the information that they need to operate safely without being an expensive burden to the business. In addition, the service looks to innovative ways of engaging with business to bring

about compliance such advice visits accompanied by translators and a joined up approach to health and safety, occupational health and public health with businesses throughout the city.

## **8.6 Primary Authority**

The service is actively embracing the Government's primary authority programme. The service currently has 6 active Primary Authority Partnerships.

## **8.7 Other notable achievements during 2016/17**

- Revised the Community Safety Strategy
- Revised action plan for EVANTE which has led to the city being included in the Home Office backed Local Alcohol Action Area Programme.
- Continued to support the Best Bar None Scheme which won an award for innovation
- Worked with other partners to minimise the impact of the start of the academic year on the residents of the city.
- Strengthened and enhanced the role of the Exeter Business Against Crime (EBAC)
- Reviewed the Air Quality Action Plan and updated the Low Emissions Strategy
- Continued to pursue the Better Business for All programme
- Continued to maintain the level of interventions with respect to food safety, ensuring that the level of compliance within the city remains high.
- Worked with other partners to develop a clear set of guidance for the prevention of norovirus in catering and hotel settings.
- Focused greater resource on public communication using new media outlets.
- Continued to foster a stronger partnership approach to the Evening and Night Time Economy
- Reviewed the Taxi Policy, which included compiling a comprehensive policy as well as enhanced training package and competency testing system.
- Drafted and consulted upon a Public Spaces Protection Order for the City Centre
- A focused intervention programme looking at asbestos within workplaces.
- A successful prosecution for illegal street trading
- Introduction of a new handbook for taxi drivers
- All hackney carriage vehicles are now compliant with the new livery requirements

## **8.8 Proposed key activities for 2017/18**

In addition to the traditional intervention methods the following key activities are planned for the service during the forthcoming year:

- **Developing a strong Community Safety Partnership**
  - Revise the Community Safety Strategy for 2018
  - Re-establishment of the multi-agency helpzone
  - Support the work of the Street Attachment Group
  - Work with partners to minimise the impact of the start of the academic year on the residents of the city.
  - Continue to explore a better working relationships with other agencies such as Trading Standards, Police and Devon and Somerset Fire and Rescue Service



- Provide safe guarding training to hotels, retail and other licensed establishments.
- **Developing a sustainable city**
  - Develop a new Air Quality Action Plan (AQAP) for the city, including engagement and consultation stages.
  - Undertake a tender process to replace air quality monitoring equipment at RAMM and Alphington Street. Install and commission the equipment to the satisfaction of DEFRA's air quality network.
  - In conjunction with Public Health Devon, develop procedures which improve the way that public health is considered in the planning process. Develop public health planning guidance if deemed necessary.
- **Maintain high standards in food safety**
  - Continue to maintain high level (>97%) of broadly complaint food businesses in the city.
  - Enhanced coaching/sampling/training for non-complaint businesses, with caution/prosecution as final action for those who continually flout the law. Continued regular meetings with Legal to ensure these matters resolved in a timely fashion.
  - Continue with intelligence led food sampling programme.
- **Promoting Safer Workplaces**
  - Inspect premises regarding the duty to manage asbestos interventions
  - Work with other partners to look at warehouse safety
  - Work with Waste Operations to assist in the restructure and reinvigoration of Trade Waste Services
  - Conduct an audit of tattooists to ensure high standards are being maintained
  - Continue to conduct water quality sampling of swimming pools and other water areas
- **To draft and consult on a policy for animal licensing**
- **To enhance the safety and vibrancy of the evening and night time economy**
  - To set up a review of the Street Trading Policy.
  - Continue to foster a stronger partnership approach to the Evening and Night Time Economy
  - Successfully implement the Local Alcohol Action Areas (LAAAs) Action Plan
  - To work with the Community Safety Partnership to reduce alcohol related disorder in the evening and night time economy
- **Private Hire and Hackney Carriage Licensing**
  - Achieve 100% of drivers either attending the safeguarding training or being presented to committee regarding non-compliance of this licensing condition.
  - Conduct a mystery shopping exercise of the Hackney Carriage and Private Hire trade
  - Review Private Hire Vehicle Licensing Policy

- Re-tender the contract for the taxi marshal scheme
- **Develop a strong Exeter Business Against Crime (EBAC) Partnership**
  - Increase members that are a part of the scheme.
  - Ensure that the EBAC role has a greater presence with members who form the evening and night time economy and seek to support multi-agency partnership working e.g. special events, fresher's week and festivals.
  - To work with the Community Safety Partnership to reduce shoplifting and crimes
  - To increase the number of businesses submitting incident reports
  - To pass the National Association of Business Crime Partnerships Safer Business Accreditation
  - Development of a training programme to cover personal safety, data security, conflict resolution, evidence gathering, drug and alcohol awareness and exploitation
- **Implementation of the Public Spaces Protection Order for Exeter City Centre**

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

The Environmental Health and Licensing Service Plan will contribute to a healthy and safe city, and lend support to a robust, business friendly economy.

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

The Service Plan specifies targets and priorities to manage risk and establishes staffing levels to achieve the necessary outcomes. The main risk of not achieving the areas outlined in the service plan will be that of public safety, which could lead to serious injury, ill health or death.

**11. 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?**

The report has no impact on equality and diversity, young people and vulnerable adults. The report does impact positively on health and wellbeing, community safety and the environment.

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

The service plan must be reviewed on an annual basis as there is a legal duty for the food safety and health and safety elements to be reviewed annually.

Simon Lane  
Environmental Health and Licensing Manager

**Local Government (Access to Information) Act 1972 (as amended)**  
**Background papers used in compiling this report:-**  
None

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**REPORT TO:** PLACE SCRUTINY COMMITTEE  
**Date of Meeting:** 12 JUNE 2017  
**Report of:** CHIEF FINANCE OFFICER  
**Title:** PLACE FINAL ACCOUNTS 2016/17

**Is this a Key Decision?**

No

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

Council

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

This report advises Members of any material differences, by management unit, between the approved budget and the outturn for the financial year up to 31 March 2017 in respect of Place Scrutiny Committee.

An outturn update in respect of the Place Capital Programme is also incorporated into this report in order to help provide a comprehensive financial update in respect of the Place Scrutiny Committee Budgets.

**2. Recommendations:**

That Members of Place Scrutiny Committee 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 and this is the final report for 2016/17.

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

The financial resources used 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 financial position of Place Scrutiny Committee, as at 31 March 2017, ahead of inclusion in the Council's annual Statement of Accounts.

**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:**

This report raises no issues to concern the Monitoring Officer.

**8. Report Details:**

**Revenue Final Accounts to 31 March 2017**

**8.1 Accounting for Support Services**

The 2016/17 Code of Practice on Local Authority Accounting introduced changes in respect of accounting for support services, which ended the requirement to spread support service

costs across services as overheads. The intention of this change is to allow local authorities to report its financial performance in the same way that the authority operates and manages its services; improving transparency and accountability.

Support services are managed as separate functions within the Council, e.g. legal, finance and HR; therefore the opportunity has been taken to retain their costs as discrete functions rather than spread across Council services as overheads. The only exceptions being the statutory requirement to continue charging support service costs to the Housing Revenue Account and to certain services that are required to recover their full costs (e.g. building control).

The impact of this change on the 2016/17 financial outturn reports is that many services are reporting under-spends due to the removal of support service overhead costs and support services are reporting over-spends due to the retention of their costs when compared to the approved budgets, however across the Council the impact is cost neutral. Appendix 1 sets out the financial impact for this Committee.

## 8.2 Key Variations from Budget

The final outturn has been calculated and the report below highlights the major differences by management unit from the approved annual budget after adjusting for supplementary budgets.

The total variance for the year shows a deficit of £3,211,221 after transfers from reserves, however, £2,198,565 of this variance is due to changes in the way support services are accounted for, as explained above.

The actual surplus attributable directly to Place Scrutiny Committee is £1,012,655 after transfers from reserves, as detailed in Appendix 1.

## 8.3 The significant variations by management unit are:

MU Code	Management Unit	Over / (Underspend)	Detail
81A6	Parks & Green Spaces	(93,564)	<ul style="list-style-type: none"> <li>Underspend on pay due to vacant posts.</li> <li>Additional income from disposal assets (vehicle &amp; plant sales less than £10k) and rental income from park properties.</li> </ul>
81B&C	Business & Commercial Ops	(357,437)	<ul style="list-style-type: none"> <li>The expenditure in respect of the transfer of the Country Parks to Devon Wildlife Trust has been delayed to 2017/18.</li> <li>The income budgets in respect of cemeteries has not been achieved.</li> </ul>
81C9	Assistant Directors	324,905	<ul style="list-style-type: none"> <li>Due to redundancy costs associated with the implementation of the Senior Management Re-structure</li> </ul>
81D4	Street Cleaning	187,984	<ul style="list-style-type: none"> <li>Overspend on pay budgets, this is partially offset by the pay underspend in Parks &amp; Green Spaces (81A6).</li> <li>The cost of Graffiti Cleaning exceeded the budget. The overspend was on pay and materials.</li> <li>There was an underspend on fleet budgets.</li> </ul>
81D8	Recycling	(39,670)	<ul style="list-style-type: none"> <li>The underspend is across the recycling budgetary areas, including paper and card</li> </ul>

MU Code	Management Unit	Over / (Underspend)	Detail
			which have exceeded their targets for 2016/17.
81F1	Public Realm Assets	(237,587)	<ul style="list-style-type: none"> <li>The asset maintenance budgets included in the management unit are underspent, a request to carry forward an element of the underspend has been made.</li> <li>The expenditure on equipment tools and materials for Parks &amp; Playing fields was less than the budget.</li> <li>Arboricultural expenditure less than the budget, a request to carry forward the underspent budget has been made.</li> </ul>
83A3	Car Parking	(520,602)	<ul style="list-style-type: none"> <li>Income from off street parking fees exceeded the target by 9.7%, this has been partially offset by additional expenditure on equipment tools and materials and equipment maintenance.</li> <li>The internal recharge from Street Cleaning for car park sweeping exceeded the budget.</li> <li>The budget in respect of the transactions charges for paybyphone was exceeded.</li> </ul>
83A5	Arts & Events	66,520	<ul style="list-style-type: none"> <li>The overspend is mainly due to increased expenditure associated with special events.</li> </ul>
83A9	Building Control	(58,413)	<ul style="list-style-type: none"> <li>The provision set aside in respect of the Land Charges property searches litigation was not fully utilised.</li> <li>Income from Land Charge fees exceeded the target and there was an underspend on pay budgets.</li> <li>The small surplus of the Building Control Fees earning account will be transferred to the earmarked reserve.</li> </ul>
83B5	Planning Services	69,507	<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> <li>Income from planning fees exceeded the budget.</li> <li>Additional S106 income to offset expenditure incurred on Local Energy Project.</li> </ul>
83C2	Museum Service	71,590	<ul style="list-style-type: none"> <li>After transfers from reserves for redundancy, legal costs, and Art Fund, the overspend is reduced to £18,000.</li> </ul>
83C3	Contracted Sports Facilities	217,094	<ul style="list-style-type: none"> <li>The overspend mainly relates to: £100,000 provision for the insurance excess re: the Riverside Facility fire; £100,000 increase in depreciation for Clifton Hill Sports Centre relating to revaluations of the building, and its remaining useful life.</li> </ul>

## 9. Capital Budget Monitoring to 31 March 2017

To advise members of the financial performance in respect of the 2016/17 Place Capital Programme.

### 9.1 Revisions to the Place Capital Programme

The 2016/17 Capital Programme is £4,875,980 and was last reported to Place Scrutiny Committee on 2 March 2017. Since that meeting the following changes have been made to the programme.

Description	£	Approval/Funding
<b>Capital Programme, as reported to Place Scrutiny Committee, 2 March 2017</b>	<b>4,875,980</b>	
Budget Deferred to 2017/18 & Beyond at Quarter 3	(163,720)	Approved by Council 25 April 2017
Overspends/(Underspends) reported at Quarter 3	(141,090)	
District Heating Company	5,000	S106 funded
Vehicle Replacement Programme	4,500	Plug In Car Grant
Miscellaneous	1,500	Contributions
<b>Revised Capital Programme</b>	<b>4,582,170</b>	

### 9.2 Performance

The current Place Capital Programme is detailed in Appendix 2. The appendix shows a total spend of £3,299,147 in 2016/17 with £1,264,701 of the programme deferred until 2017/18.

### 9.3 Capital Variances from Budget

The main variances and issues concerning expenditure in 2016/17 are:

Scheme	Overspend / (Underspend) £	Reason
Heavitree Church Retaining Wall	(11,781)	Preparatory ground investigation works revealed that the wall was failing due to a combination of water pressure and poor construction, not from the pressure from the ground which it retained. Therefore the wall was able to be taken down to a sound level and then re-built with weep holes. Hence a saving on this budget was made.

#### 9.4 Capital Budgets Deferred to 2017/18

Schemes which have been identified as being wholly or partly deferred to 2017/18 and beyond are:

#### 9.5

Scheme	16/17 Budget £	Budget to be Deferred £	Reason
Play Area Refurbishments	80,330	(36,244)	The S106 funded project at Station Road, Pinhoe progressed more quickly than anticipated.
Replace Lifts at Mary Arches Car Park	100,000	100,000	Following condition surveys a wider scheme proposal to mitigate condition priorities and align multi storey car parks with the car park and property maintenance strategies is now being developed.
Riverside Arches	60,000	60,000	Consent has been obtained. Ongoing discussions in hand with a sub-leaseholder. Amended design pending at which point works will commence.
City Wide Property Level Protection	100,000	94,750	Scheme now underway and will continue in 2017/18.
Passenger Lift at RAMM	75,000	73,880	The scheme is still on hold pending listed building consent, which is currently being contested.
St Nicholas Priory	115,000	107,760	Works are now in progress.
RAMM Roof Access Improvements	68,500	68,500	Works now on hold to align with new RAMM ventilation scheme.
Bus Station Construction	1,065,870	176,150	Budgets re-profiled in-line with anticipated expenditure.
Leisure Complex	1,436,370	379,604	

The following schemes have been completed during the final quarter of 2016/17:

- Children's Play Areas**

Capital investment, largely from S106 developments has enabled the following play area work to be undertaken:

Millbrook S106 money, £47,000, enabled a New play area for under 12's to be provided to serve the locality at Gate Meadow.

Crossmead S106 money £20,000 has allowed for the fencing and gating of the two play areas at Sylvan Heights and additionally a new litter bin and bollards have been provided.

At Cowick Barton a very popular trampoline and surfacing has been provided and several small S106 funds have enabled refurbishment of several important items across the City that has prevented their removal.

- **Heavitree Church Retaining Wall**

The rebuilding of part of the old stone wall has been successfully completed within budget, as the preparatory ground investigation works revealed that the wall was failing due to a combination of water pressure and poor construction, not from the pressure from the ground which it retained. Therefore the wall was able to be taken down to a sound level and then re-built with weep holes. Hence a saving on this budget was made.

- **Northernhay Driveway**

The strengthening and resurfacing of the main thorough way has been completed and provides an improved surface for pedestrians and city centre events. The contract was completed & delivered on budget but later than planned owing to onerous procurement changes.

- **Haven Road Car Park**

Resurfacing Works. One of the two parking areas has been re-surfaced and white lined as the existing surface was breaking up and pot holes were fairly widespread. The work was completed with prior notice to the users as completed within two long days being undertaken by the surfacing contractor. The work was completed on budget. The second parking area will be resurfaced in 2017/18.

- **Countess Wear Village Hall**

New building now complete and hosting a full programme of courses, talks and entertainment.

- **St Sidwell's Community Centre**

Improvements to meeting rooms, café and grounds have resulted in an improved social hub, and have themselves been conducted as community projects to develop skills and commitment among volunteers.

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

Place Committee contributes to 5 key purposes, as set out in the Corporate Plan: Customer access to help me with my housing and financial problem, make it easy for me to pay, provide suitable housing and be a good landlord.

**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.

**12. 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?**

No impact

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



No

**DAVE HODGSON  
CHIEF FINANCE OFFICER**

**Author: Paul Matravers, Marie Holt and Nicola Matthews-Morley**

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

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

None

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PLACE SCRUTINY COMMITTEE  
OUTTURN

APRIL 2016 - MARCH 2017

		YEAR END POSITION				
CODE		APPROVED BUDGET	OUTTURN	OUTTURN VARIANCE DUE TO SUPPORT SERVICES	CONTROLLABLE OUTTURN VARIANCE	QTR 3 FORECAST VARIANCE
		£	£	£	£	£
81A1	ENVIRONMENTAL PROTECTION	386,640	244,852	(122,640)	(19,148)	(5,900)
81A3	LICENCING,FOOD,HEALTH & SAFETY	363,920	198,623	(151,747)	(13,550)	(4,400)
81A4	PUBLIC SAFETY	457,670	314,386	(133,590)	(9,694)	13,560
81A6	PARKS & GREEN SPACES	966,680	716,036	(157,080)	(93,564)	(108,770)
81B&C	BUSINESS & COMMERCIAL OPS	438,950	263,143	181,630	(357,437)	27,280
81B2	CEMETERIES OPERATIONAL	206,700	180,520	(7,840)	(18,340)	(2,190)
81C9	ASSISTANT DIRECTORS	0	310,585	(14,320)	324,905	287,000
81D2	DOMESTIC REFUSE COLLECTION	2,070,470	2,027,221	(63,019)	19,770	(24,900)
81D4	STREET CLEANING	1,454,480	1,530,585	(111,880)	187,984	157,510
81D5	PUBLIC CONVENIENCES	158,880	169,128	(14,900)	25,148	11,370
81D6	CLEANSING CHARGEABLE SERVICES	(316,320)	(349,039)	(53,749)	21,030	63,300
81D7	EXTON ROAD OVERHEADS AND FLEET	215,010	186,018	(38,902)	9,910	14,000
81D8	RECYCLING	192,070	60,537	(91,863)	(39,670)	(6,700)
81F1	PUBLIC REALM ASSETS	3,027,720	2,579,303	(210,830)	(237,587)	(18,140)
83A2	TRANSPORTATION	46,460	48,089	(5,550)	7,179	14,460
83A3	PARKING SERVICES	(5,246,270)	(5,962,072)	(195,200)	(520,602)	(501,370)
83A4	ECONOMIC DEVELOPMENT	746,090	649,858	(83,952)	(12,280)	(38,800)
83A5	ARTS & EVENTS	335,100	380,447	(21,173)	66,520	69,200
83A6	TOURIST INFORMATION	410,070	351,592	(74,208)	15,730	20,600
83A8	DISTRICT HIGHWAYS & FOOTPATHS	700	0	(700)	0	0
83A9	BUILDING CONTROL	45,420	(22,535)	(9,543)	(58,413)	(23,570)
83B1	LAND DRAINAGE	15,900	0	(15,900)	0	0
83B5	PLANNING SERVICES	983,560	767,457	(285,610)	69,507	(7,250)
83B6	CONSERVATION	6,350	5,263	(1,430)	343	0
83B7	AFU	0	6,675	0	6,675	8,000
83B8	MAJOR PROJECTS	30,000	21,134	0	(8,866)	(27,740)
83B9	MARKETS & HALLS	(388,960)	(461,475)	(71,490)	(1,025)	51,000
83C1	WATERWAYS	65,080	(80,603)	(158,530)	12,847	470
83C2	MUSEUM SERVICE	2,250,660	2,096,250	(226,000)	71,590	59,000
83C3	CONTRACTED SPORTS FACILITIES	895,390	1,053,934	(58,550)	217,094	100,800
NET EXPENDITURE		9,818,420	7,285,910	(2,198,565)	(333,945)	127,820

## TRANSFERS TO / (FROM) EARMARKED RESERVES

83A2 - Transportation	(9,390)
83A9 - Building Control	6,390
83B7 - AFU	(5,158)
Expenditure funded by Redundancy Reserve	(206,174)
83C2 - Museum Service - Museum of the Year	(15,000)
83C2 - Museum Service - Legal Costs	(9,631)
81A3 - Vehicles Licensing	(13,149)
83C3 & 83B8 - NHB Active Exeter Reserve	(244,597)
83C3 - Contracted Sports Facilities	56,498
83A4 & 83A5 - Expenditure funded by Events Reserve	(225,000)
Expenditure Funded from Neighbourhood CIL	(13,500)
<b>REVENUE CONTRIBUTION TO CAPITAL</b>	<b>0</b>

<b>OUTTURN FOR THE YEAR AFTER MOVEMENTS TO/FROM RESERVES</b>	<b>6,607,199</b>
<b>REVISED BUDGETS</b>	<b>9,818,420</b>
<b>ADJUSTED OUTTURN VARIANCE</b>	<b>(3,211,221)</b>

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## CAPITAL MONITORING TO 31 MARCH 2017

	2016/17 Revised Capital Programme	2016/17 Spend to 31 March	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	80,330	116,574	(36,244)	
Topsham Recreation Ground	3,530	3,508		(22)
Rougemont Gardens - Path & Railings	37,000	7,205	29,795	
Canal Bank Repairs & Strengthening	5,750	1,111	4,517	(122)
Repair to Turf Lock Gates	30,630	30,752		122
Repair Canal Bank at M5	4,550	14,780	(10,230)	
Replace Car Park Ticket Machines	209,520	209,521		1
Queen's Crescent CPO	18,000	0	18,000	
Canal Pontoon	26,220	16,274	9,946	
<b>KEEP ME/MY ENVIRONMENT SAFE &amp; HEALTHY</b>				
Heavitree Church Retaining Wall	25,000	13,219		(11,781)
Northernhay Driveway	60,000	59,537		(463)
Vehicle Replacement Programme	604,500	549,837	50,000	(4,663)
Mincinglake Reed Beds and Storage Ponds	6,530	4,757	1,773	
Car Park Surfacing - Haven Road	16,700	17,647	(947)	
Replace Lifts at Mary Arches MSCP	100,000	0	100,000	
Farmers Market Electricity Supply	30,000	30,000		
Riverside Arches	60,000	0	60,000	
City Wide Property Level Protection	100,000	5,250	94,750	
Topsham - Bowling Green Marshes	40,000	21,100	18,900	

	2016/17 Revised Capital Programme	2016/17 Spend to 31 March	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	4,118	88,432	
Passenger Lift at RAMM	75,000	1,120	73,880	
RAMM Shop	68,170	68,173		3
Livestock Centre Roof Replacement	7,380	1,247	6,133	
St Nicholas Priory	115,000	7,240	107,760	
<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)	2,160	2,155		(5)
Newcourt Community Hall (Grant)	26,670	26,672		2
Countess Wear - Village Hall	75,000	75,000		
Beacon Heath Martial Arts & Boxing Club - New Roof	20,810	4,508	16,302	
Devonshire Place (Landscaping)	350	350		
Alphington Village Hall (Repairs & Extension)	41,300	32,621	8,679	
St Sidwells Community Centre	22,380	22,366		(14)
Ibstock Environmental Improvements	1,400	1,020		(380)
Bus Station Construction	1,065,870	889,720	176,150	
Leisure Complex - Build Project	1,436,370	1,056,766	379,604	
Dextco District Heat Company	5,000	5,001		1
<b>PLACE TOTAL</b>	<b>4,582,170</b>	<b>3,299,147</b>	<b>1,265,701</b>	<b>(17,322)</b>

**REPORT TO:** Place Scrutiny Committee  
**Date of Meeting:** 12 June 2017  
**Report of:** Tourism Manager  
**Title:** Update on the Exeter Visitor Strategy 2018 – 2020

**Is this a Key Decision?**

No

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

Executive. This report is for information only and gives an update on a service area.

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

- 1.1 The purpose of this report is to update members on progress made with developing a new visitor strategy for Exeter.

**2. Recommendations:**

- 2.1 Place Scrutiny Committee supports the adoption of the vision and priorities for the Exeter Visitor Strategy 2018 – 2020.

**3. Reasons for the recommendation:**

- 3.1 To enable the Tourism Manager to further consult with the tourism industry and business community of Exeter to develop the new visitor strategy, working towards its vision and priorities.

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

- 4.1 The existing tourism marketing budget of £65,650 will be used to deliver activity within this report. Compared to previous years, the budget remains relatively unchanged, except for limited allowances for inflation and changes to employee costs.
- 4.2 Staffing of 2 FTE within the Growth & Enterprise Unit are dedicated to delivering actions from the Exeter Visitor Strategy, which remain unchanged from previous years.

**5. Section 151 Officer comments:**

- 5.1 There are no additional financial implications contained within this report.

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

- 6.1 None identified

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

- 7.1 This report raises no issues for the Monitoring Officer.

## **8. Background**

- 8.1 The previous Visitor Strategy has been fully delivered, with annual updates being presented to Place Scrutiny Committee on the progress of actions within the previous visitor strategy.
- 8.2 With recent developments in Exeter including the opening of Queen St Dining, the regeneration of the Bus Station site, the imminent arrival of IKEA and Exeter hosting major events including Rugby World Cup 2015 and Radio 1's Big Weekend; the City Council is well placed to increase the number of visitors to the city.
- 8.3 The aim of Visit Exeter, which was recently launched to the business community of Exeter, is to increase the profile of Exeter within the UK and overseas and to increase the number of people visiting the city, by positioning the city as a high quality cultural visitor destination, to rival similar UK competitors.

## **9. Developing a new visitor strategy for Exeter**

- 9.1 The new visitor strategy is intended to be a road map to unite all those working to support the local visitor economy and to ensure that Exeter keeps pace with and indeed exceeds national growth. We aim to increase the number of people visiting the city, encourage them to stay longer and to spend more when they are here. To deliver this increase we will need a step change in the way the public, private and not for profit sectors work and plan together. We will need to maximise investment from all available sources and ensure that the overall return in investment benefits businesses dependent on the visitor economy.
- 9.2 With the recent success of Exeter Chiefs winning the Aviva Premiership final at Twickenham, we need to embrace the opportunities rugby brings to Exeter as well as the additional press and promotional in raising the awareness of the city regionally, nationally and internationally. Sandy Park's plans to become a major international conference centre, with the addition of a hotel on site and expansion of the stadium supports the vision and priority 1 of the proposed Visitor Strategy.
- 9.3 The visitor strategy and the tourism team will support the cultural and heritage economies of Exeter, working in partnership with Exeter Cultural Partnership and the heritage community. These two sectors are a vital part of why someone chooses to visit Exeter, move to Exeter and relocate their business to Exeter. The protection and development of these two sectors supports the overall growth and vibrancy of the city.
- 9.4 The following five priorities have been highlighted as the recommended pillars of the strategy, overarched by the vision. The vision and priorities have been reached after consultation and discussions with the tourism business community in the city, Visit Devon, Exeter BID, Exeter Cultural Partnership and various city key stakeholders.

**Vision** – Working in partnership with the tourism and business community, Exeter is officially recognised as the most active city in the UK by 2020.

**9.2.1 Priority 1** – Develop the visitor experience within Exeter to enable the city to attract additional conferences, meetings, exhibitions and events to support the wider economy of Exeter



**9.2.2 Priority 2** – Raise awareness and protect the city's rich heritage and cultural offer to support the promotion and visitor economy of the city

**9.2.3 Priority 3** – Develop and implement an effective local, regional, national and international visitor marketing campaign, promoting the city as cultural destination of choice

**9.2.4 Priority 4** – Build on work already undertaken to further develop Exeter's historic Quayside, to secure additional funding, implement additional marketing of the area and broaden its business development activities

**9.2.5 Priority 5** – In partnership with training providers, increase the skill level of those working in the industry and attract new people to the sector through the development of a range of skills escalators

- 9.5 Visit Exeter recently launched a regional and national marketing campaign using '8 Experiences – 1 Destination' thus allowing us to breakdown our marketing into targeted areas which will lend themselves to individual projects working in partnership with the business community, Exeter BID and Exeter Cultural Partnership. This breakdown will also allow us to set specific goals and priorities for each experience. The experiences are as follows:

#### **8 Experiences - 1 Destination**

**1. Culture** - Focused on theatre, events, music and art

**2. Heritage** - Focused on traditional Exeter and historic places & visitor attractions

**3. Nightlife** - Showcasing Exeter by night, the clubs the bars, the restaurants and live music scene

**4. Food and Drink** - The local producers of food and drink are globally renowned; let's make this a focus and a reason to visit Exeter

**5. Activity** - The amazing outdoor spaces, the sport and the fantastic range of activities you can enjoy in and surrounding Exeter

**6. Business** - Business tourism is a major sector for Exeter, let's celebrate this and encourage additional business events to be held in the city

**7. Shopping** - Shopping provides a huge draw to the city with the growing list of big high street names and independent retailers to include areas such as Magdalen Road, Topsham & Gandy Street

**8. Relaxation** - As well as a place with so much going on, Exeter also provides the perfect place to kick back and relax whether it's at the spa or in the amazing outdoor spaces

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

- 10.1 The Exeter Visitor Strategy 2018 – 2020 will support the following City Council priorities and purposes:

**Priorities:**

- *To grow Exeter's cultural and visitor economy which maximises economic benefit for the benefit of businesses and the residents of Exeter*
- *Implement/develop on and offline marketing strategies to promote the city to domestic and international markets, leisure and business to make Exeter a leading destination within the UK*

**Purposes:**

- *Help me grow a successful business*
- *Provide great things for me to see and do*
- *Help me be active*
- *Help me run a successful business*

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

- 11.1 There could be the potential that the business community of Exeter to do engage with developing the visitor strategy further. Communicating the benefits of engaging in the process will be developed in consultation with the Director of Communications & Marketing.

**12 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?**

- 12.1 The new visitor strategy will be developed to promote equality and diversity and to engage with a wide ranging community. An Equality Impact Assessment will be produced alongside the Exeter Visitor Strategy 2018 – 2020.

**13 Other Options**

- 13.1 There is the option to cease the production of a visitor strategy for the city, but it is felt this would be detrimental to the economy of Exeter.

**Catherine Hill**  
**Tourism Manager**

**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

**REPORT TO:** PLACE SCRUTINY COMMITTEE  
**Date of Meeting:** 12 June 2017  
**Report of:** Economy & Enterprise Manager  
**Title:** Pop-Up Shop Space in Exeter

**Is this a Key Decision?**

No

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

Executive Function.

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

- 1.1 To update Place Scrutiny Committee on the pop-up shop landscape within Exeter.

**2. Recommendations:**

Place Scrutiny Committee supports the following:-

- 2.1 promotion of the pop-up shop opportunities across the city through the Exeter Commercial Property Register and through social media;
- 2.2 development of a business case to introduce additional incubator spaces in Exeter in consultation with City Development and Corporate Estates, to provide opportunities for new office, workspace, retail and food & drink; and
- 2.3 research opportunities in developing a Teenage Market in Exeter.

**3. Reasons for the recommendation:**

- 3.1 To promote opportunities within Exeter, and to encourage and support new business start-ups within Exeter.

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

- 4.1 Recommendations will be delivered through existing resources through Growth & Enterprise officers and budget.

**5. Section 151 Officer comments:**

- 5.1 There are no additional financial implications arising from this report. Any business case for additional incubator spaces will be considered prior to it being presented to Members. If there are negative financial implications arising from the proposal, savings will be required to deliver the project.

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

- 6.1 None identified in this report

**7. Monitoring officer Comments**

- 7.1 This report raises no issues to concern the Monitoring Officer.

## **8. Background**

- 8.1 Over the previous three years, Corporate Estates have provided a number of vacant units on South Street and Sidwell Street as a pop-up shop. Due to the high level demand and at times 100% occupancy levels for these units, providing a vacant unit for a period of time has provided difficult, as a result, sign ups have been limited over the previous two years.
- 8.2 This high level of demand for city centre units will continue due to a number of retailers requiring space elsewhere within the city as a result of the Princesshay Leisure, the bus station and St Sidwell's Point development on Paris Street.
- 8.3 Over the previous 12 months the following have taken space within Exeter City Council pop-up space:
- A local theatre has used a number of pop-up spaces for rehearsal space
  - A local charity signed up for a pop up shop for 12 months until the unit was leased, they subsequently relocated to an alternative pop-up unit
  - A local art group used a pop-up unit for an exhibition
  - An local event used a pop-up unit for an exhibition
  - A local clothing retailer was provided with space, whilst their permanent unit was undergoing essential repairs

## **9. Pop-Up shops and spaces in Exeter**

- 9.1 There are a number of public and private sector organisations based within the city that provide pop-up shop space for the short and medium term, which are listed below:

### **Exeter City Council Corporate Property**

Pop up shop space is made available when there is vacant units on South Street, Sidwell Street, Fore Street and Cowick Street.

### **Guildhall Shopping Centre**

When a retail unit is vacated and contracts are being negotiated with a new tenant, pop-up space is made available for a short term let. Food producers can also request space within the street food market, which is held Thursday, Friday, Saturday and Sunday around St Pancras Church.

### **Debenhams**

No current policy on pop-up shops.

### **House of Fraser**

No current policy on pop-up shops.

### **Exeter College**

No policy or space allocated for pop-up shops.

### **John Lewis**

No current policy on pop-up shops, these are negotiated centrally for the John Lewis portfolio.

## **Princesshay**

No policy on pop-up shops.

### **9.2 Markets**

A great way to test the local market for the viability of an idea or product is through a market. There are a variety of markets held across the city, which either focus on food and drink, local arts and crafts, Christmas or general sales. The market organiser is able to provide pitches for short periods of time or for a longer period for those that are ready to trade. Markets in Exeter include:

- Exeter Farmers Market
- Sidwell Street Market
- Matford Sunday Market & Car Boot Sale
- Exeter Street Food (Quayside, Piazza Terracina and Southernhay)
- Inside Outside Craft Market
- Unique Boutique
- Christmas Markets
- Topsham Saturday Market

9.3 There is the potential to attract young people into the city centre and to support creative young adults. The Teenage Market <https://theteenagemarket.co.uk> gives young people a platform to showcase their creative talents. As well as a creative retail offer, an important part of the Teenage Market is performance. Young bands, dancers, musicians or stand-up comedians are invited to perform at the Teenage Market to provide young performers with an opportunity to showcase their creative talents.

9.4 The Teenage Market is a specialist market with live performance that creates a thriving and bustling event which will succeed in attracting a new generation of shoppers and visitors (young adults) into the city.

### **10. Pop-Up Shop Retail Economy Research**

In 2015 The Centre for Economic and Business Research published a report on the pop-up economy – “Britain’s Pop-Up Retail Economy 2015”. The report has highlighted some interesting facts relevant to the sector and Exeter.

10.1 The research found that Pop-up shops remain a small segment of the overall retail sector. However, the growth in both the share of consumers visiting pop-ups and the overall spend in these outlets indicates that the pop-up sector will continue to flourish.

10.2 The main points from the research to highlight include:

- Total turnover of the sector grew by 12.3% comparing 2014 to 2015
- There are approximately 10,500 pop-up shops across the UK, employing 26,200 people
- 44% of consumers visited a pop-up shop in 2015
- The largest proportion of consumers who visit pop-up shops are located in the South West (51%), followed by London (49%)
- The average annual spend of a pop-up shop visitor is £123.50
- The 25-34 year old group shows the biggest increase in visits to pop-up shops, this is also the group with the highest spend per annum at £162

- Pop-up retailers are broadening out into more established retail outlets, both on the High Street and online
  - A number of successful ventures transition into established retailers with a permanent location on the High Street
  - It was found that the main reason given for visiting a pop-up shop was the ability to purchase unique goods while supporting local businesses
  - Whilst the value of pop-up retail sales increased by 12.3% over the past year, the value of total UK retail sales increased by just 1.1%. This implies that the pop-up retail sector is growing at a considerably faster rate than the overall retail sector
- 10.3 The growing costs required to secure a suitable location to trade has the potential to dent the innovation being created in the pop-up sector. One of the benefits of pop-up shops is that it has provided opportunistic entrepreneurs the opportunity to build a strong platform from which to attract further investment. Exeter City Council could play an important role in driving innovation within the local retail sector, due to the premises we own within the city centre and our neighbourhoods and the type of business support and advice provided to businesses within our premises.
- 10.4 Finding the perfect location is a key pillar for the success of a pop-up venture. Ideal locations combine high levels of footfall with landlords willing to offer short-term leases to businesses looking to occupy space. Exeter City Council will continue to provide pop up shops within the retail units it owns, providing a permanent tenant cannot be secured.
- 10.5 Like any businesses today, getting access to fast and reliable internet connection can be a challenge, especially in pop-up shops. Given the growing importance of point-to-point sales devices and real-time consumer promotion through social media, internet connection is an increasingly important element of any successful pop-up.
- 10.6 Card payments are expected to overtake cash within the next decade, it is becoming increasingly important for landlords to secure superfast broadband for their building and for pop-up shops to put in place point of sale systems in order to allow customers to purchase using debit and credit cards.

## **11. Proposal**

- 11.1 Considering the high level of demand for small retail units in Exeter and the lack of available small scale commercial units on a short term let, it is proposed to continue with providing pop-up units within the Exeter City Council Corporate Estates portfolio and promote these as and when they become available. Space provided through Markets & Halls and other private sector providers within Exeter will also be promoted within the Exeter Commercial Property Register and through social media.
- 11.2 The Exeter Commercial Property Register (<https://cpr.exeter.gov.uk/>), which is managed by Exeter City Council, lists available sites and spaces within Exeter. As of May 2017 there were 17 retail listings, 6 for restaurants / pubs and 41 for office accommodation all within the size of a shipping container – approx. 160sqft. Some of these vacant sites and spaces are located within the city centre, some in neighbourhoods and some on the city boundary with

some located in locations not ideal for business. The majority of commercial units in Exeter are not let short term – a big barrier for pop-up shops.

- 11.3 In the first five months of 2017, the Commercial Property Register has received 367 requests/searches for office, retail and pubs & restaurants in Exeter 0-1000sq ft. This indicates a continued demand for space within Exeter for small scale office accommodation, workspace, retail and food & drink.
- 11.4 Considering the limited availability of small and flexible office and workspace units within Exeter, it is proposed to research opportunities around developing additional incubator spaces in Exeter.
- 11.5 Considering the growth in the number of markets held in Exeter over the previous five years, it is also proposed to investigate the potential of Exeter hosting The Teenage Market.

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

- 12.1 Projects and initiatives listed within this committee report are aimed at getting people into employment and or training, and to provide a platform for economic growth, it also fits within the mission statement of Exeter City Council:

“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”.

Projects also tie into the purposes of:

- A stronger city
- Provide great things to see and do
- Help me run a successful business
- Deliver good development

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

- 13.1 There is limited risk arising from this committee report, as its recommendation is researching options for future projects.

**14. 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?**

- 14.1 Proposals referred to within this report will benefit a wide range of communities, with some initiatives directed towards improving opportunities for young people, people with little or no income and in improving the economy overall.

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

- 15.1 There is the option of ‘do nothing’, but this may hinder new business start-ups and supporting growth within Exeter.

**Victoria Hatfield**  
**Economy & Enterprise Manager**

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



## **Legacy Leisure Working Group** **Terms of Reference**

Name of the Group: Working Group	Legacy Leisure (formerly Parkwood Leisure)
Membership:	<p>The Working Party will consist of the following:</p> <ul style="list-style-type: none"><li>• Chair of Place Scrutiny Committee</li><li>• Portfolio Holder for Health and Wellbeing Communities and Sport</li><li>• Representative from each Political Party</li><li>• Events Facilities and Markets Manager</li><li>• Leisure Facilities Manager</li><li>• Representatives from Parkwood Leisure</li></ul>
Frequency of Meetings:	Quarterly / as required
Reporting Mechanism:	To report to the Scrutiny Committee
Function of the Group:	To work with Legacy Leisure to develop its service and enhance its facilities achieving a level of service for customers well above the contractual baseline. To monitor contractual issues, monitoring customer comments and relevant action taken and agreeing improvement initiatives.

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## **LEGACY LEISURE WORKING GROUP**

Tuesday 4 April 2017

### **Present:-**

Councillor Philip Bialyk (Chair)  
Councillors Brimble and Robson

### **Also Present**

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

7

### **APOLOGIES**

Apologies were received from Councillor David Henson.

8

### **MINUTES OF THE MEETING ON 21 FEBRUARY 2017 AND MATTERS ARISING**

The minutes of the meeting held on 21 February 2017 were agreed as an accurate record of the meeting.

Steve Lyon referred to the previous discussion relating to the Members' evening at the Riverside Leisure Centre and in view of the recent fire, he suggested that as there was no other appropriate venue to hold such a varied session, it would be better to wait until it had reopened.

9

### **CUSTOMER COMMENTS FEEDBACK**

#### **Analysis of Comments February 2016 – February 2017**

Steve Lyon circulated an analysis of customer comments made for each of the leisure facilities for the period February 2016 - February 2017, which monitored the trend in the quantity and type of comment received. The analysis forms part of the contract monitoring process.

#### **Customer Comments**

Steve Lyon also circulated a copy of the detailed customer comments for the month of February 2017. The format included the response or action taken, under categorised headings of maintenance, health and safety, cleaning and by staff and also where a compliment had been recorded on a centre by centre basis. The report included a facility by facility breakdown with 23 comments in total, with the majority being in relation to the cancellation of several classes at Clifton Hill Leisure Centre. It was noted that the number of comments on matters such as maintenance or cleaning had reduced significantly over the years. He suggested there may be more comments as a result of the fire at the Riverside Leisure Centre, and the dispersal of customers throughout the city's facilities whilst they are closed. Jeremy Wright made a brief update of the situation regarding the sauna at Riverside LC. He also updated Members on the stance to be taken in relation to the saunas at the other sites of the Arena and Wonford, which remained open. The sauna at the similarly styled sauna at the Exeter Arena would remain closed, whilst the investigation at the Riverside LC continued. He hoped that any inconvenience would be minimised particularly as the numbers using the sauna facility at Exeter Arena were fairly modest. Parkwood Leisure were currently in discussion with the

City Council over their contractual obligations to provide this facility. Councillor Bialyk requested a report on this matter to include current usage, as well as explore what would be necessary to reinstate the sauna facility. Jeremy Wright confirmed that they had not any complaints to date in relation to the closure of the saunas.

Councillor Brimble enquired about the cleaning regime at Northbrook Pool. Jeremy Wright confirmed that any matters raised were quickly addressed. He also provided an update on the repairs to the showers in the female changing rooms, which included a replacement booster pump. He acknowledged a Member's comment that any information notices needed to be clearer. He would review his visiting schedule of Northbrook Pool.

10

## **CUSTOMER VISITS ANALYSIS FOR CLIFTON HILL SPORTS CENTRE**

Steve Lyon presented more in depth detail of the total customer and facility customer visits, from the commencement of the current contract period of 2010/11 until the 2016/17. He reported a steady increase in visits per annum since the commencement of the contract on a site by site basis.

### **Total Customer Visits**

Data was circulated for the period October to September. In the first five months of that period there were 254,000 out of a total of 658,000 visits for the year. Dave Lewis advised that the figures were reported on a regular basis to the Senior Management Team at Exeter City Council.

### **Clifton Hill Sports Centre Customer Visits**

The statistics included a breakdown of activities, and detailed visits for all of the sites with a comparison year on year. Steve Lyon responded to a Member's question and stated that Clifton Hill LC ran a number of fitness and children's activities throughout the year and also in school holidays. The children's parties were particularly popular throughout the year at the weekends.

### **Clifton Hill Sports Centre by Activity Year 6**

Jeremy Wright provided an update on Clifton Hill LC by activity.

He also provided an update on the Riverside LC, which had been partially reopened. The sports hall had reopened on 25 March for committed events and block bookings such as volley ball and badminton. Fitness and aerobic classes which had been moved to Wonford and Clifton Hill LC were relocated back to the Riverside LC, and a temporary gym had been opened on the balcony of the sports hall. The pool hall remained closed. An investigation over the damage to the roof was continuing. It was acknowledged that there had been a level of inconvenience for the members of the Riverside LC as well as for the other sites. Members have been advised that they will in effect have a free month, and no fee would be taken for April, which will be a cost borne by Parkwood Leisure. The fire investigators were continuing their investigation with the police and also insurance assessors. Jeremy Wright said that he was due to meet with Dave Lewis at the end of April to discuss the arrangements for the reopening.

## **PRESENTATION BY LEGACY LEISURE ON THE SERVICE IMPROVEMENT PLAN FOR THE CLIFTON HILL SPORTS CENTRE**

Jeremy Wright provided an update on the Service Improvement Plan work for 2017. He reported the improved efforts noted as part of the Quest tool designed to aid continuous improvement mark and welcomed the 'good' rating. It was noted that excellent and outstanding marks were usually only achieved by a few national sites. The Quest report had particularly welcomed the efforts made to reach the local community and complemented the feel of Clifton Hill as a 'community based centre'. Staff continued to develop the activities to look at ways to keep the motivation and momentum for their members and ensure the induction programme offered was sustainable and offered sufficient variety.

The Quest report also picked up a number of areas for attention including -

- Marketing (which is organised at a national level)
- Inadequate benchmarking with sites of a similar size
- Maintenance, and although the lockers were in good order, and the site was clean, some aspects of the site were looking tired, despite the significant time spent painting and redecorating. The toilets and changing rooms were areas that presented challenges with the high volume of use. Further improvements were planned.

Councillor Brimble commented on the future plans for Clifton Hill LC once the new facilities at St Sidwells Point were open, as they would also be able to offer fitness facilities as well as a pool. Jeremy Wright responded stating that Clifton Hill's biggest asset was the sports hall which would continue to offer a range of sports including five a side and walking football, netball, basketball as well as badminton and exercise classes. He agreed that it would be an interesting time when St Sidwell's Point opened, and acknowledged that it may present some challenges. Steve Lyon agreed that any new venue resulted in a drift of membership, but Clifton Hill was fairly well placed within an established community including local residents and students.

The Chair thanked staff members of the Riverside LC for coordinating a speedy evacuation of the Centre. They should be praised for their quick thinking and support of the patrons. He was aware of the continued efforts to work with the City Council to ensure the Centre was back to normal as soon as possible.

## **DATES OF MEETINGS IN 2017**

**6 June 2017** – Visit and Improvement Plan Exeter Arena – (Meeting to be held at Isca Centre)

**12 September 2017** – Visit and Improvement Plan Wonford Sports Centre – (Meeting to be held at Wonford Community Centre)

**24 October 2017** – Visit and Improvement Plan Pyramids Swimming Centre – (Meeting to be held at Isca Centre)

**12 December 2017** – Visit and Improvement Plan Northbrook Swimming Pool – (Meeting to be held at Isca Centre)

(The meeting commenced at 10.00 am and closed at 11.00 am)



**UPDATE ON TASK AND FINISH GROUP MEMBERSHIP (COUNCILLORS AND OFFICERS)  
FOLLOWING RE-STRUCTURE JUNE 2017**

TOPIC	CHAIR	MEMBERS	COMMENTS
City Centre Strategy	Cllr Sills	<p>Cllr Brimble Cllr Foggin Cllr Hannaford Cllr Morse Cllr Musgrave Cllr Sheldon Cllr Wood Cllr Wardle David Bartram Victoria Hatfield</p> <p><u>Removed:-</u> Cllr Sutton Cllr Denham Cllr Robson Bindu Arjoon</p> <p><u>To be invited:-</u> Cllr Sills</p>	
Cooperative Councils	Cllr Brimble	<p>Cllr Branston Cllr Musgrave Cllr Newby Cllr Sheldon Cllr Sutton Cllr Wardle Cllr Wood Victoria Hatfield Karen Jamieson Jo Pearce Melinda Pogue-Jackson Dawn Rivers Caroline Winyard</p>	One meeting left for this Group so membership not changed.

**UPDATE ON TASK AND FINISH GROUP MEMBERSHIP (COUNCILLORS AND OFFICERS)  
FOLLOWING RE-STRUCTURE JUNE 2017**

Sports Strategy	Cllr Harvey	<p>Cllr Bialyk Cllr Branston Cllr Foggin Cllr David Henson Cllr Musgrave Cllr Newby Paul Faulkner Andrew Goulbourne Victoria Hatfield Catherine Hill Mark Parkinson Dawn Rivers</p> <p><u>Removed:-</u> Bindu Arjoon</p> <p><u>To be invited:-</u> Cllr Sills Cllr Wardle Jo Yelland</p>	
Landlord Accreditation	Cllr Wardle	<p>Cllr Brimble Cllr Ashwood Cllr Lyons Cllr Mitchell Cllr Morse Cllr Musgrave Cllr Owen Keith Williams Claire Hope</p>	One meeting left for this Group so membership not changed.
Maximising Usage of Empty Commercial Properties	Cllr Lyons	<p>Cllr Wardle Cllr Pearson Cllr Newby Cllr Musgrave Cllr Y Henson Cllr Denham Cllr Prowse Mark Parkinson Elaine Oliver Goran Molin Maureen Gori-de-Murden</p>	Membership not changed at present pending meeting with relevant Portfolio Holders.



**UPDATE ON TASK AND FINISH GROUP MEMBERSHIP (COUNCILLORS AND OFFICERS)  
FOLLOWING RE-STRUCTURE JUNE 2017**

Green Travel Plans	Cllr Foggin Lead Councillor on this Spotlight Review	Cllr Brimble Cllr Hannan Cllr Harvey Cllr Musgrave Cllr Wardle Andy Robbins Will Pratt (DCC)	Membership not changed – Group due to meet with Chair of Planning/Portfolio Holder for City Development to discuss suggestions which resulted from this Spotlight Review.
Homelessness Review Group (Exeter and Teignbridge)	Review Group No Chair	Cllr Foale Cllr Hannan Cllr Ford (T) Cllr Clemens (T) Cllr Bulilvant (T) Cllr Brodie (T) Cllr Lyons Cllr Mitchell Cllr Morse Cllr Newby Cllr Wardle Cllr Wood Nicola Forsdyke James Toler (T) Mark Jolly Chris Stocks  <u>Removed:-</u> Bindu Arjoon  <u>To be invited:-</u> Jo Yelland	

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