

## **CORPORATE SERVICES SCRUTINY COMMITTEE**

**22 June 2017**

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

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

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

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

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

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

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

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

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

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

#### **Proposed 2017/18 new priority**

- Investigate alternatives to current local Council Tax Support scheme

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

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

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

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

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

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

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



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

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

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

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

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

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

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