

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date: Thursday 6 October 2022

Time: 5.30 pm

Venue: Civic Centre

Members are invited to attend the above meeting.

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

Entry to the Civic Centre can be gained through the rear entrance at the back of the Customer Service Centre, Paris Street.

Membership -

Vizard (Chair), Mitchell, M (Deputy Chair), Bennett, Ellis-Jones, Foale, Harvey, Holland, Newby, Oliver, Snow, Sparling, Sutton, Wardle and Warwick

Agenda

1 Apologies

2 Minutes

(Pages 5 -
14)

To approve and sign the minutes of the Customer Focus Scrutiny Committee held on 30 June 2022.

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 3 October 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 Denning - Portfolio Holder for Customer Services and Council Housing

Councillor Ghusain - Portfolio Holder for City Management and Environmental Services

Councillor Pearce - Portfolio Holder for Communities and Homelessness Prevention

Councillor Williams - Portfolio Holder for Recycling, Waste Management and Waterways

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 Update from the Portfolio Holder for Recycling, Waste Management and Waterways - Councillor Williams - To follow (Pages 15 - 16)

8 Operation London Bridge - Expenditure (Pages 17 - 20)

To consider the report of the Corporate Manager Democratic and Civic Support.

9 Street Naming and Numbering (Pages 21 - 52)

To consider the report of the Director City Development.

10 **Homelessness Task and Finish Working Group - Update from the Chair of the Working Group**

11 **Scrutiny Programme Board Annual Report**

(Pages 53
- 70)

To receive the report of the Scrutiny Programme Board.

12 **Forward Plan of Business and Scrutiny Work Plan**

(Pages 71
- 76)

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/>

Also attached is a work plan for scrutiny items.

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 1 December 2022** at 5.30 pm in the Civic Centre.

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CUSTOMER FOCUS SCRUTINY COMMITTEE

30 June 2022

Present:

Councillor Matthew Vizard (Chair)

Councillors Mitchell, M, Bennett, Ellis-Jones, Foale, Harvey, Holland, Newby, Oliver, Snow and Sutton

Apologies:

Councillors Sparling, Wardle and Warwick

Also present:

Director of City Development, Corporate Manager Democratic and Civic Support, Assistant Service Lead – Local Plan and Democratic Services Officer (HB)

In attendance:

Councillor Bialyk	Leader
Councillor Denning	Portfolio Holder Council Housing Development and Support Services
Councillor Ghusain	Portfolio Holder City Management and Environment Services
Councillor Morse	Portfolio Holder City Development
Councillor Pearce	Portfolio Holder Communities and Homelessness Prevention
Councillor Williams	Portfolio Holder Recycling and Waterways

10 **Minutes**

The minutes of the meeting of the Customer Focus Scrutiny Committee held on 31 March 2022 were taken as read, approved and signed by the Chair as correct.

11 **Declarations of Interest**

No declarations of interest were made by Members.

12 **Presentation on the role of Scrutiny**

The Corporate Manager Democratic and Civic Support spoke on the role of scrutiny and its importance within the Council's democratic process in acting as a critical friend for the Authority. He set out the following three distinct aspects of the scrutiny process:-

- holding Executive to account by analysing and reviewing their decisions such as through the Call-In process, provided this met one of the four criteria set out in the Council's Constitution. This process was not applicable when the Executive made recommendations to Council as, at that stage, the whole Council was effectively the ultimate scrutinising authority. Members could also question Portfolio Holders on their areas of responsibility and how they were meeting the objectives and priorities of the Council. The Scrutiny Programme Board had agreed a new proforma for this purpose and this process would commence in the September/October cycle of Scrutiny Committees;

- a more proactive approach with the opportunity to contribute to the policies and procedures of the Council through its Forward Plan, which is published monthly, providing advance notification of matters to be brought forward and which can be considered first by a Scrutiny Committee prior to report to Executive; and
- a second proactive approach involved the examination of specific matters in greater detail through Task and Finish Groups, a good example being the recent meeting of the Homelessness Task and Finish Group. Such a group typically comprised five to six Members and was able to call witnesses, both internal and external, to assist with its review. An alternative was a Spotlight Review which could comprise a similar number of Members and which, typically, was likely to meet on one occasion only.

The Corporate Manager Democratic and Civic Support also made the following points:-

- the Scrutiny Programme Board considered requests for further examination and scrutiny of issues with regard to Council priorities and objectives. Members of the Scrutiny Programme Board had developed a proforma for Members seeking to suggest a topic to set out the detail. This proforma was shared with the Strategic Management Board for comment before being presented to the Scrutiny Programme Board for determination and timetabling to ensure both an equal spread of business between the two Scrutiny Committees and to achieve the best use of the resources available;
- the creation of a portal on the Council's intranet which included guidance on scrutiny procedures and tips on how to make scrutiny work. It also included relevant forms to bring forward matters for scrutiny as well as links to the Local Government Association, Local Government Information Unit and Centre for Public Scrutiny sites;
- two recent examples of in depth scrutiny were the detailed questioning of the progress report from Exeter City Futures and the City of Exeter Greenhouse Gas Inventory at the Strategic Scrutiny Committee and the meetings of the Joint Strategic Scrutiny and Customer Focus Scrutiny Committees examining the Exeter City Development Fund;
- the opportunity, through Standing Order 18, for Members to request a matter being placed on a Scrutiny Committee agenda;
- a meeting of the Governance Review Board was to be held to further examine the Council's Governance arrangements. This could lead to recommendations to Council to make any necessary changes. Previous examples of changes had been the introduction of the opportunity for the public to put questions to Committees and Council and a fine tuning of the petitions scheme; and
- because of resource implications, the decision making meetings of Council, the Executive and Planning Committee were recorded but not Scrutiny Committee meetings. This would be re-visited by the Governance Review Board who would be asked to look at any plans to broadcast meetings of Scrutiny.

Responding to a Member's query, the Corporate Manager Democratic and Civic Support confirmed that a further role of Scrutiny was to scrutinise issues that impacted on the city as a whole and were not necessarily functions of the Council itself.

The Chair thanked the Corporate Manager Democratic and Civic Support for his presentation and emphasised the importance of scrutiny being a critical friend of the Council. He also referred to the membership of the Scrutiny Programme Board as the Chairs and Deputies of both Scrutiny Committees, with the Board chaired by Councillor Packham, a non-Executive Member. It was an open and transparent process and he encouraged Members to come forward with topics for discussion.

Members noted the report.

13 Questions from the Public under Standing Order No. 19

No questions from members of the public were received.

14 Questions from Members of the Council under Standing Order No 20

In accordance with Standing Order No. 20, the following questions had been submitted by Councillors Bennett, Harvey, M. Mitchell and Sparling and had been circulated in advance to Members of the Committee. The responses of the Portfolio Holders are set out in italics.

Questions to the Portfolio Holder for Recycling and Waterways - Councillor Williams

Councillor Bennett

Please could the Portfolio Holder provide information on the performance of the glass collection service and if the service is expected to run without further interruptions this year?

Response

The team are working incredibly hard to rectify the performance but there are some issues outside their direct control. The vehicle used is a bespoke collection vehicle. It is over 11 years old with ageing parts that are difficult to source. Due to the nature of the vehicle we are unable to hire one to cover the vehicle while it is fixed. In addition, there is the issue of not being able to successfully recruit for LGV drivers and having to take the driver from this vehicle to bolster the statutory waste and recycling collections. Of course, measures are being explored to re-think the glass collections within the city, but the underpinning issue is that the Government is unclear when glass will be collected from the kerbside. That really isn't helping the people of Exeter. I can assure you that everything we can control is in place to clear the glass side waste should the vehicle fail.

Supplementary question and answer.

Will action be progressed to address issues around kerbside collections or will the Government review be awaited first?

Answer

It is necessary to wait for clarity from the Government as it would be irresponsible to make major decisions and incur unnecessary costs prior to the results of the review being known.

Councillor Harvey

What arrangements are planned to solve the following problems with the food recycling collection:-

Response

I am pleased to offer reassurance as the current Portfolio Holder that I have been addressing matters since I started. We are unfortunately playing catch-up on many of these things but I can assure Councillor Harvey that I am the right person to undertake this challenging job.

- 1) Lack of appropriately qualified drivers.
Advertising roles on a rolling advert to recruit LGV drivers, looking at upskilling current employed staff to the appropriate level for the vehicles.
- 2) Lack of appropriate vehicles.
We have one full time food vehicle delivery plus a spare. A 1 x 7.5 tonne food vehicle was delivered at the end of June 2022 and another 7.5 tonne food vehicle will be delivered at the end of September this year.
- 3) Collection arrangements with the collecting authority.
The other half of the existing round is being rolled out on Thursday 7 July 2022 (the other half of Alphington).
- 4) Licensing arrangements with the appropriate authorities regarding the storage and transfer of food waste.
Capacity on site is limited to 15 tonnes per day. The food waste bay on site is a priority for the site re-development.
- 5) When do you envisage food waste collection being rolled out to further areas of the City?
In the next six months, subject to recruiting enough Drivers/Loaders. Areas are still to be determined.

Supplementary question and answer.

What amendments, if any, have been made to change staff terms and conditions and what progress has been made?

Answer

Changes are being considered, but it would not be appropriate to reveal these at present.

Councillor M. Mitchell

Please can the Portfolio Holder provide an update on the trial food waste recycling service and give an indication of the next stage of the rollout of the service and where this will be?

Response

I refer Councillor M. Mitchell to the previous answer.

Supplementary question and answer.

Is the Portfolio Holder confident that, in two years' time, Exeter will have improved its current position in the 2021 national recycling league table where it came 313th out of

338 District Councils, in comparison to East Devon, for example, which was ranked 9th.

Answer

The statistics do not take into account the actual amount of waste collected. In Exeter this is 300kg per person per year compared with the Devon target of 413 kg. Moreover, the nature of waste collected in the city differs to that of rural areas where there is a greater amount of green waste. Once the collection of food waste is rolled out, Exeter's position in the table will significantly improve.

Questions to the Portfolio Holder for City Management and Environmental Services - Councillor Ghusain

Councillor Harvey

What plans are in place to re-wild or develop in any other way the old Northbrook golf course and what budget has been allocated for this purpose.

Response

Executive approved in principle the concept of a wild arboretum for the Northbrook site in 2021. Since the approval, the Devon Wildlife Trust and Exeter City Council have continued to work together to develop a second stage proposal for Executive, under the Valley Park Committee Memorandum of Understanding. This will outline the scope, delivery programme, and funding streams for the arboretum in full. Devon Wildlife Trust/Exeter City Council principles around biodiversity and ecology enhancement will apply within the space, and that will include a scaled back grass cutting regime. In regards to budget, it is anticipated that the Community Infrastructure Levy (CIL) will contribute to some of the budget requirements. Members will be updated about this at the appropriate time.

Councillor Sparling

Please can the Portfolio Holder provide a location map of the new CCTV cameras installed as a result of the Safer Central Exeter funding, confirm by when these will be installed and also if there has been, or will be, a further bid made by the Council and/or its partners for community safety in Central Exeter?

Response

The Procurement exercise is up and running and it is anticipated that the new cameras will be installed by September.

Supplementary question and answer.

Councillor M. Mitchell asked the following supplementary question on behalf of Councillor Sparling.

In the event of a further bid in respect of Central Exeter, will the Portfolio Holder undertake to consult with local communities to obtain their input and feedback on the location of any further CCTV cameras?

Answer

The location of new cameras has already been decided and the request for consulting communities on any further installations will be considered.

Question to the Portfolio Holder for Communities and Homelessness Prevention – Councillor Pearce

Councillor Sparling

In December 2020, the Council passed a motion on addressing food poverty. Please can the Portfolio Holder provide an update on this work?

The Chair read out the following Notice of Motion passed unanimously at the meeting of Council on 15 December 2020.

The Council resolves:

- 1. That the Portfolio Holder for Communities and Culture supported by the Member Champion for Equality and Diversity take responsibility to:*
 - a) develop a city-wide food action plan.*
 - b) set up a working group to research and map the extent of food poverty in the city;*
- 2. To commit to setting up a food partnership with Devon County Council, city-based partners and stakeholders to develop and implement the Exeter Food Action Plan;*
- 3. To campaign, in association with Exeter MPs, for Government to:*
 - a) legislate the existing commitment to the UN Sustainable Development Goals to end hunger by 2030;*
 - b) commit funding in the next spending review to increase access to nutritious food, whilst awaiting development of the National Food Strategy;*
 - c) support local food production and suppliers, so that food supplies are sustained throughout the pandemic and as a result of exiting the EU, to protect workers' jobs, and to contribute to Exeter's commitment to Net Carbon Zero 2030; and*
 - d) increase Universal Credit to help people suffering food poverty, with an equivalent uplift to those on legacy benefits.*

Response

As you know, the City Council has no statutory obligation on the Food Action front. That said, Councillor Ghusain and Councillor Oliver were instrumental in connecting Free Food Providers in Exeter by facilitating the creation of a platform and a framework (the first meeting of the Exeter Free Food Network was held in February 2020). After several meetings, the group was renamed Exeter Community Food Network (ECFN), with representatives from Exeter Food Bank, local faith and

community groups, and other organisations involved in the provision and distribution of free food. Exeter Connect/ECI is now hosting these bimonthly meetings. I will be attending these meetings going forward and ensure that progress is continued.

15 Homelessness Task and Finish Working Group

The Deputy Chair and Chair of the Homelessness Task and Finish Working Group briefed Members on the first meeting of the Group held on 27 June 2022. He explained that the suggestion for a working group had been triggered by the cuts in Universal Credit and the feared impact this would have on existing homeless numbers.

The Chair explained the two stages of the review. Stage I would examine causation and prevention and gather evidence regarding the pattern and causes of homelessness in Exeter, including the impact of issues relating to the Pandemic, cost of living rises and recent Government policy changes and consider early intervention and prevention strategies. Stage II would involve the handling of the process of homelessness, examining how Exeter City Council and other statutory bodies handled homeless cases and the resource implications.

It was the intention to ask evidence providers for information and views (statements) in advance, for the Group to determine the questioning approach in order to avoid lengthy presentations and to concentrate on scrutinising the responses and issues. It was also the intention of the Group for its work to be promoted on the City Council website inviting bodies or individuals to submit evidence in person or in writing.

The Chair stated that he hoped that the above framework would become a transferable model for use by future working groups.

The Chair undertook for the Group to consider a request from a Member for the impact of the banding system to be included in the assessment of causation.

The following membership of the Group was noted:-

Councillor M. Mitchell (Chair) Councillors Jobson, J. Moore, Oliver, Rees, Sutton and Wardle.

16 The Exeter (Local) Plan - Community Engagement

The Assistant Service Lead Local Plan presented the report explaining the community engagement process for preparing the Exeter Plan (the Local Plan). He stated that the process for preparing the Exeter Plan was managed through legislation (the Town and Country Planning (Local Planning) (England) (Regulations 2012) which sets the need for consultation at an early stage in the process to define the scope of the Plan and then once the Plan has reached a final draft stage called publication.

The Council was committed to going beyond this requirement and was organising three formal consultations on the preparation of the Plan. In addition to the 'Issues' consultation which had been held between September and November 2021,

consultations would be held on a draft plan and a final publication draft thereafter. If, at the Examination of the Plan, the Inspector required modifications, further consultation would also be held. The next formal consultation on the Exeter Plan would take place in September of this year.

The way in which the Council would consult on the Exeter Plan was set out formally in the Statement of Community Involvement (SCI) and that, although not a requirement, the Council had held a consultation on the draft SCI in 2021. New ways of engaging innovatively and interactively were currently being investigated for the next round of the Exeter Plan consultation to be held in the autumn. In addition to the SCI, the engagement activities planned for the Exeter Plan would also accord with the Council's Consultation Charter.

Further informal engagement would be undertaken on specific issues considered by the Exeter Plan. This would enable the Council to make the most of opportunities to explore linkages between projects and also make best use of resources. A key part would be through joint working with Liveable Exeter. The Council was currently working in partnership with the RAMM and Exeter Culture to stage workshops on the 'Future of the High Street' while a summer-long exhibition in the RAMM was being held to explain more about Liveable Exeter. These activities would be using Lego models - the Brick by Brick Exhibition - and other interactive activities to engage in a different way. Also in July, the Council was launching a city-wide consultation on the 'Future Place' of Exeter, which would be asking local people about a vision for their future neighbourhoods and districts. This work would all feed into the Exeter Plan.

The Director City Development and Assistant Service Lead Local Plan responded to Members' queries:-

- a key consideration of the consultative process was to take on board the views of the public. The SCI sets out how public responses would be used to inform the Plan and the responses received to the 'Issues' consultation held between September and November 2021 had been reported through the Committee system;
- the Exeter Plan would be a strategic land use development document with a range of policies and would cover all aspects of how the city would grow to 2040. It would be important to explain the role of Liveable Exeter as a delivery initiative which would help underpin the Plan. The Exeter Plan, for example, identified the overall strategy for brownfield sites and Liveable Exeter set out the principles for delivering in these sites. Consultation on the Plan would include an on-line facility which would allow navigation through the various policies;
- consultation on Liveable Exeter (feeding into the Exeter Plan) would include wider engagement with schools, Exeter College and the University of Exeter. Exeter College students had undertaken an exercise envisaging future development of Exeter St David's Station and the basis of the Lego Exhibition had been to involve local schools and the younger generation;
- the University was one of the city's key anchor institutions and its continued growth and success, both nationally and internationally, was guided by its Master Plan. With an end date of 2026, the Master Plan was under review in liaison with the City Council and work on this would dovetail with the development of the Exeter Plan; and
- the engagement of community associations would also be a key element of the consultative process, the Assistant Service Lead Local Plan having recently addressed the St Leonard's Neighbourhood Association.

The Chair read out three questions submitted in advance by a Committee Member who was unable to attend, the answers to which are set out below:-

- in respect of the request from the Member for communities to be able to influence planning policy through seminars or workshops, for example on the development of a Neighbourhood Plan this, together with any specific requests from a community body, would be considered within the context of available staff resources. Advice could also be made available on how to navigate on line the large amount of free information on Neighbourhood Plans;
- in respect of the request from a Member for locally based neighbourhood consultation to inform the Plan, in particular around Liveable Exeter sites, the report detailed the intention to go well beyond the statutory minimum required for consultation, for example the 'Future of the High Street' exhibition and the launch of the 'Future Place' of Exeter consultation. The goal was to involve as wide a cross section of residents and businesses, as well as visitors, as possible. Further reports would be submitted to Members on the progress of the consultations and the ideas raised; and
- in respect of the Member's request for a second round of consultation, this was already timetabled for an eight week period from the end of September. There would also be informal consultations, with details again to be reported to Members.

The Portfolio Holder City Development confirmed that Members would be kept fully informed of the consultative process which would be as open and transparent as possible. In addition to the current reporting of the various stages to the Planning Member Working Group regular reports on the Exeter Plan would be made to the Strategic Scrutiny Committee.

RESOLVED that Scrutiny Committee note the report.

17 **Forward Plan of Business**

Members noted the Forward Plan.

The meeting commenced at 5.30 pm and closed at 6.57 pm

Chair

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REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 6th October 2022

PORTFOLIO HOLDER'S REPORT TO SCRUTINY COMMITTEES

COUNCILLOR RUTH WILLIAMS, PORTFOLIO HOLDER FOR RECYCLING, WASTE MANAGEMENT AND WATERWAYS

1. Issues relating to achieving the Council's published priorities
<p>Recycling and Waste - Recruitment of qualified drivers continues to be problematic with respect to 7.5 tonne and 26 tonne refuse collection vehicles (RCVs), as is the case nationally. In order to maintain our statutory services, the garden waste collection service was suspended in August, and delays to the emptying of glass recycling banks and further roll out of food waste collection.</p> <p>However the service has been embarking on an internal development programme giving opportunity to a number of staff within the service the opportunity to qualify as drivers. Whilst this is not a quick fix and completion of the various tests required can take a number of months, it will improve the number of drivers and business continuity of the service going forward.</p> <p>The service has also revised the advert and requirements for the driver role to additional target those that may hold a relevant licence but have had a career break and/or do not have all the required parts of the licence in place. The service is seeking to attract those who are seeking part time or casual working, which will benefit the service in dealing with absence and give a greater business continuity going forward.</p>
<p>The Exeter Port Authority - still working towards compliance with the Port Marine Safety Code. Compliance with this code will give added protection to the Council in matters of maritime safety regarding both the river Exe and the Exeter Ship Canal. Currently the Council do not have the correct powers to manage the waterways effectively. To obtain the correct powers of Special and General Direction, a Harbour Revision Order needs to be sought through the Department for Transport. By having the correct powers the Council would be able to regulate the waters of the river and canal, make proper charges for harbour dues and have better control of anti-social behaviour afloat</p>
2. Update or commentary on any major ongoing programmes of work
<p>Recycling and Waste - Continuance with the Electric Fleet programme is progressing well with the first three 26 tonne refuse collection vehicles (RCV) having gone operational in July, which is 20% of the fleet. These vehicles will each save up to 27,000kg of carbon per year and will be powered by the Council's own solar farm. Each of these vehicles will save 10,500 litres of diesel per year each, a total of a 1/4 million litres of diesel over their eight year lifespan. The aim is to replace all of our diesel RCVs with electric powered ones within the next six years, saving us 157,500 litres of diesel per year.</p>
<p>Waterways - The clearance of wrecks in the river continues, with eight wrecks have been removed in the last 12 months. Recently five wrecks were cleared in one 24 hour period at Topsham. It is a statutory obligation to remove wrecks that may become a hazard to navigation. The main navigation channel leading into the River Exe was moved at the start of the sailing season because the shifting nature of the sandbanks at the mouth of the river had blocked the marked channel. This work which needed seven navigation buoys to be moved was done in one day by</p>

the team with the assistance of contractors. Surveys of the navigation channel are completed annually to indicate any changes. The Port of Exeter has now been awarded Historic Harbour status thanks to the work done by the Friends of the Exeter Ship Canal group.

The Exeter Canal and Quay Trust have commissioned a consultant to submit a routemap report on the potential of the Canal and Quay. The Trust have embarked on an ambitious plan to bring historic vessels up the canal and to the Quay for a festival at Easter 2023. Navigation buoyage in the river has now been extended as far as the M5 Motorway bridge. At Trew's Weir lagoon the build-up of accumulated driftwood has been cleared.

3. Issues that may impact : services delivery/financial performance/future budget requirements

Recycling and Waste -

1. Recruitment of RCV drivers – as detailed above.
2. Inflationary increases to supplies and services which could have an impact on budgets.
3. Supply of new vehicles is becoming increasingly difficult due to manufacturers not accepting new orders or a significant wait for when vehicles can be supplied. This will have an impact on delivery across the Council, especially where specialised vehicles are required.

Waterways -

1. Currently we are looking to recruit a team member to work at the canal but without success so far. One other member of the team is off work recovering from surgery and in the meantime there is a casual worker to assist.
2. The infrastructure in the canal is aging and in particular the lock gates which control the water levels are in need of repair. Similarly, the banks of the canal are wearing down in places and will need shoring up and leak stopping to prevent erosion.

The craft that are used as part of the work to maintain the navigation aids in the river are not compliant with the Maritime and Coastguard Agency Code of Practice for workboats that we must have as part of the compliance with the Port Marine Safety Code. Currently, because the main vessel used for servicing the navigation aids outside of the river is not compliant with the code, contractors have to be brought in to carry out that work for us at considerable cost.

4. Potential changes to services/provisions being considered

Waterways –

Working towards compliance with the Port Marine Safety Code.

Obtain a Harbour Revision Order

5. Other matters the Portfolio Holder wishes to raise with the Scrutiny Committee

REPORT TO EXECUTIVE

Date of Meeting: 4 October 2022

CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meeting: 6 October 2022

Report of: Director Corporate Services

Title: Operation London Bridge - Expenditure

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

This reports sets out the details of an urgent decision taken by the Chief Executive and Growth Director, in consultation with the Director of Finance, the Leader of the Council and Chair of the Customer Focus Scrutiny Committee, relating to the expenditure on the Council's response to Operation London Bridge. The Constitution requires officers to present this to the next available meeting of the Executive for noting.

2. Recommendations:

That the Executive note the urgent decision.

3. Reasons for the recommendation:

3.1 To comply with the Constitution, any decision which has been taken as a matter of urgency and which includes the incurring of expenditure, needs to be reported to the next available meeting of the Executive.

3.2 At the time of writing the report, expenditure of £31,000 had been incurred in the Council's response to Operation London Bridge.

3.3 The Chair of the Customer Focus Scrutiny Committee in agreeing to the urgency of the matter, has requested that a breakdown of the costs be presented to that Committee. This report will also therefore be considered at the Scrutiny Committee meeting on 6th October 2022.

4. What are the resource implications including non financial resources

A breakdown of the costs incurred is set out below. These costings do not include staff time.

5. Section 151 Officer comments:

5.1 The costs set out in the report will be funded from the General Fund Balance. This will have only a small impact on the level of reserves available to protect the Council.

6. What are the legal aspects?

There are no identified legal issues.

7. Monitoring Officer's comments:

This report meets the constitutional requirements that urgent decisions need to be reported to the Executive at the earliest opportunity.

8. Report details:

8.1 As is the case with many other matters, plans have long been in place for the passing of the Monarch – these have been known as London Bridge.

8.2 Whilst not a mandatory requirement as to exactly what needs to be done to mark this occasion, there are many details within the Plan that all authorities need to follow – for example timetables for proclamations, flag raising/lowering etc.

8.3 Exeter's version of the London Bridge protocol has been developed over a number of years principally by the Lord Mayor's Support Officer as it is primarily seen as a civic responsibility. This has been developed in conjunction with many partner organisations across the City. These include:-

- The Lord Lieutenant of Devon's Office;
- The Dean of Exeter and Chapter of Exeter Cathedral;
- Exeter City Football Club;
- Exeter Chiefs Rugby Club;
- The University of Exeter; and
- The Police

8.4 However, and as can be expected, many other parts of the City Council are also included in these preparations to deal with their particular areas of responsibility. These include:-

- Communications;
- Arts and Events;
- Parks and Open Spaces; and
- Environmental Health & Community Safety.

8.5 When the announcement that Her Majesty the Queen had died was made late on 8th September 2022, these plans were immediately implemented in accordance with the timetable given, and preparations were made for:-

- The opening of Books of Condolence at The Guildhall, RAMM (as well as other locations across the City) as well as on-line from 8am the following day, and throughout the 10 days of the mourning period. It is noted that in the region of 4,000 signed the condolence book at the Guildhall, with a further 700 signing the book at the RAMM;

- Appropriate messages being posted on-line by the Lord Mayor and Leader of the Council on the evening of the announcement;
- The immediate lowering of union flags on all Council establishments, as well as the timetabling of other flag requirements at appropriate times in the mourning period;
- The announcement of the agreed location and arrangements for the laying of floral and other tributes by civic dignitaries, as well as the public;
- The local proclamation of the new Monarch on Sunday 11th September (attended by an estimated 2-3,000 people); and
- The public viewing of the state funeral on Monday 19th September – this was following national guidance aimed at keeping crowds away from London as much as possible (see paragraph 8.10 below).

8.6 Whilst plans for all of these (and many other elements) had been drawn up, and approval had been given as to the level of response the City should undertake, no budgetary provision had been made to cover the associated costs.

8.7 In accordance with the constitution, the Chief Executive and Growth Director, in conjunction with the Director of Finance, the Leader of the Council and Chair of the relevant Scrutiny Committee (in this case, Cllr Vizard as Chair of Customer Focus Scrutiny Committee) agreed for all necessary and reasonable costs to be incurred to meet the local requirements.

8.8 At the time of writing the report, these costs amount to some £31,000 which can be broken down into:-

Large screen hire for showing of the state funeral	£18,755
Security (for Cathedral Green during the mourning period, and Northernhay Gardens for the state funeral)	£3,520
Marquee for invited guests at Northernhay Gardens	£1,880
Temporary toilet provision at Northernhay Gardens	£1,725
Public address system at the proclamation	£1,565
First aid cover (for proclamation and state funeral)	£570
Other ancillary costs	£3,000

8.9 As stated in section 4 above, these costs do not take account of staff costs associated with City Council staff who implemented the protocol, or worked at any of the events.

8.10 As can be seen in 8.8 above, the vast majority of these costs were associated with the showing of the state funeral via a large screen in Northernhay Gardens. It is understood that Exeter was one of only a few authorities who undertook this commitment, particularly in the South West and it was pleasing to note that the public appreciated this with just over 1,000 people choosing to watch it together. Additional screenings were made available at St James' Park (estimated 150 viewing), Sandy Park (estimated 300 viewing) and the University of Exeter (estimated 450 viewing).

8.11 Due to this, the City became of local and national media interest, boosting the City's reputation and standing in the local community.

8.12 The level of public engagement shown for all of these events, recognises the hard work that many within the Council, as well as its partners in the City, put in to support Exeter's long tradition of delivering high standards of events.

8.13 It has also raised the issue about what will be expected of the City for King Charles III's coronation, once His Majesty has decided what he wants, as well as when it will take place, as a date has yet to be announced for that. It is suggested that appropriate budgetary provision be made at the earliest opportunity, so that plans can be tailored accordingly.

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

It ensures that the Council is a well-run Council.

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

There are no risks associated with the proposals.

11. Equality Act 2010 (The Act)

In recommending this proposal no potential impact has been identified on people with protected characteristics as determined by the Act.

12. Carbon Footprint (Environmental) Implications:

No direct carbon/environmental impacts arising from the recommendations.

13. Are there any other options?

None

Director Corporate Services, Baan Al-Khafaji

Author: John Street, Corporate Manager, Democratic & Civic Support

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

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265275

REPORT TO CUSTOMER FOCUS SCRUTINY COMMITTEE AND EXECUTIVE

Dates of Meetings: 6 October and 1 November 2022

REPORT TO COUNCIL

Date of Meeting: 13 December 2022

Report of: Corporate Manager, Executive Support

Title: Revisions to Street Naming and Numbering Policy

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive / Council

1. What is the report about?

The report seeks member's approval of a number of minor revisions to the council's Street Naming and Numbering Policy.

2. Recommendations:

That Executive recommends approval of, and Council approves, revisions to the council's Street Naming and Numbering Policy.

That approval of future revisions to the policy is delegated to the director with responsibility for planning and development in consultation with the Chair of Planning Committee.

3. Reasons for the recommendation:

To clarify the council's position on street naming and numbering and to ensure effective implementation.

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

There are no additional resource implications.

5. Section 151 Officer comments:

There are no specific financial implications for Council to consider arising from this report.

6. What are the legal aspects?

None identified.

7. Monitoring Officer's comments:

The amendments to the Policy raise no issues for the Monitoring Officer.

8. Report details:

The council's Street Naming and Numbering Policy was originally adopted in 2008. The policy was aligned with that of Teignbridge and East Devon councils in 2017. This simplified the process and facilitated implementation by Strata, the council's ICT provider, who implement the policy on a day-to-day basis for the three councils.

A number of minor revisions to the policy are proposed to reflect the reality of street naming and numbering, to clarify procedures and to facilitate members' involvement. The proposed revisions are shown in red in the policy attached at Annex A.

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

The policy contributes to the priorities for a well-run council and value-for-money services.

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

There are no risks associated with adopting the revisions to the policy. Adoption of the revisions will ensure that the policy mitigates any risks in naming and numbering streets.

11. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In recommending this proposal potential impact has been identified on people with protected characteristics as determined by the Act and an Equalities Impact Assessment has been included in the background papers for Member's attention.

12. Carbon Footprint (Environmental) Implications:

No direct carbon/environmental impacts arising from the recommendations.

13. Are there any other options?

None identified.

Ian Collinson, Director of City Development

Author: Bruce Luxton, Corporate Manager, Executive Support

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

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
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**Strata Services on behalf of East Devon District Council, Exeter City Council
and Teignbridge District Council**

Street Naming and Numbering Policy



Contents

Contents.....	
1. Introduction.....	
2. Charging for Street Naming and Numbering.....	
3. Naming Streets.....	
4. Procedure to name/rename an existing street/road or lane.....	
5. Unofficial Street Names.....	
6. Guidelines for naming and numbering properties.....	
7. Criteria for assigning a new postal address.....	
8. Procedure for new developments.....	
9. Procedure for changing of address or adding a property name.....	
10. Street Nameplates.....	
Appendix A – Departments and agencies informed by the Local Authority.....	
Appendix B – Statutory Legislation.....	
Appendix C – Potential street name suffixes	
Appendix D – Complaints Process	
Appendix E – Other relevant information	

1. Introduction

- 1.1 The naming and numbering of streets and buildings in East Devon, Teignbridge and Exeter, is controlled under the Town Improvement Clauses Act 1847
- 1.2 The prime objective in naming streets and numbering buildings is to facilitate easy identification of premises by the emergency services, postal / delivery services and general visitors to the area, and to aid in the updating of the **National Land and Property Gazetteer**.
- 1.3 **The National Land and Property Gazetteer (NLPG) and Local Land and Property Gazetteer (LLPG)**
All addresses form part of the **National Land and Property Gazetteer (NLPG)** which covers the whole of England and Wales. The NLPG uses the British Standard BS7666 (Parts 1 and 2) to ensure data format consistency across the country. Each record has a unique property reference number (UPRN) which provides a reference key to join related address records across different datasets.
- 1.4 All Local Authorities are statutorily required to maintain a Local Land and Property Gazetteer (LLPG) which is a definitive master list of all land and property addresses within the Authority, together with comprehensive attribute data for each address including location coordinates. This forms part of the National Land and Property Gazetteer (NLPG). Every Local Authority is obliged under the Data Co-operation Agreement to create and maintain its own LLPG for transfer to the national hub for inclusion into the NLPG
- 1.5 If a property is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.
- 1.6 Requests for addresses for new properties and requests to change the name or number of an existing property, should be applied for online using the relevant Local Authority website form following the procedures detailed in this policy.

1.7 The Local Authorities Commitments

- To treat everyone in a fair and equal manner in line with our Equality and Diversity Policy.
- To endeavour to deliver best value and to place the customer first.
- To meet our statutory duties and to achieve the targets set out in the Performance Monitoring section.

2. **Charging for Street Naming and Numbering**

2.1 Local Authorities can only charge where they provide a service they are authorised to do, but not required to do. The charge must not exceed the cost of providing the service.

2.2 There is a Street Naming and Numbering charge for the following:

- renaming existing properties
- renumbering existing properties
- alterations in either names or numbers to new developments after initial naming and numbering has been undertaken
- Informing the bodies listed in Appendix A of new/altered addresses.

2.3 These charges will be reviewed on an annual basis by Strata and new charges approved by the Local Authorities.

2.4 The fee is required before the Street Naming and Numbering process can proceed.

2.5 The Local Authorities have a 6 year retention period on correspondence. Requests for written confirmation of an official address requested after 6 years will be charged.

3. **Naming Streets**

3.1 The Local Authority is responsible for the naming of private streets, adopted streets and streets which are to be adopted by Devon County Highways. In practice the District Councils follow the recommendation of the Town or Parish Council whilst Exeter City Council follow the recommendations of the Ward Councillors. Proposed street names must meet the naming criteria.

3.2 **Exeter City Council** – Developers are required to submit suggested road names. It is recommended that more than one name per street be supplied in the event that there is an objection to their first choice. Suggested road names are forwarded to Ward Councillors, Royal Mail Address Development Centre and Devon & Somerset Fire & Rescue

Services for consideration. If a suggested road name does not meet the criteria, the developer will be advised to provide an alternative. If an agreement is not reached on an acceptable name this will result in a decision being made by a Corporate Director in conjunction with the Chairman or Vice Chairman of the relevant Local Authority Development Control Committee.

- 3.3 **Teignbridge District Council and East Devon District Council** welcome suggested names from developers however suggested road names are forwarded to the Town/Parish Councils for consideration.
- 3.4 Councillors and Town/Parish Councils may wish to keep a bank of names for future developments in their areas. We recommend they liaise with developers when they are aware of a new approved site. Street naming and numbering become involved with a site at a much later stage and would appreciate that any names forwarded to them at the addressing stage are acceptable to both parties. Strata are unable to bank these names on their behalf.
- 3.5 It is desirable that any suggested road name should have some connection with the area.
- 3.6 If proposals comply with the Street Naming and Numbering policy, and street names do not meet with an objection, the new address will be formally allocated and all relevant bodies listed in Schedule A will be notified.
- 3.7 Where street names or numbers have been established without following the Street Naming and Numbering procedure, the Local Authority has the authority to issue Renaming or Renumbering Orders, under Section 64 of the Town Improvement Clauses Act.
- 3.8 **Criteria for naming streets**

The Street Naming and Numbering team will use the following guidelines when agreeing an address. Developers, Ward Councillors and Town and Parish Councils should follow these guidelines for any suggested street names:

- 3.9.1 New road names will not be assigned where developments can satisfactorily be included in the existing numbering scheme of the street providing access
- 3.9.2 New street names must avoid duplicating any similar name already in use in a town/village or in the same postcode area. A variation in the terminal word, for example, "street", "road", "avenue", will not be accepted as sufficient reason to duplicate a name as it can have a detrimental effect in an emergency

situation. This is in line with Government guidance found in circular 3/93. **This also reduces the need for new Street Names to be further identified by a locality.**

- 3.9.3 This also applies to residential and business addresses on a site, for example Church Close and Church Units
- 3.9.4 Street names should not be difficult to pronounce or to spell or open to interpretation by shortening or graffiti in any way.
- 3.9.5 **Street names should, where possible, reflect the history or geography of the site or area. Local historical societies may be able to assist with this.**
- 3.9.6 Names which can be considered or construed as obscene, racist or which would contravene any aspect of the Local Authorities Equal Opportunities Policy will be rejected.
- 3.9.7 Street names that could be construed as advertising are unacceptable
- 3.9.8 Names consisting of, referring to, or derived from any group or company will not be considered
- 3.9.9 **The Local Authority will not adopt any unofficial 'marketing' titles used by developers in the sale of new properties.**
- 3.9.10 The use of North, East, South or West is only acceptable where the road is continuous and passes over a major junction. It is not acceptable when the road is in two separate parts with no vehicular access between the two.
- 3.9.11 Two phonetically similar names within a postal area, locality, town or village are to be avoided. For example, Alfred Road and Alfred Close or Churchill Road and Birch Hill Road.
- 3.9.12 The use of a name which relates to any person either living or deceased should be avoided as public perception of a deceased person may change over time. The proposer is required to obtain written permission from the person's family or estate administrators and names must comply with the street naming criteria.
- 3.9.13 **Consideration will be given to commemorate service men and women with a demonstrable personal connection with the local area, who have lost their lives in service of their nation since 1914.**
Written permission from the person's family is not required in this instance.
- 3.9.14 The use of a name with Royal connotations should be avoided. Consent of the Lord Chamberlain's office must be obtained by the proposer if a name with any reference to the Royal family or the use of the word 'Royal' is suggested.

3.9.15 The use of tree names should be avoided due to the duplication of many existing streets with such names. Requests will only be considered if the proposer can show that confusion is not likely to take place, and that the proposed name has local relevance. This includes all names based on "Orchard".

3.9.16 The use of numbers as the first part of a street name is not permitted. For example, 20 Four Elms Hill could be misconstrued in an emergency situation as 24 Elms Hill.

3.9.17 Street names should not begin with "The".

3.9.18 Street Names should not have more than four words including the suffix.

3.9.19 Street Names should not be more than 30 characters long.

3.9.20 All street names, stored in databases, must meet the standards set out in BS7666. This restricts the use of punctuation marks and special characters e.g. apostrophes, hyphens, ampersands. This prevent problems arising when searching address databases.

3.9.21 Exceptions: Single or dual names without suffixes are acceptable in appropriate places (for example, Broadway for major roads only) such names will require approval by the Parish/Town Council for Districts and Ward Councillors for Exeter, and be appropriate for the locality.

4. Procedure to name/re-name an existing street, road or lane

4.1 Requests to name an unnamed street or rename a street will only be progressed if it can be demonstrated that the owners of all of the affected properties have been consulted and at least two thirds are in agreement. A canvas form detailing the changes and signed by all of the property owners would be acceptable.

4.2 For Exeter, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Ward Councillors. For the Districts, requests to name a currently unnamed street or to rename a named street will be forwarded to the relevant Town or Parish Council. The relevant body will then need to agree to the request, find the suggested name acceptable, and arrange for the affected property owners to be canvassed.

4.3 In the case of a privately owned street, the request will only be actioned if the owner of the street agrees. Proof of ownership will be required e.g. Land Registry documentation.

- 4.4 Requests to rename an existing street must be justified by legitimate reasons in order for it to be forwarded to the relevant Ward Councillors or Town / Parish Council. A dislike of a street name would not normally constitute a legitimate reason for changing it.
- 4.5 The suggested new street name will need to be confirmed as acceptable by Royal Mail and / or the Fire & Rescue Service. Final confirmation for Exeter City street names will be required from the Corporate Director.
- 4.6 Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the road name change and any resulting address changes. A full list of those informed is included in Appendix A
- 4.7 All costs associated with providing and erecting new street nameplates will have to be met by the owners of the properties who request the new street name except in exceptional circumstances where, at its discretion, the Town / Parish Council / City Council will provide and install the nameplates. Once sited, the District Council or City Council will maintain all nameplates on the street if it is adopted by the Highway Authority.
- 4.8 If a change of address is not registered by following the Street Naming and Numbering procedure it will not be added to the Royal Mail Address Database or the National Land and Property Gazetteer and will therefore not be recognised as an official postal address by Local Authority departments or agencies such as the Emergency Services, The Valuation Office, Land Registry, utility companies etc.

5. Unofficial Street Names

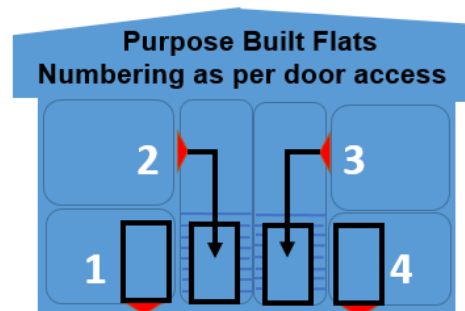
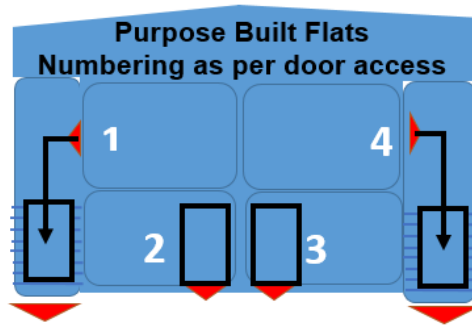
- 5.1 Locally known street names will not have street nameplates unless they form part of the official postal addresses of the properties in those streets.
- 5.2 If street nameplates have been erected, or have been requested, and the name does not form part of the official postal address, the relevant Ward Councillors for Exeter or the Town or Parish Council for the Districts should canvas the affected residents.
- 5.3 If residents agree to an address change to include the name displayed on the street nameplate, the street nameplate can remain or signs can be purchased by the Town or Parish Council. This could result in a change of postcode. (Refer to 7.9)
- 5.4 If the residents do not agree to an address change, the existing street

nameplates will be removed to prevent confusion for delivery and emergency services.

- 5.5 Only official road names, which form part of an official postal address, can be displayed on street nameplates.

6. Guidelines for naming and numbering properties

- 6.1 A new street will be allocated a street name and the properties within that street will be allocated numbers, regardless of whether the street from which it is accessed is a named or unnamed street.
- 6.2 A new street should generally be numbered with odd numbers on the left side and even numbers on the right side. Consecutive numbering, in a clockwise direction, is preferred for a cul-de-sac.
- 6.3 Additional infill properties, in streets which are currently numbered, will always be allocated a postal number. Alias names can be added if requested by the owner.
- 6.4 Private garages and similar buildings used for housing cars and similar will not be numbered.
- 6.5 Stables, outbuildings and parcels of land will not be allocated official postal addresses unless planning permission is approved for residential conversion or occupied offices at the site.
- 6.6 A proper numbering sequence shall be maintained, with all numbers included unless the omission of a number (for example 13) is specifically requested at the time of application.
- 6.7 Numbering out of sequence is not permitted.
- 6.8 Buildings (including those on corner sites) are numbered according to the street in which the main entrance is to be found.
- 6.9 The manipulation of numbering in order to secure a "prestige" address, or to avoid an address which is thought to have undesired associations, will not be sanctioned.
- 6.10 If a building has entrances in more than one street, is multi-occupied and each entrance leads to a separate occupier, then each entrance should be numbered in the appropriate road. Exceptions may be made, depending on circumstances, for a house divided into flats.
- 6.11 Blocks of Flats - Each dwelling, within a block of flats up to six storeys in height, is usually allocated a number. If the block exceeds this height, or there are insufficient numbers available due to existing development, the building can be named and numbered.



6.11.1 Changes to building names will incur our standard fee

6.12 The conversion or sub-division of a property to flats will be numbered rather than described or lettered, for example, “Flat 1 36” not “36A”, “First Floor Flat” or “Flat A”.

6.13 Where new properties are built on an existing street, typically as infill development, and there are no available numbers to use whilst retaining the current sequence, a letter shall be used as a suffix, e.g. 2A, 2B, 2C. Where building takes place on the site of a demolished property, the new building will inherit the existing building number



6.14 Suffixes will be avoided wherever possible.

- 6.15 For new developments, where additional properties have been requested after the initial numbering, the entire street will be renumbered. This will incur a charge.
- 6.16 For an infill of two or more properties accessed via a roadway (private or otherwise), which has no existing property numbers, the properties will be numbered and a 'sub-road' name, in agreement with the developer, will be allocated for the buildings e.g. 1 – 4 Country Cottages. Alternatively, the roadway will be officially named, following the Street Naming and Numbering procedure, and the properties will be numbered. It may be necessary to include the main road name, e.g. 1 to 4 Curlew Mews, High Street, to assist in locating the site.
- 6.17 Where a property has a postal number it must be used and displayed. Where a name has been given to a property, in addition to the official postal number, the number must always be included in the address. The name cannot be regarded as an alternative. This is enforceable under section 65 of the Town Improvement Clauses Act 1847.
- 6.18 Neither Strata nor the relevant Local Authority shall be liable for any mail delivery or credit rating problems caused by residents not using the given property number.
- 6.19 For private houses it is sufficient that the name should not repeat the name of the road or that of any other house or building in the same locality.
- 6.20 New building names should not begin with "The".
- 6.21 The Local Authority will enforce numbering of properties if there are serious mail delivery problems or emergency service response issues. This can occur in streets where all properties have names, properties are not officially numbered or where numbers are not being displayed.
- 6.22 Royal Mail will only register properties which have a delivery point i.e. letter box, post box or pigeon hole.
- 6.23 Commercial / industrial sites will be numbered (as per the residential process above) using combinations of a number and letter where this is no alternative e.g. 1A, 1B etc.
- 6.24 For commercial properties, whenever possible, numbers will be allocated. If numbering is impractical, building names will be requested. The Local Authority will not register company/business names as the building name.

6.25 Where two or more properties on a numbered street are merged, one number will be retained for addressing purposes. For example, 4 and 6 Fore Street being combined would become 4 or 6 Fore Street (depending on the door access to the site).

6.26 Where a building is divided into business and residential parts and the residential element has its own access then this will be numbered independently e.g. 7 for the business and 7A for the residential element. If the site is on an unnumbered street then the residential element should be named independently from the business to ensure a consistency of address should the business change e.g. The Swan Inn, Bank Street and Flat 1, *Building Name*, Bank Street.

The Local Authority cannot be held liable for mail delivery problems caused by failure to inform them of property name changes.

7. Criteria for assigning a New Postal Address

7.1 Under no circumstances will an official address be granted to a site (commercial or residential) without planning permission or if the site is subject to enforcement action.

7.2 Council Tax/Commercial rating and the Planning department will be notified of requests to address premises without planning permission or which are subject to planning enforcement.

7.3 If a site does not have Planning Permission or, is subject to enforcement action, there will be no official postal address registered with the Royal Mail. A descriptive address will be created to be held on the LLPG and used by Council Tax and other Local Authority departments.

7.3.1 A descriptive address is to ensure the addressing or numbering sequence of any street is not disrupted by additional properties without planning permission and therefore likely to be subject to enforcement action which may ultimately result in their removal.

7.3.2 Allocating a descriptive address to properties without planning permission will have no bearing on planning matters or be capable of being used in support of any planning appeal.

7.3.3 Descriptive addresses can be changed at a later date provided planning permission is approved and the applicant follows the street naming and numbering procedure. This will incur the standard fee.

Note: Should planning permission be granted at a later stage, it may be necessary to number the property if it is situated on a numbered street.

- 7.4 Postal addresses for agricultural or any other land, purely for deliveries or satellite navigation systems, are not permitted. An official postal address will be issued if there is a registered business or residential unit, with approved planning permission on the site with a secure delivery point.
This conforms to Royal Mail policy and guidelines.
- 7.5 The allocation and maintenance of Postcodes is the responsibility of the Royal Mail.
- 7.6 Approved addresses are forwarded to Royal Mail who confirm the postcode.
- 7.7 Royal Mail will not issue a postcode for a new street or property unless the request is made by the Local Authority.
- 7.8 A change of address could result in a change of postcode. This will be the decision of Royal Mail.
- 7.9 Localities within the official postal address are the responsibility of Royal Mail. Where applicants object to a locality name in their postal address, the Street Naming and Numbering team will advise them to consult Royal Mail, who has a procedure laid down in their code of practice by the Postal Services Commission for adding or amending locality details.
- 7.10 Applicants are reminded that postal addresses are not geographically accurate descriptions but routing instructions for Royal Mail staff and they can, and do, contain names for villages, towns and cities that are several miles away.
- 7.11 Royal Mail does not have the authority to issue or confirm postal addresses. It is responsible for setting the post town and post code for a property. On occasion, Royal Mail may use a different locality detail for their 'postal address' to the one held in the LLPG. The objective of the Local Authority is to ensure consistency between addresses in the LLPG and the Royal Mail address database.
- 7.12 Holiday Lets - The Local Authority will only request an official address from Royal Mail where we have an operational requirement to do so or we believe the property is being used for permanent residency. Such addresses will have to meet Royal Mail's requirements for secure delivery points and we will inform our enforcement section about the believed change of use.

8. Procedure for New Developments

- 8.1 Applicants are encouraged to contact the Local Authority prior to a formal application in order to get advice on the naming and numbering policy.
- 8.2 The property developer must not issue postal addresses, including postcodes, to potential occupiers, either directly or indirectly (for example via solicitors or estate agents) before formal approval has been issued by SNN. The Local Authority will not be liable for any costs or damages caused by failure to comply with this.
- 8.3 The applicant or developer is required to submit a suggested name or names for any new streets in the city of Exeter. Suggestions are optional within the Districts.
- 8.4 It is recommended that more than one suggested name is submitted to avoid delay should there be an objection from the Local Authority, Royal Mail or Councillors.
- 8.5 Initial approval for street names will be sought from Royal Mail (and Devon & Somerset Fire and Rescue Service if required). If there are objections to a name an alternative will need to be submitted.
- 8.6 The proposed street names are passed to the relevant Ward Councillors for Exeter, or the Town or Parish Council(s) for the Districts for approval. Ward Councillors and the Town or Parish Councils can, at this stage, suggest their own names that conform both to our and Royal Mail policies.
- 8.7 While the relevant Local Authorities are the authority for naming streets, in practice they follow the recommendation of the Ward Councillors for Exeter and the Town or Parish Council for the Districts, as long as the proposed street names meets the naming criteria.
- 8.8 Ward Councillors and the clerks to Town and Parish Councils will be consulted by email regarding the naming of streets or developments.
- 8.9 FOR DISTRICTS**
 - 8.9.1 Town and Parish Councils will be given 21 working days from the date of the consultation in which to respond with at least 2 proposed names per street (which must meet policy criteria), or agreement to the developer's proposal. Reasons must be given for any proposed names from the Town or Parish Council, and also reasons why a developers' proposal is not acceptable.

- 8.9.2 Town and Parish Councils will only be consulted on the naming or renaming of streets.
- 8.9.3 The Local Authorities reserves the right to name streets/developments without consulting the Town/Parish in circumstances where there is a Local Authority decision to name a street/development.
- 8.9.4 If the developer does not accept a name suggested by the Town/Parish Council, the District Councils reserves the right to make a final decision without further reference to the Town/Parish.

8.10 FOR EXETER CITY

- 8.10.1 Ward Councillors will be contacted via email and given 10 working days to respond to street name suggestions.
- 8.10.2 Where the Ward Councillors cannot agree on a street name, final approval of street names will be given by a Corporate Director in consultation with Chairman or Vice Chairman of the Development Control Committee.
- 8.11 Numbering of the new street(s) will be carried out following the guidelines within this policy. All properties on newly named streets will be allocated numbers. All new properties on existing streets will be numbered unless the existing properties on that street all have official dwelling names and no numbers, or in the exceptional circumstances outlined under the section "Guidelines for numbering buildings"
- 8.12 It is the responsibility of the developer to check and review all names and property numbers to ensure the properties are addressed correctly on the relevant street and are in a sensible 'walk' order. If it is discovered at a later stage that the access to a property has been changed, the property will be readdressed irrespective of whether it has been sold or not.
- 8.13 **The Local Authority will instruct developers to site street nameplates prior to the occupation of new properties.**
- 8.14 If the developer fails to erect street nameplates, Strata and the Local Authorities cannot be held liable for any issues that may arise.
- 8.15 Residents will be advised to contact the developer if there are nameplates which have not been erected on their street.
- 8.16 The Local Authority will no longer pursue developers who fail to erect nameplates. It is a private matter, on a privately owned site. The Local

Authority will suggest that residents get together and speak to the developer to insist that nameplates are installed.

- 8.17 The developer must cover the initial costs of the street nameplates. When the road has been officially adopted, maintenance costs becomes the responsibility of the Local Authority.
- 8.18 When naming and numbering is complete the Local Authority will inform all of the bodies listed in Appendix A.
- 8.19 There is a charge for 'reworking' previously completed developments at our standard fee for each plot/postal address change.

9. Procedure for a Change of Address or Adding a Property Name

- 9.1 If the property has a house number, it is not permitted to replace the number with a name. However, the Local Authority will allow the addition of an 'alias name' to the address. The name will be held by Royal Mail on their 'alias file' and will not form part of the official address. The alias name can only be used with the property number, not as a replacement of it.
- 9.2 To request a change to an address the 'Change a Property name' form should be completed on the relevant Local Authority website
- 9.3 If a suggested house name is considered inappropriate by the Local Authority or the Royal Mail the application will not proceed until an alternative house name has been submitted.
- 9.4 Requests can only be accepted from the owner of the property.
- 9.5 A property name cannot be officially changed while the property is in the process of being purchased, that is until exchange of contracts. However, guidance on the acceptability of a suggested name can be given before this.
- 9.6 Suggested names will be checked to ensure there is no other property in the location with the same or similar name. The suggested name will be forwarded to Royal Mail who will consider the suitability of the name and if it could possibly result in delivery problems due to the similarity with other local names. Royal Mail cannot guarantee mail delivery if their advice is ignored. In these situations, we will formally advise the applicant against the name and may also contact those other affected properties.
- 9.7 In the absence of fraud or malice, we cannot oppose a property name which is the same or similar to another nearby, but we will advise against it.
Owners/residents of affected properties may take legal action if they have delivery problems caused by such name changes.

- 9.8 Once all checks are satisfactorily complete and the necessary fee is received, the address change will be processed. Local Authority departments and relevant parties including Royal Mail, Ordnance Survey, Council Tax, the Local Land and Property Gazetteer team and emergency services will be informed of the address change. A full list of those informed is included in Appendix A.
- 9.9 The property owner will receive written confirmation of the address change.
- 9.10 Where it is determined that the current numbering system is causing delivery problems or emergency response issues, and more than one property is affected, the Local Authority will consider a request for an address change. However, should this affect the numbering of neighbouring properties, a written agreement by all affected property owners, will have to be obtained by the person requesting the change.
- 9.11 If the access to a property is changed, and access to the property is from a road that differs from the road name in the existing postal address, the owner is required to contact the Local Authority to determine if the property requires a change of address. This could result in a different property number as well as a different road name and postcode.
- 9.12 If a property has a change of access making the existing address misleading, or creates problems for other properties, it will be necessary to change the address to ensure there are no issues for emergency and delivery services.
- 9.13 If the access to a property changes and the Local Authority is informed via complaints from other residents, the Local Authority will write to the property owner explaining the policy and, if possible, offer any possible options. However, the address will ultimately have to change.
- 9.14 To request a change to an address, the 'Change a Property name' form should be completed on the relevant Local Authority website.
- 9.15 There will be no charge to change a business name – if notified of a business name change, where possible, we will allocate a property number.

10. Street Nameplates

- 10.1 All costs for the erection of street nameplates and additional signage for new streets will be borne by the property developer. There are

detailed specifications for street-nameplates, and their locations, and the Local Authority must be contacted for advice.

- 10.2 Maintenance of street nameplates and signage becomes the responsibility of the Local Authority when a street becomes adopted.
- 10.3 It is not lawful to erect a street nameplate until the street name has been confirmed in writing by Strata on behalf of the relevant Local Authority: Note: Contravention attracts a fine under the provisions of the Criminal Justice Act 1982 (Section 37(2) Standard Scale Level 1 offences). A daily penalty rate also applies in this case.
- 10.4 For private streets, the developer is responsible for the initial supply and installation of the street name plates. Thereafter the property owners are jointly liable for the maintenance and replacement of the signs.

Appendix A – Departments and agencies informed by the Local Authority

Valuation Office Agency
Address Development Centre
Plymouth Land Registry Survey Services
West Country Ambulance Service
Devon Fire & Rescue Service
Devon and Cornwall Constabulary
Devon County Council Highways

Other organisations are informed via the NLPG

Internally:
Planning Administration, including Land Charges
Electoral Registration
Council Tax

Appendix B - Statutory Legislation

Terms Explained and Statutory Context

Definition of a street

The naming of a street includes any road, square, court, alley or thoroughfare, within the limits of the Towns Improvements Clauses Act 1847 or relates to

any thoroughfare which when named will be included in an official postal address.

Public Health Act 1925

Section 19 (Adoptive Provision)

Provides Local Authority with the duty to ensure that the name of every street, which is maintained at public expense, is shown in a conspicuous position and also to alter or renew it if it becomes illegible.

Anyone found guilty of damaging or removing a sign is liable to prosecution.

The Public Health Acts Amendment Act 1907

Section 21

The Local Authority may, with the consent of two-thirds in number and value of the ratepayers in any street, alter the name of such street- or any part of such street.

The Local Authority may cause the name of any street or of any part of any street to be painted or otherwise marked on a conspicuous part of any building or other erection.

Town Improvement Clauses Act 1847

Section 64

The Local Authority shall from time to time cause the houses and buildings in all or any of the streets to be marked with numbers as they think fit, and shall cause to be put up or painted on a conspicuous part of some house, building, or place, at or near each end, corner, or entrance of every such street, the name by which such street is to be known

Should any person destroy, deface or put up another number or name other than the official one, then that person shall be liable to prosecution in the Magistrates Court and the penalty of a fine under the provisions of Criminal Justice Act 1982 for every such offence

Section 65

The Occupiers of houses and other buildings in streets must mark their houses with such numbers as approved by the Local Authority, and shall renew such numbers as often as they become obliterated or defaced. Where an occupier fails to do this in, within one week after notice for that purpose from the Local Authority, they shall be liable to a fine in the magistrates' court if it is decided to pursue them and the Local Authority shall cause such numbers to be marked or to be renewed, as the case may require. The expense thereof shall be repaid to them by such occupier, and shall be recoverable as damages.

Power to charge under Section 93 of the Local Government Act 2003

This provides power for best value **authorities**, as defined in the **Local Government Act 1999**, to charge for discretionary services. ... An **authority** may charge where the person who receives the service has agreed to its provision.

The Local Authority can charge for changing property names, changing street names and changing existing street numbering by virtue of section 64 and 65 of the 1847 Act coupled with section 93 of the 2003 Act.

APPENDIX C - Potential street name suffixes

Street names should ideally end with one of the following suffixes:

Street	(for any thoroughfare)
Road	(for any thoroughfare)
Way	(for major roads and pedestrian routes)
Avenue	(for residential roads)
Drive	(for residential roads)
Grove	(for residential roads)
Lane	(for residential roads)
Gardens	(for residential roads) subject to there being no confusion with any local open space
Place	(for residential roads)
Crescent	(for a crescent shaped road)
Court/Close	(for a cul-de-sac only)
Square	(for a square only)
Hill	(for a hillside road only)
Circus	(for a large roundabout)
Vale	(for residential roads)
Rise	(for residential roads)
Row	(for residential roads)
Wharf	(for residential roads)
Mews	(for residential roads)
Mead	(for residential roads)
Meadow	(for residential roads)
View	(for residential roads)

All new pedestrian ways should end with one of the following suffixes:

Walk
Path
Way

APPENDIX D – Complaints Process

Complaints directed to the team via email, letter or phone call will be dealt with by the relevant site.

If escalated or ongoing, they will be reviewed by the Team leader and may be passed onto the Authority Primary Contact for consideration in order to settle the issue.

Complaints received through the Councils standard complaints process will be dealt with by the relevant authority using their standard process.

APPENDIX E – Other relevant information

Who is Responsible for Delivery of Street Naming and Numbering?

The Street Naming and Numbering Team within Strata Service Solutions in consultation with Planning, Council Tax and the Development Control Committee.

Performance Monitoring

The Street Naming and Numbering Officers will pass all requests for new street names to the relevant Ward Councillors or Town or Parish Council. On receipt of their recommendation the process is normally completed within 30 working days.

All requests for property name changes will be dealt with in 10 working days.

The Local Authorities are not responsible for outside agencies updating their address databases.

Links related Policies/Strategies, Procedures and Legislation

The NLPG and LLPG

The LLPG and NLPG will be updated to include all authorised new street names, building names and numbering. The LLPG and NLPG are maintained in accordance with British Standard BS7666 “Spatial Data-sets for geographical referencing”.

The LLPG and NLPG are growing in importance as increasingly these databases are being used by many government agencies, including the emergency services. Strata is in the process of integrating the LLPG with its other property based information systems. All changes to, or additions of, addresses will be also be made in the LLPG. This information is then distributed internally within each Local Authority and passed to the NLPG for National distribution.

UK General Data Protection Regulation

We require your personal information to provide you with a Street Naming & Numbering service, and will use it to process your enquiry. All information that you provide to us will only be processed in line with the Data Protection Act 2018, the UK General Data Protection Regulation and any other applicable legislation. For further information on processing of data please see the website of the relevant Local Authority.

We will retain applicant information (names/telephone numbers/email addresses) for 6 years.

Outcomes

A modern Street Naming and Numbering policy which is clear and easily understandable by our staff, developers and members of the public

Appropriate involvement of all interested groups

Address and street number systems which comply with the needs of the Royal Mail and emergency services.

Addresses entered and maintained in our systems in British Standard 7666 format

Recoverable costs for house renaming and where developers seek to renumber and/or rename after their initial proposals have been dealt with.

Competitions/Public Consultation to name a street

The relevant Street Naming and Numbering Officer must be contacted by the proposer before proceeding.

The proposer will be responsible for:

- Contacting Ward Councillors for Exeter, or Town/Parish Councils for the Districts to confirm they are in agreement;
- For running the competition/consultation and collating the naming suggestions;
- Liaising with the relevant Ward Councillors/Town Parish Council's throughout the process.

The street naming and numbering guidelines set out in this policy should be taken into account when submitting the final suggested street names for consideration.

Policy Consultation

This policy has been written by the Street Naming and Numbering Team in consultation with Corporate Directors and Legal Services.

Equality Impact Considerations

Our policy has been written to be neutral towards all religious and ethnic groupings.

Policy Review

This policy will be reviewed every three years. Charges and standard correspondence will be reviewed on an annual basis by Strata Management and the Street Naming and Numbering Team.

Related Policies and Strategies

- Equality and Diversity Policy
- Customer First Policy

Contact information:

Exeter City Council
Email street.naming@exeter.gov.uk

Tel: 01392 265259

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

East Devon District Council
Email snn@eastdevon.gov.uk

Tel: 01395 571723

Links to online forms are under 'Residential and business address information' on this page: <https://exeter.gov.uk/planning-services/>

Teignbridge District Council
Email street.naming@teignbridge.gov.uk

Tel: 01626 215128

<https://www.teignbridge.gov.uk/planning/street-names-and-numbers/street-naming-and-numbering/>

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Equality Impact Assessment: Street Naming and Numbering Policy

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

- **Eliminate discrimination**, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- **Advance equality of opportunity** between people who share a relevant protected characteristic and people who do not share it.
- **Foster good relations** between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Committee name and date:	Report Title	Decisions being recommended:	People with protected characteristics potentially impacted by the decisions to be made:
REPORT TO EXECUTIVE Date of Meeting: 9 th February 2021 REPORT TO COUNCIL Date of Meeting: 23 rd February 2021	Revisions to Street Naming and Numbering policy	That Executive recommends approval of, and Council approves, the Consultation Charter.	See below

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Race and ethnicity (including Gypsies and Travellers; migrant workers; asylum seekers).	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Disability: as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to carry out normal day-to-day activities.	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Sex/Gender	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Gender reassignment	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Sexual orientation (including heterosexual, lesbian, gay, bisexual).	Positive	Low	Street naming and numbering will consider the impacts on all members of the community.
Age (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people living with age related conditions. The	Positive		Street naming and numbering will consider the impacts on all members of the community.

age categories are for illustration only as overriding consideration should be given to needs).			
Pregnancy and maternity including new and breast feeding mothers	Neutral		
Marriage and civil partnership status	Neutral		
<u>Actions identified that will mitigate any negative impacts and/or promote inclusion</u>			

Officer: Bruce Luxton

Date: 14 March 2022

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REPORT TO STRATEGIC SCRUTINY COMMITTEE AND CUSTOMER FOCUS SCRUTINY COMMITTEE

Date of Meetings: 29 September and 6 October 2022

REPORT TO EXECUTIVE

Date of Meeting: 1 November 2022

REPORT TO COUNCIL

Date of Meeting: 13 December 2022

Report of: The Scrutiny Programme Board

Title: Annual Scrutiny Report 2021-22

Is this a Key Decision?

No

Is this an Executive or Council Function?

Council

1. What is the report about?

1.1 To provide an annual update in respect of the Scrutiny work achieved during the municipal year 2021 – 2022.

2. Recommendations:

2.1 The Annual Scrutiny Report 2021- 2022 is noted by the Strategic Scrutiny Committee and the Customer Focus Scrutiny Committee; and

2.2 The Executive note and recommend that Council approve Annual Scrutiny Report 2021- 2022.

3. Reasons for the recommendation:

3.1 The Annual Scrutiny Report provides the Scrutiny Committees with an opportunity to:-

- a. Monitor the progress of the Scrutiny function and process at Exeter City Council;
- b. Comment upon the progress and direction of Scrutiny over the past year and into the future;
- c. Ensure that the Scrutiny Committees are kept fully up to date as to the Task and Finish Groups and what they have achieved;
- d. Illustrate how effective Scrutiny can contribute towards an accountable, transparent and democratic process.

4. What are the resource implications including non financial resources

None

5. Section 151 Officer comments:

5.1 There are no financial implications contained within this report.

6. What are the legal aspects?

6.1 None identified.

7. Monitoring Officer's comments:

7.1 This report raises no issues for the Monitoring Officer.

8. Report details:

8.1 This update concentrates on providing Members with an overview of the work and achievements of Scrutiny during 2021 - 2022 and is set out in detail at Appendix A attached to this report.

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

9.1 Good governance contributes to the Council's purpose of a "Well Run Council".

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

N/A

11. Equality Act 2010 (The Act)

11.1 Under the Act's Public Sector Equalities Duty, decision makers are required to consider the need to:

- eliminate discrimination, harassment, victimisation and any other prohibited conduct;
- advance equality by encouraging participation, removing disadvantage, taking account of disabilities and meeting people's needs; and
- foster good relations between people by tackling prejudice and promoting understanding.

11.2 In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

11.3 In making decisions the authority must take into account the potential impact of that decision in relation to age, disability, race/ethnicity (includes Gypsies and Travellers), sex and gender, gender identity, religion and belief, sexual orientation, pregnant women and new and breastfeeding mothers, marriage and civil partnership status in coming to a decision.

11.4 In recommending this proposal no potential impact has been identified on people with protected characteristics as determined by the Act because the report is for information only.

12. Carbon Footprint (Environmental) Implications:

12.1 No direct carbon/environmental impacts arising from the recommendations.

13. Are there any other options?

N/A

Author: Scrutiny Programme Board

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

Background papers used in compiling this report:-

None

Contact for enquires:
Democratic Services (Committees)
Room 4.36
01392 265275

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SCRUTINY ANNUAL REPORT 2021/22
EXETER CITY COUNCIL
(APRIL 2021 – SEPTEMBER 2022)

Contents

Foreword from Chair of the Scrutiny Programme Board.....	3
Introduction.....	4
Terms of Reference and Membership.....	6
Year in Review: Overview and Scrutiny 2021/22.....	9
Looking ahead to 2022/23.....	12
Scrutiny Contact Details.....	13

Foreword from the Chair of the Scrutiny Programme Board

The role of Scrutiny is to provide support, challenge and to maximise the effectiveness of Exeter City Council and its working relationships with its partners across the local and wider communities it serves.

2021/22 has continued to have been a year of challenge in many areas as noted within this report, but despite this, the two Scrutiny Committees have continued to take a proactive approach to matters concerning the Council and its residents to support the Council in making a positive contribution to work in the City. The Scrutiny Process had been delayed in 2020, and 2021 and 2022 has seen the Scrutiny Programme Board and Democratic Services work tirelessly to reinforce the focus of Scrutiny and manage the available resources to develop scrutiny training for all Members.

The Scrutiny Programme Board was setup to meet on a bi-annual basis, however given the enormous changes faced by the Council, the Scrutiny Programme Board has met on more than eight occasions during 2021/22, to provide oversight and direction on the work of Scrutiny. The meetings review Scrutiny Committees held in the recent cycle, develop best practice for both Scrutiny meetings, review Pro-forma Forms submitted by Members and develop a programme of work for the year.

I would like to take this opportunity to thank all Scrutiny Members, our partners for their support over a difficult period and in particular to the Democratic Services team for their continued support in facilitating and reviewing the scrutiny process.

**Councillor Hannah Packham,
Chair of the Scrutiny Programme Board**

September 2022

Introduction

Welcome to the Annual Scrutiny Report for Exeter City Council, which provides an overview of the work undertaken by the Customer Focus Scrutiny Committee and Strategic Scrutiny Committee during the 2021/22 year (April 2021 to September 2022).

Scrutiny is a key tool for promoting the best interests and wellbeing of the area and seeks to ensure that local people receive high quality services that meet their needs. The two Scrutiny Committees acts as a 'critical friend' to the Executive, and holds it to account and providing challenge where it deems necessary. Scrutiny is a vital role in the areas of reviewing the formulation of policy development and advising the Executive of areas of potential improvements. The work of the two Scrutiny Committees supports the Council in the work undertaken to achieve the aims of the Council's corporate objectives.

The aims of the Scrutiny process are to:-

- add value to Council business and decision-making;
- hold the Executive to account;
- to monitor the budget and performance of services;
- assist the Council in the development of policy and review the effectiveness of the implementation of Council policy;
- to review relevant Government policy development and legislation to assess the impact on the City and make recommendations to Executive.

In 2019, the Council agreed to reduce the number of Scrutiny Committees to two – the Customer Focus Scrutiny Committee and Strategic Scrutiny Committee, to discharge the functions conferred by Section 21 of the Local Government Act 2000 or regulations under section 32 of the Local Government Act 2000. Shortly thereafter, the Covid-19 Pandemic occurred which impacted the Council's decision making process. The new arrangements could not be fully realised, and the role of the Scrutiny Committees was re-focussed on the Council's response to the Pandemic (both immediate and recovery). Work had since been undertaken to highlight the role of Scrutiny under the new arrangements and additional training and resources have been put into place. Among these are:-

- the introduction of a [Scrutiny Hub](#) on the Council Intranet site, to provide Members with supporting information and guidance to assist them in good scrutiny practice;
- Appointing Deputy Chairs of Scrutiny Committee to Chair any Task and Finish Groups or Spotlight Reviews, as and when established;
- Highlighting the importance of Scrutiny Committees being led by Members, who are responsible for setting their own work programme and taking into account the views of Committee Members who are not Members of the largest political group on the Council;
- Pro-Forma for Portfolio Holders to complete to update Members on activities within their portfolios

The Council's Scrutiny Committees continue to have an important role in relation to the development of the Council's budget and policy framework, as well as to make proposals to the Executive in so far as they relate to matters within their terms of reference. Members have access to the Council's Forward Plan for work being undertaken throughout the year and where there is need for Scrutiny consideration following an Executive decision to bring the matter to Committee first – the Call In process.

This Annual report serves as a reminder to Members of what their responsibilities and powers are, and to re-iterate the importance of Scrutiny being Member led. For the benefit of Members, the Terms of Reference for the Scrutiny Programme Board are included in this report.

Terms of Reference and Membership

Scrutiny Programme Board (SPB)

The purpose of the Scrutiny Programme Board is to manage scrutiny in a way that ensures the functions of overview and scrutiny are fairly balanced across all aspects of the Council's work, with a view to improving services, reducing inequalities and improving outcomes for the people of Exeter.

Role of the Scrutiny Programme Board:-

- to set priorities for the annual scrutiny work programme, based on submissions from Members, referrals from Council, the public and proposals from Executive, Strategic Management Board (SMB) or Scrutiny Committees;
- to allocate work fairly across the two scrutiny committees and that the work reflects all aspects of the Council's work by providing oversight and direction to the committees' work programmes;
- to ensure corporate and cross cutting business is dealt with by the relevant committees;
- to review performance against the relevant corporate priorities and inform work programmes as appropriate;
- to receive for information, and oversee implementation of, recommendations made by each of the two Scrutiny Committees;
- to plan and oversee implementation of the process for annual Budget Scrutiny;
- to produce an annual scrutiny report to Council (in conjunction with the scrutiny committees);
- to review national best practice and guidance in relation to scrutiny and recommend any changes to the way scrutiny is undertaken as a result.

Committee Membership – Scrutiny Programme Board (formed of the current Chairs and Deputy Chairs of the two Scrutiny Committees)

- Councillor Hannah Packham (Chair);
- Councillor Matthew Vizard;
- Councillor Rob Hannaford;
- Councillor Michael Mitchell; and
- Councillor Andrew Leadbetter.

General role of the Scrutiny Committees

The relevant scrutiny committee is responsible for

- hearing call-ins, petitions and any Councillor's call for action (CCFA) - which enables a ward Councillor to refer issues of direct local concern to the Scrutiny Board; approving the creation of time limited working groups for issues within its remit;
- monitoring performance against the relevant corporate priorities;
- receiving finance and performance reports;
- agreeing recommendations to Executive, Council and partner organisations;
- agreeing appointments of co-opted representatives;
- monitoring the forward plan;
- reviewing new and developing legislation to assess its impact on the city;
- considering and introducing schemes to involve the public in developing policy;

- working with national, regional and local organisations to promote the interest of local people;
- considering matters referred to the Scrutiny Committee through established Task and Finish Groups and Spotlight Reviews

Customer Focus Scrutiny Committee

The Customer Focus Scrutiny Committee provides scrutiny for the following areas of Council Work

- Corporate Performance Monitoring
- Financial Performance Monitoring
- Annual Budget Setting Process
- Service specific/operational matters
- Hear call-ins relevant to the role of the committee Partnership links
- Health and Wellbeing Board
- Exeter Community Safety Partnership
- Strata

Committee Membership

- Councillor Matthew Vizard (Chair);
- Councillor Michael Mitchell (Deputy Chair);
- Councillor Carol Bennett;
- Councillor Joshua Ellis-Jones;
- Councillor Bob Foale;
- Councillor David Harvey;
- Councillor Peter Holland;
- Councillor Rob Newby;
- Councillor Trish Oliver;
- Councillor Martyn Snow;
- Councillor Amy Sparling;
- Councillor Rachel Sutton
- Councillor Tony Wardle; and
- Councillor Steve Warwick.

Note: Membership for Scrutiny Chair's is proposed by the majority group and Deputy Chairs are proposed from the opposition groups.

Strategic Scrutiny Committee

The Strategic Scrutiny Committee provides scrutiny for the following areas of Council Work

- Relevant policies in the Exeter Plan
- Corporate Health & Safety
- Response to Central Government's Policy Making
- Climate change and sustainability
- Council wide/strategic matters
- Hear call-ins relevant to the role of the committee
- Partnership links
- Growth Board
- Joint Committee for Heart of the South West
- Heart of the South West Local Enterprise Partnership

Committee Membership

- Councillor Rob Hannaford (Chair);
- Councillor Andrew Leadbetter (Deputy Chair);
- Councillor Naima Allcock;
- Councillor Marina Asvachin;
- Councillor Yvonne Atkinson
- Councillor Richard Branston;
- Councillor David Harvey;
- Councillor Paul Knott;
- Councillor Anne Jobson;
- Councillor Kevin Mitchell;
- Councillor Jemima Moore;
- Councillor Trish Oliver;
- Councillor Tess Read; and
- Councillor Matthew Vizard.

Note: Membership for Scrutiny Chair's is proposed by the majority group and Deputy Chairs are proposed from the opposition groups.

Year in Review: Scrutiny 2021/22

Customer Focus Scrutiny Committee

The Customer Focus Scrutiny Committee has met on six occasions between April 2021 and September 2022.

1 April 2021

Member Questions and Answers.

Presentation on Wellbeing Exeter – review of Wellbeing Exeter to be reported to this Scrutiny Committee.

Update on work of Spotlight Review on Consultation Charter – final recommendations to be submitted to the next meeting.

1 July 2021

Member Questions and Answers.

Report of Spotlight Review on Consultation Charter – recommendations made to Executive and adopted.

Presentation on the role of Scrutiny.

7 October 2021

Member Questions and Answers.

Presentation on Homelessness/Universal Credit – Task and Finish Group recommended.

2 December 2021

Member Questions and Answers.

Car Parks and Environmental Considerations – to be re-visited in Autumn 2022.

31 March 2022

Member Questions and Answers.

Food Waste Collection - A Timeline of Plan and Decision Making - regular updates to be provided.

Exeter's Clear Street Charter Review - position noted.

30 June 2022

Member Questions and Answers.

Exeter Plan (Local Plan) - Community Engagement – report noted with a further update at the end of 2022.

Presentation on the role of Scrutiny.

No call-in requests were received during 2021/22.

Strategic Scrutiny Committee

The Strategic Scrutiny Committee has met on six occasions between April 2021 and September 2022. During the course of the year, there was a change in Chair, with Councillor

Sills standing down in the role and Councillor Denning being appointed to the role. A further change to Councillor Hannaford as Chair and Councillor Leadbetter as Deputy Chair took place with effect May 2022.

10 June 2021

Member Questions and Answers.
South West Food Hub – position noted.
Presentation on the role of Scrutiny.

23 September 2021

Member Questions and Answers.
Petition - received in relation to the Protection of Green Infrastructure in Pinhoe - report noted.
Graffiti Service - the Strategic Scrutiny Committee noted the report and asked that a request be made to the Exeter Community Partnership for the collation of a database of any information held by the Police on taggers.

18 November 2021

Member Questions and Answers
Commercialisation Work Stream - Members noted the presentation and asked the Commercial Manager to explore the suggestions made and report back to Members.

17 March 2022

Member Questions and Answers.
Councillor Foale, Portfolio Holder Transformation and Environment Update – presentation on the work being undertaken to help the city's economy recover from the Pandemic.

16 June 2022

Member Questions and Answers.
Greenhouse Gas – recommendations to Executive below:-

The Strategic Scrutiny Committee supported the report and requested that comments made by this Scrutiny be relayed to the Executive when it considers the Greenhouse Gas Emissions Inventory report. Strategic Scrutiny Committee supported approval by Executive

Presentation on the role of Scrutiny.

No call-in requests were received during 2021/22.

Combined Customer Focus and Strategic Scrutiny Committee

The Combined Scrutiny Committee has met on five occasions between April 2021 and June 2022. The Chair rotated between the Chairs of the respective Scrutiny Committees.

20 November 2021

Medium Term Financial Plan Update – report noted.

10 February 2022

Budget 2022/23 – reports noted and resolved that a recommendation be made to the Executive and Council that Link Group include consideration of the climate impacts of investments and banking activity within their advice provided to Council.

30 March 2022

Session 1 provided an introduction session on the approach that Scrutiny could follow with regards to examining the City Development Fund.

27 April 2022

Session 2 covered what was the economic case for pursuing a City Development Fund to support delivery.

6 June 2022

Session 3 covered the Governance question, Fund Management and Governance and Risk areas.

28 July 2022

Session 4 covered the review the Strategic and Economic cases of the outline Business Case of the Exeter Development Fund.

Members of the Board discussed the way forward to include a Task and Finish Group being convened before a fifth session is held to cover a summary of sessions 1-4 and agree a way forward with a report to be presented to the Executive Committee in due course.

Looking Ahead to 2022/23

The Scrutiny Programme Board has agreed the format and content of a work programme for 2022/23 at its meeting on 28 April 2022. The Work Programme is regularly updated and reported on, at each Scrutiny Programme Board meeting for information.

The Forward Plan is available on the [Council Website](#)

Scrutiny Contact Details

Contact for information for Scrutiny items coming forward can be made through committee.services@exeter.gov.uk

Customer Focus Scrutiny Contact

- Howard Bassett - howard.bassett@exeter.gov.uk
- **Chair:** Cllr Matt Vizard
- **Deputy Chair:** Cllr Michael Mitchell

Strategic Scrutiny Contact

- Sharon Sissons - sharon.sissons@exeter.gov.uk
- **Chair:** Cllr Rob Hannaford
- **Deputy Chair:** Cllr Andrew Leadbetter

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WORK PLAN FOR SCRUTINY ITEMS 2022 -2023

27 September update

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
SEPTEMBER 2022						
Portfolio Holders Report (Leader/Cllr Wood)	Strategic 22 September 2022			Timetabled report		
Working Towards Net Zero - Exeter City Council's Corporate Carbon Footprint Report and Carbon Reduction Action Plan	Strategic 22 September 2022	Director Net Zero Exeter & City Management (DB) Service Lead Net Zero & Business (VH)	Portfolio Holder Climate Change (Cllr Wood)	Report half yearly		
Progress Report Shared Prosperity Fund - Update	Strategic 22 September 2022	Director Net Zero Exeter & City Management (DB) Service Lead Net Zero & Business (VH)	Portfolio Holder Climate Change (Cllr Wood)	Report half yearly		
Scrutiny Programme Annual Report	Strategic 22 September 2022			Scrutiny Programme Board Report yearly		
OCTOBER 2022						
Portfolio Holder Report (Cllr Williams)	Customer Focus 6 October 2022			Timetabled report		

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
Homelessness Task and Finish Group – Update	Customer Focus 6 October 2022	Deputy Chief Executive (BA)	Portfolio Holder for Communities and Homeless Prevention (Cllr Pearce)	Cllr Denning (proforma)	September 2021	
Review of Street Naming and Numbering Policy	Customer Focus 6 October. Deferred from CFSC 31 March and 30 June 2022	Director of City Development (IC)	Portfolio Holder City Management and Environmental Services (Cllr Ghusain)	Requested by Leader in liaison with Corporate Manager Executive Support (BL)		
Scrutiny Programme Annual Report	Customer Focus 6 October 2022			Scrutiny Programme Board Report yearly		
NOVEMBER/DECEMBER 2022						
Portfolio Holders Report (Cllr Parkhouse TBC)	Strategic 17 November 2022			Timetabled report		
Tackling the Ecological Emergency Update	Strategic 17 November 2022	Director Net Zero Exeter & City Management (DB)	Portfolio Holder Climate Change (Cllr Wood)	Progressive Group (proforma)	September 2021	
St. Sidwell's Point/Active Leisure	Strategic 17 November 2022	Director Comms Culture & Leisure Facilities (JPH)	Portfolio Holder Leisure Services and Physical Activity (Cllr Parkhouse)	St Sidwells Point - Cllrs K. Mitchell M. Mitchell, Cllr D. Moore J. Moore and Sparling (<i>Active Exeter Budget work</i>)	July/September 2021	

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
				<i>stream discussions November 21)</i>		
Portfolio Holders Report (Cllr Pearce TBC)	Customer Focus 1 December 2022			Timetabled report		
Homelessness Task and Finish Group – Update	Customer Focus 1 December 2022	Deputy Chief Executive (BA)	Portfolio Holder for Communities and Homeless Prevention (Cllr Pearce)	Cllr Denning (proforma)	September 2021	
JANUARY 2023						
Portfolio Holders Report (Cllr Wright TBC)	Strategic 19 January 2023			Timetabled report		
FEBRUARY 2023						
Portfolio Holders Report The PF TBC	Customer Focus 2 February 2023			Timetabled report		
Budget	Combined Strategic Scrutiny and Customer Focus Scrutiny Date to be confirmed	Director Finance (DH)	Leader	Annual Report		

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
MARCH 2023						
Portfolio Holders Report (Cllr Morse TBC)	Strategic 16 March 2023			Timetabled report		
Working Towards Net Zero - Exeter City Council's Corporate Carbon Footprint Report and Carbon Reduction Action Plan	Strategic 16 March 2023	Director Net Zero Exeter & City Management (DB)Service Lead Net Zero & Business (VH)	Portfolio Holder Climate Change (Cllr Wood)	Report half yearly		
Progress Report Shared Prosperity Fund - Update	Strategic 16 March 2023	Director Net Zero Exeter & City Management (DB)Service Lead Net Zero & Business (VH)	Portfolio Holder Climate Change (Cllr Wood)	Report half yearly		
The Exeter Local Plan – Community Engagement	Strategic 16 March 2023	Director of City Development (IC)	Portfolio Holder for City Management (Cllr Morse)	Director of City Development		
Portfolio Holders Report The PF TBC	Customer Focus 30 March 2023			Timetabled report		
To review the findings of the Car Parks Strategy report	Customer Focus 30 March 2023	Director Net Zero Exeter & City Management (DB)	Portfolio Holder for Climate Change (Cllr Wood)	Combined Strategic and Customer Focus Scrutiny Committee 20/10/2022- to consider Member	November 2021 – Combined Strategic and Customer Focus	

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
				involvement in the developing the car parking service	Scrutiny Committees	
Food Waste Collection	Customer Focus 30 March 2023	Director Net Zero Exeter & City Management (DB)	Portfolio Holder City Management and Environmental Services	Annual report		
JUNE 2023						
Portfolio Holders Report The PF TBC	Strategic Scrutiny 8 June 2023					
Presentation on the Role of Scrutiny	Strategic Scrutiny 8 June 2023	Corporate Manager Democratic and Civic Support (JS)				
Scrutiny Programme Annual Report	Strategic Scrutiny 8 June 2023			Scrutiny Programme Board Report yearly		
Portfolio Holders Report The PF to be agreed	Customer Focus 29 June 2023			Timetabled report		
Presentation on the Role of Scrutiny	Customer Focus 29 June 2023	Corporate Manager Democratic and Civic Support (JS)				

Item	Scrutiny Committee	Director	Portfolio Holder	Submitted by	Date Approved by Scrutiny Programme Board	Date Signed off
Scrutiny Programme Annual Report	Customer Focus 29 June 2023			Scrutiny Programme Board Report yearly		

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