

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 1 April 2021

Time: 5.30 pm

Venue: Legislation has been passed that allows Councils to conduct Committee meetings remotely

Members are invited to attend the above meeting.

If you have an enquiry regarding any items on this agenda, please contact Howard Bassett, Democratic Services Officer (Committees) on 01392 265107.

During the Corona Virus outbreak, meetings will be held by virtual means. The [live stream can be viewed here](#) at the meeting start time.

Membership -

Vizard (Chair), Mitchell, M (Deputy Chair), Begley, Foggin, Mrs Henson, Mitchell, K, Oliver, Martin, A, Quance, Sparkes, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
10)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 11 February 2021.

3 Declarations of Interest

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 - Exclusion of Press and Public

It is considered that the Committee would be unlikely to exclude the press and

public during the consideration of any of the items on this agenda but, if it should wish to do so, then the following resolution should be passed:-

“RESOLVED that, under Section 100A (4) of the Local Government Act 1972, the press and public be excluded from the meeting for the particular item(s) of business on the grounds that it (they) involve(s) the likely disclosure of exempt information as defined in the relevant paragraph(s) 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 via the committee.services@exeter.gov.uk email by 10.00am at least three working days prior to the meeting. For this meeting any questions must be submitted by 10.00am on Monday 29 March 2021.

For details about how to speak at Committee, please click the following link - <https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/public-speaking-at-meetings/overview/>

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

To receive questions from Members of the Council to the relevant Portfolio Holders for this Scrutiny Committee. The Portfolio Holders are:-

Councillor Harvey - Portfolio Holder for City Management
Councillor Ghusain - Portfolio Holder for Communities and Culture
Councillor Williams - Portfolio Holder for Supporting People
Councillor Wright - Portfolio Holder for Council Housing Development and Services

7 **Presentation on Exeter Wellbeing**

(Pages 11
- 26)

Presentation by the Active and Healthy People Programme Lead and the Programme Manager Communities.

8 **Spotlight Review - Consultation Charter**

The Spotlight Review met on 16 March 2021, the group comprising Councillors Atkinson, Buswell, Leadbetter, D. Moore and Wardle with Councillor Atkinson appointed Chair. Councillor Atkinson referred Members to the Guide to Community Engagement report – New Conversations – produced by the LGA.

The Review Group considered the LGA document in detail and agreed that it would be appropriate to amend the draft Charter to incorporate elements from the LGA document. As the Spotlight Review group asked to “sign off” a revised draft, it will be amended for further consideration by the group together with a draft framework for consultation plans for report to the next meeting of this Scrutiny Committee and then to Executive and Council.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 1 July 2021** at 5.30 pm.

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CUSTOMER FOCUS SCRUTINY COMMITTEE (HELD AS A VIRTUAL MEETING)

11 February 2021

Present:

Councillor Councillor Matthew Vizard (Chair)
Councillors Mitchell, M, Foggin, Mrs Henson, Mitchell, K, Quance, Sparkes, Wardle and Warwick

Apologies:

Councillors Martin and Oliver

Also present:

Director Net Zero Exeter & City Management, Director City Development, Housing & Supporting People, Director Finance, Democratic Services Officer (HB) and Democratic Services Officer (SLS)

In attendance:

Councillor David Harvey	-	Portfolio Holder for City Management
Councillor Amal Ghusain	-	Portfolio Holder for Communities and Culture
Councillor Ruth Williams	-	Portfolio Holder for Supporting People
Councillor Laura Wright	-	Portfolio Holder for Council Housing Dev. and Services

1 Minutes

The minutes of the meeting of the Customer Focus Scrutiny Committee held on 3 December 2020 were taken as read, approved as correct, for signing by the Chair at the earliest possible convenience.

2 Declarations of Interest

No declarations of interest were made by Members.

3 Questions from the Public under Standing Order No. 19

No questions from members of the public were received.

4 Questions from Members of the Council under Standing Order 20

No questions had been received from Council Members.

5 Waste and Recycling Collection Service

The Portfolio Holder City Management introduced the report and highlighted the following:-

- there had been no reduction in the collection service during the Pandemic;

- the original proposal for a kerbside collection had been devised with regard to the limited resources available;
- the main themes in the review of the service were the health and safety of staff, air quality and efficiency and scheduling of the rounds;
- evidence from neighbouring authorities using the kerbside sort system indicated that they were currently experiencing increased volumes of food and cardboard which were causing increased journeys to tip materials driving down productivity;
- the intention was to ensure that all new vehicles would be as environmentally friendly as possible;
- the new electric vehicles would receive power from the solar farm near to the recycling centre reducing diesel costs; and
- the high quality of output from the Materials Recycling Facility (MRF) engenders confidence in the service increasing the commercial potential to the Council.

The Director Net Zero and City Management reported that the habits of residents had changed as a result of Covid-19 which had impacted on the proposed kerbside recycling service approved in October 2019 which had comprised of a weekly collection of dry recycling (paper, card, mixed plastics, glass, tins and cans) and food waste and a three weekly collection of residual waste.

He highlighted the following implications:-

- the pause caused by the Covid Pandemic was being used to re-evaluate the service as a change would involve considerable investment in the MRF and new vehicles. The main options were co-mingled with food collections or a kerbside sort system, however there were a wide range of issues to balance out to ensure the most cost-effective and efficient system was selected and that it would be sufficiently flexible to deal with changes in demand and usage;
- whilst the current co-mingled system had coped with the changes, evidence from neighbouring authorities indicated that there would be increased journeys to tip materials especially during the Christmas period in respect of food and cardboard;
- the aim of the review was to achieve the same outcomes for residents, meet the expected Government legal requirements for waste collection and help to deliver Net Zero ambitions;
- there were disadvantages with a kerbside collection because of reduced room available for loading as vehicles were larger and had to be loaded from the side and with cars parked in residential areas during the day there would be an impact on residential traffic. This system was therefore approximately three times slower and required some 50% more vehicles. Additionally, there was no electric solution currently for kerbside sort vehicles, although electric solutions were available for standard refuse collection vehicles. These are extremely expensive at present;
- revenue and capital investment costs and operational considerations were being assessed for each option. Whilst a kerbside operation would reduce the MRF costs, investment in vehicles would be more and staying co-mingled would require more investment in the MRF as machinery was more complicated.

The following responses were given to Members' queries:-

- the allocated budget had not been used to date and it was anticipated that there was little difference between the capital costs of the alternative systems, some elements of each resulting in savings with greater expenditure associated with some other elements;

- revenue costs could be expected to reduce in respect of a co-mingled option as less staff would be required than a kerbside collection but the revenue costs would still be more than existing because of the need for additional drivers. Electric vehicles would help to reduce costs;
- trials of the new system had been essential because of the great variation in street topography and the city's geography;
- whilst the Pandemic was changing behaviour it was anticipated that, on a return to normal circumstances, use of cardboard would be at higher rate than before the Pandemic. A co-mingled option provided greater flexibility as it was not limited to one individual material but this was not a deciding factor. The twin pack vehicle was a compartmentalised refuse collection truck with a compartment for glass although volume was quite low;
- local knowledge of ward Councillors would be utilised as they received numerous enquiries from their constituents and Members would be fully consulted;
- consideration would be given to a roll out in stages across the city, for example roll out of food waste collection could be done separately if the co-mingled and separate food waste collection option was chosen;
- no additional vehicles had been purchased recently and all fleet vehicles were being utilised at present;
- the workforce had been involved in the assessment process but would still have to work on the public highway and all rounds were risk assessed. The co-mingled system with a standard refuse truck offered some advantages over a kerbside system which required loading from the side of the vehicle. Lots of authorities however used the kerbside sort system including neighbouring authorities but narrow streets created difficulties;
- a further factor was to consider the value obtained from materials such as plastic and glass. Mixed plastics had less value than those separated out into separate plastic streams but this is offset by the reduced running costs of a simplified MRF with a lower staffing requirement. There was no value in glass at the moment;
- separate solutions for blocks of flats were also being assessed. Kerbside sort collections for apartment blocks were problematic and, for the initial modelling, co-mingled had continued but with separate receptacles for food waste and glass;
- there were currently 13, 26 tonne refuse vehicles, two seven and a half tonne collection vehicles, three tonne vans for bin delivery and bulky waste collection and two 26 tonne vehicles, both at the MRF, one loading and one sorting glass - 20 vehicles in total;
- whilst longer hours would not be introduced with a kerbside sorting system, more vehicles and therefore more staff would be necessary;
- consultation with MRF manufacturers was underway to assess projected volumes and machinery needed and would involve a tendering process prior to installation. It was hoped to increase MRF productivity from three and a half tonnes an hour to between 10 and 12 tonnes an hour but site constraints could impact on investment;
- maximising commercial opportunities and income creation was another issue to consider and how much capacity could be built in for future commercial development, for example, recycling on behalf of neighbouring local authorities. It was necessary therefore to balance commercialisation with the needs of Exeter residents and statutory duties; and
- it was not possible at present to predict when it was envisaged that a new scheme would be implemented. Given the Pandemic, it was understandable that the timescale has slipped.

A further report would be submitted to this Committee when costs of the options and the operational consequences were known.

Members noted the report and both the Portfolio Holder and Director thanked the Service Lead and the whole recycling team for their hard work especially during the Covid Pandemic.

6 **General Fund/HRA Estimates and Capital Programme 2021/22**

The Director Finance presented the report on the proposed General Fund revenue estimates for 2021/22 and recommending the Band D level of Council Tax for 2021/22. The report also included the proposed Capital Programme for 2021/22 and future years, and the proposals in respect of the Housing Revenue Account.

The report had previously been considered by the Executive on 9 February 2021, but this provided the opportunity to ensure Members were fully briefed before consideration of the budget at Council on 23 February 2021. Members noted that the three other reports presented to Executive – Capital Strategy 2021/22, The Prudential Code for Capital Finance in Local Authorities and Treasury Management Strategy Report 2021/22 - had also been circulated to Members with the agenda pack.

Particular reference was made to the following:-

- the recent Government announcement of the Local Government Finance Settlement with no change to the provisional settlement;
- the Referendum Principles for the Council Tax set by the Government would allow the Council to increase the tax by £5;
- the Council's core spending power would remain the same as the current financial year;
- the proposed budget took into account inflation increases for Exeter of £817,000;
- the Medium Term Financial Plan required savings of £6 million up to the period 2024/25;
- the HRA Medium Term Financial Plan would drop reserves close to minimum levels by 2023/24;
- the Government had also announced that there would be consultation on refining the New Homes Bonus which would close on 7 April 2021; and
- final figures would be reported to the Extraordinary Council on 23 February 2021 when the Devon County Council, the Police and Crime Commissioner for Devon and Cornwall and the Devon and Somerset Fire Authority precepts would be known.

The Director Finance responded as follows to Members' queries:-

- the Council was on track to deliver against the emergency budget including meeting the reduced delivery in services identified as necessary. The Government had provided a number of compensation schemes such as the Sales, Fees and Charges Scheme so it had not been necessary to make the savings originally anticipated at £1.8 million in preparing the 2021/22 budget;
- the majority of CIL reserves of £10.15 million were set aside for capital schemes with £900,000 identified annually for revenue funding. Allocations included £1.9 million for Neighbourhood schemes, £550,000 for habitat and £7.7 million for infrastructure;
- total capital receipts within the General Fund were approximately £4-5 million;
- income generated from interest obtained from lending was used to fund other programmes. Some £15 million of lending would generate additional interest of £450,000; and

- Council reserves were set at £3 million to meet emergency circumstances. Increased risks associated with the Pandemic included bringing the Leisure Services in house and reduced car park income.

Members noted the report and thanked the Director Finance and his team for their work.

The meeting commenced at 5.30 pm and closed at 6.45 pm

Chair

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Strategic partnership funded by:



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Overview 2016 - 2021

Agenda Item 7

How we created Wellbeing Exeter

In 2014, Integrated Care Exeter (ICE), a strategic alliance with a focus on early intervention and prevention was established by Devon County Council in partnership with Devon Clinical Commissioning Group and the Royal Devon & Exeter NHS Foundation Trust.

Wellbeing Exeter was created through the piloting & evaluation of a combined social prescribing and community development project as part of the ICE programme.

August 2017, the ICE Executive and the NEW Devon Clinical Commissioning Group's Eastern Locality Forum agreed to continue and expand the Wellbeing Exeter experiment from to March 2020.

How we funded the expansion

An annual budget of £654,000 was agreed over the 2 years totalling **£1,309,332**.

This was made up of: £790,000 contribution from Devon County Council (DCC), £519,332 from Exeter City Council (ECC). The funding was agreed as follows over the 2 years. A further year's funding was also agreed for 2020 – 2021.

2018/9:

£395,000 for Social Prescribing and network co-ordination (DCC/CCG)

£259,666 for Community Building (ECC)

2019/20:

£395,000 for Social Prescribing and network co-ordination (DCC/CCG)

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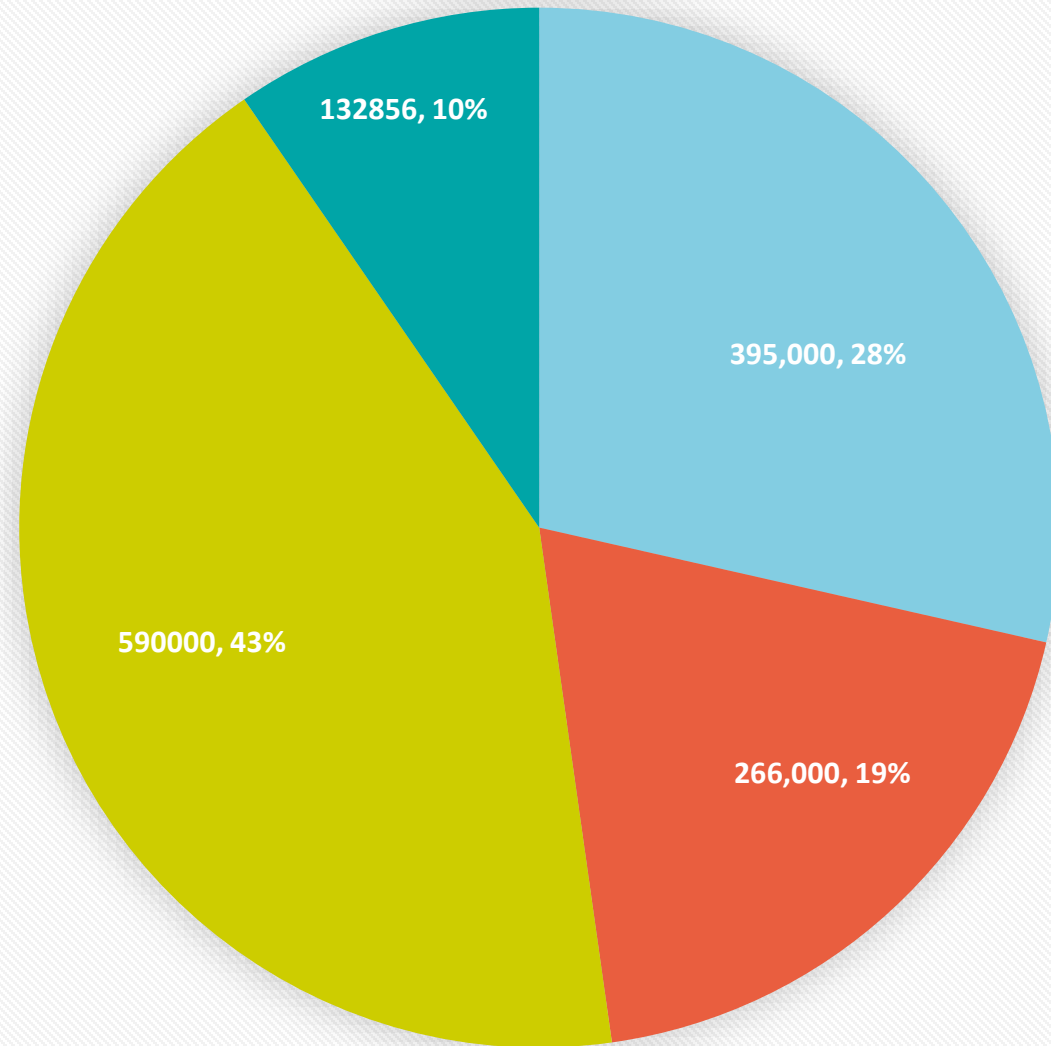
New funders 2019 - 2022

- As part of the **Sport England Local Delivery Pilot**, a grant of £1.75m has been awarded for Wellbeing Exeter expansion. This includes the expansion of the Community Connector team and new Community Physical Activity Organiser roles. This includes funding for further engagement, design and development with primary care to enhance and expand routes and support for increased physical activity.
- In July 2019, the **NHS** allocated **Primary Care Networks (PCNs)** with funding for social prescribing. All 4 Exeter PCNs pooled this funding into Wellbeing Exeter to introduce new Community Connectors for young people, in place since July 2020.
- In 2020-21, the **Devon Sustainable Transformation Programme** agreed a one-off commitment to extend the family social prescribing work of Wellbeing Exeter.
- **Exeter City Council** have committed to the long-term funding of Community Building through Wellbeing Exeter.

Funding mix

The introduction of new partners into Wellbeing Exeter highlights the mix in funding contribution from key stakeholders as at financial year 20/21:

WE Funding



■ DCC ■ ECC ■ Sport England ■ PCNs

Once in a generation opportunity

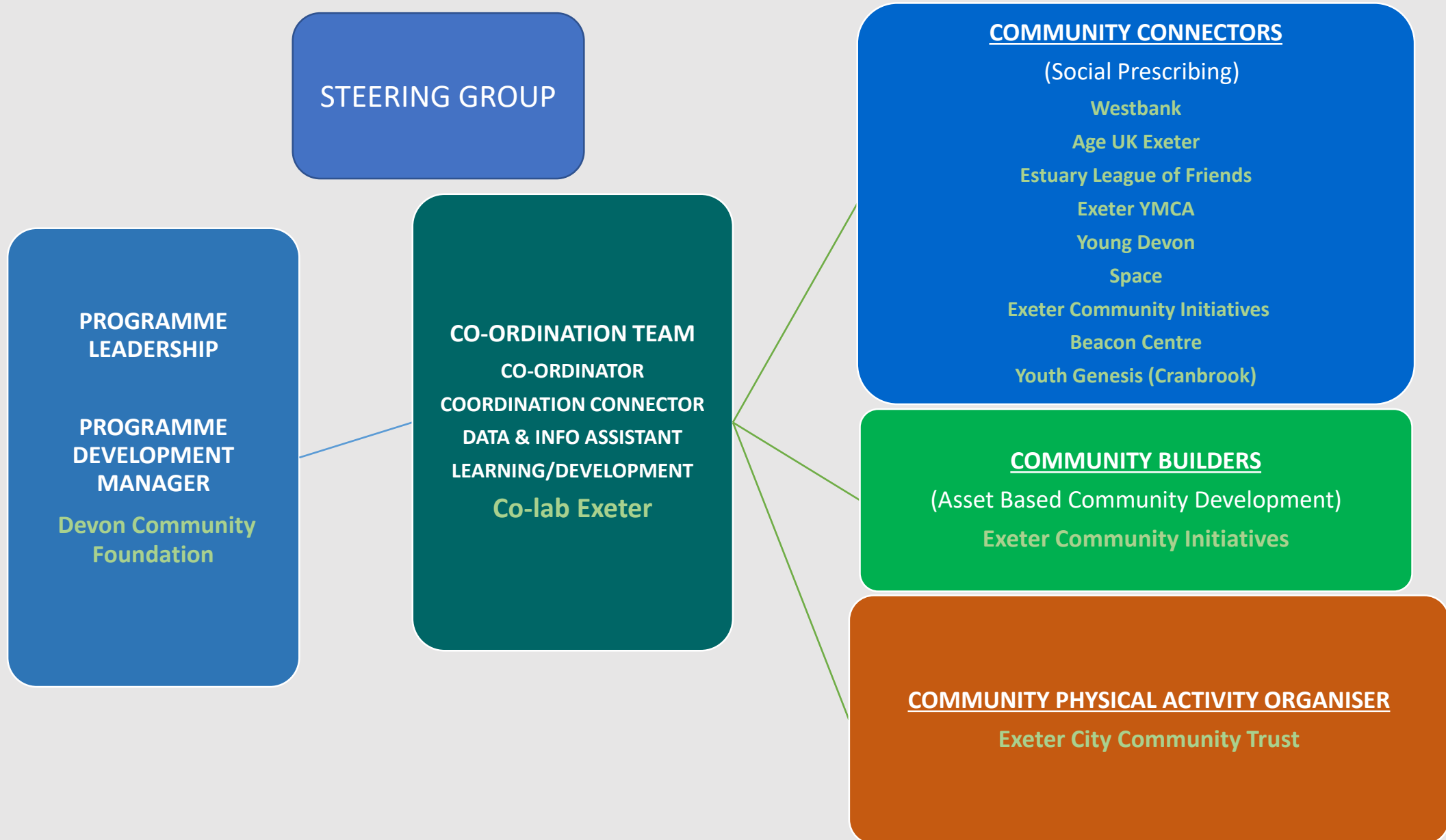
- ❑ Partners have already invested over **£1.9 million** into Wellbeing Exeter which shows the serious intent to focus on prevention .
- ❑ The scale and scope of Wellbeing Exeter is impressive thanks to the continued support and buy-in from strategic and operational stakeholders.
- ❑ The recognition from Public Health England, MHCLG, and Sport England of the significance of our approach, reflects the unique opportunity we have to embed a city-wide social model of prevention for the long term.
- ❑ Given the whole system approach of the Sport England Local Delivery Pilot and the pivotal role Wellbeing Exeter, we have a once in a generation opportunity to affect population level health improvement through social interventions.
- ❑ The overall aim of reducing demand on health and services, now and in the future, remains core to the Wellbeing Exeter model.

The Wellbeing Exeter Partnership



- Wellbeing Exeter is a **partnership** of public, voluntary and community sector organisations who have come together to explore better ways of supporting **the 40% of patients who visit their GP with socially based rather than medical problems**.
- It offers **social prescribing**, in combination with **asset-based community development** to provide firm foundations to enable individuals and communities to improve and promote their own health and wellbeing.
- **Phase 1:** pre-November 2016: 1-3 GP Practices
- **Phase 2:** launched in November 2016, working with 10 of the 17 GP practices.
- **2018:** Expansion to 16 GP practices, plus Community Rehabilitation team (R D and E), and 12 Community Builders across all 13 wards of the city. Wellbeing Exeter is agreed as a key partner and platform for the delivery of the SELDP bringing in a further investment to embed physical activity in the programme.
- **2020:** Additional funding from Exeter's Primary Care Networks is agreed, allowing the programme's Community Connector offer to expand to 11-18 year olds. Programme expands to 12 organisations working in partnership across the city and Cranbrook, including with addition of Family Community Connectors.

The Wellbeing Exeter Partnership



The Wellbeing Exeter Partnership

Wellbeing Exeter offers **COMMUNITY CONNECTING** (“Social prescribing”) for adults, families and young people in combination with **COMMUNITY BUILDING** to provide the firm foundations to enable individuals and communities to improve their own health and wellbeing, including by focusing on **physical activity as one of the 5 Ways to Wellbeing**.

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17 GP Practices
(now including
Cranbrook)



26 Community
Connectors



12 Community
Builders



4 (2 P/T) Community
Physical Activity Organisers

Community Connectors and Builders

GP surgeries and other health and social care referrers introduce a **person** they believe would benefit from increased social activity to their trusted **Community Connector**.

The **Community Connector** works with the **person** to identify what matters to them and plan a way forward, within framework of 5 Ways to Wellbeing. Together, they start to engage with their local community.

Simultaneously, **Community Builders** are working within communities, identifying social resources, stimulating activity, and helping those communities to thrive and develop. This builds communities' capacity to offer opportunities to residents for connection and interdependence.

Co-ordination enables diverse organisations to work closely together to help discover what might be on offer for people, deliver cross-programme training and development and support the wider voluntary and community sector.



The Headlines

13 Local Delivery Partners

17 GP practices and the Community Rehabilitation team (RD&E) refer patients

12 Community Builders (7.5FTEs) with Cranbrook Community Builder in role early 2021.

26 Community Connectors (20 FTEs) hosted by **9** delivery organisations

Expanded Community Connector offer to young people (11 to 18 year olds) and families through new specialist delivery partners

Over **3,700** referrals to Community Connectors to date

Referrals recently expanded to Care Direct Plus (Adult Social Care) and the Community Physiotherapy team (RD&E)

Referral mechanism embedded in primary health care

In 2019, **1200** connections were made to **390** groups, organisations and services

4 Community Physical Activity Organisers supporting people to move more in their daily lives and the development of community-led and welcoming opportunities for physical activity in local neighbourhoods

During 2020 and continuing in to 2021, direct referrals expanded to the Exeter Community Wellbeing (Covid response) team

Active links with over 350 community groups, organisations and services and an integral and embedded part of community life and the voluntary sector in Exeter.

National Best practice

The programme welcomes opportunities to share learning regarding the Wellbeing Exeter approach, social prescribing and asset-based community development with external networks on a regional and national level and has been recognised by:

- Public Health England as an exemplar of whole system approaches to community centred health.
- The King's Fund Conference on *Community is the best medicine*,
- Public Health England's Conference workshop on Strengthening Communities,
- NHS England Webinars,
- the Devon STP Social Prescribing Evaluation,
- annual training for R, D and E trainee GPs and
- contributing to NHS England's 2021 business planning for Social Prescribing via Sport England.
- ECC awarded regional host for Sport England / NASP 'Regional Social Prescribing Advisor' role
- Health & Wellbeing in practice case study with LGA

2020 Response to Covid-19 pandemic and Exeter Community Wellbeing

- When the first lockdown arrived in March 2020, and Exeter was faced with supporting residents with both practical issues, and the emotional effects of loneliness and social isolation. Wellbeing Exeter's pre-existing and well-established structures and relationships with partners became invaluable and integral to the city's response.
- Within 2 days of Lockdown announcement, Exeter City Council established and set up Exeter Community Wellbeing, an online and telephone mechanism that assists individuals and community groups to link together and access the wide range of support on offer across the city.
- Over **2500** individuals had **requested** support, and **721** residents had **volunteered** to help. Residents have been connected with local volunteer networks to help with shopping, food deliveries, prescriptions & phone contact for those socially isolating.
- Local groups and networks have received support from Wellbeing Exeter Community Builders to mobilise, connect and develop. A network of 13 mutual aid groups set up in Lockdown 1, with 8-9 standing up again for Lockdown 2 & 3. The Exeter Community Wellbeing Hotline also referred individuals struggling with the emotional and social effects of lockdown and isolation to Wellbeing Exeter Community Connectors
- [Exeter Community Wellbeing - Exeter City Council](#) / 01392 265000

2020 Response to Covid-19 pandemic and Exeter Community Wellbeing

FUNDS FOR COMMUNITIES

- Established a COVID COMMUNITY ACTION FUND, to
- 142 organisations/projects awarded funds ; £118, 934 funding allocated
- Contribution from Exeter Chiefs Foundation of £100,000 towards the fund

WELLBEING FUND FOR INDIVIDUALS

- Established the COVID Wellbeing Support Fund with £174,850 funding passported through DCC
- 503 Individual applications receiving £91,448 in emergency funding

2020 Response to Covid-19 pandemic and Exeter Community Wellbeing

SHIELDED PERSONS PROGRAMME – CLINICALLY EXTREMELY VULNERABLE

- Directly supported over 3800 residents in Lockdown 1, 2 and 3 asked to shield by Government
- Urgent food delivery, prescription pick-ups & practical support provided by Exeter City Community Trust

COMMUNICATIONS

- Letters of support sent to all CEV residents in Exeter
- Radio campaign, leaflet drop, Facebook & social Media following over 7000 residents, posters on side of bin lorries
- Weekly Blogs and stories via - [Exeter Community Wellbeing Archives - liveandmove.co.uk](https://www.liveandmove.co.uk/exeter-community-wellbeing-archives)

WHAT NEXT

- The Exeter Community Wellbeing hotline and partnership remain open as part of business as usual.
- Shielding formally ends on 31st March 2021, planning underway to step up in result of local outbreaks (currently systems and data sharing agreements run until March 2022)

Wellbeing Exeter March 2021 update

- Westbank Community Health and Care have withdrawn from the partnership and their involvement will end as of the end of March 2021.
- Due to uncertainty regarding funding from DCC/CCG post March 2021, Age UK Exeter and Estuary League of Friends will no longer be part of the partnership.
- The programme is being reviewed and redesigned with funders, stakeholders and delivery partners to ensure that within available resource, we are able to continue supporting individuals and communities to improve their health and wellbeing in the post-Covid landscape, focusing on those who have been most impacted by the pandemic.
- An interim March –June operational plan is in place to manage the exit of the three providers and ensure the continued delivery of the programme. The revised model will be rolled out from July onwards.
- A strong collaborative partnership of 9 delivery partners with a range of specialisms and reach across the city continues, including working with young people and families, community building and supporting individuals and communities to be more physically active.

The role of Scrutiny

- Discussion, Q&A
- Input into the review of Wellbeing Exeter – a further session with Devon Community Foundation to input into the medium term plan to 2025
- How would Scrutiny like to be involved in governance?
 - 6 monthly reports
 - Annual briefing and workshop session with key partners