

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

Is this a Key Decision?

No

Is this an Executive or Council Function?

Executive

1. What is the report about?

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

2. Recommendations

- 2.1 For Members to review and comment on completed and on-going actions from the City Centre Strategy 2013 – 2022.
- 2.2 To note that over the next 6 months consultation will take place with key city centre stakeholders, business groups and networks to recommend a way forward.

3. Reasons for the recommendation

- 3.1 To ensure actions remain relevant and achievable within current financial and staffing capabilities and that the city centre is an attractive place to live, visit and do business.
- 3.2 To ensure accountability in the development of the city centre in a holistic manner.

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

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

5. Section 151 Officer comments:

- 5.1 There are no financial implications contained in this report.

6. What are the legal aspects?

- 6.1 None identified.

7. Monitoring officer Comments:

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

8. Background

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

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

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

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

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

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

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

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

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

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

13. Are there any other options?

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

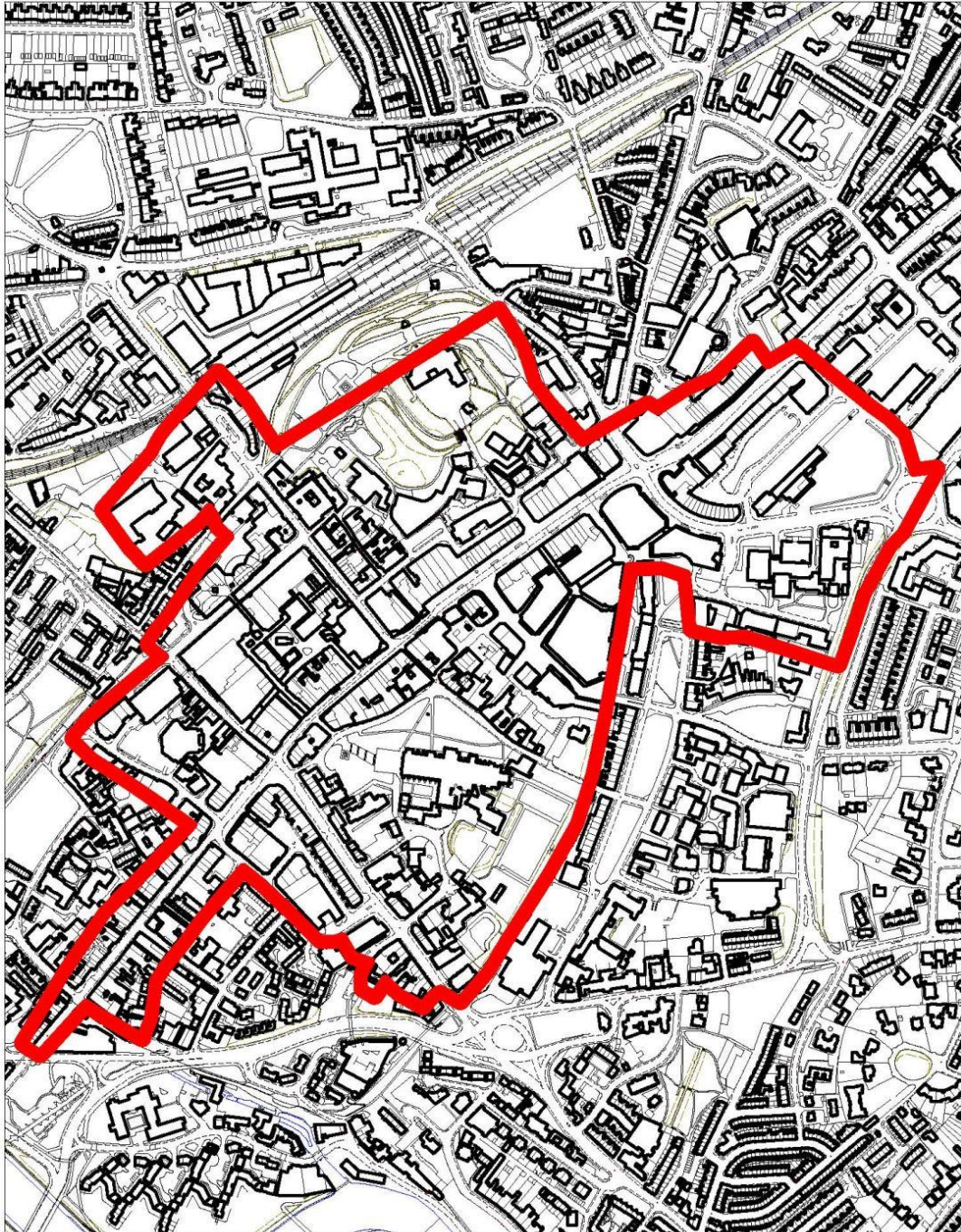
Victoria Hatfield, Economy & Enterprise Manager

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

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

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APPENDIX 1 - Exeter BID levy area



↑ Exeter Bid Area 2014

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

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Appendix 2 - City Centre Strategy 2013 – 2022 Action Plan

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

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

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

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

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

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

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

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

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

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

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

		Devon County Council	waste management at premises and encourage a tidier, cleaner street		
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Essential day-to-day operational issues					
Aim 1 – A sustainable, resilient and competitive City Centre					
Project	Year	Lead Partners and cost est. (where identified)	Outcomes	Update	Future Owner
Customer-convenient trading hours	Annual Progress Report	City Centre businesses Public transport operators Exeter & Heart of Devon Hoteliers & Restaurants Association Exeter City Council	To improve the link between the day-time and evening economies and to broaden the character of the latter by strengthening the café culture and extending opening hours. To deliver an improved ambience and reduce the incidence of alcohol-related anti-social behaviour.	A new Statement of Licensing Policy for the Licensing Act 2003 has been adopted which encourages the café culture	Exeter City Council
Review of street markets – identification of opportunities for significant development	Options report – Summer 2014	Exeter City Council	Identification of opportunities for growth and enhancement of City Centre markets, with a view to enhancing City Centre shopping opportunities and dwell time.	Markets section is working with others (such as Exeter Street Food) to help facilitate a better markets programme	Exeter City Council
Year-round Markets	On-going	Exeter City Council	To deliver increased City Centre retail options with a year-round series of specialist markets – building on the delivery of the 2012 Cathedral Christmas Market.	Some questions have been raised about the desirability of markets in the city centre and there is a lack of suitable site for city centre markets	Exeter City Council
Regular PI monitoring and reports	Annual Progress Report	City Centre Manager Exeter City Council City Centre businesses	To ensure the decision-making process is well informed, with reliable and up to date information	BID have installed 5 footfall cameras through the city centre.	Exeter BID

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

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

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

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

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

project)	review	Exeter Community Initiatives Devon & Cornwall Police City Centre businesses £1,500 for initial launch publicity – Community Safety Partnership		methods for assisting the street attached	
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