

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 31 March 2022
Time: 5.30 pm
Venue: Guildhall, High Street Exeter

Members are invited to attend the above meeting.

This meeting is open to the public and those addressing the Committee under the public speaking provisions, but because of current social distancing restrictions brought about by the Corona Virus outbreak, any members of the public wishing to attend the meeting should contact the Democratic Services Team committee.services@exeter.gov.uk in advance, as there is limited capacity for public attendance. Priority will be given to those addressing the Committee under the public speaking provisions.

In line with the advice from Steve Brown, Director of Public Health all attendees are kindly request to take a Lateral Flow Test prior to the meeting.

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

Membership -

Vizard (Chair), Mitchell, M (Deputy Chair), Allcock, Atkinson, Begley, Denning, Mrs Henson, Pearce, Sparkes, Sparling, 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 2 December 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 No. 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 28 March 2022.

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 No. 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 Environment and 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

Advance questions from Members relating to the Portfolio Holders should be notified to the Corporate Manager Democratic and Civic Support via the committee.services@exeter.gov.uk email.

7 **Food Waste Collection: A Timeline of Plans and Decision- making**

(Pages 11
- 44)

To consider the report of the Director Net Zero Exeter and City Management.

8 **Exeter's Clear Streets Charter Review**

(Pages 45
- 56)

To consider the report of the Director Net Zero Exeter and City Management.

9 **Homelessness Strategy Task and Finish Working Group Briefing Paper**

(Pages 57
- 58)

To consider the Briefing Paper produced by Councillor Denning and Councillor M. Mitchell.

10 **Forward Plan of Business**

Please see for noting a link to the schedule of future business proposed for the Council which can be viewed on the Council's web site -

<https://exeter.gov.uk/council-and-democracy/councillors-and-meetings/forward-plan-of-executive-decisions/>

Should Members wish to raise issues in respect of future business please notify Howard Bassett in advance of the meeting.

Date of Next Meeting

The next scheduled meeting of the Customer Focus Scrutiny Committee will be held on **Thursday 30 June 2022** at 5.30 pm.

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CUSTOMER FOCUS SCRUTINY COMMITTEE

2 December 2021

Present:

Councillors Mitchell, M, Allcock, Atkinson, Begley, Denning, Mrs Henson, Pearce, Sparkes, Sparling, Wardle and Warwick

Apologies:

Councillors Vizard, Martin, Quance and Ghusain

Also present:

Director Net Zero Exeter & City Management, Engineering, Waterways, and Parking Services Manager and Democratic Services Officer (HB)

In attendance:

Councillor Harvey

Portfolio Holder City Management

26 **Chair**

In the absence of the Chair, the meeting was chaired by the Deputy Chair, Councillor M. Mitchell.

27 **Minutes**

The minutes of the meeting of the Customer Focus Scrutiny Committee held on 7 October 2021 were taken as read, approved and signed by the Chair as correct.

28 **Declarations of Interest**

No declarations of interest were made by Members.

29 **Questions from the public under Standing Order No. 19**

In accordance with Standing Order 19, a member of the public, Mr Peter Hill, had submitted the following question, which in Mr Hill's absence had been tabled together with the answer.

Question

Since the Clear Streets Charter launch in 2018, pavement obstacles to the visually impaired have, undeniably, persisted. A Freedom of Information reply states there is no Charter implementation plan and no performance measures - i.e. no effective management of Charter aims. Why have the Charter commitments not been given dedicated resources?

Answer

The Clear Streets Charter was a collation of all of the duties and responsibilities that both the City Council and the County Council already had, in relation to keeping the streets safe for people of all abilities. This included pavement obstructions but also continued into other areas such as planning, licencing and designing new public spaces. Bringing all these duties and responsibilities together into one charter

underlined the importance of these existing duties to both authorities and to the businesses and residents in the City.

To both the City and County Councils this is business as usual and so there is no need for a charter implementation or performance measures which overcomplicate the message. The message is simply that in all of our decisions and actions we need to consider the safety of all of our residents and visitors. The Charter does not need additional resources it just required embedding into all of our decision making. There will always be challenges and occasions where we need to take action over pavement obstacles but the Charter has proven to be a success. One such example of this is the involvement of the RNIB in the design of the new bus station from its inception to completion.

The Chair reported that he had submitted a request for a review of the Implementation of the Council's Street Charter for Exeter for consideration by the Strategic Management Board and the Scrutiny Programme Board.

30 **To receive questions from Members of the Council under Standing Order No. 20**

No questions had been received from Members under Standing Order No 20.

31 **Car Parks and Environmental Considerations**

The Chair reported that at the meeting of the recent Combined Strategic and Customer Focus Scrutiny Committee when a number of work streams were discussed as part of the Medium Term Financial Plan, Councillors were asked to consider how they could be involved in the future development of the Council's car parking service.

The Council's Engineering, Waterways and Parking Service Manager, attended the meeting and took Members through an overview of the service setting out the number, location and condition of the Council's car parks. The presentation provided detailed figures for each of the 49 car parks showing their type, the income for the last two years including income per bay and options for re-purposing. An annual surplus of £5,858,381 had been returned in 2019/20 compared with £1,093,970 for 2020/21.

The Council's Engineering, Waterways and Parking Service Manager explained that the previous Council approach to car parking had been to aim the city centre car parks at short-stay shoppers with a pricing structure designed to encourage high turnover in sites with the more peripheral sites such as Triangle and Howell Road providing cheaper, long-stay parking for commuters, the emphasis being to facilitate as many cars as possible to boost the city centre economy. Regular, incremental tariff increases had followed as the Council sought to maximise income generation.

The intention of the current strategy was to reduce the number of cars travelling into the city centre, prevent congestion within the central area by encouraging drivers, where possible, to walk a longer last leg of their journey and to encourage a longer dwell time in central car parks so that the shopping public also saw the High Street as a place to visit at leisure to eat and drink. Increasing, or at least maintaining, car park income was also a goal.

The current parking stock was being reviewed to ascertain where it might be prudent to either re-purpose or re-develop current car parks

The presentation set out the current tariffs with the following suggested as potential options for the way forward:-

- extend the charging period;
- introduce flat-rate overnight charging;
- introduce 'Dynamic' charging which could seek to levy an additional fee on top of the usual parking tariff for those arriving or leaving a car park during designated 'rush hour' periods. The aim being to smooth out peak travel times;
- reduce Blue Badge concession;
- re-classify some 'Local' car parks;
- introduce charging in current 'free' car parks;
- all the above estimated to deliver an additional £300,000;
- any tariff changes would require a lead in period of eight weeks, once Council approval confirmed;
- enforcement and compliance; and
- competitors meet market demand.

(A copy of the presentation is attached to the minutes)

The Director and the Council's Engineering, Waterways and Parking Service Manager responded to Members' queries:-

- £8.8 million would have been a predicted income generation without the Covid Pandemic at an occupancy level of 86%. Confidence was returning and a 75% level was anticipated for 2022/23. However, maintaining current tariff levels would result in a £2 million shortfall in 2022/23, whereas implementing the agreed tariffs would reduce the shortfall to £1 million if in place before April 2002, for which there was a eight week lead in period;
- key players in the commercial sector considered that tariffs were less of a barrier for trade and that congested arterial roads and slow journey times were more off-putting for visitors. Individual businesses however had regularly campaigned against tariff rises when advertised. Free car parking however would fly against the city's environmental ambitions so it requires a balanced approach;
- it was not considered that consolidating the parking estate and reducing overall car park numbers would see competitors seeking to capture the market as there was little land opportunities for such speculation;
- re-purposing of car parks could be explored where they were in close proximity to each other and duplicated provision. Of the Guildhall, Harlequins and Mary Arches Street car parks, the latter was in a poorer condition and, on this basis, could be a choice for an alternative use. Re-purposing could involve replacing car park income with alternative revenue streams;
- research was required on the night time use of car parks with view to charging. At present, it was estimated that there were 200 vehicles parked across the city in the car parks. Apart from the Guildhall, John Lewis and Mary Arches car parks, which offered premium night time parking, other car parks were free between 6pm and 8am;
- the recently created Net Zero team would be developing a strategy in respect of electric charging points in our car parks and looking at the business case for their installation and operation to meet anticipated future demand. A small number of charging points were already available within a handful of car parks;
- additional enforcement would protect income. The current nationally set penalty charge was £25 (with prompt payment discount), whereas one city was known to charge £26 per day;
- costs for future maintenance of car parks has been factored in to the capital programme and did not impact on the car parking budget; and

- an income of £101,297 had been generated in 2019/20 from miscellaneous rentals to commercial businesses etc.

The following questions had been put to the Committee in advance of the meeting by Councillor Sparling, with the answers provided by officers for each set out in italics below:-

- what would a tariff look like that did not lead to a shortfall, taking into account that electric vehicles, whilst better in regards to air pollution, are not a solution to congestion and also seeking to protect the ability of Blue Badge holders to access the City without an increase in cost;
there are 1.9 million users of car parks annually; a 50p across the board increase on top of the agreed tariff for 2022/23 would eliminate the £1million shortfall;
- what would be the effect of removing free parking periods from all car parks and potential revenue from introducing car parking fees in open spaces and leisure centres and how much would this generate over a three year period?;
- *there are 194 bays that fall into this category. Assuming every bay brought in £1 per day, that would equate to £70,000 per annum;*
- what research has been undertaken into a Workplace Parking Levy for the City and what were the outcomes?; Could secure cycle parking provision be made available at all car parks, especially in light of the car parks rarely being at 100% capacity?
a comprehensive work place levy can only be implemented by a unitary transport authority and a good example is Nottingham City which used the levy to fund its tram network. A number of parking bays at Princesshay 3 car park have been given over to provide cycle locker facilities for businesses within the Broadwalk House offices above and other commercial opportunities are being explored such as secure cycle parking.

Members made the following observations and suggestions with the responses of officers, where given, set out in italics below:-

- future policy should not discourage coach visits to the city;
- *the increase from £5 to £18 for coaches in the Haven Banks car park was viewed as being easier to absorb by a commercial operator rather than steep percentage increases impacting directly on individual motorists;*
- consider introducing a different, cheaper tariff structure for the weekends. Increasing charges could lead to the public using other shopping centres;
- *car parks are busiest at weekends. When free parking on Sundays was offered, shop workers had predominantly taken advantage. Congestion was considered by the local Chamber of Commerce as being more off putting to shoppers than parking charges. Our charging strategy is designed to reduce congestion;*
- support a tariff increase to reduce the income shortfall of £1 million and suggest that Exeter City Living would not be able at present to incorporate a car park such as Parr Street into its portfolio. Also suggest using the Triangle Car Park for coach use and maximising the use of the Bromhams Farm Car Park and a previously approved charging scheme to limit all day parking will be implemented;
- *the Triangle Car Park would have insufficient space for coaches. The Environment Agency will shortly hand back Bromhams Farm Car Park;*
- a broader approach is necessary to examine opportunities on the fringes of the city as slow access to the city centre, as for example along Alphington Road, can result in visitors avoiding the city. Retail outlets offer free car parking along this artery. Develop a strong, clear message for the city in line with environmental ambitions;

- support a holistic approach and working with the County Council as part of the Net Zero goal. As vehicle ownership is expensive in any event, increased charges should not prove an obstacle. Improve cycle parking provision at car parks. Technical solutions should be examined for better enforcement;
- *the City has a good relationship with the County Council and terms of reference will be brought forward for the new Transport Working Group which will be an advisory body. Use of Automatic Number Plate Recognition for enforcement purposes in car parks by local authorities is restricted but is under review by the Government;*
- important to achieve balance to continue ensuring Exeter is a prime visitor and shopping destination. Increased charges would discourage hotel use;
- potential longer term solutions could include:-
 - charging to reflect emission levels of vehicles via vehicle registration;
 - city to bring forward its own Park and Ride sites; and
 - free hopper buses from outlying car parks, possibly for coach users only;
- hire of cargo bikes from retail outlets, possibly in conjunction with Co-Cars;
- introduce Clean Air Zones;
- future policy will need to achieve a balance and be mindful of diverging goals including:-
 - maximising income;
 - bringing people into Exeter;
 - reducing congestion; and
 - reducing pollution;
- focus should be on encouraging improved, affordable access to the city centre for residents as, in the current economic climate, shopping visits to this and other centres may be economically prohibitive;
- *Exeter still offers a premium shopping experience and the High Street is recovering well; and*
- utilise capital funding to enhance our parks and open spaces to attract more visitors into the city and make it a place for families.

The Chair thanked Members for the useful and informed suggestions which would help the preparation of an officer report to feed into the new 2022/23 tariffs included within the proposed budget as part of the Medium Term Financial Plan. In order for Members to input further into car parking policy and tariff setting, future reviews by the Committee should ideally be timetabled earlier in the year.

32 **Forward Plan of Business**

Members noted the Forward Plan.

The meeting commenced at 5.30 pm and closed at 6.52 pm

Chair

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CUSTOMER FOCUS SCRUTINY COMMITTEE

31 MARCH 2022

Food Waste Collection: a Timeline of Plans and Decision-making

1. Timeline, original plans and how we got to where we are now.

- 1.1. In October 2019 the Executive Committee and Council approved a new kerbside recycling service, which would consist of a weekly collection of dry recycling and food waste and a three-weekly collection of residual waste.
- 1.2. This would see the introduction of a 'kerbside-sort' system similar to those used by neighbouring authorities, where residents sort their recycling into several containers for dry materials and a separate caddy for their food.
- 1.3. Swapping from a comingled recycling collection method to kerbside-sort would necessitate the procurement of 20 new multi-compartment, single-pass vehicles.
- 1.4. These vehicles had an 18-month delivery time, and a lack of space at Exton Road dictated that delivery would need to be timed to coincide with the removal of the Council's current waste collection vehicles.
- 1.5. Choosing this option, where the majority of materials were to be pre-sorted at the kerbside, meant that the Council's Materials Reclamation Facility (MRF) would effectively become a transfer shed with a small amount of machinery to separate cans and plastics. The building would be used for bulking up materials for onward transport to re-processors.
- 1.6. The loss of hand-sorting would result in a loss of income, but also reduced operating costs: the Council would need to retain only supervisory and driving staff, with the remaining MRF staff placed at risk. These staff would be offered alternative employment on the collection rounds, but this would nonetheless present obvious HR implications and could potentially result in redundancies as a worst-case scenario.

2. Impact: The outbreak of the COVID-19 pandemic

- 2.1. The outbreak of COVID-19 in February 2020 occurred as Council officers were entering the final stages of planning the introduction of the announced kerbside-sort recycling service. This was only four months after the final decision to proceed.
- 2.2. The country locked down, and it became crucial for us to focus every effort on delivering the current waste and recycling service to Exeter's residents with minimal disruption. This effectively suspended our development of the new service.
- 2.3. Our waste collection crews carried on in uncertain times when not much was known about the transmission of the disease. Throughout the initial lockdown, when everyone was working from home, and through two subsequent periods of

lockdown, they continued to ensure that the people of Exeter got their bins collected.

- 2.4. Our MRF staff continued sorting the city's recycling every day.
- 2.5. We didn't drop a single recycling or residual waste collection round.
- 2.6. The public responded with an outpouring of gratitude: the walls of the depot were covered in messages of thanks.

3. Impact: Shifts in shopping and waste habits

- 3.1. The past two years, and not only during lockdown, have seen a fundamental shift in people's shopping habits towards online shopping and home-delivery, resulting in the production by households of significantly greater volumes of packaging waste, especially cardboard.
- 3.2. The importance of being able to maximise cardboard recycling, in particular, became national news as it emerged that medical supply packaging and transportation relied on the production of quality recycled fibre products. The exponential rise in home delivery meant there would be less coming from the private retail sector, and the trend was not anticipated to reverse even if it slowed down once shops reopened.
- 3.3. As was well-publicised during lockdown, many authorities struggled to cope with the massive quantities of cardboard being placed out for collection due to the lack of capacity in their kerbside-sorting vehicles. Exeter, however, utilising the potential of its compacting vehicles and co-mingled collection method, was able to accommodate the extra volumes of recycling with relative ease.

4. Impact: Vehicle testing and planning review

- 4.1. Planned testing of the specialist kerbside-sort vehicles in streets that our current vehicles struggled to access revealed that there were many streets in Exeter these new vehicles simply couldn't access. The vehicles were larger than our current vehicles with wider turning circles; moreover they required loading from the side rather than from the rear, making loading especially difficult in streets with parked cars.
- 4.2. We would need to use bespoke vehicles to access these streets, adding to the already expanded fleet. With an anticipated increase in the number of people working from home even after lockdown, and the associated increase in the number of parked cars in Exeter's streets, we were faced with a rising number of road-access problems.
- 4.3. It was known already that sorting the recycling at the kerbside would have meant each vehicle visiting fewer properties each day, which would have seen more vehicles on the road and moving more slowly. Additional access delays risked further traffic disruption.

4.4. In the light of this and everything the pandemic had impacted – which inevitably included the Council’s finances – we used the next months to review plans for the introduction of additional waste streams.

5. Impact: The HGV/LGV driver crisis

5.1. In January 2021, Britain left the EU. Coupled with the effects of the pandemic, the impacts of this have been multiple within the waste industry at large and on local authority waste and recycling services specifically.

5.2. The well-publicised national shortage of qualified drivers, has resulted in a lack of sickness cover availability to us through agencies, which has seen our Waste Operations Supervisors stepping in to drive vehicles to ensure collection rounds haven’t been missed.

5.3. Only the dedication of existing staff and their willingness to go above and beyond their duties has enabled the Council to deliver this key service during a time of unprecedented pressure from multiple directions.

5.4. This, at a time when we were (and still are) struggling to retain our current drivers, rendered impossible the introduction of a new recycling service that would require more vehicles and therefore more drivers than are required by our current service.

5.5. Simply put, had we moved forward with our original plans then we would not have been able to deliver a regular recycling service to every household in the city, since we would not have been able to hire people to drive the vehicles.

5.6. Had we ordered the vehicles before this crisis hit, we would nevertheless have been unable to employ the additional drivers until they were required to drive the vehicles – which, with an 18-month lead time, would in any case have been delivered to us during the driver shortage.

6. Decision to retain our current service model with added food waste collection

6.1. We reached the unavoidable conclusion that retaining our current service model was necessary to protect our ability to deliver an efficient, undisrupted waste and recycling service to Exeter’s residents.

6.2. Exeter’s recycling scheme is currently compliant with the requirement in the Waste (England and Wales) Regulations 2011 for separate recycling collections. There are currently no statutory recycling rate targets applicable to Exeter.

6.3. However, our current recycling service is not compliant with the requirements expected to be in place from 2023, which indicates that kerbside collection of food waste and glass will be mandatory. DEFRA has stated that any new mandatory burdens on councils will be fully funded.

6.4. The Council commissioned a comparison report by APSE Solutions, entitled ‘Exeter Comingled and Kerbside Recycling Services Comparison’ (appendix 2), to assist in its decision-making process. The report detailed the pros and cons of comingled verses kerbside sort collections and actually scored comingled collections the highest.

- 6.5. Given that guidance from government was to remain forthcoming, having been delayed by the pandemic, the report suggested that a weekly food waste collection should be introduced now, but that the Council should wait until more details emerged on what other materials would need to be collected from the kerbside and how this was expected to be funded before committing fully to a collection regime that may then have to be modified to suit changing statutory legislation.
- 6.6. The decision to retain our current service allowed us the option of purchasing individual food waste vehicles in line with the availability of drivers and rolling out a service that would preserve future flexibility, while maintaining an undisrupted waste and dry recycling collection service through the retention of our current fleet.
- 6.7. Officers made plans to roll out a food waste collection service in a trial area of the city.
- 6.8. While the Council had made public its intentions at a Council meeting on 21st July to roll out a trial service, before we could commit to dates we needed to secure a driver that could deliver Phase One of the service. By early November, prior to the announcement of the rollout date and despite the well-publicised national supply-chain issues resulting from the driver shortage crisis, public demand for food waste collections in Exeter had manifested in the form of small local demonstrations by environmental groups.
- 6.9. Before announcing the dates, we had continued to state publically – on social media and through correspondence and conversation – that the Council was committed to introducing the service and that we were in the advanced planning stages of doing so.
- 6.10. Advertising our specific plans without a firm idea of when they could be implemented would have meant inviting many questions from residents across the city while we were still without a driver to deliver the service. This would have risked overwhelming our small support team.
- 6.11. In November 2021, following the procurement of a food waste collection vehicle and food waste caddies, we wrote to 1300 Alphington properties to inform householders that we would be collecting food waste from their properties on Thursdays.
- 6.12. Delivering the first phase of the rollout at this time was in line with the anticipated timescale we offered before the pandemic for the new service rollout.

7. Benefits of retaining comingled collections and adding food waste

There are several key benefits to retaining a co-mingled system while adding additional food waste collections and planning for greater future MRF capacity:

- 7.1. It is predicted to reduce the carbon footprint of the service to a greater extent than the kerbside sort system approved previously.
- 7.2. We will be better able to meet government strategy regarding recyclable materials.

- 7.3. We will be able to expand our commercial waste and recycling client base.
- 7.4. We can retain control over the quality of the recycling we sell, flexibility to meet market demand and the potential to maximise income generation. We can continue separating plastics and other materials into individual streams, which means we can achieve higher prices to the benefit of public services in Exeter.
- 7.5. We can continue to work with our partners in providing and further seeking solutions for problem materials such as marine plastics and black plastic packaging.
- 7.6. With home deliveries having increased dramatically – a trend that is not reversing as shops have reopened – we will be well-placed to cope with the rise in volume of packaging waste and in particular cardboard placed out for collection by households.
- 7.7. We will be able to retain our current fleet while adding a smaller number of additional vehicles just for food (and potentially other services) as and when drivers become available.
- 7.8. We will be able to visit more properties with each vehicle daily, meaning fewer vehicles on the road moving less slowly and resulting in less potential traffic disruption.
- 7.9. Our vehicles will be better able to access narrower streets and streets with parked cars.
- 7.10. The decision to retain our current type of vehicle will enable us in future to lower emissions through the electrification of the waste fleet. It is easier to source electric dustcarts than the specialist vehicles we had originally planned to use.

8. How the first phase of the food waste service is performing

- 8.1. The first phase has proven to be a success with feedback from the residents involved being extremely positive regarding the frequency of the service and its ease of use.
- 8.2. Resident participation is currently at 84% from 1227 properties.
- 8.3. The vehicle collects approximately 2400 kg of food waste each Thursday and delivers it to the Suez facility at Greendale Business Park, East Devon, where it is sent on to the Andigestion plant in Holsworthy along with the other East Devon food waste for anaerobic digestion, which turns it into soil-improver while generating electricity and natural gas. Under the terms of our current operating licence we cannot tip at Exton Road. Where we currently tip has limited capacity and is one of the barriers to expansion of the service. Work is ongoing on short- and long-term solutions to our tipping facilities that will enable the service to be expanded.

- 8.4. The first phase is allowing us to trial different numbers of drivers and loaders to measure the impacts on productivity. This will help us in the final roll out, potentially decreasing the number of vehicles required.
- 8.5. So far, due to the ongoing global problems with vehicle availability, we have only been able to source one vehicle (a second-hand model). Having no spare vehicle puts the service at risk should we have mechanical failures.

9. Our next steps and challenges

- 9.1. Any future rollout of the service will need to be gradual. It depends on the availability of drivers, vehicles and tipping facilities, and on the announcement of legislation and government funding.
- 9.2. The most significant obstacle to expansion is the availability of vehicles. Due to the ongoing semi-conductor shortage and the impacts of the global pandemic, vehicles are in extremely short supply and we are working with our national leasing company to look at all avenues available to us. We expect to have one more vehicle by mid-May and that will allow the next phased expansion of the service to go ahead. The current predictions are that there may be further build slots available towards the end of the year.
- 9.3. The availability of HGV/LGV drivers is also a concern. The national shortage is well publicised, but an added challenge is the ability for any local authority to compete with the private sector. Wage increases for HGV/LGV drivers in the private sector are currently topping 15% in some cases. Private sector drivers also have longer working hours and so the disparity is amplified when you compare total wages. We are working with our HR team to try and address this disparity, but we do not have deep pockets.
- 9.4. There are a number of challenging constraints around our licence to operate at Exton Road. The introduction of food waste changes our licence considerably and the construction of dedicated food waste bays and alteration of our drainage systems will be a requirement for a large-scale roll out. We are working with the Environment Agency, who licence our MRF, to develop short- and longer-term solutions that will allow further areas to be added to the scheme.
- 9.5. A large area of uncertainty is the potential for changing legislation. The government has still not reported back on the three major waste strategies, which ended in June/July 2021. These are the consultations on 'Introducing a Deposit Return Scheme', 'Extended Producer Responsibility for Packaging across the UK' and 'Consistency in Household and Business Recycling in England'. Two of these strategies have the potential to change the materials we collect and how we collect them. We are working on the indicative direction of travel but changes may occur that will affect vehicle specifications and required resources. Both consultations are considerably delayed.

9.6. We are expanding our food waste service as fast as these constraints will allow, but there are a number of very significant uncertainties that are out of our control at present.

10. Other related projects

10.1. While the enhanced service change is a major project in its own right, there are a number of other large projects that will directly affect the Exton Road site and our service delivery. They are:

- The depot amalgamation project, which aims to bring the Public and Green Spaces Team and the Waste and Recycling teams together on one site. This will include the updating of many operational facilities and offer improved safety and wellbeing for staff.
- The Solar Array and Battery storage project, which will provide high-capacity electric vehicle charging at Exton Road for the new Electric Refuse Vehicles when they arrive.
- The modernisation of the MRF based on medium-term modular retro fit engineering solutions to improve throughput, increasing efficiency and offering enhanced processing ability to take on additional commercial work.

Authors

Merrick Palmer and David Bartram

Appendix 1: Frequently Ask Questions

1. Why did the plans change from kerb side sort to retaining comingled and adding food waste?

1.1 Access to roads

There are many streets in Exeter that kerbside-sorting vehicles simply wouldn't be able to access. The vehicles are larger than our current vehicles and require loading from the side. Our current vehicles are slimmer and are loaded from the rear. Using these new vehicles would have meant adding bespoke vehicles to the already expanded fleet, just so that we could access streets we currently access with a compacting vehicle.

1.2 Driver availability

Kerbside sorting vehicles can visit fewer properties than our current compacting vehicles, so we would have needed more of them on the road – in turn requiring more drivers when there are almost none available due to the national HGV driver shortage.

This would have left us now unable to deliver our recycling service across the city. Having replaced our existing recycling vehicles, we wouldn't have had enough drivers to drive all the new vehicles required to visit every property.

Adding additional services to our current service means we can procure new vehicles as and when drivers become available.

1.3 The effect of the pandemic on people's waste production

The COVID-19 pandemic has seen a fundamental shift in waste habits, which is not anticipated to reverse.

The exponential rise in home delivery highlighted a need for us to continue to be able to collect large quantities of cardboard and extra recycling from people's homes – only possible with our current vehicles.

There was, and continues to be, less cardboard coming from the private retail sector. It is vital that cardboard is recycled: the nation faced a shortfall during lockdown, which had the potential to disrupt the medical supply chain.

Many authorities have struggled to adapt to this. Exeter has not, for one reason: we collect the recycling 'comingled' and sort it in our own Materials Reclamation Facility. Simply put, we can fit more recycling (including cardboard) in our vehicles and can sort it more effectively.

2. How does this affect recycling income?

Sorting our recycling in our own MRF, rather than using our MRF merely as a transfer station, allows us to retain control over the quality of the recycling we sell. We can continue separating plastics and other materials into individual streams, which means we can achieve higher prices to the benefit of public services in Exeter.

3. Which is the best method from an environmental perspective?

Retaining an MRF facility means we can continue to work with our partners in providing and further seeking solutions for problem materials such as marine plastics and black plastic packaging.

The proposed improvements to our waste and recycling service are anticipated to reduce the city's carbon footprint to a greater extent than the system proposed before the pandemic.

By having fewer waste collection vehicles on the road, completing their collection more quickly than kerbside-sorting vehicles, there will be less disruption on Exeter's already busy roads.

4. Why are we rolling the service out gradually?

Because of supply chain issues with regards to the availability of vehicles and drivers.

The country is facing an HGV driver shortage at the moment, and we need more HGV drivers to drive the new vehicles (when they become available) in addition to the drivers we employ already to drive our refuse and recycling trucks.

Had we stuck with the original plan to use specialist vehicles to collect all recycling plus food waste, we would have required more HGV drivers right now to collect even dry recycling and rubbish from people's homes.

5. Why has it taken from when the plans were announced until now to begin rolling out this service?

The global pandemic hit as we were in the advanced stages of planning the new service.

It became suddenly crucial for us to focus every effort on delivering our current waste and recycling service with minimal disruption.

Officers used this time to review plans for the introduction of additional waste streams in the light of everything the pandemic had impacted – which inevitably included the Council's finances.

There are now well-publicised issues in the supply chain that have hindered us, especially the national shortage of HGV drivers.

6. Could we have hired more drivers sooner, anticipating the need?

No, because they would have had no vehicles to drive.

The kerbside sorting vehicles we had planned to use had an 18-month delivery time, so we could not have delivered the new service before the last quarter of 2021 even if the pandemic had not hit.

Now, having reassessed our plans, we have the option of purchasing individual food waste vehicles as and when drivers become available while maintaining an uninterrupted refuse and recycling service.

7. Why didn't we advertise the rollout previously, before public demonstration?

7.1. We did not know for sure when we would be able to deliver the rollout.

Even leaving aside the influence the pandemic has had on our services, the HGV driver crisis has made a swift rollout of a brand new service impossible. Before we could commit to dates, we needed to secure a driver that could deliver Phase One of the service.

7.2. We needed to manage expectations

We have faced many considerable challenges in getting the first stage of this service off the ground, knowing there is overwhelming public desire to see food waste collected separately in Exeter.

Maintaining our current recycling and rubbish service with minimal disruption has been our priority in recent months. We have managed this to the delay of just one garden waste collection. Other authorities in the region have not fared so well.

Our intention to run a food waste trial had been in the public domain since the Council meeting of 21st July 2021. Delivering the first phase of the rollout now is in line with the timescale we offered for the new service rollout before the pandemic.

7.3. We needed to protect our small support team

Advertising our specific plans without a firm idea of when they could be implemented would have risked inviting many questions from residents across the city while we were still without a driver to deliver the service, overwhelming our small support team.

While it's encouraging to see so many people enthusiastic for change and asking for the introduction of food waste collections in Exeter, we have maintained throughout that we are fully committed to delivering a food waste collection service across Exeter.

7.4. The service change was always intended to roll out when it did

As stated previously, the kerbside sorting vehicles had an 18-month delivery time.

Planning the logistics of the new service and providing the infrastructure has also taken time.

For example: the food containers themselves required ordering two to three months before delivery. These were ordered in July in preparation for the November rollout.

8. Why have we not yet planned in glass collections from home?

Our decision to move away from kerbside sort meant that glass collections would have to remain from glass banks for the time being.

The plan is to move eventually to include it in our kerbside collection, but in order to maintain the quality of the recycling products we put forward to market we have to keep glass separate from other recyclables. This requires specialist or adapted collection vehicles. Until the government announces the findings of the DRS consultation we will not know what volume of glass will be left in the recycling stream for local authorities to collect. This makes choosing new vehicles impossible, and they are also extremely expensive. Once the government makes some announcements we can progress with our proposals for this recycling stream.

In addition, because we have a large network of glass banks already that are well-used, and because food waste is a major contributor to the climate crisis, we have decided to focus on food waste for the time being.

9. When can we expect to roll out the food waste collection service to other parts of the city?

Any future rollout of the service will need to be gradual. It depends on the availability of drivers, vehicles, tipping facilities and on the announcement of legislation and government funding.

The most significant obstacle to expansion is the availability of vehicles. Due to the ongoing semi-conductor shortage and the impacts of the global pandemic, vehicles are in extremely short supply and we are working with our national leasing company to look at all avenues available to us. We expect to have one more vehicle by mid-May and that will allow the

next phased expansion of the service to go ahead. The current predictions are that there may be further build slots available towards the end of the year.

We appreciate there is overwhelming public desire to see food waste collected separately in Exeter. However, in the light of the many considerable challenges we have faced in getting the first stage of this service off the ground, we can only commit to our intention to see food waste collected across the city as soon as possible and not to specific dates.



Exeter Comingled and Kerbside Recycling Services Comparison

Report for Exeter City Council

This report has been prepared by Rob Gamble
June 2021
Version 16 Final





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Exeter Waste and Recycling Services Review

Report for Exeter City Council

Contents

- 1 Summary 1
- 2 Purpose 2
- 3 Changing Habits after Covid 19 Pandemic 3
- 4 Recycling Schemes for Comparison..... 4
- 5. Impact on Materials Reclamation Facility 9
- 6. Deposit Return Scheme..... 11
- 7. Scheme Mobilisation..... 11
- 8. Comparison Tables..... 13
- 9 Recommendations..... 17

1 Summary

1.1 The Comingled and Kerbside Sort Comparison

- 1.1.1 The aim of this report is to provide a comparison review of the Exeter City Council Waste and Recycling Services and previously proposed kerbside sort scheme.
- 1.1.2 Exeter was once the leading Authority in the South West for recycling performance. However over recent years other council's recycling performances have improved, leaving Exeter needing to implement improvements in order to achieve its previous aspirations as a leader in the industry and a centre of excellence.
- 1.1.3 To achieve this aim, there is a need to increase recycling levels and improve the quality of recycling materials collected.
- 1.1.4 A large area for improvement is the need to introduce residential glass and food waste collections which could increase the performance percentages by as much as 50% of residual waste collected.
- 1.1.5 This may require a change in the way recyclable materials are presented and collected; either as a kerbside sort system, where the resident sorts the materials in to separate fractions prior to presentation at the kerbside, or as an extension of the current fortnightly comingled recyclate collection including a separate glass collection along with a weekly food waste collection service.
- 1.1.6 The first question to ask is "What are we trying to achieve?"
- The aim is to achieve the most cost effective and easiest to use recycling and waste collection system which meets the needs of the resident.
 - By introducing a Kerbside Sort system with the collection of 5 different types of materials, are we looking to introduce a different system to increase the quality of the collected materials with the provision of a Waste Transfer Station; in which case, will the householder throw the remaining recyclate no longer wanted in to the refuse bin. Giving a new meaning to the Waste Hierarchy "*Reduce, Reuse Recycle and if its not wanted throw it in the bin!!!*"
 - Or are we looking to highlight the importance of the comingled collection system as the preferred scheme for Exeter City, continuing the collection of all materials

presented for recycling, in which case, the Authority needs to recognise the importance of investment in the Materials Recycling Facility or give consideration to potential partnering opportunities in order to maintain the provision of a future proof operation.

- 1.1.7 To establish the best and most appropriate scheme, a comparison of methods is presented.

2 Purpose

2.1 Background for Comparisons

- 2.1.1 In order to ensure the we introduce the best collection method for Exeter, it is wise to undertake a trial comparison looking at the advantages and disadvantages of each scheme.
- 2.1.2 The ambition to become a recycling centre of excellence and improve waste collection services means there is a need to review how waste is collected. Currently approximately 10% of the recyclate received at the materials reclamation facility is sent on to the energy from waste facility as contamination.
- 2.1.3 Where neighbouring Authorities have seen an increase in percentages recycled, Exeter City has seen a fall. This is likely due to several factors, one of these being the collection of food waste in neighbouring council's which has yet to be introduced in Exeter. It is anticipated the introduction will increase Exeter CC recycling percentage in to the region of 50-60%.
- 2.1.4 Therefore in order to maximise the recyclate percentages, it is necessary to focus on improving the waste collection system and to respond to legislative requirements whilst ensuring the streets are kept cleaner by ensuring rubbish spillage is kept to a minimum.
- 2.1.5 The aim is to increase recycling rates by adopting the easiest and best method for residents separate out waste and recycling materials whilst ensuring a reduction in the number of injuries experienced by waste and recycling collection staff.

3 Changing Habits after Covid 19 Pandemic

- 3.1.1 Since the presentation of the 2018 Kerbside Collection report, the nation has experienced the COVID 19 viral pandemic which has resulted in three national lockdowns and several tier restrictions.
- 3.1.2 This has seen changes to the way residents were shopping with greater use of internet shopping such as Amazon; who has seen a ten fold increase in their shopping activity.
- 3.1.3 Increases in plastic, glass and cardboard waste has been experienced throughout the county, which has also caused difficulties with waste recycling volumes.
- 3.1.4 Neighbouring Devon authorities have recently notified their residents that they cannot receive large amounts of cardboard, requiring it to be taken to a Materials Recycling Centre which seems to defeat the object of a Kerbside Sort scheme.
- 3.1.5 This is not purely due to the size of the containers which could become easily over full, but also due to the compartments within the vehicle becoming full with large volumes of plastics with no weights and large amounts of card.
- 3.1.6 As noted earlier a kerbside vehicle consists of a number of recycle compartments in to which different recycle fractions are deposited.
- 3.1.7 This works well until one of the compartments becomes full at which time the vehicle must leave the collection round and return to the recycling depot to unload the materials.
- 3.1.8 The dilemma is that once a compartment is full the vehicle returns to the depot with only one full compartment which is both unproductive, time consuming and inefficient.
- 3.1.9 Anecdotal evidence indicates that neighbouring Devon Authorities have reported occasions where collection rounds are still working later into the evening or on occasion do not complete the recycling rounds due to the excess of waste materials for collection.

3.1.10 This in turn has resulted in dissatisfaction from their residents who have made complaints to councillors and demonstrated their dissatisfaction on social media.

3.1.11 Couple that to the increase in plastic waste; which is high in volume and low in weight and the refusal to accept large volumes of card, draws in to question the viability of a kerbside sort scheme for Exeter City.

4 Recycling Schemes for Comparison

4.1.1 The two methods for comparison are:

1. The current comingled recycle collection including separated glass collected fortnightly with a weekly food waste collection providing 12 recycle fractions.
2. The previously proposed weekly kerbside sort collection service consisting of 5 recycle fractions including paper and card, cans, plastics, glass and food waste.

4.1.2 The comparison shall include the capital, revenue and income for each method so that there is a clear comparison across the two options.

4.2 Method 1 – Comingled Collections

4.2.1 The comingled collection is the current style of recycle collection which has proven to be successfully delivered for the past several years.

4.2.2 If the Authority was to choose to continue with the comingled services, the addition of food and glass collections to the current recycling service would be relatively easy to implement and more importantly, more user friendly for Exeter's residents.

4.2.3 In order to meet the legislative requirements for the collection of glass and food waste at the kerbside, this method proposes to be the least disruptive to the Exeter residents.

4.2.4 By maintaining the current fortnightly comingled recycle collection service, glass cullet can be included on a fortnightly collection with the introduction of a 70/30 RCV or open back/pod two compartment refuse collection vehicle; which has a glass pod housed at the rear of the cab, enabling the comingled recycling and separate glass to be collected on the same vehicle.

- 4.2.5 A separate food waste collection service would be introduced on a weekly collection round to meet the 2023 statutory requirements for food waste recycling.
- 4.2.6 Drawing from examples of other Council's with similar collection services, we would use small separate food waste collection vehicles which are readily available and common throughout the industry.
- 4.2.7 These vehicles can collect up to 1600+ properties per day; the equivalent of two recycling rounds, requiring a driver and one loader for each crew collecting as a weekly food waste service.
- 4.2.8 This can easily be introduced mirroring the comingled recycling collection rounds on a weekly basis with a productivity pass rate of two recycling collection rounds of up to 1600 properties.



Example of food waste vehicle - service recently launched for Bracknell Forest

- 4.2.9 To accommodate the addition of a glass collection on a fortnightly service, this would be incorporated in the comingled collection rounds utilising a two compartment bodied collection vehicle (70/30 or open back/pod RCV).
- 4.2.10 Using standard narrow bodied 6x4 twin compartment refuse collection vehicles and 7.5tonne single compartment collection vehicles, this service can be

implemented with minimal requirement for specialist equipment. The lead times for these vehicles is between 3-6 months.

4.2.11 The comingled collection rounds would consist of approximately 800 properties per day on a fortnightly collection basis which would include dry recycle and glass collections. This is quite common within the waste industry and is successfully operated in other council areas.

4.2.12 The comingled scheme enables the Authority to collect all recyclable materials and present them to the Materials Reclamation Facility (MRF) for sorting into the various recycle fractions; meaning that the Council can maximise the potential waste materials recycled including the following 12 fractions:

- Food Waste
- Glass
- News and Pams
- OCC 90/10 Grade Card
- Cartons
- Aluminium Cans
- Steel Cans
- HDPE Bottles
- PET Bottles
- "JAZ" Coloured Bottles
- Pots and Tubs
- "JAZ" Coloured Film

4.2.13 However, the operation of an in-house MRF has become increasingly expensive and operationally challenging in recent years, especially with a lack of capital investment. The Council is now at something of a crossroads, with the continued operation of comingled recycling being dependent on access to a MRF. For the comingled service to be a success, the provision of an up to date materials reclamation facility is required which; based on the current MRF facility, will need an investment estimated at least £3.6m (firm prices were unavailable at time of writing) to increase to productivity of the facility to 10/12 tonnes per hour of materials throughput to meet the EA 72hr requirement.

4.3 Method 2 – Kerbside Sort Scheme

- 4.3.1 The kerbside sort collection method was previously proposed and presented to Council in 2018 but the implementation of the scheme was delayed due to the current virus pandemic.
- 4.3.2 At the time of the formulation of the original proposal, a trial Romaquip Kerbsider collection vehicle was obtained, but apart from driving the vehicle around the city, no actual trial was undertaken.
- 4.3.3 Therefore, there appears to be no clear data to indicate whether the scheme would work successfully within the city, what impact the scheme would have on traffic movements and what potential risks there might be encountered during the collection process.
- 4.3.4 Opting for the Kerbside sort scheme, it must be established what effects the type and size of the vehicle will have on the traffic flows throughout the city.
- 4.3.5 The time taken for each kerbside sort vehicle to complete each collection round, taking into account the increased time it takes for the vehicle to traverse along the highway.
- 4.3.6 Manufacturers suggest the time to travel along a normal residential road is estimated to be at least 3 times longer than a normal refuse collection vehicle and with a wider working footprint (approx. 12 ft to 16 ft width) is likely to cause greater disruption to passing and oncoming traffic, along with potential dangers for collection operatives who may be expected to work in areas of oncoming traffic when loading from the side of the vehicle.
- 4.3.7 As they are specialist vehicles made to order, the lead time for the construction and delivery of Kerbside Sort vehicles is around 6-9 months. It is unlikely that the vehicles will be delivered all at the same time, therefore careful, timely planning and preparation is required to ensure delivery is made on time to meet the publicity and mobilisation dates.
- 4.3.8 Further to this, as the kerbsider vehicles are specialist and made to order, this might pose real problems when vehicles experience breakdowns and periods off the road as replacements are unlikely to be readily available from hire companies.
- 4.3.9 Operation of the kerbside sort vehicle comes with limitations:

- In areas of tight access, loading from the side of the vehicle is limited to one side only
- The time taken to traverse along a road whilst making a kerbside sort collection; according to manufacturers, is estimated to be at least three times longer than a normal collection process.
- The working footprint of a kerbside sort vehicle is between 3.4m to 4.5m (12ft to 16ft) wide making it an issue with passing and oncoming traffic and the impact that may bring in traffic movements and congestion.
- The structure of a kerbside sort vehicle is made up of a number of smaller compartments into which the different recyclate fractions are placed. However once just ONE of the compartments becomes full, the vehicle must return to the depot, with the other compartments less than full, to empty the compartments before returning to restart the collection round, making it time consuming, unproductive and inefficient.
- The storage of materials ready for collection at the property is in small box containers. This places limits on the amount of each materials which can be stored for recycling, meaning that either excess recyclate is deposited into another container, or is thrown away with the general waste which in turn negates the benefit of a recycling scheme all together.
- The number of different fractions for collection would be reduced to 5 consisting of:
 - Food
 - Glass
 - Paper/small card
 - Cans
 - Plastic

5. Impact on Materials Reclamation Facility

- 5.1 In support of the Kerbside sort scheme the materials reclamation facility would need to be reconfigured in to a waste transfer station, where the collected recyclate would be delivered in to separate storage bays ready for onward transporting to reprocessors.
- 5.2 A recent report by WYG suggested it is the Authority's preference for the reconfiguration of the MRF to a WTS to accommodate the change in collection service from a comingled to a kerbside sort, with separate glass collections and food waste collections to also include a comingled mechanical sorting process for non-domestic waste.
- 5.3 The service change would rely on households to sort their waste into the separate containers provided prior to collection.
- 5.4 The intention would be for all the pre-sorted dry recyclates, including food waste, to be transported to the depot at Exton road for processing and baling before being sold on the market and stored in purpose built storage areas within the depot.
- 5.5 However the report also points out that there would be a retention of a co-mingled sorting operation for commercial waste but neglects to mention the that there will be some comingled domestic recyclate which would also need to be sorted and processed at the site.
- 5.6 Therefore, the proposed reconfiguration is not in strictest terms a proper Waste Transfer Station, as there would still be a requirement for mechanical materials sorting at the facility.
- 5.7 Card and paper would need to be sorted in order that they can be baled separately and it is also proposed that plastics and cans would go through a pre-sorting area where contaminants such as film would be removed.
- 5.8 The remaining material would continue along the conveyor belt through a screen to remove fine material, after which the waste would pass under an overhead magnet to remove ferrous metals and an Eddy Current System to remove any non-ferrous metals.
- 5.9 Once the waste streams have been separated and / or baled, they would be transferred to designated storage bays within the WTS building or bays within a

new proposed covered storage area adjacent to the entrance of the transfer station building.

5.10 Taking on board the above proposed waste transfer station materials sorting process, there is still a reliance on mechanical material sorting on the same terms as the current Materials Recycling Facility, but without the capability and flexibility to separate the recyclate in to greater fractions.

5.11 If the Authority choose the Kerbside sort system, the reconfiguration of the MRF would see a reduction in the number operatives required to populate the facility.

5.12 Assuming the WTS requires 10 full time operatives plus the manager, this would mean there would be a requirement to reduce the number of staff required by 12 personnel.

5.13 A redeployment and redundancy process would need to be undertaken to identify those staff members who could redeploy to another position and those who would no longer be required.

5.14 Many of those persons who may be affected may be aged, female, and of ethnic minority; whose first language is not English and whilst a previous report suggested that there would be alternative employment for those staff affected; working as collection operatives on the Kerbside sort rounds, as many of those affected may be of an older persuasion, they may be unlikely to maintain the levels of productivity required to perform those collection duties and would likely experience greater risk of injury.

5.15 Many cannot speak fluent English, so may be a greater risk on a collection round to themselves and others, which would mean that if an accident occurred, the Authority could be complicit and considered negligent if they were shown to be aware of the danger should an accident or injury occur.

5.16 Therefore, there is a risk that any displaced operative may not be able to undertake alternative employment and may feel that they have been forced out of their job.

5.17 This could also result in adverse publicity for the Authority who may be seen as not considering the equality and diversity issues of this section of their loyal workforce.

6. Deposit Return Scheme

- 6.1 With the introduction of the proposed Deposit Return Scheme (DRS) which the Government is keen to implement, this may have an effect on the collection of recyclate and particularly glass.
- 6.2 In a recent Webinar, Mr Hayward-Higham SUEZ Director explained that they anticipate an approximate 50% reduction in glass once DRS is implemented.
- 6.3 It has been suggested that roughly 1.3 million tonnes of glass should come out through the DRS system and that the DRS may also remove the majority of aluminium, glass and plastic beverage containers out of the kerbside collections system. MRFs will also begin to see more of other packaging materials; such as pots, tubs and trays, not normally collected through kerbside collections.
- 6.4 Therefore the Authority needs to consider the potential impact DRS may have on the collection scheme along with the choice and acquisition of vehicles which could quickly become obsolete once the DRS scheme becomes established. In addition, the Authority may consider the continuation of the current glass bring bank scheme.

7. Scheme Mobilisation

- 7.1 Once the Authority has chosen the type of recycling scheme, it is imperative that it is mobilised successfully in order to achieve the high levels of public participation required.
- 7.2 It must be ensured that high levels of publicity and promotions are maintained for several weeks both prior to and after the implementation of the chosen scheme, with dedicated promotions in different areas based on performance data received.
- 7.3 This would then enable the introduction of a three weekly residual waste collection service to be implemented offering operation savings and additional recycling incentives.
- 7.4 As this requires significant changes to the current fortnightly collection frequency, good planning and promotion with residents **MUST** be implemented in order to ensure the new residual waste collection operation is successfully mobilised.

- 7.5 With a reduction in the residual waste collection service to three weekly, this will encourage the residents of Exeter to consider their waste disposal habits and realise the value of the weekly food waste collections and fortnightly dry recycling services.
- 7.6 There may be a view that the best approach is to introduce the chosen service option trialling all the components of that proposal together; food, glass and 3 weekly waste collection etc. With this approach we must suggest caution; This could place the Authority at risk if something goes wrong which could have a knock-on effect to all parts of the service.
- 7.7 Implementing each element separately enables the authority to collect data, monitor the service changes and modify the operation before implementing the next stage of the scheme with a continuous improvement procedure.
- 7.8 Introducing food waste collections as the first stage will enable the Authority to quickly mobilise the new weekly service and generate immediate income from the Devon County Council shared savings scheme.
- 7.9 The potential to implement a separate food waste service on a planned roll out schedule, will enable the Council to achieve a city wide service on a weekly basis and since the introduction of the Devon County Council shared savings, will give the Authority an opportunity to benefit from a share of the disposal savings from the County.
- 7.10 Based on information supplied, it is estimated that each Exeter property produces an average of 83kg of food waste per year which could generate a share of the savings in excess of £60 per tonne. Assuming 50,000 participating properties, this could result in a total food waste tonnage of over 4,150 tonnes, generating a potential saving in the region of £249,000 per annum.
- 7.11 The scheme is on a 10 year term which has been running already for the past 4 years, but as the Exeter Authority has not been part of the scheme; as a food waste scheme is not in place, this has meant that the Authority has already lost a potential opportunity for approximately £1 million as a savings share.
- 7.12 Each food waste collection round; which could be introduced relatively quickly, would have a collection value in excess of £35,500 and the sooner the service is implemented, the greater the share of savings can be achieved with a potential of at least a quarter of a million pounds per annum.

8. Comparison Tables

8.1 Comparisons – Expenditure and Income

8.1.1 Tables of Expenditure and Income

FORTNIGHTLY COMINGLED COLLECTIONS PLUS WEEKLY FOOD WASTE SERVICE		WEEKLY KERBSIDE COLLECTION INCLUDING FOOD & GLASS	
CAPITAL COST	COST/INCOME	CAPITAL COST	COST/INCOME
<ul style="list-style-type: none"> 50,000 x Food Waste Containers @ £2.81 per 23ltr caddy and £0.90 per 5ltr caddy 	£185,500	<ul style="list-style-type: none"> 50,000 x Trolley Boxes @ £36.00 per unit 	£1,800,000
<ul style="list-style-type: none"> 50,000 x Glass Containers @ £3.00 per 40ltr box 	£150,000	<ul style="list-style-type: none"> 50,000 x Food Waste Containers @ £2.81 for 23ltr caddy and £0.90 for 5ltr caddy 	£185,500
<ul style="list-style-type: none"> MRF Upgrade Investment (estimate) 	£3,600,000	<ul style="list-style-type: none"> Waste Transfer Stn. Investment (WTS) – Eunomia Report figure. 	£902,000
<ul style="list-style-type: none"> Fire Suppression (est) 	£569,000	<ul style="list-style-type: none"> Fire Suppression (est) 	£569,000
		<ul style="list-style-type: none"> Batch Processing (est) 	£600,000
<ul style="list-style-type: none"> Delivery of Food and Glass Containers – 4 wks driver + Loader = £8072 and 3.5t van = £1,442 	£9,514	<ul style="list-style-type: none"> Trolley Box Delivery @ £201,000 + Food Waste Caddy @ £4757 	£205,757
TOTAL	£4,514,014.00	TOTAL	£4,262,257.00

8.1.2 Revenue Comparison Table

CURRENT SERVICE EXCL. FOOD AND GLASS REVENUE COST	UPDATED COMINGLED SERVICE WITH FOOD AND GLASS REVENUE COST	KERBSIDE SORT SCHEME REVENUE COST
<ul style="list-style-type: none"> 6 x Open Back RCV inc. spare £278,034 	<ul style="list-style-type: none"> 8 x Twin Pack 70/30 RCV inc. 1 Spare £416,000 	<ul style="list-style-type: none"> 16 x Romaquip 12t Kerbsider Vehicles inc. 1 Spare £608,000
<ul style="list-style-type: none"> 1 x Glass Bring Site Vehicle £34,645 	<ul style="list-style-type: none"> 8 x 7.5t Food Waste Vehicles inc. 1 Spare £240,000 	<ul style="list-style-type: none"> 2 x Romaquip 7.5t Kerbsider Vehicles £76,000
<ul style="list-style-type: none"> 1 x Narrow Access RCV £35,000 	<ul style="list-style-type: none"> 1 x Narrow Access RCV £35,000 	<ul style="list-style-type: none"> 2 x 3.5t Vans inc. 1 Spare £12,000
		<ul style="list-style-type: none"> 1 x Narrow Access RCV £35,000
<ul style="list-style-type: none"> 6 x Collection Drivers £170,520 	<ul style="list-style-type: none"> 15 x Collection Drivers £426,300 	<ul style="list-style-type: none"> 19 x Collection Drivers £539,980
<ul style="list-style-type: none"> 10 x Collection Operatives £240,600 	<ul style="list-style-type: none"> 22 x Collection Operatives £529,320 	<ul style="list-style-type: none"> 36 x Collection Operatives £866,160
<ul style="list-style-type: none"> 24 x MRF Staff inc. Mgr £606,910 	<ul style="list-style-type: none"> 24 x MRF Staff inc. Mgr £606,910 	<ul style="list-style-type: none"> 11 x WTS Staff inc. Mgr £311,420
	<ul style="list-style-type: none"> Pool Staff @ 20% £312,506 	<ul style="list-style-type: none"> Pool Staff @ 20% £343,512
TOTAL	TOTAL	TOTAL
£1,365,709.00	£2,566,036.00	£2,792,072.00

8.1.3 Income Comparison Table

COMINGLED		INCOME	KERBSIDE SORT		INCOME
• Recyclate Income (est Based on current output)		£406,950	• Recyclate Income (est based on current output)		£370,575
• Food Waste DCC Share Scheme @ 50k props (est)		£280,000	• Food Waste DCC Share Scheme @ 50k props (est)		£280,000
TOTAL		£686,950.00	TOTAL		£650,575.00

8.2 Service Comparison Table – Comingled and Kerbside Sort Schemes

8.2.1 Officers from Exeter City Council were asked to independently score the criteria's within the comparison table to establish the importance of each criteria on a basis of 0-10 with 0 = poor and 10 = best.

Each score was totalled together and divided by the number of participants in order to establish the average scores for each criteria.

CRITERIA	CO-MINGLED		KERBSIDE SORT	
	Detail	Score	Detail	Score
Manual Handling	Wheeled bins and standard rear loading using bin lifts reduces manual lifting, twisting and carrying	8	Separate boxes for recycled materials and differing loading heights and small letter box style openings means increased lifting, twisting and repetitive manual handling actions. A trolley box system will reduce dragging boxes but will NOT reduce lifting and associated injuries.	3.8
Traffic Impact	Loading to the rear of the vehicle using standard equipment minimises traffic disruption allowing vehicle to move quickly along the road. Smaller vehicle movements	7.8	Kerbside sort vehicles load from the side so working footprint is between 3.5m-4.5m (12-16ft) wide with an expected loading speed of at least 3 x slower causing traffic disruption for passing and oncoming vehicles. This is exacerbated when negotiating narrow roads or road in which parked vehicles are encountered	3.4
Loading Space	Loading into a compaction vehicle means that the whole void space is used ensuring maximum capacity and productivity is achieved. Best use of vehicle to achieve best productivity and achievable volumes.	8.8	Loading into several different compartments means that once a compartment is full the vehicle MUST return to the depot to be emptied. This means that the vehicle is less productive requiring increased vehicle movements back and forth to the depot and collection round	4

			with empty or part filled compartments.	
Loader Safety	Loading the vehicle from the rear ensures the operatives are protected from passing and oncoming traffic minimising traffic risks	7.4	Loading a kerbside sort vehicle means operatives are loading at the side of the vehicle and often competing with oncoming and passing traffic placing the operative at risk of an accident	3.6
Vehicle Availability	Standard refuse collection vehicles are readily available. Ease obtaining replacement vehicles due to accident or breakdown	8.8	Specialist vehicles not readily available (at least 3 month delay). Vehicles difficult to obtain if experiencing accident, breakdown or off road due to maintenance	3.4
Vehicle Types and numbers	8 x standard refuse collection vehicles and 8 x 7.5t single compartment food waste vehicles. 30% less vehicles than Kerbside sort. Lower cost when converting to electric or hydrogen power.	8	Provision of specialist vehicles: 16 x Romaquip 12t Kerbsider Vehicles, 2 x Romaquip 7.5t kerbsider vehicles, 2 x 3.5t vans 1 x narrow access RCV. Increased vehicle numbers with associated operating costs, increased vehicle movements and impact on the local infrastructure.	3.4
Residents Participation	Quicker and easier to implement. Residents happier to participate as no major changes to current system. Improvement to current service with weekly food waste collection.	8.4	Changes to the current method of recyclate collection and frequency. Residents to sort materials in to different boxes. Limited capacity for materials to be recycled. If more materials than capacity in the boxes, materials must be taken to the recycling centre (potential for excess to be deposited in the residual waste bins.	4.2
Material Types	No limit to the number of recyclate fractions which can be collected. Limit only restricted by the capability of the materials reclamation facility (currently 12 fractions). No limits to the amount or size of materials which can be collected.	8.4	Number of recyclate fractions is limited to the number of collection vehicle compartments (5 – paper/card, cans, plastics, glass and food) Materials are source separated potential improved quality.	4.6
Container Types and Numbers	Existing Standard 240ltr wheeled bins, purchase of 50,000 food waste caddies and bins £185k. Using current wheeled bins means no wasted bins or additional costs of replacement.	8.4	50,000 Trolley boxes £1.8m, 50,000 food waste caddies and bins £185k along with cost of delivery. Additional cost for purchase of new bin system and the collection and disposal of current wheeled bins as scrap	3.4
Collection Frequencies	Continued fortnightly comingled recyclate	7.2	Increasing collection frequencies from fortnightly to weekly	6.4

	collections and weekly food waste. Maintaining current system and keeping traffic movements to a minimum. Potential for introduction of 3 weekly residual collections. Food waste rounds to mirror comingled collection rounds.		collection for all recyclable materials Potential for introduction of 3 weekly residual collections. New collection rounds required to implement new kerbside scheme	
Facility Investment Costs	£3m Investment required to bring facility up to date to achieve 10-12tonne per hour pass through + £250k fire suppression	5.4	£902k-£1.2m investment to repurpose the MRF to provide a waste transfer station with smaller MRF batch facility £250k fire suppression	7
Recyclate Quality	Comingled collections have the potential to increase contamination of loads as everything is all tipped into one compartment in the RCV	4.8	Separated materials at the kerbside reduce the potential for contamination and may increase quality	7.2
Impact on Recycling Rates	As comingled is less of a change there is some concern that this will have less of an impact on recycling rates	5.8	Kerbside sort is a more complicated collection system for residents. This has been shown to impact on participation levels and so limits the impact on recycling rates	6.2
Impact on Staff	There will be a small increase in collection staff numbers to achieve a weekly food waste collection service. As a comingled service there will be very little or no impact on existing staff within the MRF. However depending on the type of new automated equipment there will be a reduction in MRF staff numbers which may be adjusted through redeployment	7.6	As a kerbside sort service there will be a significant impact on existing staff within the MRF. Staff numbers will be reduced as the MRF will be reconfigured as a waste transfer station. There will be an opportunity to redeploy some members of MRF staff but many would not have the ability to undertake the work due to age, health and physical capability	5.2
Authority Reputation relating to Staff Employment	With minimal threat to the existing staff numbers, relationships with the unions and the Authority's reputation as a good employer will be maintained	7.2	Significant changes to staffing numbers within the MRF, changes to their duties and potential effects on health and safety. There will be a need for detailed negotiations with staff representatives, potential staffing redundancies with an impact on the Authority's reputation with potential criticisms as ageist, sexist and racist	5.4
	Total Score	112	Total Score	71.2

9 Recommendations

- 9.1 It is important to understand that both systems are good systems for the collection of recyclable materials. But a scheme which works well in one area doesn't necessarily work in another.
- 9.2 It is therefore important for the Authority to properly consider the effects and outcomes of each scheme in order to choose the best service for the city.
- 9.3 As an option for consideration, the Authority might feel that rather than adopting a trial, that the Council decide to introduce food collections to everyone now using the smaller food waste vehicles. The containers used would be the same whether the Council decides later to choose the kerbside or comingled service.
- 9.4 There would be no disruption to the current comingled service or a change in collection vehicle types and as it is an extra service being provided on a weekly collection basis for residents, it would also be seen as a good news story for the public.
- 9.5 In doing so, the Authority would be half way towards meeting the expansion requirements, increasing the percentage performance at minimal cost or disruption and benefit from the Devon Shared Savings Scheme.
- 9.6 The addition of a fortnightly glass collection could then be easily included, dependent upon the type of collection scheme chosen by the Authority and subject to the availability of the collection vehicles or specialist Kerbside Sort vehicles when they become available.
- 9.7 Therefore Recommendations:
- 1. The Authority digests the information within this report and consider the scoring results within the comparison tables to assist with the decision.**
 - 2. Recognise the lead times of the required vehicles and ensure the mobilisation is properly planned to coincide with the vehicle delivery and proposed scheme start up.**
 - 3. Ensure adequate publicity and promotion is provided in order to properly inform residents of the new scheme and engender their support.**

- 4. Adequately fund MRF/WTS facility depending on scheme choice, to ensure future proofing**
- 5. When mobilising the new scheme, ensure a detailed mobilisation plan is formulated and agreed. A mobilisation team should be formed with action plans for each member of the team giving key stone dates for each task to be completed. Introduce each element of the scheme separately. This will minimise risk to the authority and ensure officer time is focused on the new element to ensure successful implementation before introducing further changes. Introduce each element with a new mobilisation plan.**

9.8

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CUSTOMER FOCUS SCRUTINY COMMITTEE

31 MARCH 2022

Exeter Clear Street Charter Review

1. History of the Charter.

1.1. The Clear Streets Charter started as an idea in 2016 and various versions were circulated but it never quite managed to find the right form to become adopted by the City or County Councils. Following a change in staff the charter was resurrected and revised in late 2017 and eventually became adopted by both authorities in 2018.

2. The aims of the Charter

2.1. The aim of the charter is very simple. It is to ensure that the streets, pavements and walkways of the city are kept free of clutter and obstacles and that they are accessible to people affected by sight loss or mobility issues. The charter sets out how the City Council and the County Council will work together to ensure that the city is as safe and obstacle free as possible. The charter was written with the support of the Royal National Institute of Blind People (RNIB) and they have backed the charter.

2.2. The charter sets out a list of actions and commitments which include...

- Advertising boards – working with local businesses to make them realise how these can be challenging to blind people or those who are partially sighted.
- Street furniture – carrying out regular audits to ensure this is safe and appropriately placed to allow safe navigation around
- New developments – proactive engagement with blind and partially sighted people around the design and development
- Rubbish and recycling bins – ensuring these are within the curtilage of the property, wherever possible

A copy of the charter is attached as appendix 1.

3. Who does what?

3.1. The charter lists a number of actions which are cross boundary for both the City and County Councils. The table below gives a brief summary of who manages which issue, the list is not exhaustive.

Item	Responsible Body
A Boards	A Boards are managed under highway legislation by the Highway Authority who are the County Council

Street Furniture	Generally the City Council on our own land for things such as benches, bollards etc. County Council for street furniture on the public highway and for highways and transport related street furniture (signs, traffic lights, lighting columns etc.)
Pavement Licences for cafés on the public highway.	Previously managed by the City Council but now managed by the County Council
Wheeled bins and refuse / recycling bags	City Council
Street Works	County Council
Parking on Pavements	County Council
Overhanging shrubbery and branches	County Council if it's affecting the public highway. City Council if it's council owned property
Planning and new developments	City Council

4. Advertising Boards

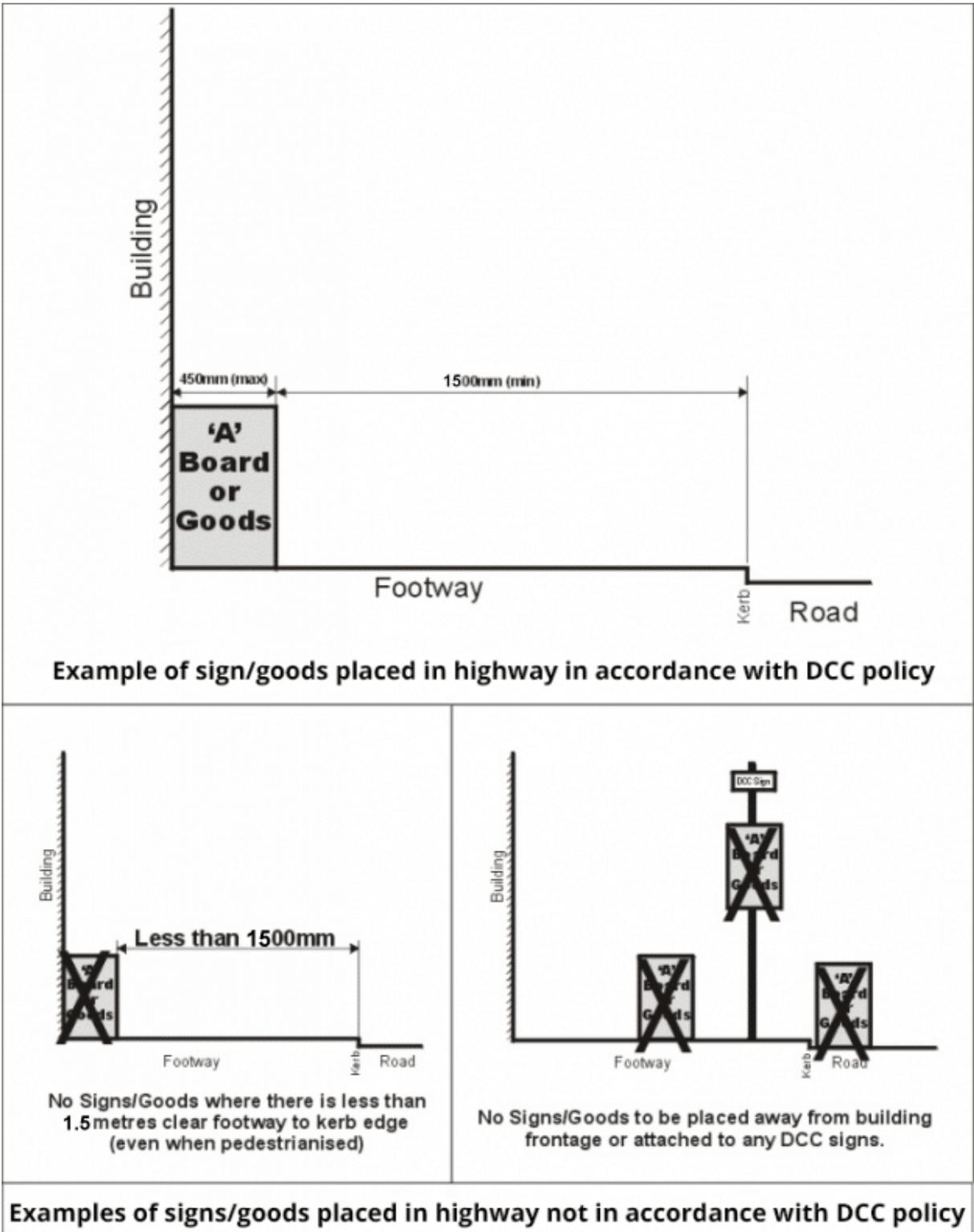
4.1. The highest profile issue is advertising boards (A Boards) which are one of the most common day to day annoyances for disabled people in the streets of Exeter. A Boards are managed under highway legislation by the County Council as Highway Authority. It should be noted that no business has a right to put an obstruction on the public highway but the county and city councils recognise the need for businesses to advertise, especially in the current climate. A tolerant approach is therefore taken and businesses are allowed to put A Boards directly outside their property subject to certain rules.

4.2. The rules for A boards are...

- They must allow a minimum width of passage of 1.5 meters
- They must extend no more than 450mm from the shop frontage
- They must not force pedestrians into the road either directly or because of the number of pedestrians.

The guidance from the DCC website is included in the image over the page.

Image 1: Guidance on A Boards from the Devon County Council Website.



4.3. The issue of the Street Charter and specifically A Boards was raised at the recent Highway and Traffic Orders Committee (HATOC) where the Neighbourhood Highway Manager advised...

'Prior to the Covid pandemic a significant survey was undertaken to identify A boards and furniture causing obstructions on footways in the centre of Exeter in the middle of the day. These companies, in most cases, were spoken to face to face and handed a letter reminding them of their responsibilities. Where this was not possible, letters were sent. This action was successful and it was clear that companies were content to comply with the requirements.

An issue which became apparent was that a number of properties had street furniture on narrow sections of footways authorised by Exeter City Council, who have delegated powers to license Street Cafes. We discussed this issue with the City Council and I believe they were going to review those licenses. Subsequently during the Covid pandemic recovery, second tier authorities have been given additional powers to license pavement furniture.

The licensing of street furniture has now been handed back to DCC from ECC so going forward there should be further clarity in terms of responsibility and approval.

Due to the reduced levels of pedestrian activity following the lock down, there has been a reluctance to enforce too strongly the promotion of businesses in the city centre. Where a safety defect has been caused by such furniture, this will have been recorded and acted upon during regular safety inspections, which vary in their timings, and the inspection of ad hoc reports, in accordance with policy.

With levels of pedestrian activity increasing we have recently discussed a targeted inspection in the city centre to identify and remove such obstructions. This approach is supported by local members we will arrange for this to take place shortly'.

It would appear that enforcement action is generally not required and businesses comply when asked.

5. Design of the City Centre public realm

5.1. One of the City Councils most important contributions to the charter is the design of public open spaces. No two visually impaired people see the world in the same way but there are common themes and good practice. Contrast is one key element, for example a contrast in the colour of paving where there is a change of level, or the contrast of street furniture against the paving it is set in, all helps. Our relationship with the RNIB and the experience that they have brought has helped us to learn and improve our designs.

- 5.2. In a similar vein, the needs of people with impaired mobility are also extremely diverse but with careful design and by following best practice we can make our public areas and public buildings as friendly as possible to everyone. These principles have been adopted on our recent developments at the bus station and St Sidwells point and will be continued for the development of CityPoint.
- 5.3. Efforts to reduce street clutter are also helpful, sign poles, bus shelters, service cabinets all cause obvious obstructions or constrictions to people with visual or mobility impairments. Their relative positioning and number should be carefully considered by all parties.

6. Summary

- 6.1. The Clear Streets Charter is working well with the City Council and County Council officers actively engaged on keeping our streets safe. It does however require constant vigilance to maintain. Fortunately we have constant eyes in the City Centre in the form of our street cleansing crews who know to flag up issues to their supervisors for action or to simply move dangerously placed A Boards when they see them. The day to day presence of our staff and the more targeted audits by the County Council seem to be an effective combination and keep this important charter live and current in our priorities.

Report Author

David Bartram 07/03/2022

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STREET CHARTER FOR EXETER

EXETER CITY COUNCIL & DEVON COUNTY COUNCIL STREET CHARTER FOR EXETER

Foreword by Councillor David Harvey, Lead Member for Place & Commercialisation, Exeter City Council and Councillor Roger Croad, Cabinet Member for Community, Public Health, Transportation & Environmental Services, Devon County Council.

Exeter City Council and Devon County Council are committed to ensure that all pedestrians, especially those affected by sight loss or mobility difficulties can fully participate in and enjoy the local built environment, without feeling unsafe or concerned about walking into an obstacle.

For a person with a disability it can often be a challenge to get around to visit their local shops, GP surgery or other local services, with a variety of obstacles hindering their journey and at worse causing injury. A recent Royal National Institute of Blind people (RNIB) survey found that a third of people said they had been injured during a three month period when walking around their local area. They said that they were so intimidated by the risks outside they ended up staying at home and becoming isolated. We don't want people to feel this way.

Both Councils believe engaging with the local community is crucial in helping us make decisions which will affect Exeter. This includes the design, layout and management of the City Centre, shopping precincts and our residential streets to ensure that they are free from obstacles and are clutter-free.

Exeter City Council and Devon County Council are dedicated to engaging positively with our residents and value their input on how we plan, develop and manage our built environment.

Our 'street charter' sets out a list of actions and commitments, which everyone involved agrees to abide by. These have been formed under different headings, which represent the main issues that pedestrians, particularly those that are blind or partially sighted face when negotiating the built environment in Exeter.

STREET CHARTER FOR EXETER

ADVERTISING BOARDS & STREET & CAFE FURNITURE

We agree to:

- Work with local business owners to make them realise how advertising boards cause real difficulties to pedestrians, in particular those that are blind or partially sighted, and to consider alternative forms of advertising.
- Work with local businesses to ensure that street café furniture and pavement retail displays offer appropriate protection to allow their safe navigation around by a blind or partially sighted pedestrian.
- Undertake regular street furniture audits in the city centre and main shopping precincts to ensure that they are as safe as they can practicably be.
- When the City Centre and neighbourhoods are redeveloped, or new developments take place, proactively engage with blind and partially sighted people, and accessibility groups, around the design of the development and implementation of street furniture

WHEELED BINS AND REFUSE/ RECYCLING BAGS

We agree to:

- Require residents, where possible, to leave their bins and bags at the boundary of, but within, their property curtilage.
- Proactively encourage residents to be considerate in how they present their bins or bags, which will include coverage in Exeter City Council's 'Citizen' newspaper delivered to all homes in Exeter four times a year.
- Make sure that all refuse collection crews are required to return bins on to the curtilage of a property and are made aware why it is important to reposition bins as safely as possible.
- Work with businesses to find solutions for the safe presentation of their trade waste and recycling.

CONSULTATION

We agree to:

Engage with Living Options Devon, the Royal National Institute of Blind people and other appropriate representative bodies for people with accessibility needs, to assist in the development of major highway improvement schemes which are likely to have an accessibility impact.

CROSS- WARRANTING

We agree to:

Actively explore opportunities for cross-warranting of officers in order to expand the number of officers 'on the ground' to deal with a variety of obstruction issues.

STREET WORKS

We agree to:

Direct highway enforcement resources to address inadequate facilities for pedestrians during temporary road works

PARKING ON PAVEMENTS

We agree to:

- Use our existing powers to endeavour to keep the pavement clear of obstructions caused by parked cars.
- Promote the Devon County Council 'Report a Problem' web page for residents to provide information on problem parking areas to allow the deployment of enforcement resources.
- Work with Devon and Cornwall Constabulary to use their existing powers under the Highways Act 1980 and other legislation to endeavour to keep the pavement clear of obstructions caused by parked cars.
- Work with Devon and Cornwall Constabulary to engage with blind and partially sighted people and the wider community to improve awareness of the dangers of parking on pavements.
- Continue to leaflet problem areas and put pressure on the Department for Transport for the necessary changes in legislation to allow further enforcement where appropriate.

OVERHANGING SHRUBBERY & BRANCHES

We agree to:

- Promote accessible ways for blind and partially sighted people to report overgrown shrubbery and branches through our reporting services.
- Act swiftly upon reports of overgrown shrubbery and branches by alerting the residents to be considerate in managing their shrubs and trees or taking action if it is a Council-owned property.
- Proactively encourage residents to be considerate in managing their shrubbery and trees as part of any annual highway safety inspection programme.

CROSSINGS

We agree to:

- Through monitoring and public reports we will fix and repair faults promptly to minimise disruption to pedestrians.
- Where there is demand we will consider amendment to signal timings and also potential new crossings, subject to funding, this however needs to be balanced against the needs of the wider network.
- We seek to make pedestrian crossings meet national standards with appropriate facilities such as tactile paving, audible beeps, rotating cones and dropped kerbs.

NEW COUNCIL DEVELOPMENTS: SHARED SPACE

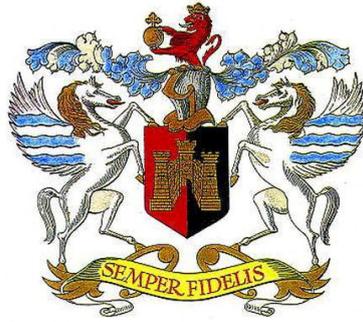
We agree to:

In accordance with our Public Sector Equality Duty, involve and consult with blind and partially sighted people when new developments such as shared space schemes are put forward and make any necessary changes to the schemes. Where this is not possible, we will consider whether or not the scheme should still go ahead.

MULTI-USE PATHS

We agree to:

Continue promoting the need to considerate and patient of other users of Multi-Use Paths (whether cyclists, walking, dog walking, skateboarding, horse-riding, driving etc.)



STREET CHARTER FOR EXETER

LEADER OF EXETER CITY COUNCIL

LEADER OF DEVON COUNTY COUNCIL

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Customer Focus Scrutiny Committee – 31 March 2022

Task and Finish Group Briefing Paper

Date of Referral – 7 October 2021

Proposer - Cllr Barbara Denning

Nature of the Scrutiny Topic : A review of the current position regarding homelessness in Exeter: to consider the impact of recent changes in Government policy i.e. changes in Universal Benefit entitlements.

Further to review the 'Draft Homelessness Strategy 2022-2025 development plan.

To input into the development of the Exeter Homelessness Strategy 2022-2025 as well as monitoring the development plan for the Strategy to ensure that all relevant stakeholders are appropriately engaged. As part of the development of the Strategy, review the impact of any government changes in policy that lead to a negative impact on people's ability to maintain their accommodation. Ensure that any appropriate mitigations that are within the Council's resource availability are included in the Homelessness Strategy.

Membership -

Chair – Cllr Michael Mitchell plus 6 members – nominated by Party Leaders

Scrutiny Process regarding this Topic

Stage 1 – Briefing Meeting for Task and Finish Group members

To consider the submitted work programme. To agree a Briefing document for each witness. These documents will contain the key issues and questions about which the Task and Finish Group require the person/organisation to provide information and responses. A timescale will be set out for the return of written submissions allowing time for Members to review material prior to any evidence session.

Stage 2 – Evidence Session - (1) Current pattern of homelessness in Exeter and consideration of the impact of recent changes in the benefit system upon the homeless situation in Exeter.

Prior to taking formal evidence the Task and Finish Group will consider the responses received and identify key elements and questions that need to be further explored.

- Gathering evidence regarding the current pattern of homeless in Exeter.
- Consideration of whether the recent Government policy changes have impacted the nature and extent of homelessness in Exeter.

Evidence providers – Exeter City Council, Exeter Well Being, Citizens Advice and Shelter

Stage 3 - Evidence Session - Consider the Draft Homelessness Strategy – 2022-25 development plan

- How Exeter City Council and other voluntary and statutory bodies co-operate in regard to assisting the homeless.
- How the proposed Strategy will assist Exeter City Council in improving its service provision for the homelessness.

Evidence providers – Exeter City Council, Devon County Council, Citizens Advice, Social Housing representative, Shelter spokesperson, potentially some case studies.

Stage 4 – Assessing the evidence

Drafting a report and recommendations to be presented to the Customer Focus Scrutiny Committee.

Public Involvement - the nature of the work of this Task and Finish Group should be promoted on the City Council website and interested bodies or individuals should be invited to submit evidence in person or writing.

Timescale – this is matter to be resolved at a Programme Board meeting. The Proposer and Deputy Chair of Customer Focus envisage the work being carried out over a 3-to-4-month period.